CVP客戶虛擬助理(CVA)故障排除

目錄

簡介

本檔案介紹如何對客戶語音入口網站(CVP)CVA功能進行疑難排解。

必要條件

需求

思科建議您瞭解以下主題：

- 思科整合客服中心企業版(UCCE)版本12.5
- 思科套裝客服中心企業版(PCCE)版本12.5
- CVP版本12.5
- 思科虛擬化語音瀏覽器(CVVB)12.5
- Google對話流

採用元件

本檔案中的資訊是根據以下軟體版本：

- 思科套裝客服中心企業版(PCCE)版本12.5
- CVP版本12.5
- Cisco虛擬化語音瀏覽器(Cisco VVB)12.5
- Google對話流

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路正在作用，請確保您已瞭解任何指令可能造成的影響。
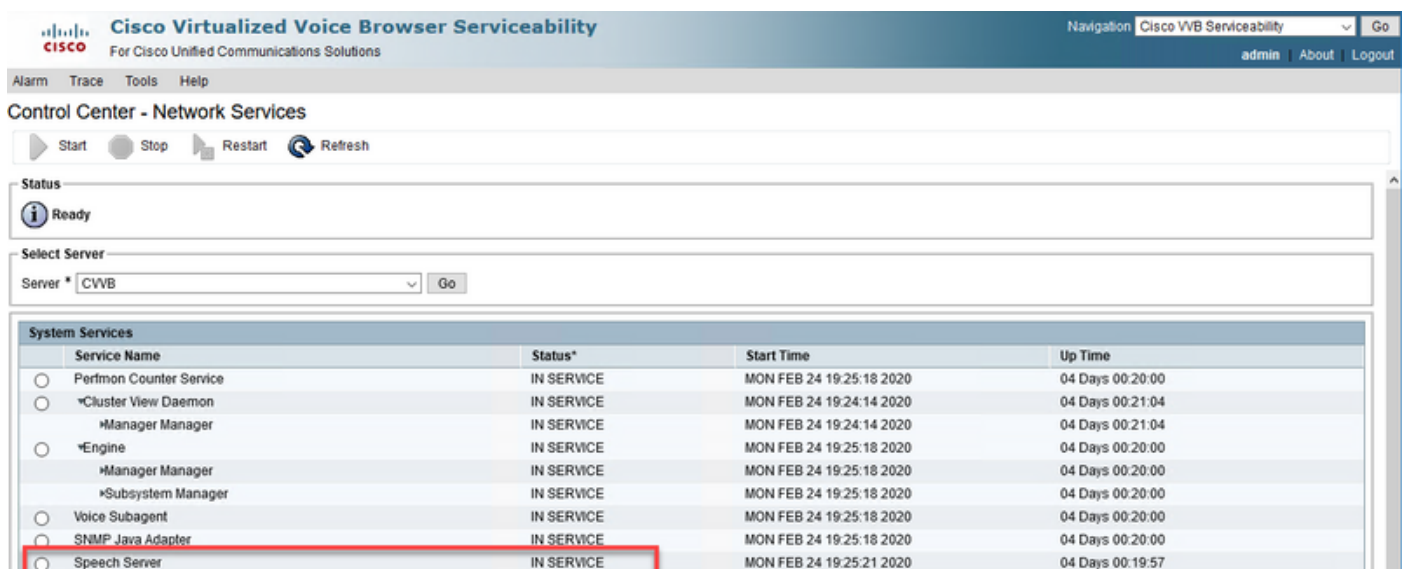
背景

CVP 12.5引入了客戶虛擬助理(CVA)功能，您可以在其中使用Google文本到語音轉換(TTS)、自動語音識別(ASR)和自然語言處理(NLP)服務。此功能支援類似於人際的互動，使您能夠使用自然語言處理在互動式語音響應(IVR)中快速高效地解決問題。如果您想瞭解有關CVA配置的詳細資訊，本文檔將重點介紹故障排除。請參閱本文配置CVP客戶虛擬助理(CVA)

疑難排解

CVA部署中發現的大多數問題都可以通過Speech Server日誌來識別。首先需要確保語音伺服器處於活動狀態。

步驟1.在CVVB上，導航至Cisco VVB Serviceability。

步驟2.在可維護性頁面上，導航到Tools > Network Services。確保語音伺服器處於服務狀態。

其次，在啟用跟蹤和收集日誌之前，可以測試並排除Dialogflow對來自Dialogflow虛擬代理的意圖的響應。

例如，嘗試對預設歡迎消息的響應。

在右側的Dialogflow virtual agent中，鍵入hello，然後輸入Enter。您可以看到對歡迎消息的響應。

您還可以檢查座席對話的歷史記錄。

步驟1.從Dialogflow虛擬代理中選擇History。

步驟2.在歷史記錄頁面中，選擇最後一個對話。您將看到虛擬座席和呼叫方之間的所有互動，如下圖所示。
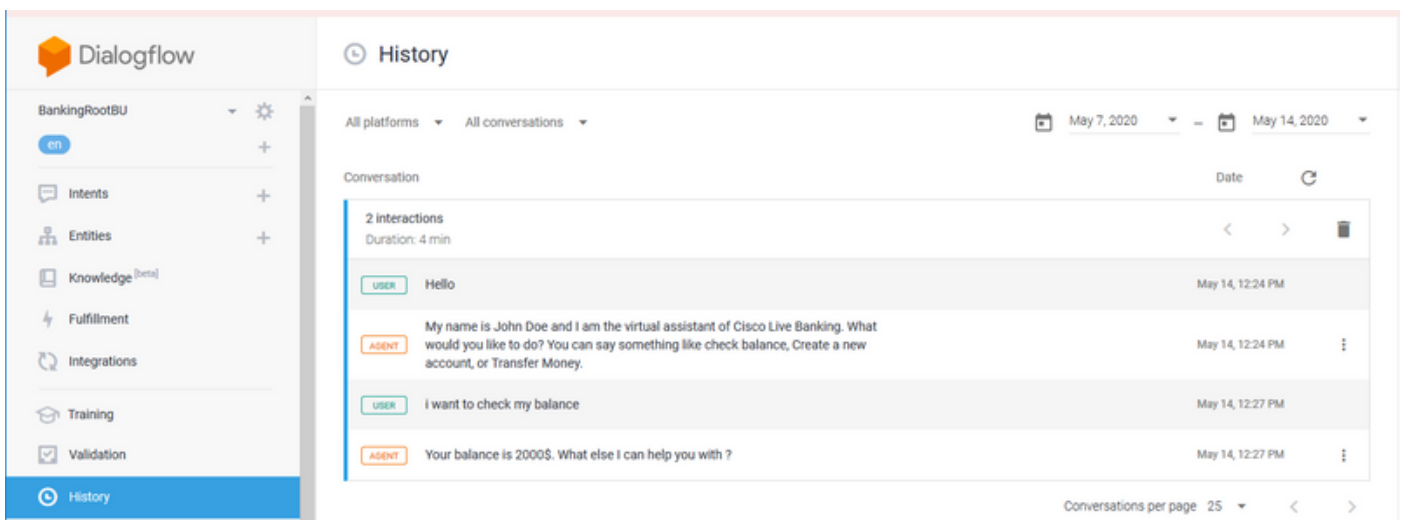
日誌跟蹤級別和收集

Cisco VVB語音伺服器

要啟用語音伺服器日誌，請執行以下步驟：

步驟1.在Cisco VVB可維護性頁面上，導航至：**Trace > Configuration**。

步驟2.選擇Speech Server。

步驟3.現在，您將看到設定的跟蹤的預設級別。

注意：需要提高Speech Server跟蹤級別，才能檢視Cisco VVB Speech Server和Google Dialogflow之間的消息交換。但是，當您增加Speech Server跟蹤級別時，系統可能會出現效能下降。確保在非生產時間或在實驗室環境中完成此操作。

第4步將語音伺服器跟蹤級別增加到XDebuggin3，以便檢視Cisco VVB語音伺服器和Google Dialogflow之間的消息流。
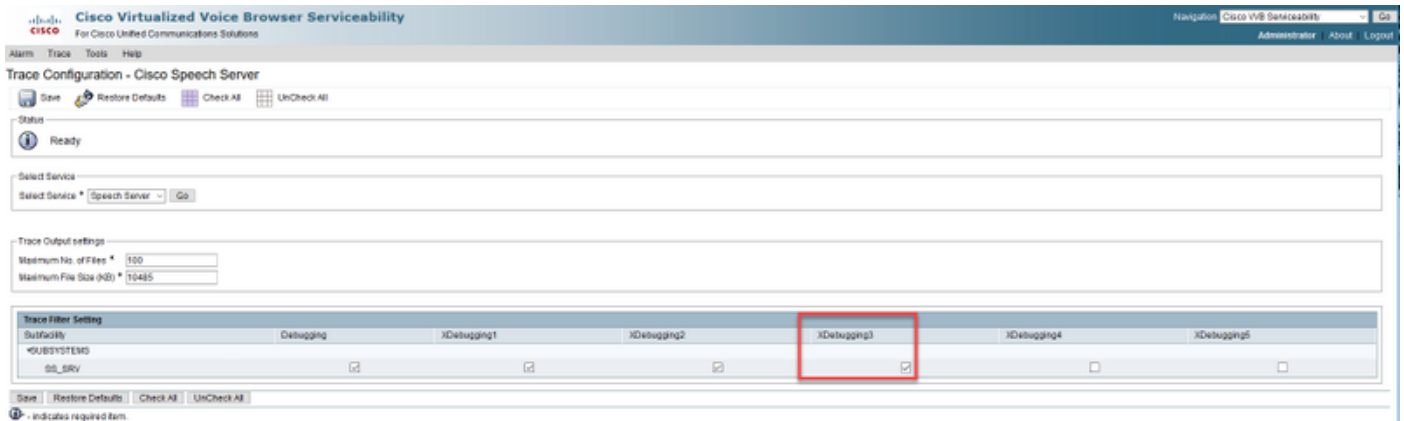
語音伺服器日誌無法通過即時監控工具(RTMT)獲得，因此您必須通過Cisco VVB命令列介面(CLI)下載日誌。

```
file get activelog speechserver/logs/SpeechServer
```

```
file view activelog speechserver/logs/SpeechServer/*.log
```

Google對話流

以下是可用於對Cisco CVA與Google Dialogflow的整合進行故障排除的兩個主要日誌：Google Stackdriver和活動日誌。

> 附註：啟用Google日誌會對API的使用產生額外費用。

Google Stackdriver可幫助您跟蹤呼叫者向虛擬代理發出的請求以及相應的響應。以下是啟用和收集Google Stackdriver日誌的步驟。

步驟1.在Dialogflow虛擬代理上，按一下設定圖示。
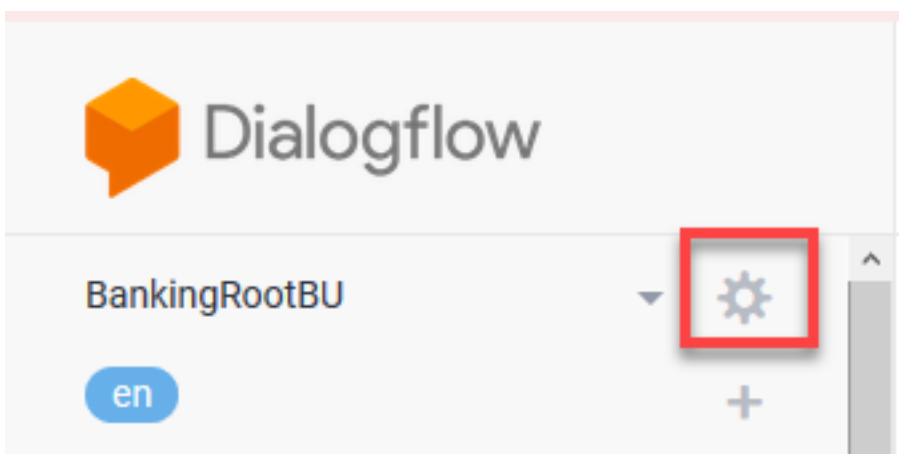
步驟2.在設定視窗中，將Log interactions滑至Google Cloud欄的右側，以便啟用日誌。您會看到Google Stackdriver已啟用，並且可以選擇開啟日誌。
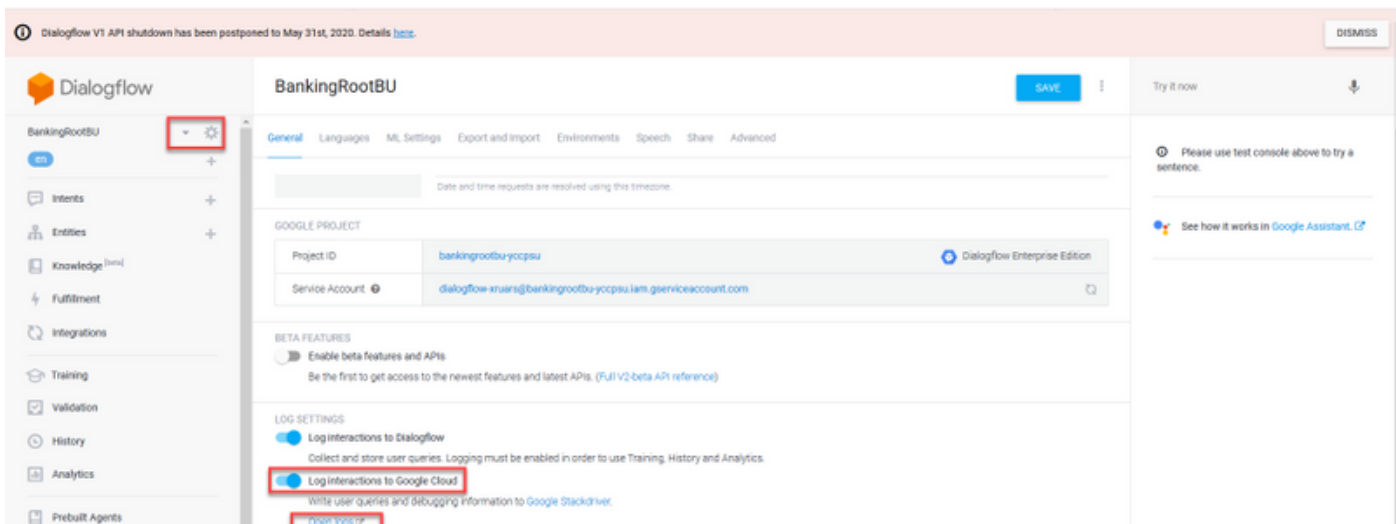
步驟3.發出一些呼叫以重新建立問題,然後按一下「開啟日誌」。您將看到對虛擬代理的請求和響應。

　　附註:您可以使用Strackdriver日誌中的會話ID(與CVP日誌中的CALLGUID相同)和Call studio應用程式活動日誌中的呼叫相同,以跟蹤從CVP到Dialogflow虛擬代理的端到端呼叫。
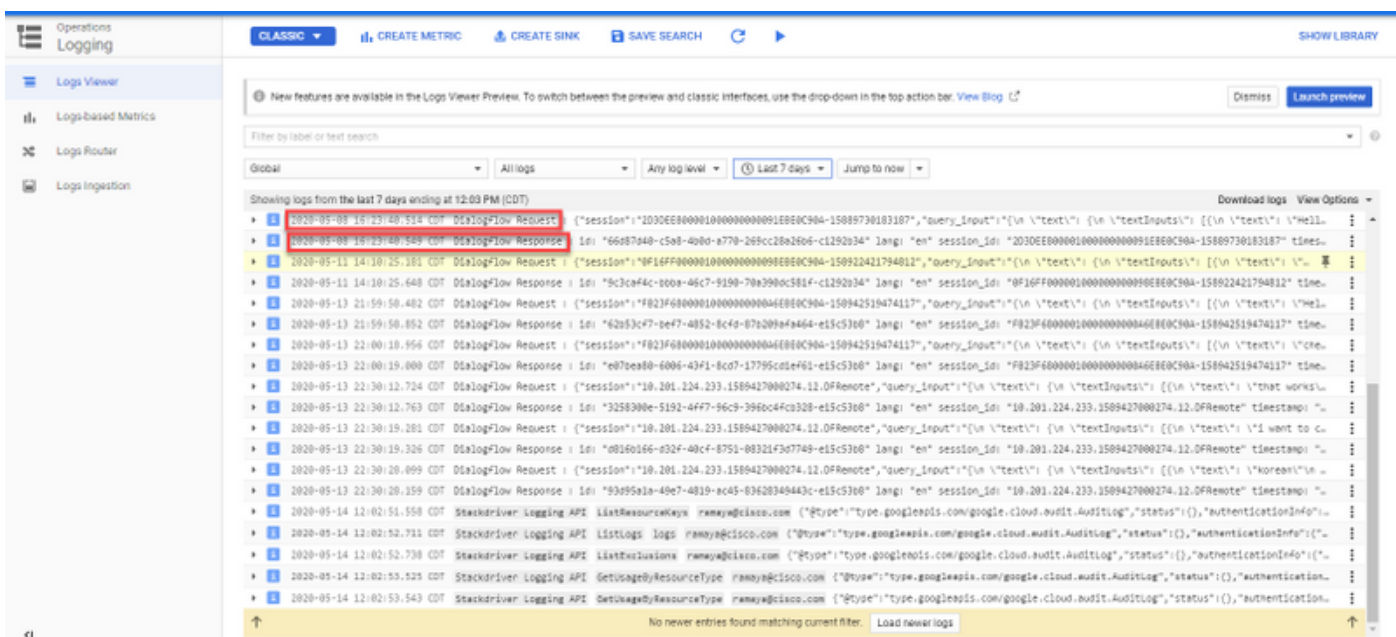
活動日誌基本上會記錄在Google專案上發生的所有活動。CVA功能主要與Dialogflow活動相關。因此,要解決CVA問題,您只需啟用Dialogflow活動。

以下是啟用和收集Dialogflow活動日誌的步驟

步驟1.在Dialogflow virtual Agent設定視窗中,按一下專案ID,如下圖所示。

步驟2.在Google雲平台上，點選左上角的設定欄。然後，導航至IAM & Admin > Audit Logs。
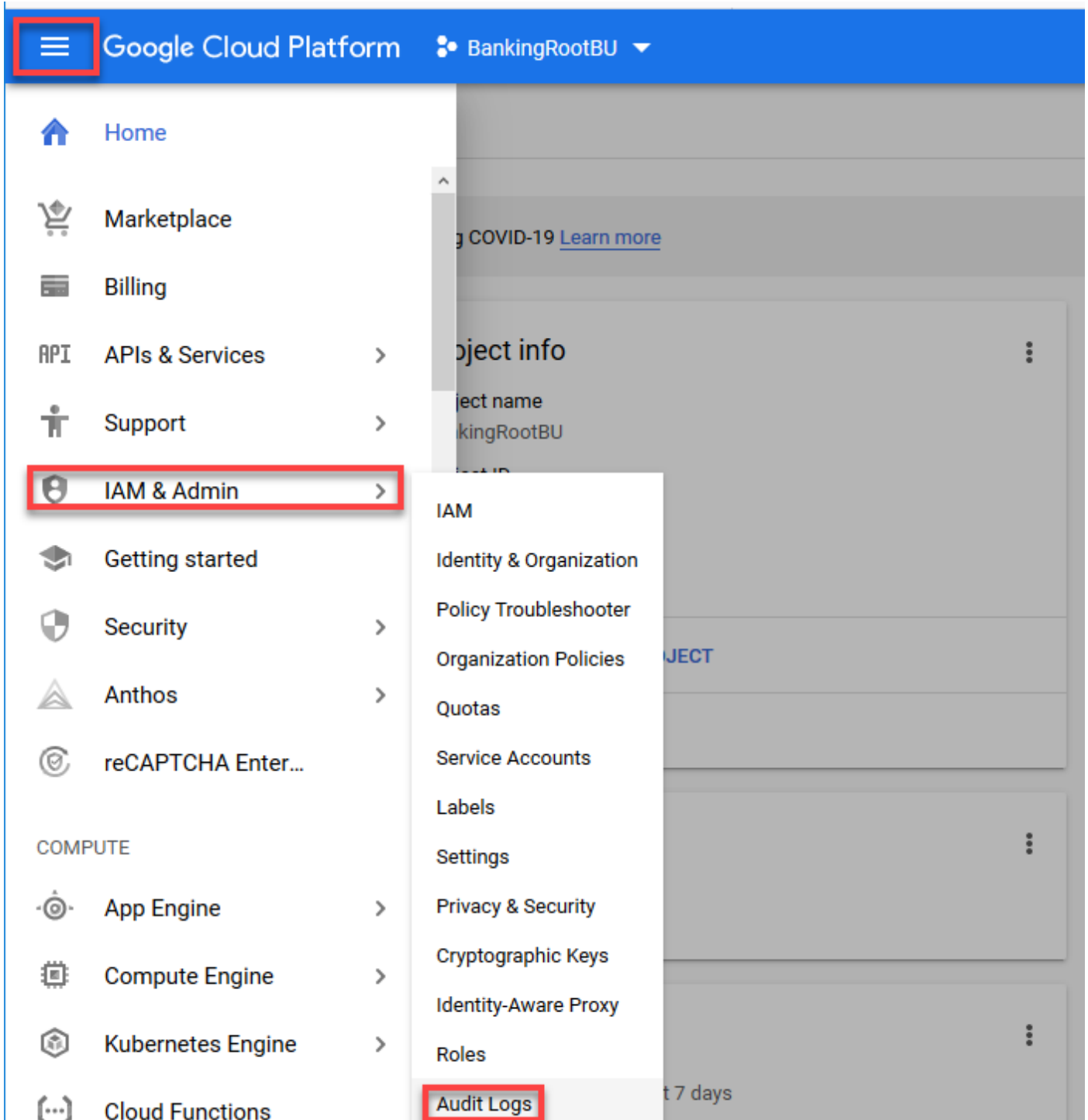
步驟3.在「稽核日誌」視窗中,鍵入Dialogflow以過濾所有日誌。選中Dialogflow API框和右側的所有許可權,如下圖所示。
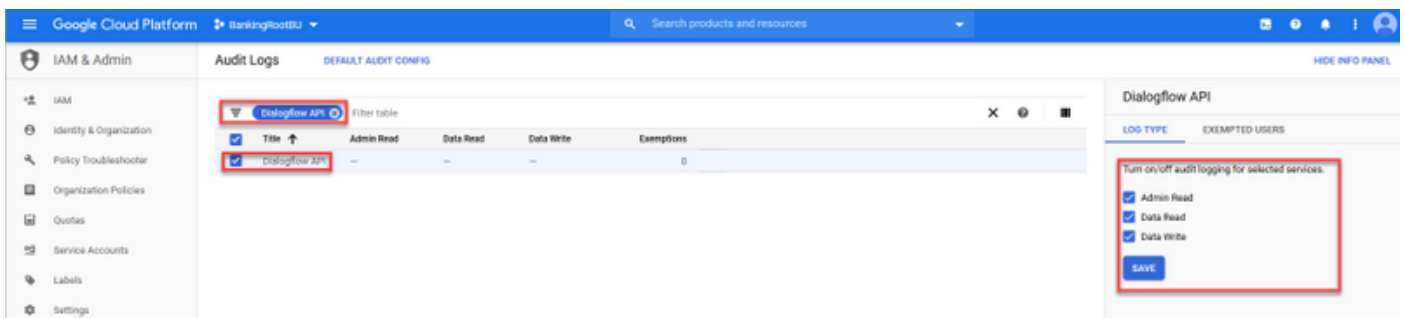
步驟4. 點選Google Cloud Platform,然後選擇Activity頁籤。

步驟5.在「類別」部分的右側，按一下「活動型別」。取消選中所有活動，僅選中「資料存取」，然後按一下「確定」。
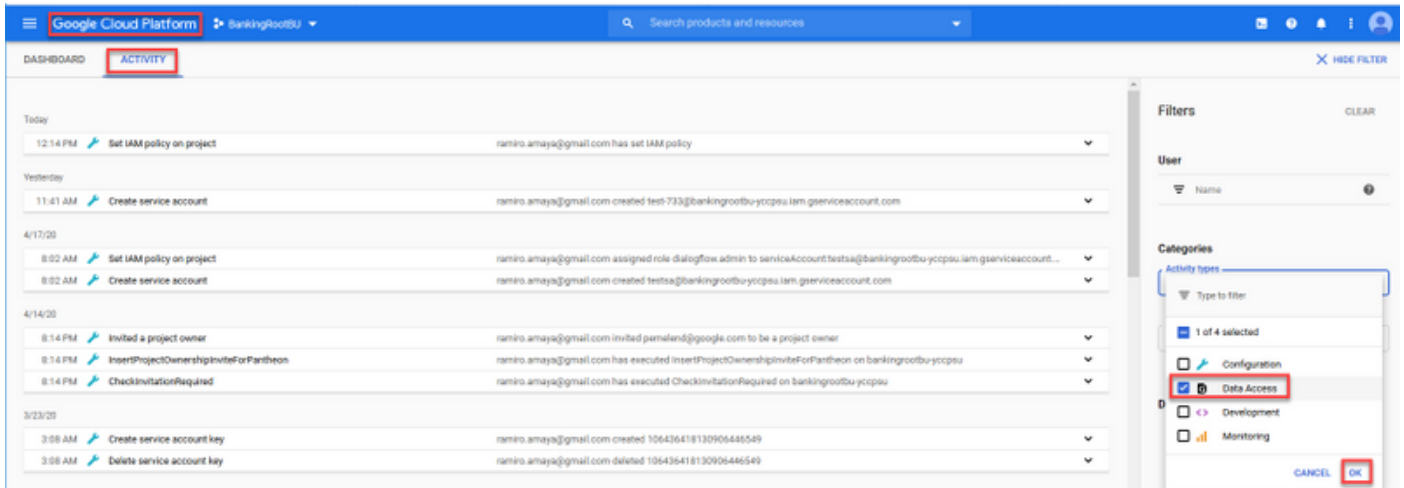
您現在可以在「活動」視窗中看到與Dialogflow相關的活動。
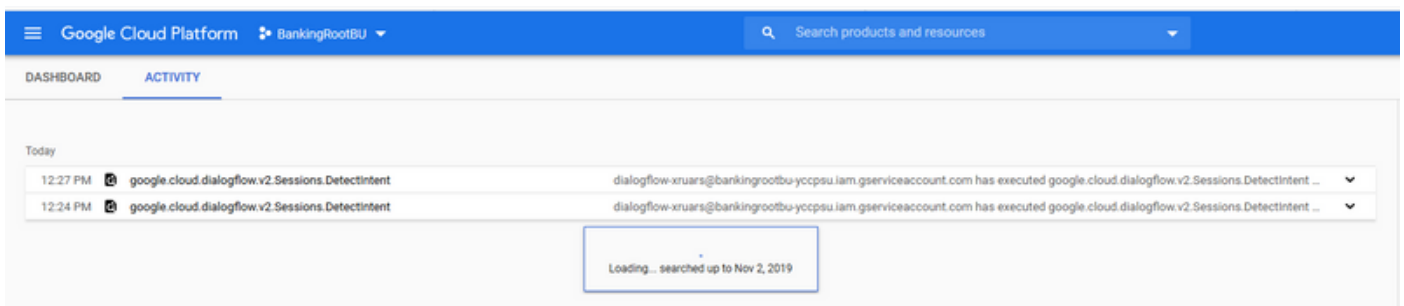
最常見問題

這些是思科CVA和Google整合中最常見的問題。

選擇Cisco VVB時無法在NOAMP中檢視詳細資訊

此問題主要與Cisco VVB和CVP Operations Manager(OAMP)伺服器之間通過新OAMP(NOAMP)配置使用者介面(UI)進行的證書交換有關。
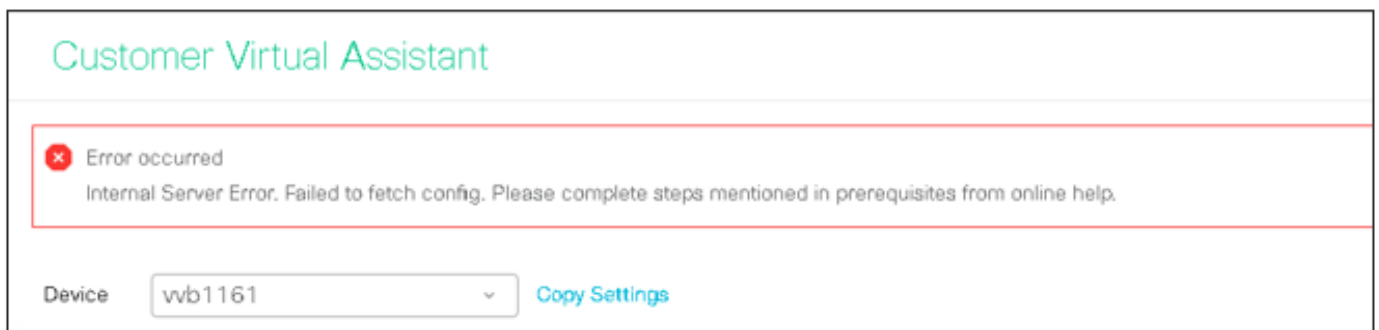
在OAMP日誌中(C:\Cisco\CVP\Logs\OAMP\)

```
32337: 10.64.82.199: Jan 06 2020 08:02:47.121 +0530: %CVP_12_5_OAMP-3-EXCEPTION_INFO: %[build_date=Nov 21, 2019 7:30
AM][build_type=rel][exception=javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed:
sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target
                at sun.security.ssl.Alerts.getSSLException(Alerts.java:192)
                at sun.security.ssl.SSLSocketImpl.fatal(SSLSocketImpl.java:1946)
                at sun.security.ssl.Handshaker.fatalSE(Handshaker.java:316)
                at sun.security.ssl.Handshaker.fatalSE(Handshaker.java:310)
                at sun.security.ssl.ClientHandshaker.serverCertificate(ClientHandshaker.java:1639)
                at sun.security.ssl.ClientHandshaker.processMessage(ClientHandshaker.java:223)
                at sun.security.ssl.Handshaker.processLoop(Handshaker.java:1037)


32345: 10.64.82.199: Jan 06 2020 08:02:53.636 +0530: %CVP_12_5_OAMP-3-EXCEPTION_INFO: %[build_date=Nov 21, 2019 7:30
AM][build_type=rel][exception=java.net.UnknownHostException: vvb1161
```

無法檢視SPOG中的CVA功能

在PCCE Admin Workstation(AW)Single Pane of Glass(SPOG)中，您看到此錯誤

⚠ The requested page cannot be displayed.Contact the System Administrator if the problem persists.

在AW Tomcat日誌(C"\icm\tomcat\logs\CCBU*)中，您會看到：

```
0000014128: 10.20.10.10: Jan 27 2020 18:57:16.842 -0500: %CCBU_ajp-nio-127.0.0.1-8009-exec-2-6-REQUEST_START:
%[ip.orig=10.10.10.211][method_name=GET][parameter_name={
}][port.orig=60957][protocol=HTTP/1.1][resource_name=/redirect/https:/cvvb.cc.lab/speechconfig/components/js/customerVirtualAssistant.bundle.js][usr
=]: Request start
0004199638: 10.20.10.10: Jan 27 2020 18:57:16.847 -0500: %CCBU_ajp-nio-127.0.0.1-8009-exec-2-6-REST_API_INFO:  User name: , service:
redirect, role: Administrator, deployment type: CCEPACM1LAB, access: FULL
0004199639: 10.20.10.10: Jan 27 2020 18:57:16.847 -0500: %CCBU_ajp-nio-127.0.0.1-8009-exec-2-6-REST_API_INFO:  URL to connect :
https://cvvb.cc.lab/speechconfig/components/js/customerVirtualAssistant.bundle.js
0004199642: 10.20.10.10: Jan 27 2020 18:57:16.891 -0500: %CCBU_ajp-nio-127.0.0.1-8009-exec-2-6-REST_API_INFO:  IOException
sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid
certification path to requested target
0000014130: 10.20.10.10: Jan 27 2020 18:57:16.893 -0500: %CCBU_ajp-nio-127.0.0.1-8009-exec-2-6-REQUEST_END:
%[PARAM_TIME_ELAPSED=50]: Request complete
```
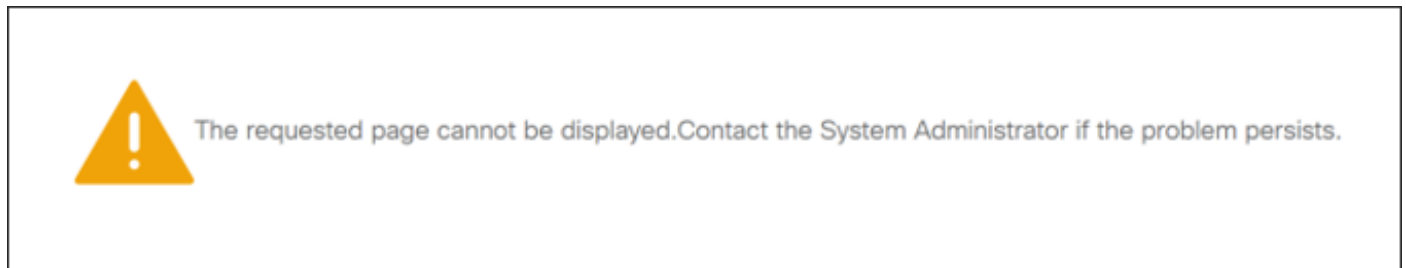
此問題主要與將Cisco VVB新增到SPOG以及Cisco VVB和AW之間的證書交換有關。

VVB/引擎啟動時，語音伺服器關閉

在此場景中，向呼叫方播放錯誤消息(error.wav)。

如果快取了文本到語音轉換(TTS)或音訊提示，則播放初始提示。

在Speech Server日誌中，您會看到：

```
88887: Dec 21 10:01:02.835 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: Start of getInitialAudio
88888: Dec 21 10:01:02.839 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: GRPC client Created Successfully
88889: Dec 21 10:01:02.840 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: Initial Audio waiting time: 5000
88891: Dec 21 10:01:02.949 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] GRPCClient:setErrorOccured:Error Occured In GRPC
88892: Dec 21 10:01:02.949 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: No response recieved from DF
88893: Dec 21 10:01:02.949 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: End of getInitialAudio
88894: Dec 21 10:01:02.950 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] Close GRPC client
88895: Dec 21 10:01:02.950 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] playAndRecognize(): NO_RESOURCE
```

在Call Studio應用程式活動日誌中，您將看到：

```
10.64.82.200.1576902622823.4.DFAudio,12/21/2019 10:00:22.839,DialogFlow,enter,
10.64.82.200.1576902622823.4.DFAudio,12/21/2019 10:00:22.979,DialogFlow,element,error,error.noresource: NO_RESOURCE
10.64.82.200.1576902622823.4.DFAudio,12/21/2019 10:00:22.979,DialogFlow,exit,
10.64.82.200.1576902622823.4.DFAudio,12/21/2019 10:00:22.979,DialogFlow,exit,
```

呼叫過程中VXML伺服器關閉

- 呼叫被丟棄。
- 當VXML伺服器關閉時，您在VXML應用程式中看不到任何日誌。
- Speech Server日誌顯示來自Google的最後響應。
- 引擎日誌顯示引擎嘗試與VXML伺服器通訊時連線被拒絕的錯誤

在Cisco VVB（引擎/MIVR）日誌中，您將看到：

```
51797: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-UNK:[CALLID=FEF5] Browser.fetchVxml(): got IOException e=:
 Exception=java.net.ConnectException: Connection refused (Connection refused)
51798: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION:java.net.ConnectException: Connection refused (Connection refused)
51799: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION:          at java.net.PlainSocketImpl.socketConnect(Native Method)
51800: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION:          at java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:339)
51801: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION:          at java.net.AbstractPlainSocketImpl.connectToAddress(AbstractPlainSocketImpl.java:200)
51802: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION:          at java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:182)
51803: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION:          at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:392)
51823: Jan 06 14:57:54.339 IST %MIVR-SS_VB-7-UNK:[CALLID=FEF5] VXMLDocumnet.loadbAndParse().aThread.run(): got vbe (VBEvent type) =
error.badfetch.http.404: Socket Error fetching req: http://10.64.82.200:7000/CVP/Server For details about Windows Sockets error codes,
please refer to Microsoft documentations; nested exception is:
          java.net.ConnectException: Connection refused (Connection refused)
```

Cisco VVB無法與Google Dialogflow通訊

在Cisco VVB語音伺服器日誌中，您會看到：

```
28: 10.201.224.234: May 02 2020 12:15:34.126 -0500: %CCBU_12_5_SpeechServer-7-SS_DEBUG:  {Thrd=grpc-default-executor-0} Recognition
Service :sessionId=<856B81000001000000000061EBE0C90A-158843973097070>,projectId=<cvatac-poc-d0q6>::sendText
29: 10.201.224.234: May 02 2020 12:15:34.263 -0500: %CCBU_12_5_SpeechServer-3-SS_EXCEPTION:
%[exception=com.google.api.gax.rpc.UnavailableException: io.grpc.StatusRuntimeException: UNAVAILABLE: io exception][message_string=Recognition
Service :sessionId=<856B81000001000000000061EBE0C90A-158843973097070>,projectId=<cvatac-poc-d0q6>::Error from DF]: Server has caught an
exception
30: 10.201.224.234: May 02 2020 12:15:34.270 -0500: %CCBU_12_5_SpeechServer-3-EXCEPTION_INFO: %[build_date=Dec 31, 1969 6:00
PM][build_type=rel][exception=com.google.api.gax.rpc.UnavailableException: io.grpc.StatusRuntimeException: UNAVAILABLE: io exception
....
Caused by: io.grpc.netty.shaded.io.netty.channel.AbstractChannel$AnnotatedNoRouteToHostException: No route to host: /172.18.108.60:80
```

在Call Studo應用程式活動日誌中，您會看到「無資源」或「錯誤」，具體取決於部署。對於
DialogFlow元素，您會看到：

```
10.201.224.233.1588439731111.57.DFAudio,05/02/2020 12:15:31.142,DialogFlow,enter,
10.201.224.233.1588439731111.57.DFAudio,05/02/2020 12:15:36.158,DialogFlow,element,error,error.noresource: NO_RESOURCE
10.201.224.233.1588439731111.57.DFAudio,05/02/2020 12:15:36.158,DialogFlow,exit,
```

對於DFIntent，您會看到：

```
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:03.121,DFIntent,enter,
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:20.981,DFIntent,element,error,
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:20.981,DFIntent,exit,
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:20.981,DFIntent,exit,
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:20.981,,element,error,
```

無輸入方案

在Call Studio應用程式活動日誌中，您將看到：

```
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:05.465,DialogFlow,enter,
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:18.272,DialogFlow,interaction,noinput,1
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:18.273,DialogFlow,interaction,audio_group,noinput_audio_group
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:31.081,DialogFlow,interaction,noinput,2
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:31.082,DialogFlow,interaction,audio_group,noinput_audio_group
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:43.892,DialogFlow,interaction,noinput,3
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:43.892,DialogFlow,interaction,audio_group,noinput_audio_group
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:45.478,DialogFlow,exit,
```

在Cisco VVB（引擎/MIVR）日誌中，您將看到：

```
115069: Dec 21 14:33:45.857 IST %MIVR-SS_VB-7-UNK:[CALLID=MjI3] WFStreamingGatewayDialogServicesAdapterImpl: Start of getInitialAudio
115070: Dec 21 14:33:45.857 IST %MIVR-SS_VB-7-UNK:[CALLID=MjI3] WFStreamingGatewayDialogServicesAdapterImpl: Initial Audio is Empty
115071: Dec 21 14:33:45.857 IST %MIVR-SS_VB-7-UNK:[CALLID=MjI3] WFStreamingGatewayDialogServicesAdapterImpl: trimLeadingSilence = 1
silenceSensitivity=5 trailingSilence=2000
115072: Dec 21 14:33:45.857 IST %MIVR-SS_VB-7-UNK:[CALLID=MjI3] WFStreamingGatewayDialogServicesAdapterImpl: bargin status = false
115073: Dec 21 14:33:45.857 IST %MIVR-SS_VB-7-UNK:[CALLID=MjI3] WFStreamingGatewayDialogServicesAdapterImpl: Wait for barge-in
115085: Dec 21 14:33:58.402 IST %MIVR-SS_VB-7-UNK:[CALLID=MjI3] StreamingUtterance: Stopped Streaming Utterance
115086: Dec 21 14:33:58.652 IST %MIVR-SS_VB-7-UNK:[CALLID=MjI3] WFStreamingGatewayDialogServicesAdapterImpl: EXITING playAndRecognize()
115087: Dec 21 14:33:58.652 IST %MIVR-SS_VB-7-UNK:[CALLID=101921MjI3NDZiMjVjMjk3Y2E5ZWJjNTAxYzc2YjU0YjdmZDA] Heard:    noinput
115088: Dec 21 14:33:58.652 IST %MIVR-SS_VB-7-UNK:[CALLID=101921MjI3NDZiMjVjMjk3Y2E5ZWJjNTAxYzc2YjU0YjdmZDA] playAndRecognize done.
115089: Dec 21 14:33:58.652 IST %MIVR-SS_VB-7-UNK:[CALLID=101921MjI3NDZiMjVjMjk3Y2E5ZWJjNTAxYzc2YjU0YjdmZDA]
VBEventHandler::handleEvent event: noinput: noinput - recognition failed; nested exception is:
        com.cisco.dialogservices.RecNoInputException
```

Json金鑰不正確

在Cisco VVB語音伺服器日誌中，您會看到：

```
704: 10.64.82.185: Dec 21 2019 13:47:32.346 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG:  {Thrd=grpc-default-executor-13}
RecognizeServiceImpl:sessionId=<101921MGZIOGVjYjAyZjNmODYzZmU1YzViMTljNzBiMjg3ZGI>,projectId=<ciscoss-dev-9gkv>:: createClient...
705: 10.64.82.185: Dec 21 2019 13:47:32.347 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG:  {Thrd=grpc-default-executor-13} Recognition Service
:sessionId=<101921MGZIOGVjYjAyZjNmODYzZmU1YzViMTljNzBiMjg3ZGI>,projectId=<ciscoss-dev-9gkv>::initializing with config: com.cisco.language=en-US,
com.cisco.codec=ULAW, com.cisco.grammarId=field3@field.grammar, com.cisco.projectId=ciscoss-dev-9gkv, com.cisco.secureLogging=false,
com.cisco.sessionId=101921MGZIOGVjYjAyZjNmODYzZmU1YzViMTljNzBiMjg3ZGI, com.cisco.initialAudio=Hello, com.cisco.grammarString=nlp@dialogflow,
com.cisco.outputAudioSupport=true, confidence.level=0.4, inputmodes=voice
706: 10.64.82.185: Dec 21 2019 13:47:32.389 +0530: %CCBU_12_5_SpeechServer-3-SS_EXCEPTION: %[exception=java.io.IOException: Unexpected exception
reading PKCS#8 data][message_string=Unable to get the credential Provider for Google Speech Service]: Server has caught an exception
707: 10.64.82.185: Dec 21 2019 13:47:32.391 +0530: %CCBU_12_5_SpeechServer-3-EXCEPTION_INFO: %[build_date=Jan 01, 1970 5:30
AM][build_type=rel][exception=java.io.IOException: Unexpected exception reading PKCS#8 data
        at com.google.auth.oauth2.ServiceAccountCredentials.privateKeyFromPkcs8(ServiceAccountCredentials.java:309)
        at com.google.auth.oauth2.ServiceAccountCredentials.fromPkcs8(ServiceAccountCredentials.java:286)
        at com.google.auth.oauth2.ServiceAccountCredentials.fromJson(ServiceAccountCredentials.java:210)
        at com.google.auth.oauth2.ServiceAccountCredentials.fromStream(ServiceAccountCredentials.java:350)
        at com.google.auth.oauth2.ServiceAccountCredentials.fromStream(ServiceAccountCredentials.java:322)
```

服務帳戶配置中的問題

在Cisco VVB語音伺服器日誌中，您會看到：

463: 10.64.82.185: Dec 21 2019 13:22:13.215 +0530: %CCBU_12_5_SpeechServer-3-SS_EXCEPTION:
%[exception=com.cisco.speechserver.config.ConfigurationNotAvailableException: Configuration entry not available for service:NLP,provider:ciscoss-dev-
9gkv1][message_string=Recognition Service :sessionId=<101921Yzg3OTZiZGM1Y2FlYjRjYjk1MzdjMGRhMThhMGYxMjU>,projectId=<ciscoss-dev-9gkv1>::]:
Server has caught an exception
464: 10.64.82.185: Dec 21 2019 13:22:13.216 +0530: %CCBU_12_5_SpeechServer-3-EXCEPTION_INFO: %[build_date=Jan 01, 1970 5:30
AM][build_type=rel][exception=com.cisco.speechserver.config.ConfigurationNotAvailableException: Configuration entry not available for
service:NLP,provider:ciscoss-dev-9gkv1
        at com.cisco.speechserver.config.ConfigurationManager.getServiceAccountConfigOrThrow(ConfigurationManager.java:164)
        at com.cisco.speechserver.providers.google.GoogleCredentialProvider.getServiceAccountKey(GoogleCredentialProvider.java:54)
        at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.createSession(DialogFlowStreamingImpl.java:116)
        at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.<init>(DialogFlowStreamingImpl.java:86)
        at com.cisco.speechserver.SpeechServerFactory.getStreamingClientInstance(SpeechServerFactory.java:67)
        at com.cisco.speechserver.grpc.server.RecognizeServiceImpl$1.createClient(RecognizeServiceImpl.java:211)
        at com.cisco.speechserver.grpc.server.RecognizeServiceImpl$1.onNext(RecognizeServiceImpl.java:87)
        at com.cisco.speechserver.grpc.server.RecognizeServiceImpl$1.onNext(RecognizeServiceImpl.java:65)
        at io.grpc.stub.ServerCalls$StreamingServerCallHandler$StreamingServerCallListener.onMessage(ServerCalls.java:248)
        at io.grpc.internal.ServerCallImpl$ServerStreamListenerImpl.messagesAvailable(ServerCallImpl.java:263)
        at io.grpc.internal.ServerImpl$JumpToApplicationThreadServerStreamListener$1MessagesAvailable.runInContext(ServerImpl.java:687)
        at io.grpc.internal.ContextRunnable.run(ContextRunnable.java:37)
        at io.grpc.internal.SerializingExecutor.run(SerializingExecutor.java:123)
        at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1128)
        at java.base/java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:628)
        at java.base/java.lang.Thread.run(Thread.java:834)

CallStudio應用程式中的語言設定錯誤

在Cisco VVB語音伺服器日誌中，您會看到：

123: 10.64.82.185: Jan 07 2020 08:54:50.693 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG: {Thrd=grpc-default-executor-2} Recognition Service
:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzl>,projectId=<ciscoss-dev-9gkv>::onCompleted::saying DF that I am onCompleted
124: 10.64.82.185: Jan 07 2020 08:54:51.218 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG: {Thrd=Gax-13} Recognition Service
:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzl>,projectId=<ciscoss-dev-9gkv>::ResponseApiStreamingObserver:from Google:
language_code: "fr-FR"

125: 10.64.82.185: Jan 07 2020 08:54:51.218 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG: {Thrd=Gax-13} Recognition Service
:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzl>,projectId=<ciscoss-dev-9gkv>::onCompleted
126: 10.64.82.185: Jan 07 2020 08:54:51.219 +0530: %CCBU_12_5_SpeechServer-3-SS_ERROR: Recognition Service
:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzl>,projectId=<ciscoss-dev-9gkv>::No response from dialogflow
127: 10.64.82.185: Jan 07 2020 08:54:51.220 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG: {Thrd=grpc-default-executor-2} Recognition Service
:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzl>,projectId=<ciscoss-dev-9gkv>::closing the session
128: 10.64.82.185: Jan 07 2020 08:54:51.220 +0530: %CCBU_12_5_SpeechServer-3-SS_EXCEPTION: %[exception=io.grpc.StatusRuntimeException: ABORTED:
No response from
dialogflow][message_string=RecognizeServiceImpl:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzl>,projectId=<ciscoss-dev-
9gkv>::onCompleted:: internal error]: Server has caught an exception
129: 10.64.82.185: Jan 07 2020 08:54:51.221 +0530: %CCBU_12_5_SpeechServer-3-EXCEPTION_INFO: %[build_date=Jan 01, 1970 5:30
AM][build_type=rel][exception=io.grpc.StatusRuntimeException: ABORTED: No response from dialogflow
        at io.grpc.Status.asRuntimeException(Status.java:530)
        at com.cisco.speechserver.providers.google.df.DialogFlowResponseHandler.checkResponseStatus(DialogFlowResponseHandler.java:138)
        at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.getFinalResponse(DialogFlowStreamingImpl.java:267)
        at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.onCompleted(DialogFlowStreamingImpl.java:176)
        at com.cisco.speechserver.grpc.server.RecognizeServiceImpl$1.onCompleted(RecognizeServiceImpl.java:129)

DF專案中的單個語句問題

在Cisco VVB語音伺服器日誌中，您會看到：

185: 10.64.82.185: Jan 07 2020 09:04:10.133 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG: {Thrd=grpc-default-executor-5}
Recognition Service :sessionId=<101921YmFlNzQzZWRhYWVlNmQxNTU0YTM2MDBjMTFmNDc2MGM>,projectId=<cvp-css-dev-s1mm>::closing the session
186: 10.64.82.185: Jan 07 2020 09:04:10.134 +0530: %CCBU_12_5_SpeechServer-3-SS_EXCEPTION: %[exception=io.grpc.StatusRuntimeException:
INTERNAL: io.grpc.StatusRuntimeException: INVALID_ARGUMENT: While calling Cloud Speech API: Invalid recognition 'config': single_utterance=true not supported for this
model.
][message_string=RecognizeServiceImpl:sessionId=<101921YmFlNzQzZWRhYWVlNmQxNTU0YTM2MDBjMTFmNDc2MGM>,projectId=<cvp-css-dev-s1mm>::onCompleted::
internal error]: Server has caught an exception
187: 10.64.82.185: Jan 07 2020 09:04:10.136 +0530: %CCBU_12_5_SpeechServer-3-EXCEPTION_INFO: %[build_date=Jan 01, 1970 5:30 AM][build_type=rel]
[exception=io.grpc.StatusRuntimeException: INTERNAL: io.grpc.StatusRuntimeException:
INVALID_ARGUMENT: While calling Cloud Speech API: Invalid recognition 'config': single_utterance=true not supported for this model.
                    at io.grpc.Status.asRuntimeException(Status.java:521)
                    at com.cisco.speechserver.providers.google.df.DialogFlowResponseHandler.checkForDFError(DialogFlowResponseHandler.java:149)
                    at com.cisco.speechserver.providers.google.df.DialogFlowResponseHandler.checkResponseStatus(DialogFlowResponseHandler.java:122)
                    at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.getFinalResponse(DialogFlowStreamingImpl.java:267)
                    at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.onCompleted(DialogFlowStreamingImpl.java:176)
                    at com.cisco.speechserver.grpc.server.RecognizeServiceImpl$1.onCompleted(RecognizeServiceImpl.java:129)
                    at io.grpc.stub.ServerCalls$StreamingServerCallHandler$StreamingServerCallListener.onHalfClose(ServerCalls.java:259)
                    at io.grpc.internal.ServerCallImpl$ServerStreamListenerImpl.halfClosed(ServerCallImpl.java:283)
                    at io.grpc.internal.ServerImpl$JumpToApplicationThreadServerStreamListener$1HalfClosed.runInContext(ServerImpl.java:711)
                    at io.grpc.internal.ContextRunnable.run(ContextRunnable.java:37)
                    at io.grpc.internal.SerializingExecutor.run(SerializingExecutor.java:123)
                    at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1128)
                    at java.base/java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:628)
                    at java.base/java.lang.Thread.run(Thread.java:834)
][product_name=CCBU][subsystem_exception_info=][tid=grpc-default-executor-5][version_number=CCBU_12_5_1_-1_-1_-1_-1]:
Information associated with the following logged exception [id:9007]

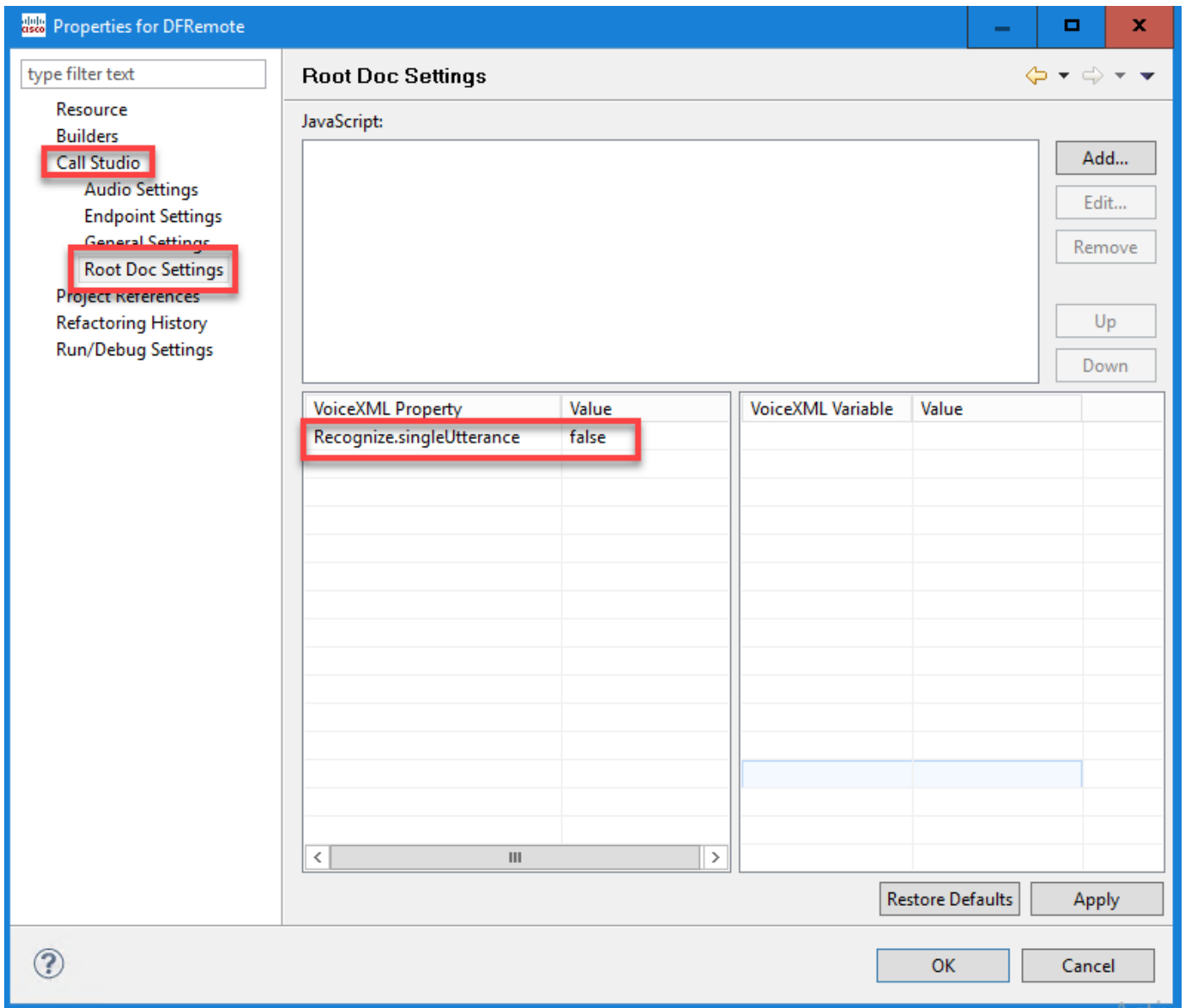要解決與單個語句相關的問題，您可以按照圖中所示使用Enterprise Essentials計畫，或者修改call studio應用程式屬性，並將單個語句設定為false。

要更改Call Studio應用程式中的單個話語設定，請執行以下步驟：

步驟1.在Call Studio應用程式上，按一下右鍵並選擇屬性。
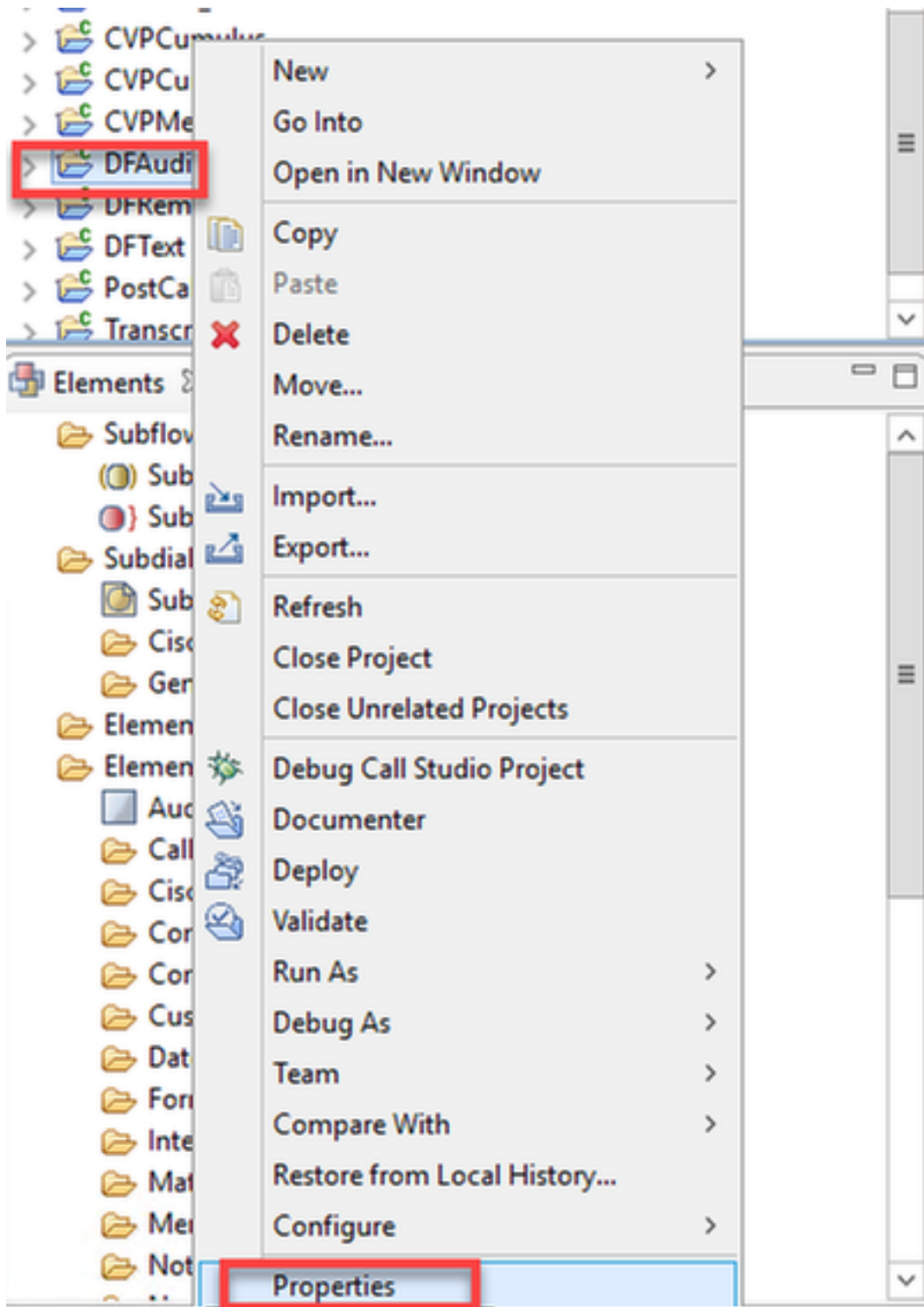
步驟2.在屬性視窗中，導航到Call Studio > Root Doc設定，然後在VoiceXML屬性視窗中新增 **Recognize.singleUterance**並將其設定為**false**。

步驟3.按一下確定儲存該應用程式，然後驗證該應用程式並將其部署到VXML伺服器。

NTP同步問題

在Cisco VVB語音伺服器日誌中，您會看到：


```
101: 10.64.82.185: Jan 07 2020 09:23:12.516 +0530: %CCBU_12_5_SpeechServer-3-EXCEPTION_INFO: %[build_date=Jan 01, 1970 5:30 AM][build_type=rel][
exception=com.google.api.gax.rpc.UnauthenticatedException: io.grpc.StatusRuntimeException:
UNAUTHENTICATED: Request had invalid authentication credentials. Expected OAuth 2 access token, login cookie or other valid authentication credential.
See https://developers.google.com/identity/sign-in/web/devconsole-project.
            at com.google.api.gax.rpc.ApiExceptionFactory.createException(ApiExceptionFactory.java:73)
            at com.google.api.gax.grpc.GrpcApiExceptionFactory.create(GrpcApiExceptionFactory.java:72)
            at com.google.api.gax.grpc.GrpcApiExceptionFactory.create(GrpcApiExceptionFactory.java:60)
            at com.google.api.gax.grpc.ExceptionResponseObserver.onErrorImpl(ExceptionResponseObserver.java:82)
            at com.google.api.gax.rpc.StateCheckingResponseObserver.onError(StateCheckingResponseObserver.java:86)
            at com.google.api.gax.grpc.GrpcDirectStreamController$ResponseObserverAdapter.onClose(GrpcDirectStreamController.java:149)
            at io.grpc.PartialForwardingClientCallListener.onClose(PartialForwardingClientCallListener.java:39)
            at io.grpc.ForwardingClientCallListener.onClose(ForwardingClientCallListener.java:23)
            at io.grpc.ForwardingClientCallListener$SimpleForwardingClientCallListener.onClose(ForwardingClientCallListener.java:40)
            at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1128)
            at java.base/java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:628)
            at java.base/java.lang.Thread.run(Thread.java:834)
Caused by: io.grpc.StatusRuntimeException: UNAUTHENTICATED: Request had invalid authentication credentials.
Expected OAuth 2 access token, login cookie or other valid authentication credential. See https://developers.google.com/identity/sign-in/web/devconsole-project.
            at io.grpc.Status.asRuntimeException(Status.java:530)
            ... 22 more
][product_name=CCBU][subsystem_exception_info=][tid=Gax-3][version_number=CCBU_12_5_1_-1_-1_-1_-1]: Information associated with the following logged exception
[id:9007]
```

相關資訊

思科檔案

- CVA
- [CVA](#)
- [OAMPUCCE](#)CVA
- [PCCE AdminPCCE](#)CVA
- [Dialogflow](#) Call Studio
- [DialogflowIntent](#)
- [DialogflowParam](#)Studio
- [Transcript](#) Call Studio

Google文檔

- [Dialogflow API](#)
- [API()](#)
- [API()](#)
- [Dialogflow](#)
- [Enterprise Edition](#)
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