

CVP "Send to VRU" and "Run Ext Script" Failures

TAC

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Introduction

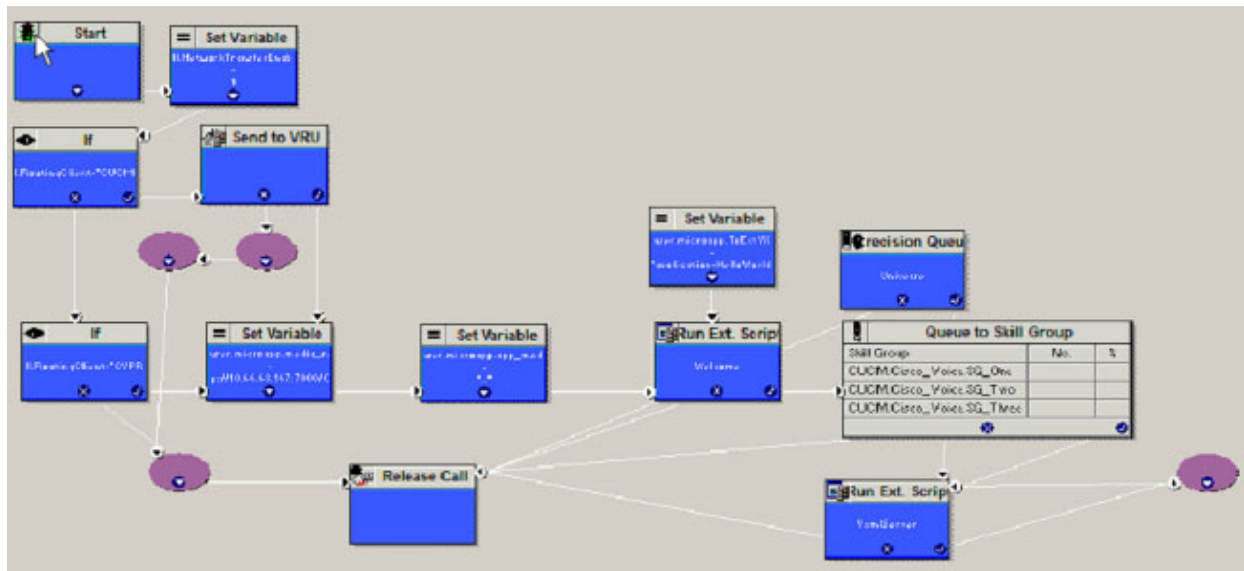
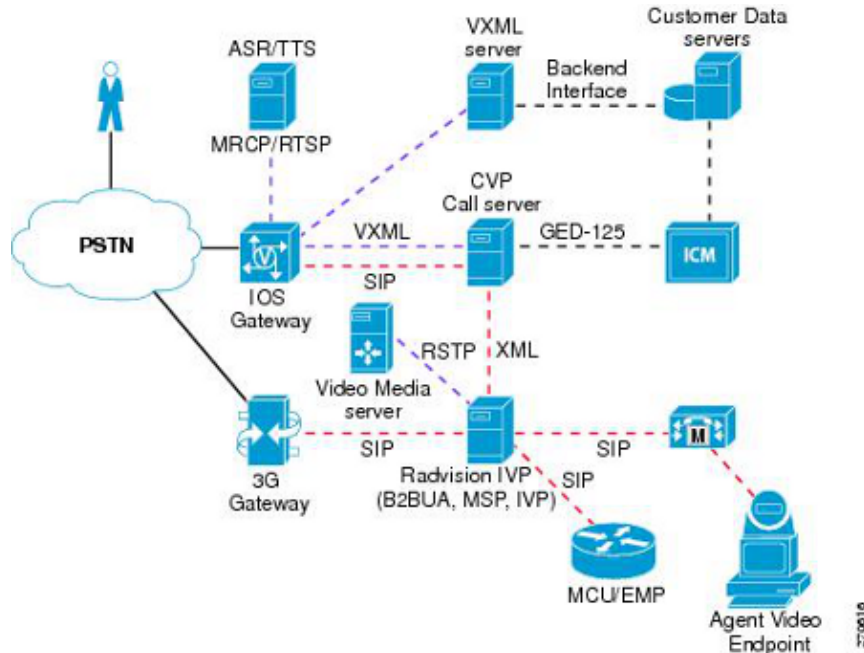
This document describes the "Send to VRU" and "Run Ext Script" failures. The approach taken is called Predictive Troubleshooting. With predictive troubleshooting, you will be made aware of the problem based on the logs, the related behavior, and how best to address it.

In Customer Voice Portal (CVP) deployments, call failures at the "Send to VRU" or "Run Ext Script" node are very common. Even though it is just a single node in Intelligent Contact Management (ICM), there are lots of signaling events that need to occur on CVP, the Voice XML (VXML) gateway and/or the VXML server.

There are a number of places configuration must be completed correctly. Most failures happen due to misconfiguration or a failure outside of ICM. Once you are familiar with the most common configuration problems and/or failure on devices, it is easier to troubleshoot real problems in production networks.

Network Diagrams

"Send to VRU" and/or "Run Ext Script" with CVP



Background of "Send to VRU" or "Run Ext Script" Node

When a call arrives on ICM via the CVP, the Cisco Unified Communications Manager (CUCM) or any other Peripheral Gateway (PG), ICM might need Voice Response Unit (VRU) treatment to play announcements and collect user input. In order to do so, ICM needs to send the call to the network VRU first. Only the network VRU can play announcements and collect user input. So, if a call arrives from a Public Switched Telephony Network (PSTN) to ICM via the CVP or CUCM, ICM needs to use the "Send to VRU" node to send the call to a network VRU. There are some nodes which have implicit "Send to VRU", such as "Run Ext Script" or

"Queue to Skill Group". Once the call arrives at the network VRU, ICM then executes the "Run External Script" node.

How ICM Identifies Which VRU to Use

When ICM receives a call from the CVP routing client, and if the call needs to be sent to the network VRU, ICM looks for the customer instance configured for the dialed number. Once the customer instance is identified, ICM uses the network VRU configured for that customer instance. Then ICM finds the label for the routing client in that network VRU. Along with the Correlation ID, ICM sends the VRU label to CVP routing client. When a customer instance is not configured, the default network VRU must be configured. But as best practice, the customer instance should always be defined on the dialed number.

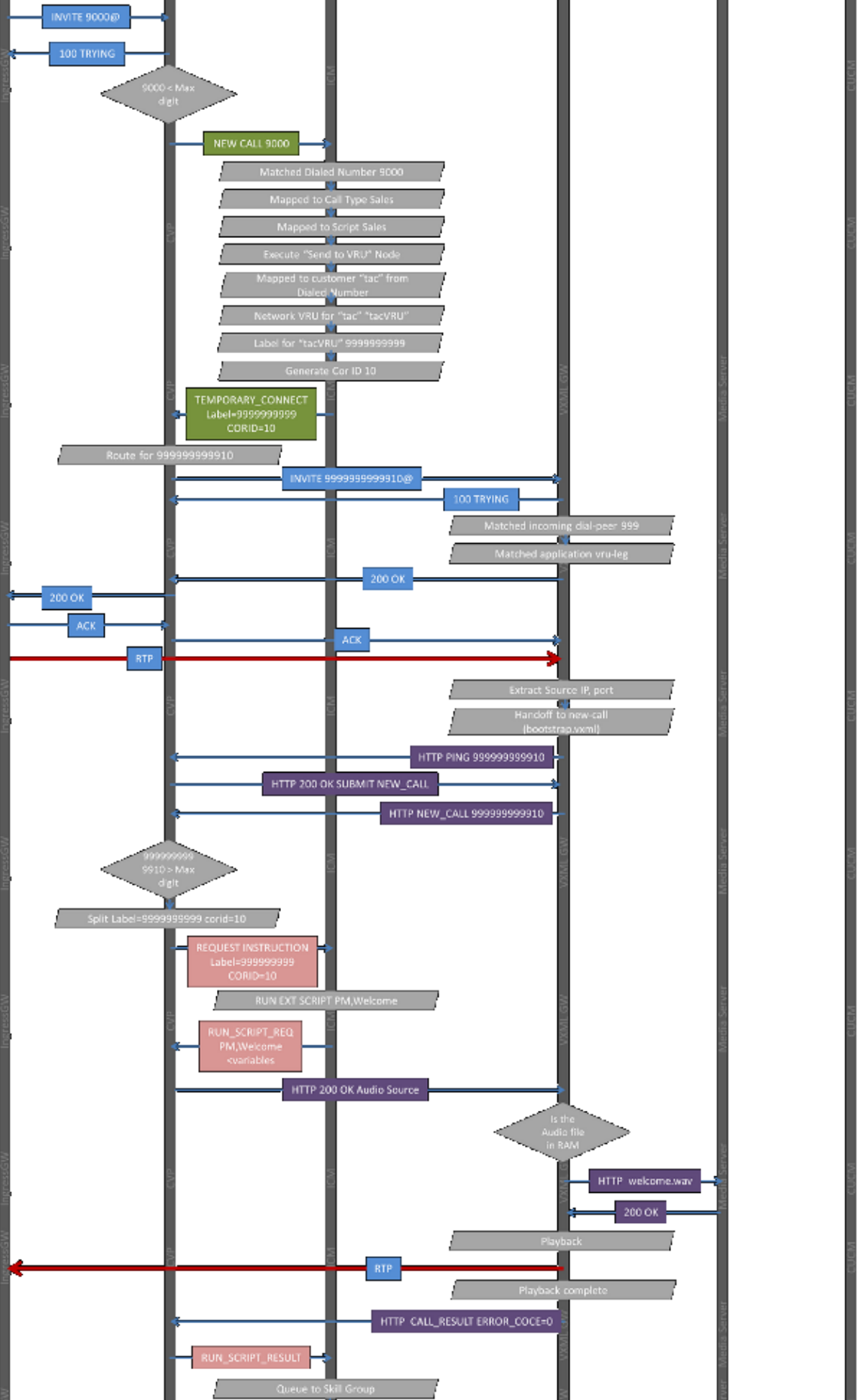
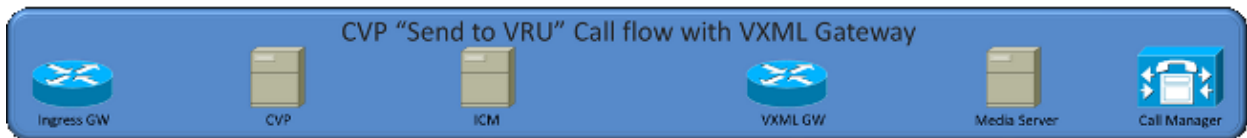
Ladder Diagram

The call flow changes depend on where the call originates and reaches to ICM. It also depends on the signalling protocol used for the call. Based on that, here are the different ladder diagrams:

1. Session Initiation Protocol (SIP) – PSTN Gateway sends the call to the CVP and the CVP sends to ICM
2. SIP – CUCM sends the call to ICM and transfers to the CVP

SIP – PSTN Gateway Sends the Call to the CVP and the CVP Sends to ICM

CVP "Send to VRU" Call flow with VXML Gateway



1. The Ingress gateway sends an INVITE to the CVP.
2. The CVP returns with 100 TRYING.
3. The CVP determines if it is a new call or a VRU call. It checks the Digital Number Identification Service (DNIS) length. If the DNIS length is less than or equal to the "Max DIGIT" defined in the ICM subsystem, the CVP knows it is a new call.
4. The CVP sends a NEW_CALL request to the ICM.
5. Once the ICM PG converts the NEW_CALL to the Route Request and sends to the ICM Router:
 - ◆ The ICM router tries to match the route request DNIS with the dialed number.
 - ◆ Once the dialed number is matched, ICM maps it to a call type.
 - ◆ Once the call type is matched, it is mapped to a script. If the script is scheduled to run now, the ICM router executes the script.
 - ◆ Once the script hits the "Send to VRU" or "Run Ext Script" node, ICM needs to send the call to the VRU. It tries to find the correct network VRU.
 - ◆ Based on the dialed number, ICM finds which customer this dialed number belongs to.
 - ◆ Once the customer is found, ICM finds which network VRU will be used.
 - ◆ The ICM router picks the label defined for CVP RC and generates the correlation ID.
6. The CVP gets the label 9999999999 and Correlation ID 10. It combines it and looks for a route. Since proxy is not used, it is a static route defined under SIP.
7. The CVP sends the 999999999910 call to the VXML gateway.
8. On the VXML gateway, 999999999910 matches a dial-peer which has bootstrap.tcl as the application to invoke.
9. The VXML gateway accepts the call and sends 200 OK to the CVP.
10. The CVP returns the 200 OK to the Ingress gateway with Secure Device Provisioning (SDP) copied from the VXML gateway's 200 OK.
11. The Ingress gateway sends ACK to the CVP. The transaction of the INBOUND leg of the call is now complete.
12. The CVP sends ACK to the VXML gateway. There is a dependency here. If the INBOUND leg ACK is not received, the CVP does not send the ACK to the VXML gateway.
13. In the meantime, on the VXML gateway the bootstrap application extracts the SIP headers to find out where this call came from. It uses this information to send an HTTP request to the CVP.
14. The VXML gateway sends an HTTP PING message to the same CVP where the SIP call came.
15. The CVP Interactive Voice Response (IVR) subsystem responds with 200 OK.
16. The VXML gateway now sends a NEW_CALL HTTP request to the CVP with DNIS=999999999910.
17. Since the DNIS is great, the "max digit" is defined on the CVP (which is 10). The CVP knows it is a VRU returning call so it splits the label and correlation ID and sends a REQUEST INSTRUCTION to CVP with label = 9999999999, correlation ID=10.
18. Based on the correlation ID=10, ICM knows which script on which node the call was waiting for. So it continues to execute the next step which is "Run Ext Script". It sends "RUN_SCRIPT_REQ" as PM, welcome along with other Error-Correcting Code (ECC) variables.
19. With use of the ECC variables and the RUN_SCRIPT_REQ instruction, the CVP IVR subsystem builds the VXML document and sends back as 200 OK.
20. The VXML gateway receives the 200 OK and determines which wave file to play and from where.
21. It checks its cache, the file is not present, so it sends an HTTP request to the web server for the file.
22. The web server sends 200 OK with the audio file.
23. The VXML gateway sends the audio file as Routing Table Protocol (RTP) to the ingress gateway.
24. Once the VXML gateway plays the file, it sends another HTTP request to CVP with CALL_RESULT, ERROR_CODE=0.
25. CVP sends "RUN_SCRIPT_RESULT" to ICM with ERROR_CODE=0.
26. ICM follows through the successful branch of the "Run Ext Script" node and goes to "Queue to Skill Group".
27. Now, ICM needs to disconnect the VRU leg. So ICM sends disconnect on the VRU leg.
28. At the same time, ICM sends the CONNECT label 2001 to the switch leg.
29. CVP sends 200 OK to HTTP request of the VXML gateway to disconnect.

30. At the same time, CVP sends BYE on the SIP leg to the VXML gateway.
31. Once the BYE is sent to the VXML gateway, CVP sends a SIP INVITE to 91919191 which is routed to the VXML gateway as per the dial plan configuration.
32. Once CVP receives 200 OK from the VXML gateway for the 91919191 call, it sends Re INVITE back to INBOUND leg/Ingress Gateway.
33. The Ingress gateway sends 200 OK for the new reinvoke.
34. The CVP sends ACK to the Ingress gateway as well as the VXML gateway.
35. The RTP path is established between the Ingress gateway and the VXML gateway and the customer can hear the ringback.
36. Now CVP sends a SIP INVITE to CUCM for the 2001.
37. CUCM sends a 100 TRYING and 180 RINGING event. CVP does not do anything with the 180 RINGING message.
38. Once the agent answers the call, CUCM sends 200 OK.
39. This triggers multiple events on CVP.
40. CVP Sends BYE to 91919191 VXML ring-back leg. CVP sends a reinvoke back to the Ingress gateway in order to change the audio path to Phone.
41. The Ingress gateway sends 200 OK on the new reinvoke.
42. CVP sends ACK to Ingress Gateway as well as CUCM.
43. Now, the audio is established between the Ingress gateway and the IP phone.

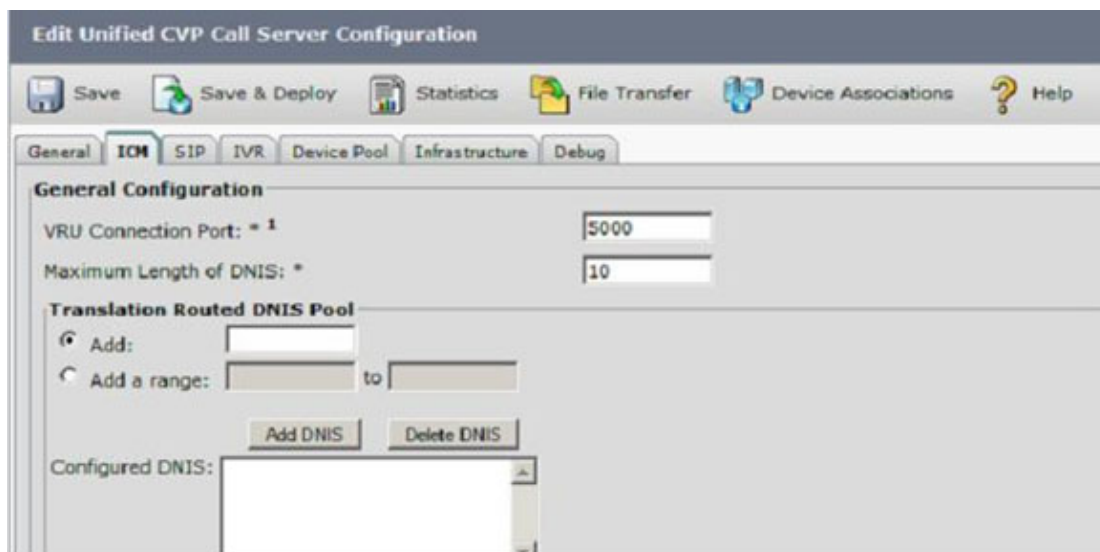
Configuration

PSTN Gateway Configuration

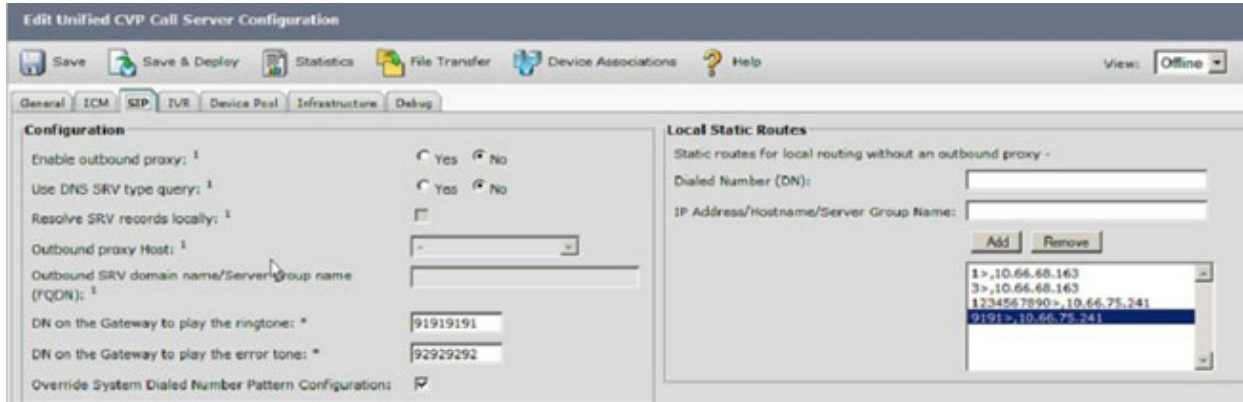
```
dial-peer voice 2000 voip
destination-pattern 20..
translate-outgoing called 1
session protocol sipv2
session target ipv4:10.66.68.169
session transport tcp
codec g711ulaw
no vad
```

CVP Configuration

The "Maximum Length of DNIS" must match the length of the VRU label.

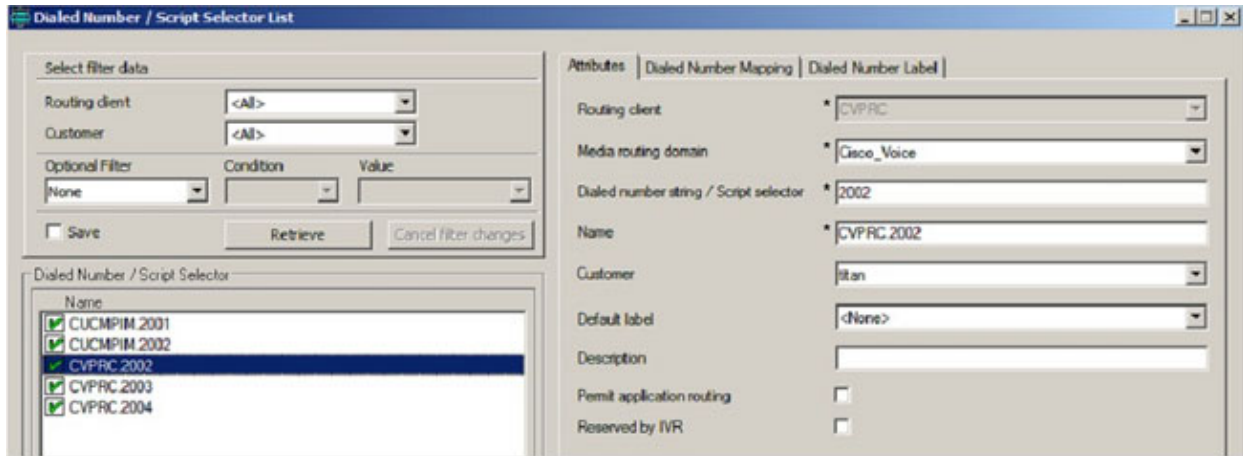


CVP must have either a local route or proxy for the VRU label. If "Send to Originator" is configured, CVP uses the Ingress gateway as the VXML gateway.

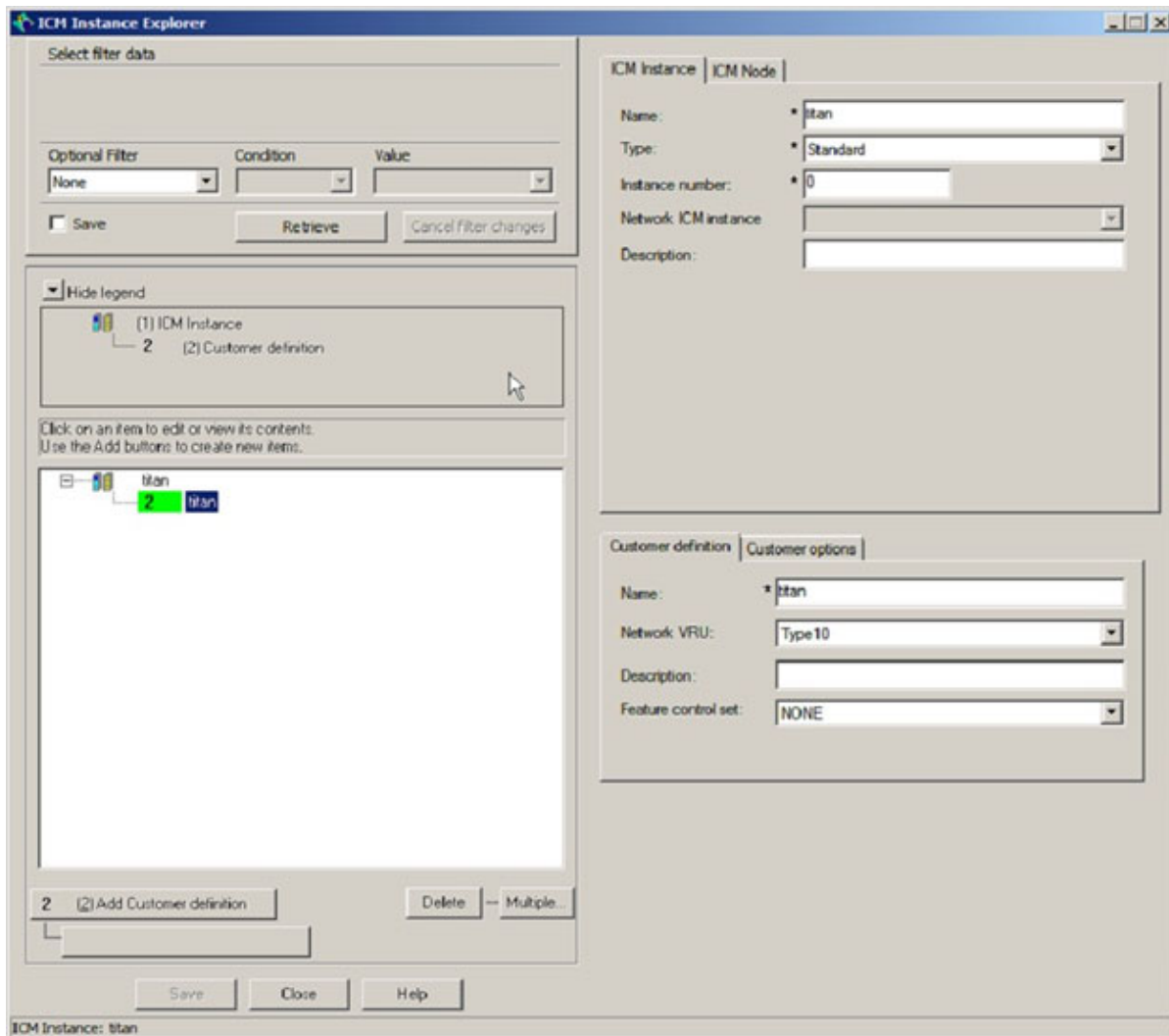


ICM Configuration

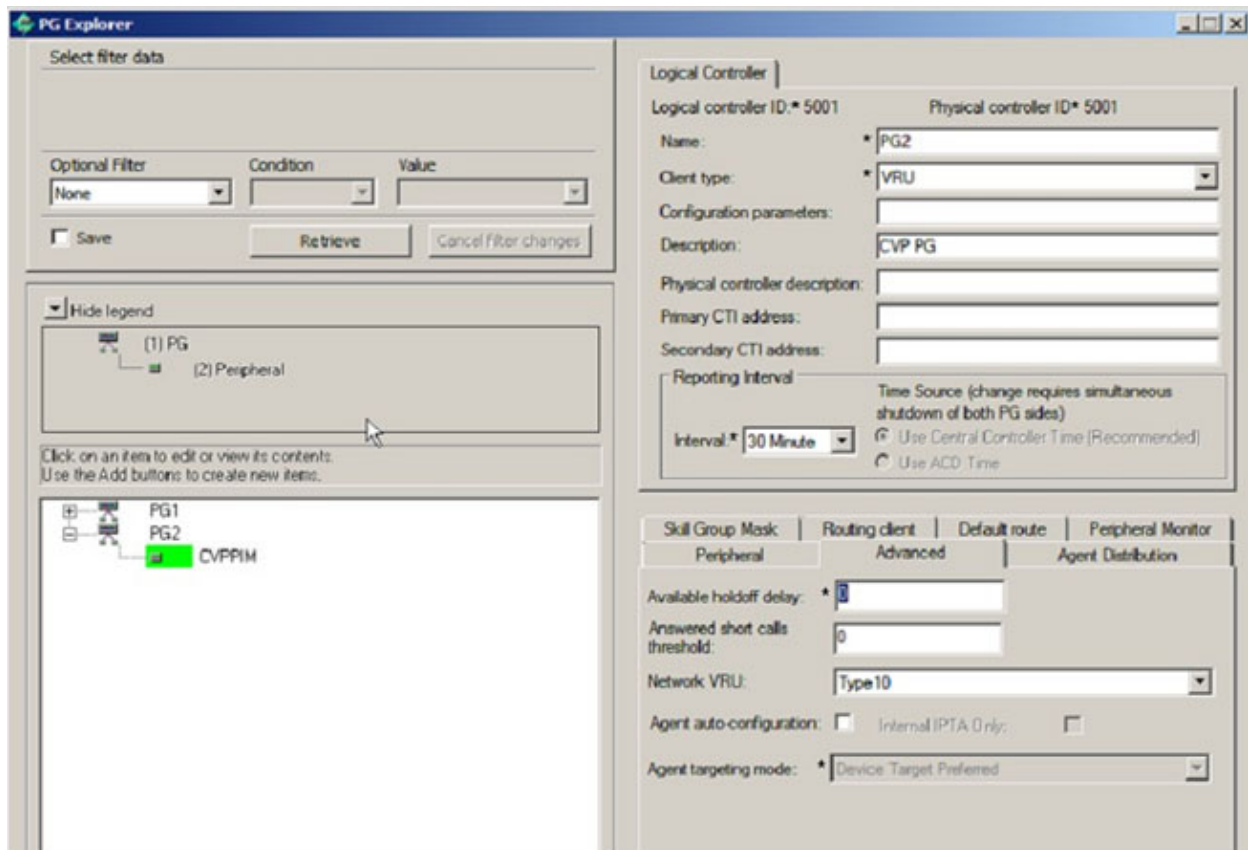
The dialed number must have an associated customer. It is recommended to have a customer associated for the call type as well.



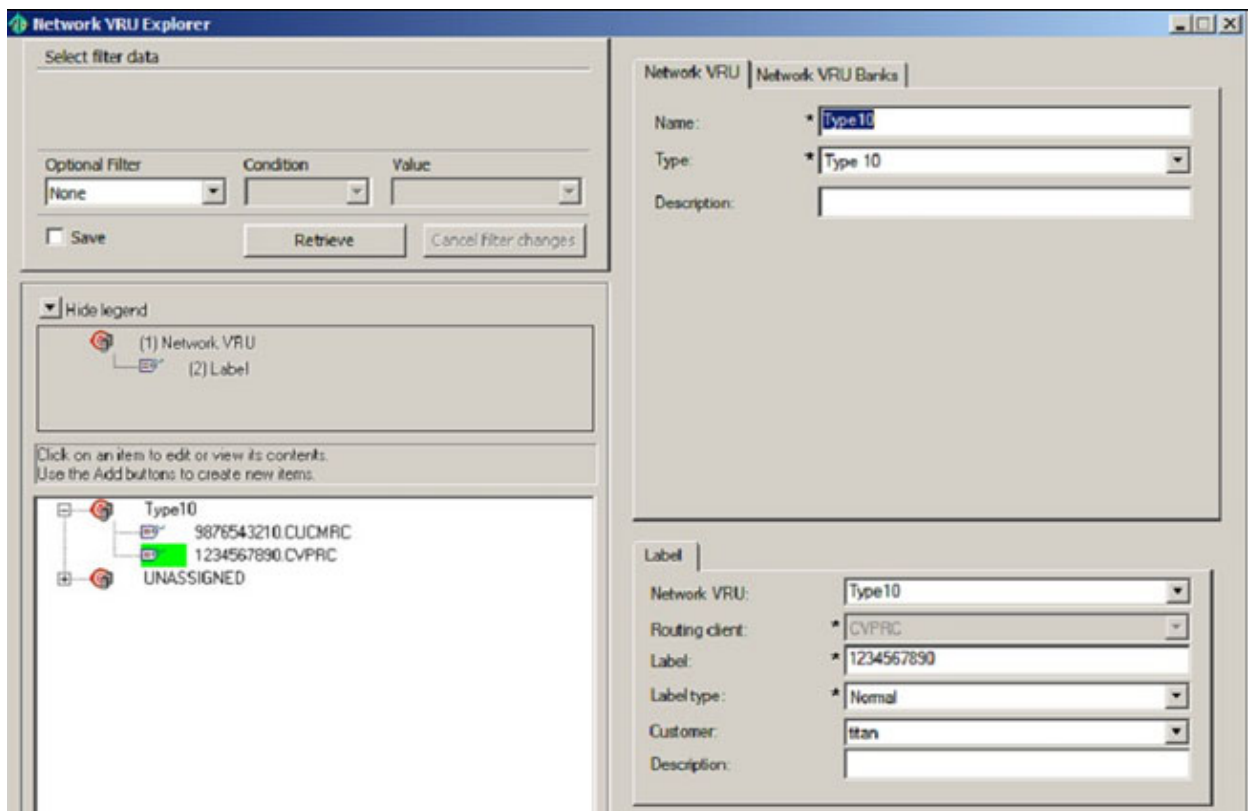
The customer/ instance must be associated with Network VRU.



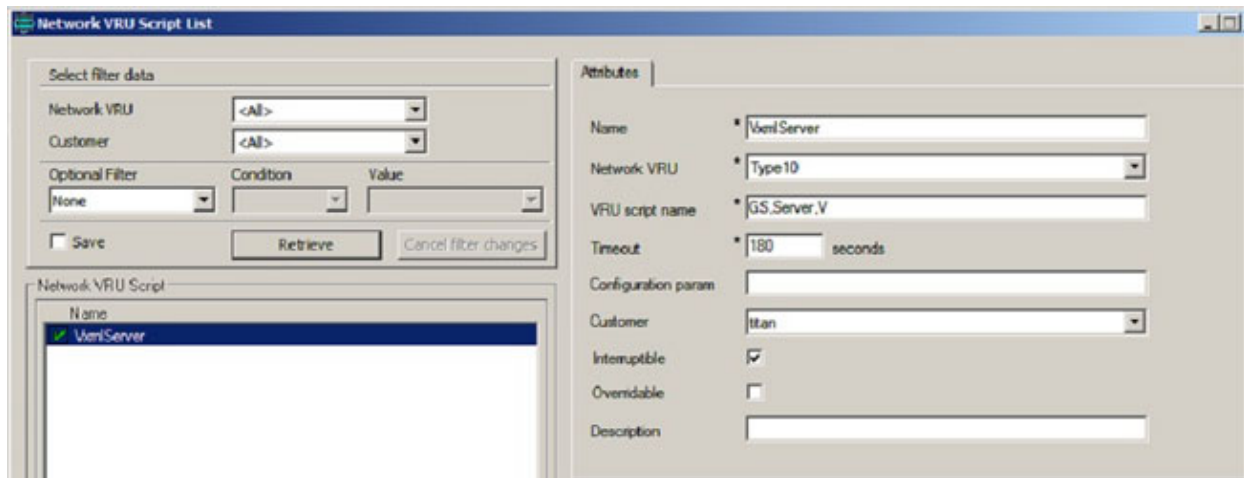
The CVP PG/Routing client must have a network VRU associated.



The Type 10 network VRU must be configured. All CVP PGs must have a label added. The label length must match the "MAX length of DNIS" configuration on the CVP.



The Network VRU script must be associated with the network VRU.



VXML Gateway Configuration

Tool Command Language (TCL) applications must be configured. Appropriate applications must be associated with dial-peers. The "header-passing" must be configured. Cvpghost must be configured in the bootstrap application.

```

application
service new-call flash:bootstrap.vxml
  paramspace english language en
  paramspace english index 0
  paramspace english location flash
  paramspace english prefix en
!
service ringback flash:ringtone.tcl
!
service ringtone flash:ringtone.tcl
  paramspace english index 0
  paramspace english language en
  paramspace english location flash
  paramspace english prefix en
!
service cvperror flash:cvperror.tcl
  paramspace english index 0
  paramspace english language en
  paramspace english location flash
  paramspace english prefix en
!
service bootstrap flash:bootstrap.tcl
  paramspace english index 0
  paramspace english language en
  paramspace english location flash
  paramspace english prefix en
!
service handoff flash:handoff.tcl
  paramspace english language en
  paramspace english index 0
  paramspace english location flash
  paramspace english prefix en
!

```

```
dial-peer voice 999 voip
  service bootstrap
  session protocol sipv2
  session target sip-server
  incoming called-number 1234567890
  voice-class codec 1
  no vad
!
dial-peer voice 9191 voip
  service ringtone
  session protocol sipv2
  incoming called-number 91919191
  voice-class codec 1
  no vad
!
dial-peer voice 9292 voip
  service cvperror
  session protocol sipv2
  incoming called-number 92929292
  voice-class codec 1
  no vad
```

```
voice service voip
  sip
  bind control source-interface GigabitEthernet0/1
  bind media source-interface GigabitEthernet0/1
  header-passing
!
```

Troubleshooting

Since this document explains how to troubleshoot the "Send to VRU" and/or "Run Ext Script" problem, assume that the call from the PSTN is already in ICM, and ICM hits the "Send to VRU" node. The method to follow is to look into each step of the call flow that can go wrong and study the result and how it should look. These details are used in the lab.

IP Addressing:

```
CVP - 10.66.68.169
VXML Gateway - 10.66.75.241
CUPS Proxy - 10.66.68.164
CUCM - 10.66.68.163
```

Label:

```
Dialed Number - 2002 and 2003
VRU label for CVP - 1234567890
VRU label for CUCM - 9876543210
SIG Digits - 606
```

Debug:

```
ICM - Route Request, Script Selects, Network VRU Tracing, Call
Queuing

CVP - Debug41

IOS - debug voip ccapi inout, debug ccsip message, debug voip
application vxml, debug voip application tcl commands, debug http msg
```

Issue 1: ICM Fails to Find the VRU Label

No Customer Defined on the Dialed Number

```
12:41:02:591 ra-rtr Trace: (763757 x 0 : 0 0) NewCall: CID=(150429,204),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=012:41:02:591
ra-rtr Trace: (763757 x 0 : 0 0) Dialog RunScript node - connecting
to VRU now.12:41:02:591 ra-rtr Trace: (763757 x 0 : 0 0) Customer not found for dialed
number (2003) - using default.
12:41:02:591 ra-rtr No network VRU is configured for dialed number
CVPRC.2003(ID:5003)
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) No network VRU is configured for
dialed number CVPRC.2003(ID:5003)
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) Dialog RunScript node - connect to
vru failed. - marking it as unavailable
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) RouteComplete:
12:41:02:592 ra-rtr Trace: Route: CID=(150429,204), Labels=0
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
12:41:02:592 ra-rtr Trace: (763757 x 0 : 0 0) Deleting Dialog.
12:41:02:599 ra-rtr Trace: For message (9) from routing client CVPRC (ID 5001)
could not find dialog id (763757).
```

```
10356206: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr: 4046731059-0268435770-1607086881
-0172115113, Generated a new CVP-ID hdr : F13437331000013A5FCA33210A4244A9
10356207: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F13437331000013A5FCA33210A4244A9 LEGID =
ldoycbefrqsphso - [INBOUND]: Call is missing an RPID header.
No survivability in use.10356208: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800:
%CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F13437331000013A5FCA33210A4244A9 LEGID =
ldoycbefrqsphso - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
10356209: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F13437331000013A5FCA33210A4244A9
legid=ldoycbefrqsphso dn=2003 ani=1231234 uui=null calldate=Sun Nov 11
12:41:02 PST 2012 video=false cachecallcontext = false is_postcallsurvey = false
RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null
10356210: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL (JMSTimestamp)=
Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666462003 >>BODY: replyto=true
callguid=F13437331000013A5FCA33210A4244A9 ani=1231234 dnis=2003 timezone=
America/Los_Angeles version=CVP_9_0 pstntrkgprsrcip=10.66.68.157 calldate=
Sun Nov 11 12:41:02 PST 2012 calltypeid=4 localOffset=-480 calllegid=
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=true cursor=-1
10678137: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-8-ICM-3810659} CALLGUID = F13437331000013A5FCA33210A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
F13437331000013A5FCA33210A4244A9,, LEGID = null, DNIS = -1, ANI = -1 10678138:
10.66.68.169: Nov 11 2012 12:41:02.003 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-8-ICM-3810659} CALLGUID = F13437331000013A5FCA33210A4244A9 -
New call 10678139: 10.66.68.169: Nov 11 2012 12:41:02.003 -0800:
%CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-8-ICM-3810659} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=763757, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=F13437331000013A5FCA33210A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=,
CallContext:, user.media.id: F13437331000013A5FCA33210A4244A9,
```

```

user.cvp_server_info: 10.66.68.169,,
10678140: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-426-ICM-3810660} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Processing ,,
[ICM_RELEASE], dialogueId=763757, sendSeqNo=1, cause=NORMAL_CALL_
CLEARING,, LEGID = ldoycbefrqsphso, DNIS = 2003, ANI = 1231234
10678141: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-426-ICM-3810660} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Publishing ,,
[MsgBus:DISCONNECT], ssId=SYS_SIP1, cause=NORMAL_CALL_CLEARING,,
LEGID = ldoycbefrqsphso, DNIS = 2003, ANI = 1231234
10356211: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-200-SIP-2705753} MessagingWorker:run: CALLGUID =
F13437331000013A5FCA33210A4244A9 LEGID = ldoycbefrqsphso - [INBOUND]
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352666462018
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F13437331000013A5FCA33210A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 callegid=
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=false cursor=-1
10356212: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-200-SIP-2705753} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352666462018 >>BODY: callguid=F13437331000013A5FCA33210A4244A9
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles version=CVP_9_0
calldate=Sun Nov 11 12:41:02 PST 2012 localOffset=-480 eventid=6 callegid=
ldoycbefrqsphso >>STATE: isTabular=false isWriteable=true cursor=-1
10356213: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-200-SIP-2705753} CALLGUID = F13437331000013A5FCA33210A4244A9
LEGID = ldoycbefrqsphso - [INBOUND] DURATION (msecs) = 15 - HANGUP with
Call History
10356214: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-200-SIP-2705753} CALLGUID = F13437331000013A5FCA33210A4244A9
LEGID = ldoycbefrqsphso - [INBOUND]: No Dialog Responding: No final response
on this leg.
10678142: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = ldoycbefrqsphso, DNIS = 2003,
ANI = 1231234
10678143: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=763757, sendSeqNo=2, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = ldoycbefrqsphso, DNIS = 2003,
ANI = 1231234
10678144: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID =
F13437331000013A5FCA33210A4244A9, DLGID = 763757 [SIP_LEG] - Deleted dialogue.
Duration: 0 hrs, 0 mins, 0 secs, 15 msecs
10678145: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} CALLGUID = F13437331000013A5FCA33210A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 15 msecs
10678146: 10.66.68.169: Nov 11 2012 12:41:02.018 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-436-ICM-3810661} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F13437331000013A5FCA33210A4244A9 -
Call will not be cached for post call survey
10678147: 10.66.68.169: Nov 11 2012 12:41:14.982 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=ICM Garbage Collector} CALLGUID = F13437331000013A5FCA33210A4244A9,
DLGID = 763757 [SIP_LEG] - Purged dialogue.

```

Analysis

ICM chooses the network VRU based on the customer instance of the dialed number. If the dialed number has no customer instance, ICM fails to find any network VRU label for the call. ICM sends "RELEASE" to CVP.

No "Network VRU" Defined on Customer

```
12:44:46:127 ra-rtr Trace: (763758 x 0 : 0 0) NewCall: CID=(150429,205),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
12:44:46:127 ra-rtr Trace: (763758 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
12:44:46:127 ra-rtr Trace: (763758 x 0 : 0 0) Customer (1) has no valid network
vru defined - using default.
12:44:46:127 ra-rtr No network VRU is configured for dialed number
CVPRC.2003(ID:5003)
12:44:46:127 ra-rtr Trace: (763758 x 0 : 0 0) No network VRU is configured for
dialed number CVPRC.2003(ID:5003)
12:44:46:128 ra-rtr Trace: (763758 x 0 : 0 0) Dialog RunScript node - connect to
vru failed. - marking it as unavailable
12:44:46:128 ra-rtr Trace: (763758 x 0 : 0 0) RouteComplete:
12:44:46:128 ra-rtr Trace: Route: CID=(150429,205), Labels=0
12:44:46:128 ra-rtr Trace: (763758 x 0 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
12:44:46:128 ra-rtr Trace: (763758 x 0 : 0 0) Deleting Dialog.
12:44:46:135 ra-rtr Trace: For message (9) from routing client CVPRC (ID 5001)
could not find dialog id (763758).
```

```
10356215: 10.66.68.169: Nov 11 2012 12:44:45.519 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4046954575-0268435770-
0758945381-0172115113, Generated a new CVP-ID hdr :
F137A04F1000013A2D3C96650A4244A9 10356216: 10.66.68.169: Nov 11 2012
12:44:45.519 -0800: %CVP_9_0_SIP-7-CALL:{Thrd=DATAI.11}
CALLGUID = F137A04F1000013A2D3C96650A4244A9 LEGID = igxjkbngsdckmey -
[INBOUND]: Call is missing an RPID header. No survivability in use.
10356217: 10.66.68.169: Nov 11 2012 12:44:45.519 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F137A04F1000013A2D3C96650A4244A9
LEGID = igxjkbngsdckmey - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
10356218: 10.66.68.169: Nov 11 2012 12:44:45.519 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F137A04F1000013A2D3C96650A4244A9
legid=igxjkbngsdckmey dn=2003 ani=1231234 uui=null calldate=Sun Nov 11
12:44:45 PST 2012 video=false cachecallcontext = false is_postcallsurvey =
false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
10356219: 10.66.68.169: Nov 11 2012 12:44:45.519 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666685519 >>BODY:
replyto=true callguid=F137A04F1000013A2D3C96650A4244A9 ani=1231234 dnis=2003
timezone=America/Los_Angeles version=CVP_9_0 pstntrkgprsrcip=10.66.68.157
calldate=Sun Nov 11 12:44:45 PST 2012 calltypeid=4 localOffset=-480 calllegid=
igxjkbngsdckmey >>STATE: isTabular=false isWriteable=true cursor=-1
10678148: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-376-ICM-3810662} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcdays=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: F137A04F1000013A2D3C96650A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
10678149: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-376-ICM-3810662} CALLGUID =
F137A04F1000013A2D3C96650A4244A9 - New call
10678150: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-376-ICM-3810662} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=763758, sendSeqNo=1, trunkGroupId=100,
```

trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=F137A04F1000013A2D3C96650A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext: ,
user.media.id: F137A04F1000013A2D3C96650A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID = igxjkbngsdckmey, DNIS = 2003,
ANI = 1231234
10678151: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-388-ICM-3810663} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Processing ,,
[ICM_RELEASE], dialogueId=763758, sendSeqNo=1,
cause=NORMAL_CALL_CLEARING,, LEGID = igxjkbngsdckmey, DNIS = 2003,
ANI = 1231234
10678152: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-388-ICM-3810663} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Publishing ,,
[MsgBus:DISCONNECT], ssId=SYS_SIP1, cause=NORMAL_CALL_CLEARING,,
LEGID = igxjkbngsdckmey, DNIS = 2003, ANI = 1231234
10356220: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-16-SIP-2705764} MessagingWorker:run: CALLGUID =
F137A04F1000013A2D3C96650A4244A9 LEGID = igxjkbngsdckmey -
[INBOUND] ICM Disconnecting the call with : >>HEADERS:
(JMSType)=MsgBus:DISCONNECT (JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1)
(JMSTimestamp)=1352666685535
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F137A04F1000013A2D3C96650A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
igxjkbngsdckmey
>>STATE: isTabular=false isWriteable=false cursor=-1
10356221: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-16-SIP-2705764} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352666685535 >>BODY: callguid=F137A04F1000013A2D3C96650A4244A9
RouterCallKeySent=false causecode=1 timezone=America/
Los_Angeles version=CVP_9_0 calldate=Sun Nov 11 12:44:45 PST 2012
localOffset=-480 eventid=6 calllegid=igxjkbngsdckmey >>STATE:
isTabular=false isWriteable=true cursor=-1
10356222: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-16-SIP-2705764} CALLGUID = F137A04F1000013A2D3C96650A4244A9
LEGID = igxjkbngsdckmey - [INBOUND] DURATION (msecs) = 16 - HANGUP
with Call History
10356223: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-16-SIP-2705764} CALLGUID = F137A04F1000013A2D3C96650A4244A9
LEGID = igxjkbngsdckmey - [INBOUND]: No Dialog Responding: No final response
on this leg.
10678153: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = igxjkbngsdckmey, DNIS = 2003,
ANI = 1231234
10678154: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=763758,
sendSeqNo=2, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = igxjkbngsdckmey, DNIS = 2003, ANI = 1231234
10678155: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9, DLGID = 763758 [SIP_LEG] - Deleted dialogue.
Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
10678156: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} CALLGUID =
F137A04F1000013A2D3C96650A4244A9 - Deleted call. Duration: 0 hrs, 0 mins,
0 secs, 0 msecs

```
10678157: 10.66.68.169: Nov 11 2012 12:44:45.535 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-358-ICM-3810664} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F137A04F1000013A2D3C96650A4244A9 -
Call will not be cached for post call survey
10678158: 10.66.68.169: Nov 11 2012 12:44:58.062 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=ICM Garbage Collector} CALLGUID = F137A04F1000013A2D3C96650A4244A9,
DLGID = 763758 [SIP_LEG] - Purged dialogue.
```

Analysis

Once ICM finds a valid customer instance from the dialed number, it looks for the network VRU on that ICM instance. If no network VRU is defined, ICM fails to find the network VRU label. ICM sends "RELEASE" to CVP.

No VRU Label for Routing Client

```
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) NewCall: CID=(150429,206),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) Correlation id for dialog
is (8902).
12:47:24:213 ra-rtr No label configured on network VRU Type10(ID:5000)
for routing client CVPRC(ID:5001).
12:47:24:213 ra-rtr Trace: (763759 x 8902 : 0 0) No label configured on
network VRU Type10(ID:5000) for routing client CVPRC(ID:5001).
12:47:24:213 ra-rtr Trace: (763759 x 8902 : 0 0) Dialog RunScript node -
connect to vru failed. - marking it as unavailable
12:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) RouteComplete:
12:47:24:213 ra-rtr Trace: Route: CID=(150429,206),
Labels=012:47:24:213 ra-rtr Trace: (763759 x 0 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
12:47:24:214 ra-rtr Trace: (763759 x 0 : 0 0) Deleting Dialog.
12:47:24:221 ra-rtr Trace: For message (9) from routing client CVPRC (ID 5001)
could not find dialog id (763759).
```

```
10356224: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4047112666-0268435770-
1119757218-0172115113, Generated a new CVP-ID hdr :
F13A09DA1000013A42BE23A20A4244A9
10356225: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F13A09DA1000013A42BE23A20A4244A9 LEGID =
oqexcflszqejdij - [INBOUND]: Call is missing an RPID header.
No survivability in use.
10356226: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F13A09DA1000013A42BE23A20A4244A9 LEGID =
oqexcflszqejdij - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
10356227: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F13A09DA1000013A42BE23A20A4244A9
legid=oqexcflszqejdij dn=2003 ani=1231234 uui=null calldate=
Sun Nov 11 12:47:23 PST 2012 video=false cachecallcontext = false is_
postcallsurvey = false
RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber
= null
10356228: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352666843610 >>BODY:
replyto=true callguid=F13A09DA1000013A42BE23A20A4244A9 ani=1231234 dnis=2003
timezone=America/Los_Angeles version=CVP_9_0 pstntrkgrpsrcip=10.66.68.157
calldate=Sun Nov 11 12:47:23 PST 2012 calltypeid=4 localOffset=-480
calllegid=oqexcflszqejdij >>STATE: isTabular=false isWriteable=true cursor=-1
10678159: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =
```


F13A09DA1000013A42BE23A20A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcdays=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: F13A09DA1000013A42BE23A20A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
10678160: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9 - New call
10678161: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-235-ICM-3810665} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=763759, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=F13A09DA1000013A42BE23A20A4244A9, rckey=, rcdays=,
rcseq=, location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: F13A09DA1000013A42BE23A20A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID = oqexcflszqejdij, DNIS = 2003,
ANI = 1231234
10678162: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-412-ICM-3810666} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Processing ,,
[ICM_RELEASE], dialogueId=763759, sendSeqNo=1,
cause=NORMAL_CALL_CLEARING,, LEGID = oqexcflszqejdij, DNIS = 2003,
ANI = 1231234
10678163: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-412-ICM-3810666} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Publishing ,,
[MsgBus:DISCONNECT], ssId=SYS_SIP1, cause=NORMAL_CALL_CLEARING,,
LEGID = oqexcflszqejdij, DNIS = 2003, ANI = 1231234
10356229: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-386-SIP-2705772} MessagingWorker:run: CALLGUID =
F13A09DA1000013A42BE23A20A4244A9 LEGID = oqexcflszqejdij - [INBOUND] ICM
Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSTimestamp)=1352666843610 (JMSTimestamp)=1352666843610
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F13A09DA1000013A42BE23A20A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=oqexcflszqejdij >>STATE: isTabular=false isWriteable=false
cursor=-1
10356230: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-386-SIP-2705772} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352666843610 >>BODY: callguid=F13A09DA1000013A42BE23A20A4244A9
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles
version=CVP_9_0 calldate=Sun Nov 11 12:47:23 PST 2012 localOffset=-480
eventid=6 calllegid=oqexcflszqejdij >>STATE: isTabular=false
isWriteable=true cursor=-1
10356231: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-386-SIP-2705772} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9 LEGID = oqexcflszqejdij - [INBOUND]
DURATION (msecs) = 0 - HANGUP with Call History
10356232: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-386-SIP-2705772} CALLGUID = F13A09DA1000013A42BE23A20A4244A9
LEGID = oqexcflszqejdij - [INBOUND]: No Dialog Responding: No final response
on this leg.
10678164: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-3810667} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = oqexcflszqejdij, DNIS = 2003,
ANI = 1231234
10678165: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-3810667} CALLGUID =

```
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=763759, sendSeqNo=2, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = oqexcflszqejdij, DNIS = 2003,
ANI = 1231234
10678166: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-3810667} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9, DLGID = 763759 [SIP_LEG] - Deleted
dialogue. Duration: 0 hrs, 0 mins, 0 secs, 0 msecs
10678167: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-3810667} CALLGUID =
F13A09DA1000013A42BE23A20A4244A9 - Deleted call. Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
10678168: 10.66.68.169: Nov 11 2012 12:47:23.610 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-3810667} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F13A09DA1000013A42BE23A20A4244A9 -
Call will not be cached for post call survey
10678169: 10.66.68.169: Nov 11 2012 12:47:40.442 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=ICM Garbage Collector} CALLGUID = F13A09DA1000013A42BE23A20A4244A9,
DLGID = 763759 [SIP_LEG] - Purged dialogue.
```

Analysis

Even if ICM finds a network VRU, the type must be 10 and there must be a label configured for the routing client from which the call arrived. ICM sends "RELEASE" to CVP.

PG has no "Network VRU" Configured

```
11:10:15:548 ra-rtr Trace: (16 x 0 : 0 0) NewCall: CID=(150430,211), DN=2003,
ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
11:10:15:548 ra-rtr No NetworkVRU configured for peripheral for VRU capable
call on dialed number 2003 from PG routing client CVPRC (ID 5001).
11:10:15:549 ra-rtr Trace: (16 x 0 : 0 0) No NetworkVRU configured for
peripheral for VRU capable call on dialed number 2003 from PG routing client
CVPRC (ID 5001).
11:10:15:549 ra-rtr Trace: (16 x 0 : 0 0) Dialog sending dialog fail
reason (11)
11:10:15:549 ra-rtr Trace: Router sending dialog fail reason (11) for
dialog (16).
11:10:15:549 ra-rtr Trace: (16 x 0 : 0 0) Deleting Dialog.

532: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} Generated a new CISCO-GUID hdr : 4127686264-0268435770-
1736168361-0172115113, Generated a new CVP-ID hdr :
F6077E781000013A677BD3A90A4244A9
533: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} CALLGUID = F6077E781000013A677BD3A90A4244A9 LEGID =
nxkrvgvqvmyrtrt - [INBOUND]: Call is missing an RPID header.
No survivability in use.
534: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.6} CALLGUID = F6077E781000013A677BD3A90A4244A9 LEGID =
nxkrvgvqvmyrtrt - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169
FromURI sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
535: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} NEW CALL with guid=F6077E781000013A677BD3A90A4244A9
legid=nxkrvgvqvmyrtrt dn=2003 ani=1231234 uui=null calldate=
Mon Nov 12 11:10:17 PST 2012 video=false cachecallcontext = false is_
postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
536: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352747417208
>>BODY: replyto=true callguid=F6077E781000013A677BD3A90A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=10.66.68.157 calldate=Mon Nov 12 11:10:17 PST 2012
calltypeid=4 localOffset=-480 calllegid=nxkrvgvqvmyrtrt
```

>>STATE: isTabular=false isWriteable=true cursor=-1
421: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-112-ICM-112} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=,
rcseq=, uui=, calltypeid=4, CallContext:,
user.media.id: F6077E781000013A677BD3A90A4244A9,, LEGID = null, DNIS = -1,
ANI = -1
422: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-112-ICM-112} CALLGUID = F6077E781000013A677BD3A90A4244A9
- New call
423: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-112-ICM-112} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=16,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=F6077E781000013A677BD3A90A4244A9,
rckey=, rcdays=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id: F6077E781000013A677BD3A90A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID = nxkrvgvqvmyrvt, DNIS = 2003,
ANI = 1231234
424: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-113-ICM-113} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Processing ,, [ICM_DIALOGUE_FAILURE_EVENT],
dialogueId=16, sendSeqNo=1, errorCode = E_UNSPECIFIED_FAILURE,,
LEGID = nxkrvgvqvmyrvt, DNIS = 2003, ANI = 1231234
425: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-113-ICM-113} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Publishing ,, [MsgBus:IALOGUE_FAILURE], ssId=SYS_SIP1,
errorCode=E_UNSPECIFIED_FAILURE,, LEGID = nxkrvgvqvmyrvt, DNIS = 2003,
ANI = 1231234
537: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrvgvqvmyrvt - [INBOUND] - DIALOGUE_FAILURE from ICM Router
sends 404 rejection to call. errorcode=15 [id:5004]
538: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352747417208 >>BODY: callguid=F6077E781000013A677BD3A90A4244A9
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles version=CVP_9_0
calldate=Mon Nov 12 11:10:17 PST 2012 localOffset=-480 eventid=6
calllegid=nxkrvgvqvmyrvt >>STATE: isTabular=false isWriteable=true cursor=-1
539: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrvgvqvmyrvt - [INBOUND] DURATION (msecs) = 0 - HANGUP with Call
History
540: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrvgvqvmyrvt - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 0 and
Call History : [id:5004]
541: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} Using Outbound Proxy for
sip:92929292@10.66.68.164:5060
542: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-114-SIP-435} CALLGUID = F6077E781000013A677BD3A90A4244A9
LEGID = nxkrvgvqvmyrvt - [INBOUND] REDIRECTING with 302 response.
426: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1,
eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID = nxkrvgvqvmyrvt,
DNIS = 2003, ANI = 1231234
427: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:

```
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=16,
sendSeqNo=2, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = nxkrvgqvmyrtrt, DNIS = 2003, ANI = 1231234
428: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9,
DLGID = 16 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins,
0 secs, 0 msecs
429: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} CALLGUID = F6077E781000013A677BD3A90A4244A9 -
Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 0 msecs
430: 10.66.68.169: Nov 12 2012 11:10:17.208 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-115-ICM-114} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = F6077E781000013A677BD3A90A4244A9 - Call will not be cached for post
call survey
```

Analysis

Before a call is sent to the network VRU, ICM has to know if the Routing client has any network VRU capability or not. For this, the Routing client PG must have a network VRU configured which must be Type 10 (or Type 5 for the older style configuration). ICM sends "Dialog Failure" to the CVP.

Issue 2: CVP has no Route for VRU Label

```
13:02:50:156 ra-rtr Trace: (763764 x 0 : 0 0) NewCall: CID=(150429,210),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
CALLGUID = F6077E781000013A677BD3A90A4244A9 - Call will not be cached for post
call survey
13:02:50:156 ra-rtr Trace: (763764 x 0 : 0 0) Correlation id for dialog is
(8906).
13:02:50:156 ra-rtr Trace: (763764 x 8906 : 0 0) TransferToVRU: Label=1234567890,
CorID=8906, VRUID=5000, RCID=5001
13:02:50:156 ra-rtr Trace: (763764 x 8906 : 0 0) TransferConnect sent. Dialog
pending.
13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) ReRoute: Reason=1 CallState=1.
13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Dialog handling a reroute
request
13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Dialog resuming (ReRoute
requested.) status (1)
13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) RouteComplete:
13:02:50:162 ra-rtr Trace: Route: CID=(150429,210), Labels=0
13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
13:02:50:162 ra-rtr Trace: (763764 x 8906 : 0 0) Deleting Dialog.
```

```
10356431: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr :
4048038573-0268435770-2049164156-0172115113, Generated a new CVP-ID hdr :
F1482AAD1000013A7A23C37C0A4244A9
10356432: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID =
vzhaijmlktklgum - [INBOUND]: Call is missing an RPID header.
No survivability in use.
10356433: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID =
vzhaijmlktklgum - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
10356434: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F1482AAD1000013A7A23C37C0A4244A9
legid=vzhaijmlktklgum dn=2003 ani=1231234 uui=null calldate=
Sun Nov 11 13:02:49 PST 2012 video=false cachecallcontext = false is_
postcallsurvey = false RouterCallKey = null RouterCallKeyDay =
null RouterCallKeySequenceNumber = null
10356435: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
```

```
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352667769517
>>BODY: replyto=true callguid=F1482AAD1000013A7A23C37C0A4244A9 ani=1231234
dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=10.66.68.157 calldate=Sun Nov 11 13:02:49 PST 2012
calltypeid=4 localOffset=-480 calllegid=vzhaijmlktklgum
>>STATE: isTabular=false isWriteable=true cursor=-1
10678260: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: F1482AAD1000013A7A23C37C0A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
10678261: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 - New call
10678262: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-3810693} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=763764, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=F1482AAD1000013A7A23C37C0A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: F1482AAD1000013A7A23C37C0A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID = vzhaijmlktklgum, DNIS = 2003,
ANI = 1231234
10678263: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-142-ICM-3810694} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] -
Processing ,, [ICM_TEMPORARY_CONNECT], dialogueId=763764,
sendSeqNo=1, label=1234567890, correlationId=8906,
callguid=F1482AAD1000013A7A23C37C0A4244A9, rckey=210, rcday=150429,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = vzhaijmlktklgum, DNIS = 2003, ANI = 1231234
10678264: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-142-ICM-3810694} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8906, command=null,
rckey=210, rcday=150429, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = vzhaijmlktklgum,
DNIS = 2003, ANI = 1231234
10356436: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND]
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352667769517
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9 RouterCallKey=210
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , , , ] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true
cursor=-1 dnis=2003 correlationid=8906 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150429
labeltype=-1 label=12345678908906 localOffset=-480 calllegid=vzhaijmlktklgum
```

>>STATE: isTabular=false isWriteable=false cursor=-1
10356437: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800:
%CVP_9_0_SIP-3-SIP_ERROR_SNMP: B2BUA is not configured with a route for
making calls to [12345678908906]. Please add this route. [id:5010]
10356438: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9
LEGID = vzhaijmlkklgum - [INBOUND]: Destination URL is null, cannot make
the transfer. [id:5004]
10356439: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352667769517 >>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9
RouterCallKey=210 RouterCallKeySent=false causecode=0 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150429 calldate=Sun Nov 11 13:02:49 PST 2012
label=12345678908906 localOffset=-480 eventid=1 calllegid=vzhaijmlkklgum
>>STATE: isTabular=false isWriteable=true cursor=-1
10356440: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9
LEGID = vzhaijmlkklgum - [INBOUND]: Waiting 2000 millisecs before terminating.
10678265: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-404-ICM-3810695} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=CONNECT_FAILURE,
causeCode=NONE,, LEGID = vzhaijmlkklgum, DNIS = 2003, ANI = 1231234
10678266: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-404-ICM-3810695} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=763764, sendSeqNo=2,
eventId=CONNECT_FAILURE, causeCode=NONE,, LEGID = vzhaijmlkklgum,
DNIS = 2003, ANI = 1231234
10678267: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-155-ICM-3810696} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Processing ,,
[ICM_RELEASE], dialogueId=763764, sendSeqNo=2,
cause=NORMAL_CALL_CLEARING,, LEGID = vzhaijmlkklgum, DNIS = 2003,
ANI = 1231234
10678268: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-155-ICM-3810696} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[MsgBus:DISCONNECT], ssId=SYS_SIP1, cause=NORMAL_CALL_CLEARING,,
LEGID = vzhaijmlkklgum, DNIS = 2003, ANI = 1231234
10356441: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-9-SIP-2705891} MessagingWorker:run:
CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlkklgum - [INBOUND]
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSTimestamp)=1352667769517 (JMSTimestamp)=1352667769517
(ServerID)=CVP90.SYS_ICM1:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F1482AAD1000013A7A23C37C0A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=vzhaijmlkklgum >>STATE: isTabular=false isWriteable=false
cursor=-1
10356442: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-9-SIP-2705891} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352667769517 >>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9
RouterCallKey=210 RouterCallKeySent=true causecode=1
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150429 calldate=Sun Nov 11 13:02:49 PST 2012
label=12345678908906 localOffset=-480 eventid=6 calllegid=vzhaijmlkklgum
>>STATE: isTabular=false isWriteable=true cursor=-1
10678269: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = vzhaijmlkklgum, DNIS = 2003,

ANI = 1231234
10678270: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=763764, sendSeqNo=3, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = vzhaijmlktklgum, DNIS = 2003,
ANI = 1231234
10678271: 10.66.68.169: Nov 11 2012 13:02:49.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, DLGID = 763764 [SIP_LEG] - Deleted
dialogue. Duration: 0 hrs, 0 mins, 0 secs, 0 msecs
10678272: 10.66.68.169: Nov 11 2012 13:02:49.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 - Deleted call. Duration: 0 hrs, 0 mins,
0 secs, 15 msecs
10678273: 10.66.68.169: Nov 11 2012 13:02:49.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-280-ICM-3810697} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 -
Call will not be cached for post call survey
10356443: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID = F1482AAD1000013A7A23C37C0A4244A9
LEGID = vzhaijmlktklgum - [INBOUND] DURATION (msecs) = 2012 - HANGUP with
Call History12345678908906|-1;
10356444: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9
LEGID = vzhaijmlktklgum - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2012 and
Call History : 12345678908906|-1; [id:5004]
10356445: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800:
%CVP_9_0_SIP-3-SIP_ERROR_SNMP: B2BUA is not configured with a route for
making calls to [92929292]. Please add this route. [id:5010]
10356446: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-3-
SIP_CALL_ERROR: CALLGUID = F1482AAD1000013A7A23C37C0A4244A9 LEGID =
vzhaijmlktklgum - [INBOUND]: Destination URL is null, cannot make the
REFER. [id:5004]
10356447: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352667771529 >>BODY: callguid=F1482AAD1000013A7A23C37C0A4244A9
RouterCallKey=210 RouterCallKeySent=true causecode=0 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150429 calldate=Sun Nov 11 13:02:51 PST 2012
label=12345678908906 localOffset=-480 eventId=1 calllegid=vzhaijmlktklgum
>>STATE: isTabular=false isWriteable=true cursor=-1
10356448: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND]
Rejecting code 404.
10356449: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND]: No
Dialog Responding: No final response on this leg.
10356450: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-480-SIP-2705890} CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9 LEGID = vzhaijmlktklgum - [INBOUND] :
Exception in respond: com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException:
error sending response
10678274: 10.66.68.169: Nov 11 2012 13:02:51.529 -0800:
%CVP_9_0_ICM-4-LOGMSG_ICM_SS_EXCEPTION: com.cisco.cvp.icm.msgbus.io.
MsgBusMessageManager\$4::processCallStateEvent: CALLGUID =
F1482AAD1000013A7A23C37C0A4244A9, Call associated with message not found: ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=CONNECT_FAILURE,
causeCode=NONE, [id:2009]

Analysis

If all configurations on ICM are correct, ICM sends a VRU label and Correlation ID to the CVP. Now the CVP has to have a route to send the call to the VXML gateway. Either the CVP has to have a static route, or the CVP can use proxy to route the call. But in either case, the CVP must be able to route the call to the VXML gateway.

Issue 3: VXML Gateway Fails to Invoke VRU TCL Script

Not Matching Correct Dial-Peer

```
13:54:37:727 ra-rtr Trace: (763765 x 0 : 0 0) NewCall: CID=(150429,211),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
13:54:37:727 ra-rtr Trace: (763765 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
13:54:37:727 ra-rtr Trace: (763765 x 0 : 0 0) Correlation id for
dialog is (8907).
13:54:37:727 ra-rtr Trace: (763765 x 8907 : 0 0) TransferToVRU:
Label=1234567890, CorID=8907, VRUID=5000, RCID=5001
13:54:37:727 ra-rtr Trace: (763765 x 8907 : 0 0) TransferConnect sent.
Dialog pending.
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) ReRoute: Reason=1
CallState=1.
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) Dialog handling a
reroute request
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) Dialog resuming
(ReRoute requested.) status (1)
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) RouteComplete:
13:54:37:962 ra-rtr Trace: Route: CID=(150429,211), Labels=0
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
13:54:37:962 ra-rtr Trace: (763765 x 8907 : 0 0) Deleting Dialog.

10356476: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4051145999-0268435770-
0248415528-0172115113, Generated a new CVP-ID
hdr : F177950F1000013A0ECE85280A4244A9
10356477: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: Call is missing an RPID header.
No survivability in use.
10356478: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: ReqURI (DN)
sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.157
Video:false m_needs_postcallsurvey:false
10356479: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F177950F1000013A0ECE85280A4244A9
legid=tmywxhkiresfmot dn=2003 ani=1231234 uui=null calldate=Sun Nov 11
13:54:36 PST 2012 video=false cachecallcontext = false is_postcallsurvey =
false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
10356480: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352670876943
>>BODY: replyto=true callguid=F177950F1000013A0ECE85280A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgprsrcip=10.66.68.157 calldate=Sun Nov 11 13:54:36 PST 2012
calltypeid=4 localOffset=-480 calllegid=tmywxhkiresfmot
>>STATE: isTabular=false isWriteable=true cursor=-1
10678286: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-82-ICM-3810700} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=10.66.68.157, pstntrunkgroupid=10.66.68.157 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
```



```
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
F177950F1000013A0ECE85280A4244A9,, LEGID = null, DNIS = -1, ANI = -1
10678287: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-82-ICM-3810700} CALLGUID = F177950F1000013A0ECE85280A4244A9
- New call
10678288: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-82-ICM-3810700} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=763765,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=F177950F1000013A0ECE85280A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
F177950F1000013A0ECE85280A4244A9, user.cvp_server_info:
10.66.68.169,, LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234
10678289: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-247-ICM-3810701} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT],
dialogueId=763765, sendSeqNo=1, label=1234567890, correlationId=8907,
callguid=F177950F1000013A0ECE85280A4244A9, rckey=211, rcday=150429, rcseq=0,
CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234
10678290: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-247-ICM-3810701} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8907, command=null, rckey=211,
rcday=150429, rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234
10356481: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiressfmot - [INBOUND] Handling CONNECT :>>HEADERS:
(JMSType)=MsgBus:CONNECT (JMSDestination)=Topic(CVP.ICM.CC.RESP.SYS_SIP1)
(JMSTimestamp)=1352670876943 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F177950F1000013A0ECE85280A4244A9 RouterCallKey=211
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , , , ] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=
[application=HelloWorld, null, null, null, null] user.microapp.UseVXMLParams=N
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003 correlationid=8907
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
RouterCallKeyDay=150429 labeltype=-1 label=12345678908907 localOffset=-480
calllegid=tmywxhkiressfmot >>STATE: isTabular=false isWriteable=false cursor=-1
10356482: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Static route matched 12345678908907 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
10356483: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Using Local Static
Route for sip:12345678908907@10.66.75.241
10356484: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} Found an incoming CISCO-GUID
hdr : 4051145999-0268435770-0248415528-0172115113, Found an existing CVP-ID
hdr: F177950F1000013A0ECE85280A4244A9
10356485: 10.66.68.169: Nov 11 2012 13:54:36.943 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-191-SIP-2706037} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
INVITE TO <sip:12345678908907@10.66.75.241;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
10356486: 10.66.68.169: Nov 11 2012 13:54:36.959 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
Invitation proceeding 100
```

10356487: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND] -
DsSipInvitation - <sip:12345678908907@10.66.75.241;transport=tcp>;
tag=F2E952A4-961 - 1 REJECTED WITH 404 - Not Found Reason: Q.850;cause=1

10356488: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: Updated by :
CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID =
F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
with event type INV_REJECTED

10356489: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352670877177 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9
RouterCallKeySent=false causecode=0 timezone=America/Los_Angeles version=CVP_9_0
calldate=Sun Nov 11 13:54:37 PST 2012 localOffset=-480 eventid=1
calllegid=F177950F1000013A0ECE85280A4244A9-135267087694378764
>>STATE: isTabular=false isWriteable=true cursor=-1

10356490: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]
DURATION (msecs) = 234 - HANGUP with Call History

10356491: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 - [OUTBOUND]:
No Dialog Cancelling: No final response on this leg.

10356492: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706038} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = F177950F1000013A0ECE85280A4244A9-135267087694378764 -
[OUTBOUND]: hangup - com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException:
Invalid input: IN_HANGUP - invitation terminated <

10356493: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706039} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: Updated by : CALLGUID =
F177950F1000013A0ECE85280A4244A9 LEGID = F177950F1000013A0ECE85280A4244A9-
135267087694378764 - [OUTBOUND]: with event type TERMINATED

10356494: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND]: Waiting 2000 millisecs before terminating.

10678291: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-238-ICM-3810702} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1,
eventId=CONNECT_FAILURE, causeCode=NONE,, LEGID = null, DNIS = 2003,
ANI = 1231234

10678292: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-238-ICM-3810702} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=763765,
sendSeqNo=2, eventId=CONNECT_FAILURE, causeCode=NONE,,
LEGID = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234

10678293: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-223-ICM-3810703} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Processing ,, [ICM_RELEASE], dialogueId=763765,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = tmywxhkiresfmot, DNIS = 2003,
ANI = 1231234

10678294: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-223-ICM-3810703} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID = tmywxhkiresfmot, DNIS = 2003, ANI = 1231234

10356495: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-273-SIP-2706041} MessagingWorker:run: CALLGUID =
F177950F1000013A0ECE85280A4244A9 LEGID = tmywxhkiresfmot - [INBOUND]
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSTimestamp)=1352670877177 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:

callguid=F177950F1000013A0ECE85280A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=tmywxhkiressfmot >>STATE: isTabular=false isWriteable=false
cursor=-1
10356496: 10.66.68.169: Nov 11 2012 13:54:37.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-273-SIP-2706041} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352670877177 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9
RouterCallKey=211 RouterCallKeySent=false causecode=1 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150429 calldate=Sun Nov 11 13:54:37 PST 2012
label=12345678908907 localOffset=-480 eventid=6 calllegid=tmywxhkiressfmot
>>STATE: isTabular=false isWriteable=true cursor=-1
10678295: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID =
F177950F1000013A0ECE85280A4244A9, DLGID = 763765 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234
10678296: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID =
F177950F1000013A0ECE85280A4244A9, DLGID = 763765 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=763765, sendSeqNo=3, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = tmywxhkiressfmot, DNIS = 2003, ANI = 1231234
10678297: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID = F177950F1000013A0ECE85280A4244A9,
DLGID = 763765 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,
250 msec
10678298: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} CALLGUID = F177950F1000013A0ECE85280A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 250 msec
10678299: 10.66.68.169: Nov 11 2012 13:54:37.193 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-356-ICM-3810704} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = F177950F1000013A0ECE85280A4244A9 - Call will not be cached for post
call survey
10356497: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiressfmot - [INBOUND] DURATION (msecs) = 2246 - HANGUP with Call
History|12345678908907|-1;
10356498: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiressfmot - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2246 and
Call History : 12345678908907|-1; [id:5004]
10356499: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800:
%CVP_9_0_SIP-3-SIP_ERROR_SNMP: B2BUA is not configured with a route for
making calls to [92929292]. Please add this route. [id:5010]10356500:
10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-3-SIP_CALL_ERROR:
CALLGUID = F177950F1000013A0ECE85280A4244A9 LEGID = tmywxhkiressfmot - [INBOUND]:
Destination URL is null, cannot make the REFER. [id:5004]
10356501: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352670879189 >>BODY: callguid=F177950F1000013A0ECE85280A4244A9
RouterCallKey=211 RouterCallKeySent=true causecode=0 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150429
calldate=Sun Nov 11 13:54:39 PST 2012 label=12345678908907 localOffset=-480
eventid=1 calllegid=tmywxhkiressfmot >>STATE: isTabular=false isWriteable=true
cursor=-1
10356502: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiressfmot - [INBOUND] Rejecting code 404.
10356503: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiressfmot - [INBOUND]: No Dialog Responding: No final response on
this leg.

10356504: 10.66.68.169: Nov 11 2012 13:54:39.189 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-264-SIP-2706040} CALLGUID = F177950F1000013A0ECE85280A4244A9
LEGID = tmywxhkiresfmot - [INBOUND] : Exception in respond:
com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException: error sending response
Nov 12 05:17:36.466: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
INVITE sip:12345678908907@10.66.75.241;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bK+yQ5v8ztHdoMCGcD6HKw2g~~1517323
Max-Forwards: 69
To: <sip:12345678908907@10.66.75.241;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=dse83387c1
Call-ID: F177950F1000013A0ECE85280A4244A9-135267087694378764@10.66.68.169
CSeq: 1 INVITE
Content-Length: 205
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60
User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE
Cisco-Guid: 4051145999-0268435770-0248415528-0172115113
Cisco-Gucid: F177950F1000013A0ECE85280A4244A9
Supported: replaces
Supported: norefersub
Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

v=0
o=twinkle 506857274 262274389 IN IP4 10.66.68.157
s=-
c=IN IP4 10.66.68.157
t=0 0
m=audio 8000 RTP/AVP 0 101
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=ptime:20

Nov 12 05:17:36.470: //7470647/xxxxxxxxxxxx/CCAPI/cc_api_caps_ind:
Call Entry Is Not Found
Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/cc_api_display_ie_subfields:
cc_api_call_setup_ind_common:
cisco-username=1231234
----- ccCallInfo IE subfields -----
cisco-ani=sip:1231234@10.66.68.169:5060
cisco-anitype=0
cisco-aniplan=0
cisco-anipi=0
cisco-anisi=0
dest=sip:12345678908907@10.66.75.241;transport=tcp
cisco-desttype=0
cisco-destplan=0
cisco-rdie=FFFFFFFF
cisco-rdn=
cisco-rdntype=0
cisco-rdnplan=0
cisco-rdnpi=-1
cisco-rdnsi=-1
cisco-redirectreason=-1 fwd_final_type =0
final_redirectNumber =
hunt_group_timeout =0

Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/cc_api_call_setup_ind_common:
Interface=0x70C7C3F0, Call Info(
Calling Number=sip:1231234@10.66.68.169:5060, (Calling Name=) (TON=Unknown,
NPI=Unknown, Screening=Not Screened, Presentation=Allowed),
Called Number=sip:12345678908907@10.66.75.241;transport=tcp (TON=Unknown,
NPI=Unknown),

```

    Calling Translated=FALSE, Subscriber Type Str=Unknown,
FinalDestinationFlag=TRUE,
    Incoming Dial-peer=92001, Progress Indication=NULL(0),
Calling IE Present=TRUE,
    Source Trkgrp Route Label=, Target Trkgrp Route Label=,
CLID Transparent=FALSE), Call Id=7470647
Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/ccCheckClipClir:
    In: Calling Number=sip:1231234@10.66.68.169:5060 (TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed)
Nov 12 05:17:36.470: //-1/F177950F0ECE/CCAPI/ccCheckClipClir:
    Out: Calling Number=sip:1231234@10.66.68.169:5060 (TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed)
Nov 12 05:17:36.470: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:

Nov 12 05:17:36.470: :cc_get_feature_vsa malloc success
Nov 12 05:17:36.470: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:

Nov 12 05:17:36.470: cc_get_feature_vsa count is 1
Nov 12 05:17:36.470: //-1/xxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:

Nov 12 05:17:36.470: :FEATURE_VSA attributes are: feature_name:0,
feature_time:2014708808,feature_id:1851830
Nov 12 05:17:36.470: //7470647/F177950F0ECE/CCAPI/cc_api_call_setup_
ind_common:
    Set Up Event Sent;
    Call Info(Calling Number=(TON=Unknown, NPI=Unknown, Screening=
Not Screened, Presentation=Allowed),
    Called Number=(TON=Unknown, NPI=Unknown))
Nov 12 05:17:36.474: //7470647/F177950F0ECE/CCAPI/cc_process_call_setup_ind:
    Event=0x6A84C990
Nov 12 05:17:36.474: //-1/xxxxxxxxxxxx/CCAPI/cc_setupind_match_search:
    Try with the demoted called number 12345678908907
Nov 12 05:17:36.474: //7470647/F177950F0ECE/CCAPI/ccCallSetContext:
    Context=0x74DFFC40
Nov 12 05:17:36.474: //7470647/F177950F0ECE/CCAPI/cc_process_call_setup_ind:
    >>>>CCAPI handed cid 7470647 with tag 92001 to app
    "_ManagedAppProcess_Default"

```

Analysis

If the CVP is able route the call to the VXML gateway, the call must match the VRU dial-peer as the incoming dial-peer. If any other dial-peer is matched, then it will not have the required application for the proper treatment. In this case, it matches the incoming dial-peer 92001 and CCAPI handles to application "Default". This happens when CCAPI on the gateway does not find any application on a dial-peer. Not matching the incoming dial-peer can happen for multiple reasons:

- No dial-peer configured for the VRU leg.
- The inbound matching pattern does not match the DNIS for the VRU call. Check for the number SIP message with the "incoming called-number" in the VRU dial-peer.
- Determine if the CVP prepends SigDigits which might not be configured in the VXML gateway dial-peer.

No Application/Service Configured on Dial-peer

```

14:06:32:083 ra-rtr Trace: (763766 x 0 : 0 0) NewCall: CID=(150429,212),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
14:06:32:083 ra-rtr Trace: (763766 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
14:06:32:083 ra-rtr Trace: (763766 x 0 : 0 0) Correlation id for dialog
is (8908).
14:06:32:083 ra-rtr Trace: (763766 x 8908 : 0 0) TransferToVRU:
Label=1234567890, CorID=8908, VRUID=5000, RCID=5001
14:06:32:083 ra-rtr Trace: (763766 x 8908 : 0 0) TransferConnect sent.

```

Dialog pending.

14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) ReRoute: Reason=1
CallState=1.

14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Dialog handling a
reroute request

14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Dialog resuming
(ReRoute requested.) status (1)

14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) RouteComplete:

14:06:32:335 ra-rtr Trace: Route: CID=(150429,212), Labels=0

14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Dialog sending release
call message to Routing Client ID(5001).

14:06:32:335 ra-rtr Trace: (763766 x 8908 : 0 0) Deleting Dialog.

10356505: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Generated a new CISCO-GUID hdr : 4051860323-0268435770-
0451345016-0172115113, Generated a new CVP-ID hdr :
F1827B631000013A1AE6FA780A4244A9

10356506: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID =
kywgxdqfxwzckpx - [INBOUND]: Call is missing an RPID header. No
survivability in use.

10356507: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.11} CALLGUID = F1827B631000013A1AE6FA780A4244A9 LEGID =
kywgxdqfxwzckpx - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false

10356508: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} NEW CALL with guid=F1827B631000013A1AE6FA780A4244A9
legid=kywgxdqfxwzckpx dn=2003 ani=1231234 uui=null calldate=Sun Nov 11
14:06:31 PST 2012 video=false cachecallcontext = false is_postcallsurvey =
false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null

10356509: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.11} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352671591267
>>BODY: replyto=true callguid=F1827B631000013A1AE6FA780A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgprpsrcip=10.66.68.157 calldate=Sun Nov 11 14:06:31 PST 2012
calltypeid=4 localOffset=-480 calllegid=kywgxdqfxwzckpx
>>STATE: isTabular=false isWriteable=true cursor=-1

10678302: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-249-ICM-3810706} CALLGUID =
F1827B631000013A1AE6FA780A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcdays=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: F1827B631000013A1AE6FA780A4244A9,,
LEGID = null, DNIS = -1, ANI = -1

10678303: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-249-ICM-3810706} CALLGUID = F1827B631000013A1AE6FA780A4244A9
- New call

10678304: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-249-ICM-3810706} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=763766,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=F1827B631000013A1AE6FA780A4244A9,
rckey=, rcdays=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
F1827B631000013A1AE6FA780A4244A9, user.cvp_server_info: 10.66.68.169,,
LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234

10678305: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-330-ICM-3810707} CALLGUID =
F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP_LEG] - Processing ,,
[ICM_TEMPORARY_CONNECT], dialogueId=763766,
sendSeqNo=1, label=1234567890, correlationId=8908,

```
callguid=F1827B631000013A1AE6FA780A4244A9, rckey=212, rcday=150429,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234
10678306: 10.66.68.169: Nov 11 2012 14:06:31.267 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-330-ICM-3810707} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8908, command=null,
rckey=212, rcday=150429, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = kywgxdqfxwzckpx,
DNIS = 2003, ANI = 1231234
10356510: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] Handling CONNECT :>>HEADERS:
(JMSType)=MsgBus:CONNECT (JMSDestination)=Topic(CVP.ICM.CC.RESP.SYS_SIP1)
(JMSTimestamp)=1352671591267 (ServerID)=CVP90.SYS_ICM1:ICM1:CVP90.MsgBus001
>>BODY: callguid=F1827B631000013A1AE6FA780A4244A9 RouterCallKey=212
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , , ] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true
cursor=-1 dnis=2003 correlationid=8908 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150429
labeltype=-1 label=12345678908908 localOffset=-480 calllegid=kywgxdqfxwzckpx
>>STATE: isTabular=false isWriteable=false cursor=-1
10356511: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Static route matched 12345678908908 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
10356512: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Using Local Static Route for
sip:12345678908908@10.66.75.241
10356513: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} Found an incoming CISCO-GUID hdr :
4051860323-0268435770-0451345016-0172115113, Found an existing CVP-ID
hdr: F1827B631000013A1AE6FA780A4244A9
10356514: 10.66.68.169: Nov 11 2012 14:06:31.283 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-271-SIP-2706071} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]:
INVITE TO <sip:12345678908908@10.66.75.241;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
10356515: 10.66.68.169: Nov 11 2012 14:06:31.298 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 -
[OUTBOUND]: Invitation proceeding 100
10356516: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 -
[OUTBOUND] - DsSipInvitation - <sip:12345678908908@10.66.75.241;transport=tcp>;
tag=F2F438D0-19C8 - 1 REJECTED WITH 404 - Not Found Reason: Q.850;cause=1

10356517: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Updated by : CALLGUID =
F1827B631000013A1AE6FA780A4244A9 LEGID = F1827B631000013A1AE6FA780A4244A9-
135267159128378765 - [OUTBOUND]: with event type INV_REJECTED
10356518: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} Sending BUS MSG:>>HEADERS: (JMSType)=MsgBus:
CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352671591517 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9
RouterCallKeySent=false causecode=0 timezone=America/Los_Angeles
version=CVP_9_0 calldate=Sun Nov 11 14:06:31 PST 2012 localOffset=-480
```

eventid=1 calllegid=F1827B631000013A1AE6FA780A4244A9-
135267159128378765 >>STATE: isTabular=false isWriteable=true cursor=-1
10356519: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]
DURATION (msecs) = 234 - HANGUP with Call History
10356520: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]: No
Dialog Cancelling: No final response on this leg.
10356521: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706072} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = F1827B631000013A1AE6FA780A4244A9-135267159128378765 - [OUTBOUND]:
hangup - com.dynamicsoft.DsLibs.DsSipDialog.DsSipDialogException: Invalid
input: IN_HANGUP - invitation terminated
10356522: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706073} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Updated by : CALLGUID =
F1827B631000013A1AE6FA780A4244A9 LEGID = F1827B631000013A1AE6FA780A4244A9-
135267159128378765 - [OUTBOUND]: with event type TERMINATED
10356523: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Waiting 2000 millisecs before terminating.
10678307: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-377-ICM-3810708} CALLGUID =
F1827B631000013A1AE6FA780A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=CONNECT_FAILURE,
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234
10678308: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-377-ICM-3810708} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=763766,
sendSeqNo=2, eventId=CONNECT_FAILURE, causeCode=NONE,,
LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234
10678309: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-392-ICM-3810709} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Processing ,, [ICM_RELEASE], dialogueId=763766,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,
ANI = 1231234
10678310: 10.66.68.169: Nov 11 2012 14:06:31.517 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-392-ICM-3810709} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID = kywgxdqfxwzckpx, DNIS = 2003, ANI = 1231234
10356524: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-116-SIP-2706075} MessagingWorker:run: CALLGUID =
F1827B631000013A1AE6FA780A4244A9 LEGID = kywgxdqfxwzckpx - [INBOUND] ICM
Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352671591532
(ServerID)=CVP90.SYS_ICM1:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F1827B631000013A1AE6FA780A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=kywgxdqfxwzckpx >>STATE: isTabular=false isWriteable=false
cursor=-1
10356525: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-116-SIP-2706075} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352671591532 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9
RouterCallKey=212 RouterCallKeySent=false causecode=1
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150429 calldate=Sun Nov 11 14:06:31 PST 2012
label=12345678908908 localOffset=-480 eventid=6 calllegid=kywgxdqfxwzckpx
>>STATE: isTabular=false isWriteable=true cursor=-1
10678311: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID =
F1827B631000013A1AE6FA780A4244A9, DLGID = 763766 [SIP_LEG] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,

ANI = 1231234
10678312: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT],
dialogueId=763766, sendSeqNo=3, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = kywgxdqfxwzckpx, DNIS = 2003,
ANI = 1231234
10678313: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9,
DLGID = 763766 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,
265 msec
10678314: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} CALLGUID = F1827B631000013A1AE6FA780A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 265 msec
10678315: 10.66.68.169: Nov 11 2012 14:06:31.532 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-346-ICM-3810710} ICMCallController:
addToPostCallSurveyCallMap: CALLGUID = F1827B631000013A1AE6FA780A4244A9 -
Call will not be cached for post call survey
10356526: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] DURATION (msecs) = 2262 - HANGUP with Call
History12345678908908|-1;
10356527: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] - ABNORMALLY ENDING - SIP code [404],
Reason Hdr [SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [2003], ANI [1231234] with AGE (msecs) 2262 and
Call History : 12345678908908|-1; [id:5004]
10356528: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:
%CVP_9_0_SIP-3-SIP_ERROR_SNMP: B2BUA is not configured with a route for making
calls to [92929292]. Please add this route. [id:5010]
10356529: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND]: Destination URL is null, cannot make the
REFER. [id:5004]
10356530: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706074} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352671593529 >>BODY: callguid=F1827B631000013A1AE6FA780A4244A9
RouterCallKey=212 RouterCallKeySent=true causecode=0 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150429
calldate=Sun Nov 11 14:06:33 PST 2012 label=12345678908908 localOffset=-480
eventId=1 calllegid=kywgxdqfxwzckpx >>STATE: isTabular=false
isWriteable=true cursor=-1
10356531: 10.66.68.169: Nov 11 2012 14:06:33.529 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-49-SIP-2706074} CALLGUID = F1827B631000013A1AE6FA780A4244A9
LEGID = kywgxdqfxwzckpx - [INBOUND] Rejecting code 404.

Nov 12 05:29:30.793: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
INVITE sip:12345678908908@10.66.75.241;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bK+yQ5v8ztHdoMCGcD6HKw2g~~1517324
Max-Forwards: 69
To: <sip:12345678908908@10.66.75.241;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=dsf4b86e30
Call-ID: F1827B631000013A1AE6FA780A4244A9-135267159128378765@10.66.68.169
CSeq: 1 INVITE
Content-Length: 205
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60
User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE
Cisco-Guid: 4051860323-0268435770-0451345016-0172115113
Cisco-Gucid: F1827B631000013A1AE6FA780A4244A9
Supported: replaces
Supported: norefersub

Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

v=0
o=twinkle 979292728 421395869 IN IP4 10.66.68.157
s=-
c=IN IP4 10.66.68.157
t=0 0
m=audio 8000 RTP/AVP 0 101
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=ptime:20

Nov 12 05:29:30.797: //7470649/xxxxxxxxxxxxx/CCAPI/cc_api_caps_ind:
Call Entry Is Not Found
Nov 12 05:29:30.797: //-1/F1827B631AE6/CCAPI/cc_api_display_ie_subfields:
cc_api_call_setup_ind_common:
cisco-username=1231234
----- ccCallInfo IE subfields -----
cisco-ani=sip:1231234@10.66.68.169:5060
cisco-anitype=0
cisco-aniplan=0
cisco-anipi=0
cisco-anisi=0
dest=sip:12345678908908@10.66.75.241;transport=tcp
cisco-desttype=0
cisco-destplan=0
cisco-rdie=FFFFFFFF
cisco-rdn=
cisco-rdntype=0
cisco-rdnplan=0
cisco-rdnpi=-1
cisco-rdnsi=-1
cisco-redirectreason=-1 fwd_final_type =0
final_redirectNumber =
hunt_group_timeout =0

Nov 12 05:29:30.797: //-1/F1827B631AE6/CCAPI/cc_api_call_setup_ind_common:
Interface=0x70C7C3F0, Call Info(
Calling Number=sip:1231234@10.66.68.169:5060, (Calling Name=) (TON=Unknown,
NPI=Unknown, Screening=Not Screened, Presentation=Allowed),
Called Number=sip:12345678908908@10.66.75.241;transport=tcp (TON=Unknown,
NPI=Unknown),
Calling Translated=FALSE, Subscriber Type Str=Unknown,
FinalDestinationFlag=TRUE,
Incoming Dial-peer=999, Progress Indication=NULL(0), Calling IE Present=TRUE,
Source Trkgrp Route Label=, Target Trkgrp Route Label=, CLID
Transparent=FALSE), Call Id=7470649

Nov 12 05:29:30.801: //-1/F1827B631AE6/CCAPI/ccCheckClipClir:
In: Calling Number=sip:1231234@10.66.68.169:5060 (TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed)
Nov 12 05:29:30.801: //-1/F1827B631AE6/CCAPI/ccCheckClipClir:
Out: Calling Number=sip:1231234@10.66.68.169:5060 (TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed)
Nov 12 05:29:30.801: //-1/xxxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:

Nov 12 05:29:30.801: :cc_get_feature_vsa malloc success
Nov 12 05:29:30.801: //-1/xxxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:

Nov 12 05:29:30.801: cc_get_feature_vsa count is 1
Nov 12 05:29:30.801: //-1/xxxxxxxxxxxxx/CCAPI/cc_get_feature_vsa:

Nov 12 05:29:30.801: :FEATURE_VSA attributes are: feature_name:0,
feature_time:2014708808,feature_id:1851832
Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/cc_api_call_setup_ind_common:

```

Set Up Event Sent;
Call Info(Calling Number=(TON=Unknown, NPI=Unknown, Screening=Not Screened,
Presentation=Allowed),
Called Number=(TON=Unknown, NPI=Unknown))
Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/cc_process_call_setup_ind:
Event=0x6A84C990
Nov 12 05:29:30.801: //-1/xxxxxxxxxxxx/CCAPI/cc_setupind_match_search:
Try with the demoted called number 12345678908908
Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/ccCallSetContext:
Context=0x75C406AC
Nov 12 05:29:30.801: //7470649/F1827B631AE6/CCAPI/cc_process_call_setup_ind:
>>>>CCAPI handed cid 7470649 with tag 999 to app "_ManagedAppProcess_Default"
Nov 12 05:29:30.801: //7470649/F1827B631AE6/SIP/Msg/ccsipDisplayMsg:

```

Analysis

The VRU dial-peer in the VXML gateway must be configured for the VRU application which is bootstrap.tcl. If the dial-peer does not have any service/application configured, the VXML gateway tries to route the call and looks for the outbound dial-peer. If no outbound dial-peer is matched, the call fails in any case. In this case, even though it matches the incoming dial-peer 999 which is our VRU dial-peer, it still shows that the Call Control API (CCAPI) handles the call to the "Default" application. This means dial-peer 999 does not have the VRU/bootstrap application configured.

Issue 4: VXML Gateway not Able to Send HTTP Request to CVP

Header Passing is Not Configured

```

10:15:21:572 ra-rtr Trace: (6 x 0 : 0 0) NewCall: CID=(150430,206),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
10:15:21:572 ra-rtr Trace: (6 x 0 : 0 0) Dialog RunScript node - connecting
to VRU now.
10:15:21:572 ra-rtr Trace: (6 x 0 : 0 0) Correlation id for dialog is (8918).
10:15:21:572 ra-rtr Trace: (6 x 8918 : 0 0) TransferToVRU: Label=1234567890,
CorID=8918, VRUID=5000, RCID=5001
10:15:21:572 ra-rtr Trace: (6 x 8918 : 0 0) TransferConnect sent. Dialog
pending.
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) Dialog timed out callstate is :(1).
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) Dialog resuming (Script Node
timed out.) status (2)
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) RouteComplete:
10:15:41:862 ra-rtr Trace: Route: CID=(150430,206), Labels=0
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) Dialog sending release call
message to Routing Client ID(5001).
10:15:41:862 ra-rtr Trace: (6 x 8918 : 0 0) Deleting Dialog.

```

```

203: 10.66.68.169: Nov 12 2012 10:15:23.034 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} Generated a new CISCO-GUID hdr : 4124392090-0268435770-
0719450081-0172115113, Generated a new CVP-ID
hdr : F5D53A9A1000013A2AE1EFE10A4244A9
204: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID =
fpcqoafwavftcja - [INBOUND]: Call is missing an RPID header.
No survivability in use.
205: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.0} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169
FromURI sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
206: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} NEW CALL with guid=F5D53A9A1000013A2AE1EFE10A4244A9
legid=fpcqoafwavftcja dn=2003 ani=1231234 uui=null calldate=Mon Nov 12
10:15:23 PST 2012 video=false cachecallcontext = false is_postcallsurvey
= false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null

```

207: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.0} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352744123050
>>BODY: replyto=true callguid=F5D53A9A1000013A2AE1EFE10A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgrpsrcip=10.66.68.157 calldate=Mon Nov 12 10:15:23 PST 2012
calltypeid=4 localOffset=-480 callegid=fpcqoafwavftcja
>>STATE: isTabular=false isWriteable=true cursor=-1
182: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-218-ICM-22} CALLGUID =
F5D53A9A1000013A2AE1EFE10A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: F5D53A9A1000013A2AE1EFE10A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
183: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-218-ICM-22} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
- New call
184: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-218-ICM-22} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing , , [ICM_NEW_CALL], dialogueId=6,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=F5D53A9A1000013A2AE1EFE10A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
F5D53A9A1000013A2AE1EFE10A4244A9, user.cvp_server_info: 10.66.68.169,,
LEGID = fpcqoafwavftcja, DNIS = 2003, ANI = 1231234
185: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-219-ICM-23} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Processing , , [ICM_TEMPORARY_CONNECT], dialogueId=6,
sendSeqNo=1, label=1234567890, correlationId=8918,
callguid=F5D53A9A1000013A2AE1EFE10A4244A9, rckey=206, rcday=150430,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = fpcqoafwavftcja, DNIS = 2003,
ANI = 1231234
186: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-219-ICM-23} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing , , [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8918, command=null,
rckey=206, rcday=150430, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = fpcqoafwavftcja,
DNIS = 2003, ANI = 1231234
208: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-220-SIP-197} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND] Handling CONNECT :>>HEADERS:
(JMSType)=MsgBus:CONNECT (JMSDestination)=Topic(CVP.ICM.CC.RESP.SYS_SIP1)
(JMSTimestamp)=1352744123050 (ServerID)=CVP90.SYS_ICM1:ICM1:CVP90.MsgBus001
>>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9 RouterCallKey=206
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , ,] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP user.microapp.
FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=
[application=HelloWorld, null, null, null, null] user.microapp.UseVXMLParams=N
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003 correlationid=8918
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
RouterCallKeyDay=150430 labeltype=-1 label=12345678908918 localOffset=-480
callegid=fpcqoafwavftcja >>STATE: isTabular=false isWriteable=false cursor=-1
209: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-220-SIP-197} Using Outbound Proxy for

sip:12345678908918@10.66.68.164:5060
210: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-220-SIP-197} Found an incoming CISCO-GUID
hdr : 4124392090-0268435770-0719450081-0172115113,
Found an existing CVP-ID hdr: F5D53A9A1000013A2AE1EFE10A4244A9
211: 10.66.68.169: Nov 12 2012 10:15:23.050 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-220-SIP-197} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -
[OUTBOUND]: INVITE TO <sip:12345678908918@10.66.68.164:5060;transport=tcp>
FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
212: 10.66.68.169: Nov 12 2012 10:15:23.066 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -
[OUTBOUND]: Invitation proceeding 100
213: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -
[OUTBOUND]: Invitation accepted - ack'ing
214: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 -
[OUTBOUND]: CountObserver() is >0 and sending Re-Invite to caller.
215: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-221-SIP-198} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: Updated by : CALLGUID =
F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-
13527441230506 - [OUTBOUND]: with event type INV_ACCEPTED
216: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-221-SIP-198} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: Send the 200 OK back to caller with
SDP of this dialog.
217: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-221-SIP-198} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352744123471 >>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9
RouterCallKey=206 RouterCallKeySent=false causecode=0
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:15:23 PST 2012
label=12345678908918 localOffset=-480 eventid=4
calllegid=F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506
>>STATE: isTabular=false isWriteable=true cursor=-1
187: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-222-ICM-24} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=ANSWER, causeCode=NONE,, LEGID = null,
DNIS = 2003, ANI = 1231234
188: 10.66.68.169: Nov 12 2012 10:15:23.471 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-222-ICM-24} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=6,
sendSeqNo=2, eventId=ANSWER, causeCode=NONE,, LEGID = fpcqoafwavftcja,
DNIS = 2003, ANI = 1231234
218: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: DsSipInviteDialog ack'ed
219: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-223-SIP-199} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:
Updated by : CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 LEGID =
fpcqoafwavftcja - [INBOUND]: with event type INV_ACKED
220: 10.66.68.169: Nov 12 2012 10:15:23.487 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-223-SIP-199} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:
Acked the invite.
189: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-225-ICM-25} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Processing ,, [ICM_RELEASE], dialogueId=6,

sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = fpcqoafwavftcja,
DNIS = 2003, ANI = 1231234
190: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-225-ICM-25} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID = fpcqoafwavftcja, DNIS = 2003,
ANI = 1231234
221: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-226-SIP-201} MessagingWorker:run: CALLGUID =
F5D53A9A1000013A2AE1EFE10A4244A9 LEGID = fpcqoafwavftcja - [INBOUND]
ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT
(JMSDestination)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352744143346
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F5D53A9A1000013A2AE1EFE10A4244A9 dnis=2003 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
calllegid=fpcqoafwavftcja >>STATE: isTabular=false isWriteable=false cursor=-1
222: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-226-SIP-201} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352744143346 >>BODY: callguid=F5D53A9A1000013A2AE1EFE10A4244A9
RouterCallKey=206 RouterCallKeySent=true causecode=1
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:15:43 PST 2012
label=12345678908918 localOffset=-480 eventid=6 calllegid=fpcqoafwavftcja
>>STATE: isTabular=false isWriteable=true cursor=-1
223: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-226-SIP-201} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND] DURATION (msecs) = 20312 - HANGUP with
Call History12345678908918|-1;
191: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1,
eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID = fpcqoafwavftcja,
DNIS = 2003, ANI = 1231234
192: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=6,
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = fpcqoafwavftcja, DNIS = 2003, ANI = 1231234
193: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9,
DLGID = 6 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 20 secs,
296 msecs
194: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 -
Deleted call. Duration: 0 hrs, 0 mins, 20 secs, 296 msecs
195: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-227-ICM-26} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9 - Call will not be cached for
post call survey
224: 10.66.68.169: Nov 12 2012 10:15:43.346 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-226-SIP-201} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: Terminated with Q.850;cause=16
225: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-228-SIP-202} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:
Updated by : CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = fpcqoafwavftcja - [INBOUND]: with event type TERMINATED
226: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-229-SIP-203} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND] DURATION
(msecs) = 20311 - HANGUP with Call History
227: 10.66.68.169: Nov 12 2012 10:15:43.361 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-229-SIP-203} CALLGUID = F5D53A9A1000013A2AE1EFE10A4244A9
LEGID = F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506 - [OUTBOUND]:
Terminated with Q.850;cause=16

Nov 13 01:38:23.081: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
INVITE sip:12345678908918@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bKde5beb23-704a3ca7-23217025-4ed30023-1
Via: SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~14
Max-Forwards: 68
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 1 INVITE
Content-Length: 205
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60
User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE
Cisco-Guid: 4124392090-0268435770-0719450081-0172115113
Cisco-Gucid: F5D53A9A1000013A2AE1EFE10A4244A9
Supported: replaces
Supported: norefersub
Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

v=0
o=twinkle 328962782 570438657 IN IP4 10.66.68.157
s=-
c=IN IP4 10.66.68.157
t=0 0
m=audio 8000 RTP/AVP 0 101
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=ptime:20

Nov 13 01:38:23.085: //7470684/xxxxxxxxxxxx/CCAPI/cc_api_caps_ind:
Call Entry Is Not Found
Nov 13 01:38:23.089: //-1/F5D53A9A2AE1/CCAPI/cc_api_display_ie_subfields:
cc_api_call_setup_ind_common:
cisco-username=1231234
----- ccCallInfo IE subfields -----
cisco-ani=1231234
cisco-anitype=0
cisco-aniplan=0
cisco-anipi=0
cisco-anisi=0
dest=12345678908918
cisco-desttype=0
cisco-destplan=0
cisco-rdie=FFFFFFFF
cisco-rdn=
cisco-rdntype=0
cisco-rdnplan=0
cisco-rdnpi=-1
cisco-rdnsi=-1
cisco-redirectreason=-1 fwd_final_type =0
final_redirectNumber =
hunt_group_timeout =0

Nov 13 01:38:23.089: //-1/F5D53A9A2AE1/CCAPI/cc_api_call_setup_ind_common:
Interface=0x70C7C3F0, Call Info(
Calling Number=1231234,(Calling Name=)(TON=Unknown, NPI=Unknown,
Screening=Not Screened, Presentation=Allowed),

Called Number=12345678908918 (TON=Unknown, NPI=Unknown),
Calling Translated=FALSE, Subscriber Type Str=Unknown, FinalDestinationFlag
=TRUE,
Incoming Dial-peer=999, Progress Indication=NULL(0), Calling IE Present=TRUE,
Calling Translated=FALSE, Subscriber Type Str=Unknown, FinalDestinationFlag=
TRUE, Call Id=7470684

Nov 13 01:38:23.093: //7470684/F5D53A9A2AE1/CCAPI/cc_process_call_setup_ind:
>>>>CCAPI handed cid 7470684 with tag 999 to app "_ManagedAppProcess_
bootstrap"

Nov 13 01:38:23.097: //7470684//TCL :/tcl_InfotagObjCmd: infotag get
leg_proto_headers Call-ID

*** CANNOT PARSE Cisco-Gucid header. Assuming H323 call or else Cisco-Gucid
header is not present in the call.***

Nov 13 01:38:23.097: //7470684//TCL :/tcl_InfotagObjCmd: infotag get
leg_proto_headers User-Agent
*** This TCL version = CVP_9_0_1_0_0_0_634 and USER AGENT header = ***

Nov 13 01:38:23.097: //7470684//TCL :/tcl_InfotagObjCmd: infotag get
leg_proto_headers App-Info

*** App-Info= ***

Nov 13 01:38:23.101: //7470684//TCL :/tcl_InfotagObjCmd: infotag get
leg_proto_headers X-CallInfo

*** X-CallInfo= ***

Nov 13 01:38:23.105: //7470684/F5D53A9A2AE1/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 200 OK
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bKde5beb23-704a3ca7-23217025-
4ed30023-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;branch=
z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~14
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>;tag=F746F580-642
Date: Tue, 13 Nov 2012 01:38:23 GMT
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 1 INVITE
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE,
NOTIFY, INFO, REGISTER
Allow-Events: kpml, telephone-event
Contact: <sip:12345678908918@10.66.75.241:5060;transport=tcp>
Supported: replaces
Supported: sdp-anat
Server: Cisco-SIPGateway/IOS-12.x
Supported: timer
Content-Type: application/sdp
Content-Disposition: session;handling=required
Content-Length: 191

v=0
o=CiscoSystemsSIP-GW-UserAgent 4630 5308 IN IP4 10.66.75.241
s=SIP Call
c=IN IP4 10.66.75.241
t=0 0

m=audio 18928 RTP/AVP 0
c=IN IP4 10.66.75.241
a=rtptime:0 PCMU/8000
a=ptime:20

Nov 13 01:38:23.109: //7470684//MSM :/ms_handle_stream_timer: >>ms_start_play()
Nov 13 01:38:23.109: //7470684//MSM :/ms_start_play: 13w6d mgdTstop(ply)
Nov 13 01:38:23.129: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Received:

ACK sip:12345678908918@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~15
Max-Forwards: 70
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>;tag=F746F580-642
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 1 ACK
Content-Length: 0
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Nov 13 01:38:23.141: //7470684//TCL :/tcl_HandoffObjCmd: handoff appl leg_
incoming new-call CALLID=F5D53A9A1000013A2AE1EFE10A4244A9 CALL_LEGID=
DNIS=12345678908918 PROTOCOL=http PORT=8000 HOST=10.66.68.164
BACKUP=10.66.68.164 VERSION=CVP_9_0_1_0_0_0_634 UII=
Nov 13 01:38:23.141: //7470684//TCL :/tcl_handoff_common: appl leg_incoming
new-call CALLID=F5D53A9A1000013A2AE1EFE10A4244A9 CALL_LEGID=
DNIS=12345678908918 PROTOCOL=http PORT=8000 HOST=10.66.68.164
BACKUP=10.66.68.164 VERSION=CVP_9_0_1_0_0_0_634 UII=
Nov 13 01:38:23.141: //7470684//AFW_:/vtd_lg_incoming: argc 4
Nov 13 01:38:23.141: //7470684//AFW_:/vtd_lg_incoming: Legs [7470684]
Nov 13 01:38:23.141: //7470684//Tcl :/tcl_parseCallID_vartagObj: VARTAG
Translation Leg Count=1
Nov 13 01:38:23.141: //-1//AFW_:/AFW_Module_ParseHandle: strModuleHandle
new-call

<var>: namep=PRIMARY_CVP_URL expr=PROTOCOL + '://' + PRIMARY + ':' +
PORT + '/cvp/VBServlet'
Nov 13 01:38:23.285: //7470684/F5D53A9A2AE1/VXML:/vxml_expr_eval:
expr=(var PRIMARY_CVP_URL=PROTOCOL + '://' + PRIMARY + ':' + PORT +
'/cvp/VBServlet')
<var>: namep=BACKUP_CVP_URL expr=PROTOCOL + '://' + BACKUP + ':' + PORT +
'/cvp/VBServlet'
Nov 13 01:38:23.285: //7470684/F5D53A9A2AE1/VXML:/vxml_expr_eval:
expr=(var BACKUP_CVP_URL=PROTOCOL + '://' + BACKUP + ':' + PORT +
'/cvp/VBServlet')

urlp=http://10.66.68.164:8000/cvp/VBServlet?MSG_TYPE=PING&CALL_
DNIS=12345678908918&CALL_ANI=1231234&ERROR_CODE=0&RECOVERY_
VXML=flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_
ID=F5D53A9A1000013A2AE1EFE10A4244A9&CALL_LEGID=&CALL_
UII=&VERSION=CVP_9_0_1_0_0_0_634 fetchaudio=NULL delay=0 minimum=0
Nov 13 01:38:23.289: //7470684/F5D53A9A2AE1/VXML:/vxml_vapp_bgload:
url http://10.66.68.164:8000/cvp/VBServlet?MSG_TYPE=PING&CALL_
DNIS=12345678908918&CALL_ANI=1231234&ERROR_CODE=0&RECOVERY_
VXML=flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_
ID=F5D53A9A1000013A2AE1EFE10A4244A9&CALL_LEGID=&CALL_UII=&VERSION=
CVP_9_0_1_0_0_0_634 cachable 1 fetchtimeout 7 maxage=-1 maxstale=-1

Nov 13 01:38:30.289: //7470684/F5D53A9A2AE1/VXML:/vxml_bgload_post_done:
vxmlhandle=78009C60 status=2 async_status=400000000
Nov 13 01:38:30.289: //7470684/F5D53A9A2AE1/VXML:/vxml_stop_fetchaudio_
load_fail:

Nov 13 01:38:42.993: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:

BYE sip:12345678908918@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~17
Max-Forwards: 70
To: <sip:12345678908918@10.66.68.164:5060;transport=tcp>;tag=F746F580-642
From: <sip:1231234@10.66.68.169:5060>;tag=ds76eb31ba
Call-ID: F5D53A9A1000013A2AE1EFE10A4244A9-13527441230506@10.66.68.169
CSeq: 2 BYE
Content-Length: 0
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Reason: Q.850;cause=16

Analysis

When the VXML gateway receives the VRU call, it matches with the dial-peer that has the VRU application configured. In order to find out from which CVP the call originated from, the VRU/bootstrap application needs to see the SIP headers. For this reason, header passing is required to be configured. In this case, the incoming dial-peer 999 is matched and CCAPI is handed off to the bootstrap application. When the application tries to parse the SIP header it fails. If the bootstrap application is not able to see the SIP header, it tries to send the HTTP request to the source address of the call. So, if the call comes via proxy, the HTTP message is sent to the proxy. In this example, 10.66.68.164 is CUPS proxy. Since the VRU leg of the call comes from proxy and no header passing is configured (no SIP header could be parsed), the application tries to send the HTTP request to 10.66.68.164 at port 8000. Now, proxy does not have port 8000 opened. So the TCP handshake fails and no HTTP message is sent. For proxy environment, either header passing is configured or "param cvphost" is configured to send the HTTP message.

Issue 5: CVP Splits VRU Label and Correlation ID Wrong

```
10:33:31:569 ra-rtr Trace: (12 x 0 : 0 0) NewCall: CID=(150430,209), DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
10:33:31:569 ra-rtr Trace: (12 x 0 : 0 0) Dialog RunScript node - connecting to VRU now.
10:33:31:569 ra-rtr Trace: (12 x 0 : 0 0) Correlation id for dialog is (8922).
10:33:31:569 ra-rtr Trace: (12 x 8922 : 0 0) TransferToVRU: Label=1234567890, CorID=8922, VRUID=5000, RCID=5001
10:33:31:569 ra-rtr Trace: (12 x 8922 : 0 0) TransferConnect sent. Dialog pending.
10:33:32:543 ra-rtr Trace: Dialog (13) has a correlation id (922 922) that is unknown.
10:33:32:543 ra-rtr Trace: For message (14) from routing client CVPRC (ID 5001) could not find dialog id (922).
10:33:32:543 ra-rtr Trace: Router sending dialog fail reason (11) for dialog (13).
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) CallEventReport: CID=(150430,209), Event=DISCONNECT, DlgEnds=1, FromVRU=0, CallState=1, Cause=CALLED_PARTY_DISCONNECTED
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) Dialog (callstate:1) received event (6) (Call disconnected. (Event has dialog end set.))
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) Dialog resuming (Call disconnected. (Event has dialog end set.)) status (3)
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) Dialog aborted and was deleted.
10:33:35:555 ra-rtr Trace: (12 x 8922 : 0 0) Deleting Dialog.

10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Dialog timed out callstate is :(15).
10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Dialog timed out waiting for requery response. failing.
10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Dialog resuming (Script Node timed out.) status (2)
10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) CID=(150430,207):Requery status 6
10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Dialog aborted and was deleted.
10:35:04:346 ra-rtr Trace: (7 8 8919 : 0 0) Deleting Dialog.
```

422: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} Generated a new CISCO-GUID hdr : 4125482156-0268435770-
0540582043-0172115113, Generated a new CVP-ID hdr :
F5E5DCAC1000013A2038A09B0A4244A9
423: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID =
cxpzbgbgujotzle - [INBOUND]: Call is missing an RPID header.
No survivability in use.
424: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.6} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9 LEGID =
cxpzbgbgujotzle - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI
sip:1231234@10.66.68.157 Video:false m_needs_postcallsurvey:false
425: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} NEW CALL with guid=F5E5DCAC1000013A2038A09B0A4244A9
legid=cxpzbgbgujotzle dn=2003 ani=1231234 uui=null calldate=Mon Nov 12
10:33:33 PST 2012 video=false cachecallcontext = false is_postcallsurvey
= false RouterCallKey = null RouterCallKeyDay = null
RouterCallKeySequenceNumber = null
426: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.6} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352745213100
>>BODY: replyto=true callguid=F5E5DCAC1000013A2038A09B0A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgprsrcip=10.66.68.157 calldate=Mon Nov 12 10:33:33 PST 2012
calltypeid=4 localOffset=-480 calllegid=cxpzbgbgujotzle
>>STATE: isTabular=false isWriteable=true cursor=-1
361: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-441-ICM-94} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=10.66.68.157,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: F5E5DCAC1000013A2038A09B0A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
362: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-441-ICM-94} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 - New call
363: 10.66.68.169: Nov 12 2012 10:33:33.100 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-441-ICM-94} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=12,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=F5E5DCAC1000013A2038A09B0A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=10.66.68.157 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
F5E5DCAC1000013A2038A09B0A4244A9, user.cvp_server_info: 10.66.68.169,,
LEGID = cxpzbgbgujotzle, DNIS = 2003, ANI = 1231234
364: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-442-ICM-95} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT], dialogueId=12,
sendSeqNo=1, label=1234567890, correlationId=8922,
callguid=F5E5DCAC1000013A2038A09B0A4244A9, rckey=209, rcday=150430,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = cxpzbgbgujotzle, DNIS = 2003,
ANI = 1231234
365: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-442-ICM-95} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=8922, command=null,
rckey=209, rcday=150430, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,

```
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = cxpzbgbgujotzle,
DNIS = 2003, ANI = 1231234
427: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cxpzbgbgujotzle - [INBOUND]
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352745213116 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=F5E5DCAC1000013A2038A09B0A4244A9 RouterCallKey=209 floatingvars=
>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , , , ] user.microapp.app_media_lib=
.. user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.ToExtVXML=
[application=HelloWorld, null, null, null, null] user.microapp.
UseVXMLParams=N >>STATE: isTabular=false isWriteable=true cursor=-1
dnis=2003 correlationid=8922 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150430
labeltype=-1 label=12345678908922 localOffset=-480 calllegid=cxpzbgbgujotzle
>>STATE: isTabular=false isWriteable=false cursor=-1
428: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} Using Outbound Proxy for
sip:12345678908922@10.66.68.164:5060
429: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} Found an incoming CISCO-GUID
hdr : 4125482156-0268435770-0540582043-0172115113, Found an existing
CVP-ID hdr: F5E5DCAC1000013A2038A09B0A4244A9
430: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-443-SIP-304} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: INVITE TO
<sip:12345678908922@10.66.68.164:5060;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]
431: 10.66.68.169: Nov 12 2012 10:33:33.116 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 -
[OUTBOUND]: Invitation proceeding 100
432: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 -
[OUTBOUND]: Invitation accepted - ack'ing
433: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 -
[OUTBOUND]: CountObserver() is >0 and sending Re-Invite to caller.
434: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-444-SIP-305} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cxpzbgbgujotzle - [INBOUND]: Updated by : CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: with event type INV_ACCEPTED
435: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-444-SIP-305} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cxpzbgbgujotzle - [INBOUND]: Send the 200 OK back to caller with
SDP of this dialog.
436: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-444-SIP-305} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352745213521 >>BODY:
callguid=F5E5DCAC1000013A2038A09B0A4244A9 RouterCallKey=209
RouterCallKeySent=false causecode=0 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150430 calldate=Mon Nov 12 10:33:33 PST 2012
label=12345678908922 localOffset=-480 eventid=4
calllegid=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615
>>STATE: isTabular=false isWriteable=true cursor=-1
366: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-445-ICM-96} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
```

DLGID = -1 [null] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=ANSWER, causeCode=NONE,, LEGID = null,
DNIS = 2003, ANI = 1231234
367: 10.66.68.169: Nov 12 2012 10:33:33.521 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-445-ICM-96} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9, DLGID = 12 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=12, sendSeqNo=2, eventId=ANSWER,
causeCode=NONE,, LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234
437: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cpxzbgbgujotzle - [INBOUND]: DsSipInviteDialog ack'ed
438: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-446-SIP-306} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: Updated by : CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = cpxzbgbgujotzle - [INBOUND]:
with event type INV_ACKED
439: 10.66.68.169: Nov 12 2012 10:33:33.537 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-446-SIP-306} CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: Acked the invite.
232: 10.66.68.169: Nov 12 2012 10:33:33.849 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor24} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678908922,
CALL_LEGID=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169,
CALL_UUI=, VERSION=CVP_9_0_1_0_0_0_634, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
233: 10.66.68.169: Nov 12 2012 10:33:33.849 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor24} VXMLManager:generateVXML:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Generated VXML from template
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS
234: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml,
CALL_DNIS=12345678908922, CALL_UUI=, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
235: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} CallSession:addCall:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Added IVRCall
(DNIS=12345678908922 client: 10.66.75.241) to CallSession at slot: 0
236: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} CallMsgPublisher:sendNewCall:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Publishing
NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW_CALL >>BODY:
replyto=true uui= callguid=F5E5DCAC1000013A2038A09B0A4244A9
ani=sip:1231234@10.66.68.169:5060 dnis=12345678908922
timezone=America/Los_Angeles mediatype=A version=CVP_9_0 calldate=Mon Nov 12
10:33:34 PST 2012 location= calltypeid=5 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=true cursor=-1
368: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_IVR1,
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,
rckey=, rcdays=, rcseq=, uui=, calltypeid=5, CallContext:,
user.media.id: F5E5DCAC1000013A2038A09B0A4244A9,, LEGID = null,
DNIS = 2003, ANI = 1231234
369: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
- Correlation ID routed call
370: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-447-ICM-97} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Publishing ,, [ICM_REQUEST_INSTRUCTION],
dialogueId=13, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,

serviceId=2, uui=, correlationId=922, location=, locationpkid=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060
371: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-98} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Processing ,, [ICM_DIALOGUE_FAILURE_EVENT],
dialogueId=13, sendSeqNo=1, errorCode = E_UNSPECIFIED_FAILURE,,
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060
372: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-98} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Publishing ,, [MsgBus:IALOGUE_FAILURE],
ssId=SYS_IVR1, errorCode=E_UNSPECIFIED_FAILURE,, LEGID = ,
DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060
237: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Received
Call message: >>HEADERS: (JMSType)=MsgBus:IALOGUE_FAILURE
(JMSTDestination)=Topic(CVP.ICM.CC.EVENT.SYS_IVR1)
(JMSTimestamp)=1352745214083 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001
>>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9 dnis=12345678908922
errorcode=15 timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480
callegid= >>STATE: isTabular=false isWriteable=false cursor=-1
238: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=pool-1-thread-449-IVR-27} DialogFailureTask:generateResponse:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 ErrorResponse generated -
StatusCode: 15
239: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-3-CALL_ERROR:
Removing CALLGUID: F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922
due to exception in CallNewHandler. (Client: 10.66.75.241) Received ICM
DialogFailure response for new call request. DialogFailure StatusCode:
15 HTTP req: { CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678908922,
CALL_UUI=, ERROR_CODE=NONE(0), CALL_ANI=sip:1231234@10.66.68.169:5060 }
[id:3023]
240: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} CallSession:removeCallByDNIS:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 Removed IVRCall from CallSession
(DNIS=12345678908922 eventId: 6 causeCode: 1). Removed from slot: 0
241: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} CallMsgPublisher:sendCallStateEvent:
CALLGUID=F5E5DCAC1000013A2038A09B0A4244A9 DNIS=12345678908922 Publishing
CallStateEvent message: >>HEADERS: (JMSType)=MsgBus:CALL_STATE_EVENT
>>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9 dnis=12345678908922
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles
version=CVP_9_0 calldate=Mon Nov 12 10:33:34 PST 2012 localOffset=-480
callegid= eventId=6 >>STATE: isTabular=false isWriteable=true cursor=-1
242: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor25} IVRSubSystem:checkInLicense: Released license
for call: F5E5DCAC1000013A2038A09B0A4244A9 - PortCheckinStatus=
PORT_CHECKIN_OK PORT_STILL_IN_USE
373: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-450-ICM-99} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_IVR1, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060
374: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-450-ICM-99} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=13,
sendSeqNo=2, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = , DNIS = 12345678908922, ANI = sip:1231234@10.66.68.169:5060
375: 10.66.68.169: Nov 12 2012 10:33:34.083 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-450-ICM-99} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 13 [IVR_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs,
983 msec
440: 10.66.68.169: Nov 12 2012 10:33:35.081 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.4} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9

LEGID = F5E5DCAC1000013A2038A09B0A4244A9-135274521311615 - [OUTBOUND]
DURATION (msecs) = 1965 - DIALOG TERMINATED. Reason: Q.850;cause=16

441: 10.66.68.169: Nov 12 2012 10:33:35.081 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-451-SIP-307} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cpxzbgbgujotzle - [INBOUND]: Updated by : CALLGUID =
F5E5DCAC1000013A2038A09B0A4244A9 LEGID = F5E5DCAC1000013A2038A09B0A4244A9-
135274521311615 - [OUTBOUND]: with event type TERMINATED
442: 10.66.68.169: Nov 12 2012 10:33:35.081 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cpxzbgbgujotzle - [INBOUND]: Waiting 2000 millisecs before
terminating.
443: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-452-SIP-308} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352745217094 >>BODY: callguid=F5E5DCAC1000013A2038A09B0A4244A9
RouterCallKey=209 RouterCallKeySent=true causecode=13
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150430 calldate=Mon Nov 12 10:33:37 PST 2012
label=12345678908922 localOffset=-480 eventid=6 calllegid=cpxzbgbgujotzle
>>STATE: isTabular=false isWriteable=true cursor=-1
444: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cpxzbgbgujotzle - [INBOUND] DURATION (msecs) = 3994 - HANGUP with
Call History12345678908922|-1;
445: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-452-SIP-308} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
LEGID = cpxzbgbgujotzle - [INBOUND]: Terminated with Q.850;cause=16
376: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=DISCONNECT, causeCode=CALLED_PARTY_DISCONNECTED,,
LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234
377: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=12,
sendSeqNo=3, eventId=DISCONNECT, causeCode=CALLED_PARTY_DISCONNECTED,,
LEGID = cpxzbgbgujotzle, DNIS = 2003, ANI = 1231234
378: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9,
DLGID = 12 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 3 secs,
994 msecs
379: 10.66.68.169: Nov 12 2012 10:33:37.094 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-100} CALLGUID = F5E5DCAC1000013A2038A09B0A4244A9
- Deleted call. Duration: 0 hrs, 0 mins, 3 secs, 994 msecs

Nov 13 01:56:33.138: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
INVITE sip:12345678908922@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bK1f86039e-a86b717a-
e5f6b267-3ff58c1f-1
Via: SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;branch=
z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~51
Max-Forwards: 68
To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc
Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169
CSeq: 1 INVITE
Content-Length: 206
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60
User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE,ACK,BYE,CANCEL,OPTIONS,PRACK,REFER,NOTIFY,SUBSCRIBE,INFO,MESSAGE
Cisco-Guid: 4125482156-0268435770-0540582043-0172115113

Cisco-Gucid: F5E5DCAC1000013A2038A09B0A4244A9
Supported: replaces
Supported: norefersub
Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

v=0
o=twinkle 262998732 1870908846 IN IP4 10.66.68.157
s=-
c=IN IP4 10.66.68.157
t=0 0
m=audio 8000 RTP/AVP 0 101
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=ptime:20

Nov 13 01:56:33.150: //7470709/F5E5DCAC2038/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 100 Trying
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bK1f86039e-a86b717a-e5f6b267-3ff58c1f-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;
branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~51
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc
To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>
Date: Tue, 13 Nov 2012 01:56:33 GMT
Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169
CSeq: 1 INVITE
Allow-Events: kpml, telephone-event
Server: Cisco-SIPGateway/IOS-12.x
Content-Length: 0

Nov 13 01:56:33.150: //7470709/F5E5DCAC2038/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 200 OK
Via: SIP/2.0/TCP 10.66.68.164:5060;branch=z9hG4bK1f86039e-a86b717a-e5f6b267-3ff58c1f-1,SIP/2.0/TCP 10.66.68.169:5060;received=10.66.68.169;
branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~51
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc
To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556
Date: Tue, 13 Nov 2012 01:56:33 GMT
Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169
CSeq: 1 INVITE
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER
Allow-Events: kpml, telephone-event
Contact: <sip:12345678908922@10.66.75.241:5060;transport=tcp>
Supported: replaces
Supported: sdp-anat
Server: Cisco-SIPGateway/IOS-12.x
Supported: timer
Content-Type: application/sdp
Content-Disposition: session;handling=required
Content-Length: 191

v=0
o=CiscoSystemsSIP-GW-UserAgent 1944 5243 IN IP4 10.66.75.241
s=SIP Call
c=IN IP4 10.66.75.241
t=0 0
m=audio 16806 RTP/AVP 0
c=IN IP4 10.66.75.241
a=rtpmap:0 PCMU/8000
a=ptime:20

Nov 13 01:56:33.190: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
ACK sip:12345678908922@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKucFv6VDWZ9FX+.oLLaNcBg~~52
Max-Forwards: 70
To: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc
Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169
CSeq: 1 ACK
Content-Length: 0
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Nov 13 01:56:33.210: //7470709//HTTPC:/httpc_write_stream: Client write
buffer fd(0):
GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=12345678908922&CALL_ANI=
sip:1231234@10.66.68.169:5060&ERROR_CODE=0&RECOVERY_VXML=flash:recovery.
vxml&CLIENT_TYPE=IOS&CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9&CALL_
LEGID=F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169&CALL_UII
=&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent:**MSG 61024 TRUNCATED**
MSG 61024 CONTINUATION #01ent: Cisco-IOS-C3825/15.1

Nov 13 01:56:33.486: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Mon, 12 Nov 2012 18:33:33 GMT
Connection: close

Nov 13 01:56:33.498:
Nov 13 01:56:33.506: //7470709//HTTPC:/httpc_write_stream: Client
write buffer fd(0):
GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=12345678908922&CALL_UII=
&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.
vxml&CLIENT_TYPE=IOS&CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9&ERROR_CODE=
0 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1

Nov 13 01:56:33.730: HTTP/1.1 500 Internal Server Error
Server: Apache-Coyote/1.1
SVR_STATE: RUNNING
QUERY_STR: MSG_TYPE=CALL_NEW&CALL_DNIS=12345678908922&CALL_UII=&CALL_ANI=
sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.vxml&CLIENT_TYPE=
IOS&CALL_ID=F5E5DCAC1000013A2038A09B0A4244A9&ERROR_CODE=0
Content-Type: text/html;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Mon, 12 Nov 2012 18:33:33 GMT
Connection: close

Nov 13 01:56:33.730: body:

>Nov 13 01:56:33.730: <h1>Error: 500SVR_STATE: RUNNING</h1><pre>null</pre>

Nov 13 01:56:33.730:

Nov 13 01:56:34.714: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Sent:

BYE sip:1231234@10.66.68.169:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C47126F

From: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556

To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc

Date: Tue, 13 Nov 2012 01:56:33 GMT

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

User-Agent: Cisco-SIPGateway/IOS-12.x

Max-Forwards: 70

Timestamp: 1352771794

CSeq: 101 BYE

Reason: Q.850;cause=16

P-RTP-Stat: PS=0,OS=0,PR=0,OR=0,PL=0,JI=0,LA=0,DU=0

Content-Length: 0

Nov 13 01:56:34.718: //7470709/F5E5DCAC2038/SIP/Msg/ccsipDisplayMsg:

Received:

SIP/2.0 200 Ok

Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C47126F

To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds845ad3dc

From: <sip:12345678908922@10.66.68.164:5060;transport=tcp>;tag=F757976C-556

Call-ID: F5E5DCAC1000013A2038A09B0A4244A9-135274521311615@10.66.68.169

CSeq: 101 BYE

Content-Length: 0

Analysis

For the VRU call to work, the "MAX length of DNIS" and the VRU label length must match. When the HTTP request comes back from the VXML gateway with the VRU label and Correlation ID together, the CVP splits the VRU label and Correlation ID based on the "MAX length of DNIS". If it does not match with what ICM is configured for the VRU length, CVP splits the Correlation ID wrong, which is eventually rejected by ICM. In this case, ICM sends the VRU label 1234567890 and Correlation ID 8922. When the CVP sends the Request Instruction, it sends Correlation ID 922. As a result, ICM complains that 922 is an unknown Correlation ID. Since ICM did not get any response of call with Correlation ID 8922, it times out as well. ICM has no knowledge that the call with Correlation ID 8922 and 922 are part of same calls. So, for 922, it returns unknown and for 8922 it timed out.

Issue 6: ICM/CVP sends wrong URL

Media URL is Incomplete

```
10:47:26:900 ra-rtr Trace: (116 x 0 : 0 0) NewCall: CID=(150431,201), DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
10:47:26:900 ra-rtr Trace: (116 x 0 : 0 0) Dialog RunScript node - connecting to VRU now.
10:47:26:900 ra-rtr Trace: (116 x 0 : 0 0) Correlation id for dialog is (9000).
10:47:26:900 ra-rtr Trace: (116 x 9000 : 0 0) TransferToVRU: Label=1234567890, CorID=9000, VRUID=5000, RCID=5001
10:47:26:900 ra-rtr Trace: (116 x 9000 : 0 0) TransferConnect sent. Dialog pending.
10:47:27:890 ra-rtr Trace: (116 117 9000 : 0 0) RequestInstr: CID=(150431,201), CallState=1
10:47:27:890 ra-rtr Trace: (116 117 9000 : 0 0) Dialog transfer to VRU successful - now running script.
10:47:27:890 ra-rtr Trace: (116 117 9000 : 0 0) Runscript sent. Dialog pending.
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Dialog handling script resp
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10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) VRU script response had error.
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Dialog resuming (Script response received (error).) status (1)
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) RouteComplete:
10:47:27:996 ra-rtr Trace: Route: CID=(150431,201), Labels=0
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Dialog sending release call to VRU
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Dialog sending release call message to Routing Client ID(5001).
10:47:27:996 ra-rtr Trace: (116 117 9000 : 0 0) Deleting Dialog.

5734: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.10} Generated a new CISCO-GUID hdr : 4212716858-0268435770-2062965771-0172115113, Generated a new CVP-ID
hdr : FB18F53A1000013A7AF65C0B0A4244A9
5735: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.10} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]: Call is missing an RPID header. No survivability in use.
5736: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-PARAM: {Thrd=DATAI.10} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:false m_needs_postcallsurvey:false
5737: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.10} NEW CALL with guid=FB18F53A1000013A7AF65C0B0A4244A9 legid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. dn=2003 ani=1231234 uui=null calldate= Tue Nov 13 10:47:27 PST 2012 video=false cachecallcontext = false is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null
5738: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.10} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL (JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352832447802 >>BODY: replyto=true callguid=FB18F53A1000013A7AF65C0B0A4244A9 ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0 pstntrkgrpsrcip=64.104.205.107 calldate= Tue Nov 13 10:47:27 PST 2012 calltypeid=4 localOffset=-480 calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. >>STATE: isTabular=false isWritable=true cursor=-1
1980: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-170-ICM-703} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9, DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=, locationpkid=, locationsiteid=, srcaddr=64.104.205.107, pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4, CallContext:, user.media.id: FB18F53A1000013A7AF65C0B0A4244A9,, LEGID = null, DNIS = -1, ANI = -1
1981: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-170-ICM-703} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 - New call
1982: 10.66.68.169: Nov 13 2012 10:47:27.802 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-170-ICM-703} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=116, sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1, dialedNumber=2003, uui=, callguid=FB18F53A1000013A7AF65C0B0A4244A9, rckey=, rcday=, rcseq=, location=, locationpkid=, pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:, user.media.id: FB18F53A1000013A7AF65C0B0A4244A9, user.cvp_server_info: 10.66.68.169,, LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ., DNIS = 2003, ANI = 1231234
1983: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-171-ICM-704} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT], dialogueId=116, sendSeqNo=1, label=1234567890, correlationId=9000,

callguid=FB18F53A1000013A7AF65C0B0A4244A9, rckey=201, rcday=150431,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ., DNIS = 2003, ANI = 1231234
1984: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-171-ICM-704} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Publishing ,,
[MsgBus:CONNECT], ssId=SYS_SIP1, labelType=, label=1234567890,
correlationId=9000, command=null, rckey=201, rcday=150431,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ., DNIS = 2003, ANI = 1231234
5739: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND] Handling CONNECT
:>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352832447818 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY:
callvars=[, , , , , , , ,] user.microapp.media_server=
http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null,
null] user.microapp.ToExtVXML=[application=HelloWorld, null, null, null,
null] user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=
true cursor=-1 dnis=2003 correlationid=9000 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150431
labeltype=-1 label=12345678909000 localOffset=-480
calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ.
>>STATE: isTabular=false isWriteable=false cursor=-1
5740: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Static route matched 12345678909000 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
5741: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Using Local Static Route for
sip:12345678909000@10.66.75.241
5742: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} Found an incoming CISCO-GUID hdr :
4212716858-0268435770-2062965771-0172115113, Found an existing CVP-ID hdr:
FB18F53A1000013A7AF65C0B0A4244A9
5743: 10.66.68.169: Nov 13 2012 10:47:27.818 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-172-SIP-4292} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID = FB18F53A1000013A7AF65C0B0A4244A9-
1352832447818137 - [OUTBOUND]: INVITE TO < sip:12345678909000@10.66.75.241;
transport=tcp> FROM 1231234 < sip:1231234@10.66.68.169:5060> EXPIRES[60]
100REL[Unsupported]
5744: 10.66.68.169: Nov 13 2012 10:47:28.177 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
Invitation proceeding 100
5745: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
Invitation accepted - ack'ing
5746: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
CountObserver() is >0 and sending Re-Invite to caller.
5747: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND]: Updated by :
CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]: with

event type INV_ACCEPTED
5748: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]:
Send the 200 OK back to caller with SDP of this dialog.
5749: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-174-SIP-4293} Sending BUS MSG:>>HEADERS: (JMSType)=
MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352832448379 >>BODY: callguid=
FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201 RouterCallKeySent=false
causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
10:47:28 PST 2012 label=12345678909000 localOffset=-480 eventid=4
calllegid=FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137
>>STATE: isTabular=false isWriteable=true cursor=-1
1985: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-175-ICM-705} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=ANSWER,
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234
1986: 10.66.68.169: Nov 13 2012 10:47:28.379 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-175-ICM-705} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 116 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=116, sendSeqNo=2, eventId=ANSWER,
causeCode=NONE,, LEGID = YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ.,
DNIS = 2003, ANI = 1231234
1269: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB18F53A1000013A7AF65C0B0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678909000,
CALL_LEGID=FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137@10.66.68.169,
CALL_UUI=, VERSION=CVP_9_0_1_0_0_0_634, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
1270: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP_9_0_IVR-6-VBCLIENT
_ADDED: Added client - Type: IOS Name: 10.66.75.241 [id:3013]
1271: 10.66.68.169: Nov 13 2012 10:47:28.567 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS
5750: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]:
DsSipInviteDialog ack'ed
5751: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-176-SIP-4294} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID = FB18F53A1000013A7AF65C0B0A4244A9
-1352832447818137 - [OUTBOUND]: Updated by : CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGfKmjM3ZTU2NmRkNDM2NDNlMzllMmFLYmQ. - [INBOUND]: with event
type INV_ACKED
5752: 10.66.68.169: Nov 13 2012 10:47:28.613 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-176-SIP-4294} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137 - [OUTBOUND]:
Aked the invite.
1272: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ANI=sip:1231234@10.66.68.169:5060, CALL_UUI=,
MSG_TYPE=CALL_NEW, ERROR_CODE=NONE(0), CLIENT_TYPE=IOS,
CALL_ID=FB18F53A1000013A7AF65C0B0A4244A9, CALL_DNIS=12345678909000,
RECOVERY_VXML=flash:recovery.vxml }
1273: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallSession:addCall:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Added IVRCall (
DNIS=12345678909000 client: 10.66.75.241) to CallSession at slot: 0

1274: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000 Publishing
NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW_CALL >>BODY:
replyto=true uui= callguid=FB18F53A1000013A7AF65C0B0A4244A9
ani=sip:1231234@10.66.68.169:5060 dnis=12345678909000
timezone=America/Los_Angeles mediatype=A version=CVP_9_0 calldate=Tue Nov 13
10:47:28 PST 2012 location= calltypeid=5 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=true cursor=-1
1987: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-706} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_IVR1,
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:,
user.media.id: FB18F53A1000013A7AF65C0B0A4244A9,, LEGID = null, DNIS = 2003,
ANI = 1231234
1988: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-706} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
- Correlation ID routed call
1989: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-177-ICM-706} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 117 [IVR_LEG] - Publishing ,, [ICM_REQUEST_INSTRUCTION],
dialogueId=117, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,
serviceId=2, uui=, correlationId=9000, location=, locationpkid=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,
LEGID = , DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060
1990: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-173-ICM-707} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR_LEG] - Processing ,,
[ICM_RUN_SCRIPT_REQ], dialogueId=117, sendSeqNo=1, invokedId=1,
scriptId=PM>Welcome, scriptConfiguration=, ced=,
callguid=FB18F53A1000013A7AF65C0B0A4244A9, rckey=201, rcday=150431,
rcseq=1, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,
DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060
1991: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-173-ICM-707} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR_LEG] - Publishing ,,
[MsgBus:RUN_SCRIPT_REQ], ssId=SYS_IVR1, requestId=1,
scriptId=PM>Welcome, scriptConfig=, ced=, rckey=201, rcday=150431,
rcseq=1, switch_leg_ani=1231234, switch_leg_dnis=2003,
CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,
DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060
1275: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=
FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000 Received Call message :
>>HEADERS: (JMSType)=MsgBus:RUN_SCRIPT_REQ (JMSTimestamp)=
Topic(CVP.ICM.CC.REQ.SYS_IVR1) (JMSTimestamp)=1352832448801 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: ced= scriptconfiguration=
callguid=FB18F53A1000013A7AF65C0B0A4244A9 RouterCallKey=201 ani=1231234
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=
[, , , , , , , ,] user.microapp.media_server=
http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null,
null] user.microapp.ToExtVXML=[application=HelloWorld, null, null, null,
null] user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=
=true cursor=-1 dnis=12345678909000 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=1 version=CVP_9_0 RouterCallKeyDay=150431
localOffset=-480 switch_leg_dnis=2003 switch_leg_ani=1231234 calllegid=
scriptId=PM>Welcome requestid=1 >>STATE: isTabular=false isWriteable=
false cursor=-1
1276: 10.66.68.169: Nov 13 2012 10:47:28.801 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VXMLManager:generateVXML:

CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template
'PlayMediaIOS.template' for client: 10.66.75.241 clientType: IOS
1277: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB18F53A1000013A7AF65C0B0A4244A9, MSG_TYPE=
CALL_RESULT, CALL_SEQ_NUM=1, ERROR_CODE=MEDIA_FILE_NOT_FOUND(9) }
1278: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-3-
CALL_ERROR: CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9
DNIS=12345678909000 Media Fetch Error for URL=
http://10.66.68.169:7000/CVP/en-us/app/Welcome.wav
(Client: 10.66.75.241) [id:3023]
1279: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-3-
CALL_ERROR: RunScript Error from 10.66.75.241 [MEDIA_FILE_NOT_FOUND(9)]
CALLGUID: FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000
{VRUScriptName: 'PM,Welcome' ConfigParam: ''} [id:3023]
1280: 10.66.68.169: Nov 13 2012 10:47:28.894 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} CallMsgPublisher:sendRunScriptResult:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000
Publishing RunScriptResult message: >>HEADERS:
(JMSType)=MsgBus:SCRIPT_RESULT >>BODY:
callguid=FB18F53A1000013A7AF65C0B0A4244A9 floatingvars=>>HEADERS:
(JMSType)=MsgBus:FLOATINGVARS >>BODY: user.microapp.error_code=9
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=12345678909000
resultcode=false timezone=America/Los_Angeles version=CVP_9_0
calldate=Tue Nov 13 10:47:28 PST 2012 localOffset=-480 calllegid=
requestid=1 >>STATE: isTabular=false isWriteable=true cursor=-1
1992: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-179-ICM-708} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR_LEG] - Processing ,,
[MsgBus:SCRIPT_RESULT], ssId=SYS_IVR1, requestId=1, resultCode=false,
ced=, CallContext:, user.microapp.error_code: 9,, LEGID = ,
DNIS = 12345678909000, ANI = sip:1231234@10.66.68.169:5060
1993: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-179-ICM-708} CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9, DLGID = 117 [IVR_LEG] - Publishing ,,
[ICM_RUN_SCRIPT_RESULT], dialogueId=117, sendSeqNo=2, invokedId=1,
resultCode=false, ced=, newTransaction=false, CallContext:,
user.microapp.error_code: 9,, LEGID = , DNIS = 12345678909000, ANI =
sip:1231234@10.66.68.169:5060
1994: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-180-ICM-709} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 117 [IVR_LEG] - Processing , , [ICM_RELEASE], dialogueId=117,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 12345678909000,
ANI = sip:1231234@10.66.68.169:5060
1995: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-180-ICM-709} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 117 [IVR_LEG] - Publishing , , [MsgBus:DISCONNECT], ssId=SYS_IVR1,
cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 12345678909000,
ANI = sip:1231234@10.66.68.169:5060
1996: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-181-ICM-710} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Processing , , [ICM_RELEASE], dialogueId=116,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ., DNIS = 2003, ANI = 1231234
1997: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-181-ICM-710} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Publishing , , [MsgBus:DISCONNECT], ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ., DNIS = 2003, ANI = 1231234
1281: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000 Received Call
message : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.EVENT.SYS_IVR1) (JMSTimestamp)=1352832448910 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FB18F53A1000013A7AF65C0B0A4244A9 dnis=12345678909000 causecode=0

timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=false cursor=-1
1282: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=pool-1-thread-182-IVR-164} DisconnectTask:generateResponse:
CALLGUID=FB18F53A1000013A7AF65C0B0A4244A9 DNIS=12345678909000
DisconnectResponse generated - CallReleaseCode: 0
1283: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML: CALLGUID=
FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template
'Disconnect.template' for client: 10.66.75.241 clientType: IOS
5753: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-183-SIP-4295} MessagingWorker:run: CALLGUID =
FB18F53A1000013A7AF65C0B0A4244A9 LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND] ICM Disconnecting
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=1352832448910 (ServerID)
=CVP90.SYS_ICM1:ICM1:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FB18F53A1000013A7AF65C0B0A4244A9 dnis=2003 causecode=0 timezone=America/Los_
Angeles version=CVP_9_0 localOffset=-480 calllegid=
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. >>STATE: isTabular=false
isWriteable=false cursor=-1
5754: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-183-SIP-4295} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352832448910 >>BODY: callguid=FB18F53A1000013A7AF65C0B0A4244A9
RouterCallKey=201 RouterCallKeySent=true causecode=1 timezone=America/
Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1
RouterCallKeyDay=150431 calldate= Tue Nov 13 10:47:28 PST 2012
label=12345678909000 localOffset=-480 eventid=6
calllegid=YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ.
>>STATE: isTabular=false isWriteable=true cursor=-1
5755: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-183-SIP-4295} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9
LEGID = YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ. - [INBOUND] DURATION
(msecs) = 1108 - HANGUP with Call History12345678909000|-1;
1998: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1,
eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ., DNIS = 2003, ANI = 1231234
1999: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=116,
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID =
YzYwMzViOGFkMjM3ZTU2NmRkNDM2NDNlMzllMmFlYmQ., DNIS = 2003, ANI = 1231234
2000: 10.66.68.169: Nov 13 2012 10:47:28.910 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-184-ICM-711} CALLGUID = FB18F53A1000013A7AF65C0B0A4244A9,
DLGID = 116 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,
108 msecs
1284: 10.66.68.169: Nov 13 2012 10:47:28.957 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from 10.66.75.241:
{ MSG_TYPE=CALL_RESULT, ERROR_CODE=HANGUP(1), CALL_ID=
FB18F53A1000013A7AF65C0B0A4244A9, CALL_SEQ_NUM=2 }
1285: 10.66.68.169: Nov 13 2012 10:47:28.957 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VXMLManager:generateAckVXML: CALLGUID=
FB18F53A1000013A7AF65C0B0A4244A9 Generated VXML from template 'Ack.template'
for client: 10.66.75.241 clientType: IOS

Nov 14 02:10:28.042: //7471196//HTTPC:/httpc_write_stream: Client write
buffer fd(0):
GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=12345678909000&CALL_ANI=
sip:1231234@10.66.68.169:5060&ERROR_CODE=0&RECOVERY_VXML=
flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_ID=
FB18F53A1000013A7AF65C0B0A4244A9&CALL_LEGID=

FB18F53A1000013A7AF65C0B0A4244A9-1352832447818137@10.66.68.169&CALL_UUI=
&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: MSG 61066 TRUNCATED**
MSG 61066 CONTINUATION #01gent: Cisco-IOS-C3825/15.1

Nov 14 02:10:28.318: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 18:47:28 GMT
Connection: close

GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=12345678909000&
CALL_UUI=&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=
flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_ID=
FB18F53A1000013A7AF65C0B0A4244A9&ERROR_CODE=0 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1

Nov 14 02:10:28.562: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 18:47:28 GMT
Connection: close

Nov 14 02:10:28.566: body:
Nov 14 02:10:28.566: ... Buffer too large - truncated to (4096) len.
Nov 14 02:10:28.566: <?xml version="1.0" encoding="iso-8859-1"?>

```
<vxml version="2.0" xml:lang="en-us">  
  <var name="MSG_TYPE" expr="'CALL_RESULT'" />  
  <var name="CALL_ID" expr="'FB18F53A1000013A7AF65C0B0A4244A9'" />  
  <var name="CALL_SEQ_NUM" expr="1" />  
  <var name="ERROR_CODE" expr="0" />  
  <var name="DEBUG" expr="1" />  
  <property name="com.cisco.media-logging-id" value=  
  "'FB18F53A1000013A7AF65C0B0A4244A9'" />
```

```
<form id="ExternalVXML" scope="dialog">  
  
  <catch event="error.com.cisco.callhandoff.failure">  
    <goto next="#TrySubmit"/>  
  </catch>  
  
  <object name="dummyobj" classid="builtin://com.cisco.callhandoff">  
    <param name="return" expr="true" valuetype="data"/>  
    <param name="app-uri" expr="builtin://dummyobj" valuetype=  
"data"/>  
    <prompt bargein="true" cisco-maxtime="0s" cisco-typeaheadflush=  
"false" >
```

```
<audio src="http://10.66.68.169:7000/CVP/en-us/app/Welcome.wav" fetchtimeout="4s" />
  </prompt>
  <filled>
    <goto next="#TrySubmit"/>
  </filled>
</object>
```

```
Nov 14 02:10:28.586:
Nov 14 02:10:28.594: //7471196//HTTPC:/httpc_write_stream: Client write
buffer fd(0):
GET /CVP/en-us/app/Welcome.wav HTTP/1.1
Host: 10.66.68.169:7000
Content-Type: application/x-www-form-urlencoded
Connection: Keep-Alive
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1
```

```
Nov 14 02:10:28.598: HTTP/1.1 404 Not Found
Server: Apache-Coyote/1.1
Content-Type: text/html;charset=utf-8
Content-Length: 1030
Date: Tue, 13 Nov 2012 18:47:28 GMT
```

```
Nov 14 02:10:28.598: body:
Nov 14 02:10:28.598: <html><head><title>Apache Tomcat/5.5.31 - Error
report</title><style><!--H1 {font-family:Tahoma,Arial,sans-serif;
color:white;background-color:#525D76;font-size:22px;} H2
{font-family:Tahoma,Arial,sans-serif;color:white;background-color:
#525D76;font-size:16px;} H3 {font-family:Tahoma,Arial,sans-serif;
color:white;background-color:#525D76;font-size:14px;} BODY
{font-family:Tahoma,Arial,sans-serif;color:black;background-
color:white;} B {font-family:Tahoma,Arial,sans-serif;color:white;
background-color:#525D76;} P {font-family:Tahoma,Arial,sans-serif;
background:white;color:black;font-size:12px;}A {color : black;}A.name
{color : black;}HR {color : #525D76;}--></style> </head><body>
<h1>HTTP Status 404 - /CVP/en-us/app/Welcome.wav</h1><HR size="1"
noshade="noshade"><p><b>type</b> Status report</p><p><b>message</b>
<u>/CVP/en-us/app/Welcome.wav</u></p><p><b>description</b>
<u>The requested resource (/CVP/en-us/app/Welcome.wav) is not
available.</u></p><HR size="1" noshade="noshade"><h3>Apache
Tomcat/5.5.31</h3></body></html>
```

```
Nov 14 02:10:28.602:
Nov 14 02:10:28.646: //7471196//HTTPC:/httpc_write_stream: Client
write buffer fd(1):
GET /cvp/VBServlet?MSG_TYPE=CALL_RESULT&CALL_ID=
FB18F53A1000013A7AF65C0B0A4244A9&CALL_SEQ_NUM=1&ERROR_CODE=9 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1
```

Analysis

In order for audio prompts to be played for correct locations, all required variables must be set properly. There are few variables that contribute to the URL of the audio files. You need to ensure that whatever variable is

set, the use of those CVPs creates the URL for the audio file. Audio files must be available in that location. It is also important to determine what kind of media server is in use. There is Tomcat for the VXML server which listens on port 7000, Tomcat for the Call server which listens on port 8000 as well as the Internet Information Server (IIS) which listens on port 80. In some cases, the customer might have another webserver which can be used as a media server. It is important that correct variables are set on the ICM in order to create a correct URL for the media files. The files needs to be in the correct location on the media server as well.

Media URL for VXML Server is Incorrect

```
11:04:09:185 ra-rtr Trace: (130 x 0 : 0 0) NewCall: CID=(150431,208), DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
11:04:09:185 ra-rtr Trace: (130 x 0 : 0 0) Dialog RunScript node - connecting to VRU now.
11:04:09:185 ra-rtr Trace: (130 x 0 : 0 0) Correlation id for dialog is (9008).
11:04:09:185 ra-rtr Trace: (130 x 9008 : 0 0) TransferToVRU: Label=1234567890, CorID=9008, VRUID=5000, RCID=5001
11:04:09:185 ra-rtr Trace: (130 x 9008 : 0 0) TransferConnect sent. Dialog pending.
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) RequestInstr: CID=(150431,208), CallState=1
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) Dialog transfer to VRU successful - now running script.
11:04:10:308 ra-rtr Trace: (130 131 9008 : 0 0) Runscript sent. Dialog pending.
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog handling script resp
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) VRU script response had error.
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog resuming (Script response received (error).) status (1)
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) RouteComplete:
11:04:10:381 ra-rtr Trace: Route: CID=(150431,208), Labels=0
11:04:10:381 ra-rtr Trace: (130 131 9008 : 0 0) Dialog sending release call to VRU
11:04:10:382 ra-rtr Trace: (130 131 9008 : 0 0) Dialog sending release call message to Routing Client ID(5001).
11:04:10:382 ra-rtr Trace: (130 131 9008 : 0 0) Deleting Dialog.
```

```
6028: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} Generated a new CISCO-GUID hdr : 4213719205-0268435770-0046575080-0172115113, Generated a new CVP-ID hdr : FB2840A51000013A02C6ADE80A4244A9
6029: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: Call is missing an RPID header. No survivability in use.
6030: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-PARAM: {Thrd=DATAI.5} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: ReqURI (DN) sip:2003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video: false m_needs_postcallsurvey:false
6031: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} NEW CALL with guid=FB2840A51000013A02C6ADE80A4244A9 legid=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. dn=2003 ani=1231234 uui=null calldate=Tue Nov 13 11:04:10 PST 2012 video=false cachecallcontext = false is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null
6032: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL (JMSTimestamp)=1352833450149 >>BODY: replyto=true callguid=FB2840A51000013A02C6ADE80A4244A9 ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0 pstnrkgprsrcip=64.104.205.107 calldate=Tue Nov 13 11:04:10 PST 2012 calltypeid=4 localOffset=-480 calllegid=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. >>STATE: isTabular=false isWriteable=true cursor=-1
```

2282: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-825} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=,
locationpkid=, locationsiteid=, srcaddr=64.104.205.107,
pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647,
sipheader=, rckey=, rcday=, rcseq=, uui=, calltypeid=4,
CallContext:, user.media.id: FB2840A51000013A02C6ADE80A4244A9,,
LEGID = null, DNIS = -1, ANI = -1
2283: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-825} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 - New call
2284: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-448-ICM-825} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=130, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=FB2840A51000013A02C6ADE80A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: FB2840A51000013A02C6ADE80A4244A9, user.cvp_server_info:
10.66.68.169,, LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY.,
DNIS = 2003, ANI = 1231234
2285: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-449-ICM-826} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Processing ,,
[ICM_TEMPORARY_CONNECT], dialogueId=130, sendSeqNo=1,
label=1234567890, correlationId=9008,
callguid=FB2840A51000013A02C6ADE80A4244A9, rckey=208, rcday=150431,
rcseq=0, CallContext:, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003, ANI = 1231234
2286: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-449-ICM-826} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Publishing ,,
[MsgBus:CONNECT], ssId=SYS_SIP1, labelType=, label=1234567890,
correlationId=9008, command=null, rckey=208, rcday=150431,
rcseq=0, CallContext:, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003, ANI = 1231234
6033: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND] Handling
CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSDestination)=
Topic(CVP.ICM.CC.RESP.SYS_SIP1) (JMSTimestamp)=1352833450149
(ServerID)=CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 floatingvars=
>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=
[, , , , , , , ,] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=2003
correlationid=9008 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 RouterCallKeyDay=150431 labeltype=-1 label=12345678909008
localOffset=-480 calllegid=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY.
>>STATE: isTabular=false isWriteable=false cursor=-1
6034: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Static route matched 12345678909008 to
StaticRoute: patterns like 1234567890> will route to 10.66.75.241
6035: 10.66.68.169: Nov 13 2012 11:04:10.149 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Using Local Static Route for
sip:12345678909008@10.66.75.241

6036: 10.66.68.169: Nov 13 2012 11:04:10.165 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} Found an incoming CISCO-GUID
hdr : 4213719205-0268435770-0046575080-0172115113, Found an existing CVP-ID
hdr: FB2840A51000013A02C6ADE80A4244A9
6037: 10.66.68.169: Nov 13 2012 11:04:10.165 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-450-SIP-4406} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID = FB2840A51000013A02C6ADE80A4244A9-
1352833450165150 - [OUTBOUND]: INVITE TO <sip:12345678909008@10.66.75.241;
transport=tcp> FROM 1231234 <sip:1231234@10.66.68.169:5060> EXPIRES[60]
100REL[Unsupported]
6038: 10.66.68.169: Nov 13 2012 11:04:10.445 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Invitation proceeding 100
6039: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 -
[OUTBOUND]: Invitation accepted - ack'ing
6040: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
CountObserver() is >0 and sending Re-Invite to caller.
6041: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-451-SIP-4407} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: Updated by :
CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]: with
event type INV_ACCEPTED
6042: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-451-SIP-4407} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: Send the 200 OK
back to caller with SDP of this dialog.
6043: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-451-SIP-4407} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352833450664 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 RouterCallKeySent=false
causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
11:04:10 PST 2012 label=12345678909008 localOffset=-480 eventid=4
calllegid=FB2840A51000013A02C6ADE80A4244A9-1352833450165150
>>STATE: isTabular=false isWriteable=true cursor=-1
2287: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-452-ICM-827} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=ANSWER,
causeCode=NONE,, LEGID = null, DNIS = 2003, ANI = 1231234
2288: 10.66.68.169: Nov 13 2012 11:04:10.664 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-452-ICM-827} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 130 [SIP_LEG] - Publishing ,,
[ICM_EVENT_REPORT], dialogueId=130, sendSeqNo=2, eventId=ANSWER,
causeCode=NONE,, LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY.,
DNIS = 2003, ANI = 1231234
6044: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]:
DsSipInviteDialog ack'ed
6045: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-453-SIP-4408} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Updated by : CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: with event
type INV_ACKED
6046: 10.66.68.169: Nov 13 2012 11:04:10.820 -0800: %CVP_9_0_SIP-7-CALL:

{Thrd=pool-1-thread-453-SIP-4408} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Aked the invite.
1497: 10.66.68.169: Nov 13 2012 11:04:11.038 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB2840A51000013A02C6ADE80A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678909008,
CALL_LEGID=FB2840A51000013A02C6ADE80A4244A9-1352833450165150@10.66.68.169,
CALL_UUI=, VERSION=CVP_9_0_1_0_0_0_634, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
1498: 10.66.68.169: Nov 13 2012 11:04:11.038 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS
1499: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB2840A51000013A02C6ADE80A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=12345678909008,
CALL_UUI=, ERROR_CODE=NONE(0), CALL_ANI=sip:1231234@10.66.68.169:5060 }
1500: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallSession:addCall:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Added IVRCall (DNIS=12345678909008
client: 10.66.75.241) to CallSession at slot: 0
1501: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Publishing
NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW_CALL >>BODY: replyto=true
uui= callguid=FB2840A51000013A02C6ADE80A4244A9
ani=sip:1231234@10.66.68.169:5060 dnis=12345678909008 timezone=America/
Los_Angeles mediatype=A version=CVP_9_0 calldate=Tue Nov 13 11:04:11 PST 2012
location= calltypeid=5 localOffset=-480 calllegid= >>STATE: isTabular=false
isWriteable=true cursor=-1
2289: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-828} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_IVR1,
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:,
user.media.id: FB2840A51000013A02C6ADE80A4244A9,, LEGID = null, DNIS = 2003,
ANI = 1231234
2290: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-828} CALLGUID = FB2840A51000013A02C6ADE80A4244A9 -
Correlation ID routed call
2291: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-454-ICM-828} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Publishing ,, [ICM_REQUEST_INSTRUCTION],
dialogueId=131, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,
serviceId=2, uui=, correlationId=9008, location=, locationpkid=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,
LEGID = , DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060
2292: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-455-ICM-829} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9, DLGID = 131 [IVR_LEG] - Processing ,,
[ICM_RUN_SCRIPT_REQ], dialogueId=131, sendSeqNo=1, invokedId=1,
scriptId=GS,Server,V, scriptConfiguration=, ced=,
callguid=FB2840A51000013A02C6ADE80A4244A9, rckey=208, rcday=150431,
rcseq=1, CallContext:, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,
DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060
2293: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-455-ICM-829} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Publishing ,, [MsgBus:RUN_SCRIPT_REQ],
ssId=SYS_IVR1, requestId=1, scriptId=GS,Server,V, scriptConfig=,
ced=, rckey=208, rcday=150431, rcseq=1, switch_leg_ani=1231234,
switch_leg_dnis=2003, CallContext:, user.microapp.app_media_lib: ..

user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID = ,
DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060
1502: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Received
Call message : >>HEADERS: (JMSType)=MsgBus:RUN_SCRIPT_REQ
(JMSDestination)=Topic(CVP.ICM.CC.REQ.SYS_IVR1)
(JMSTimestamp)=1352833451272 (ServerID)=CVP90.SYS_ICM1:ICM:ICM1:
CVP90.MsgBus001 >>BODY: ced= scriptconfiguration=
callguid=FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 ani=1231234
floatingvars=>>HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=
[, , , , , , , ,] user.microapp.app_media_lib=..
user.microapp.media_server=http://10.66.68.169:7000/CVP
user.microapp.FromExtVXML=[null, null, null, null] user.microapp.
ToExtVXML=[application=HelloWorld, null, null, null, null]
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=12345678909008
timezone=America/Los_Angeles RouterCallKeySequenceNumber=1
version=CVP_9_0 RouterCallKeyDay=150431 localOffset=-480
switch_leg_dnis=2003 switch_leg_ani=1231234 calllegid=
scriptid=GS,Server,V requestid=1 >>STATE: isTabular=false
isWriteable=false cursor=-1
1503: 10.66.68.169: Nov 13 2012 11:04:11.272 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VXMLManager:generateVXML:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template
'GetSpeech-External.template' for client: 10.66.75.241 clientType: IOS
1504: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FB2840A51000013A02C6ADE80A4244A9,
MSG_TYPE=CALL_RESULT, CALL_SEQ_NUM=1, ERROR_CODE=MEDIA_FILE_NOT_FOUND(9) }
1505: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP_9_0_IVR-3-CALL_ERROR:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 External VXML
located at http://10.66.68.169:7000/CVP/en-us/./Server.vxml resulted in a
bad fetch (Client: 10.66.75.241) [id:3023]
1506: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP_9_0_IVR-3-CALL_ERROR:
RunScript Error from 10.66.75.241 [MEDIA_FILE_NOT_FOUND(9)] CALLGUID:
FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 {VRUScriptName:
'GS,Server,V' ConfigParam: ''} [id:3023]
1507: 10.66.68.169: Nov 13 2012 11:04:11.335 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} CallMsgPublisher:sendRunScriptResult:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Publishing
RunScriptResult message: >>HEADERS: (JMSType)=MsgBus:SCRIPT_RESULT >>BODY:
callguid=FB2840A51000013A02C6ADE80A4244A9 floatingvars=>>HEADERS:
(JMSType)=MsgBus:FLOATINGVARS >>BODY: user.microapp.caller_input=
user.microapp.FromExtVXML=[, , ,] user.microapp.error_code=9
>>STATE: isTabular=false isWriteable=true cursor=-1 dnis=12345678909008
resultcode=false timezone=America/Los_Angeles version=CVP_9_0
calldate=Tue Nov 13 11:04:11 PST 2012 localOffset=-480 calllegid=
requestid=1 >>STATE: isTabular=false isWriteable=true cursor=-1
2294: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-457-ICM-830} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Processing , , [MsgBus:SCRIPT_RESULT],
ssId=SYS_IVR1, requestId=1, resultCode=false, ced=, CallContext:,
user.microapp.error_code: 9,, LEGID = , DNIS = 12345678909008,
ANI = sip:1231234@10.66.68.169:5060
2295: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-457-ICM-830} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Publishing , , [ICM_RUN_SCRIPT_RESULT],
dialogueId=131, sendSeqNo=2, invokedId=1, resultCode=false,
ced=, newTransaction=false, CallContext:, user.microapp.error_code: 9,,
LEGID = , DNIS = 12345678909008, ANI = sip:1231234@10.66.68.169:5060
2296: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-458-ICM-831} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Processing , , [ICM_RELEASE], dialogueId=131,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 12345678909008,
ANI = sip:1231234@10.66.68.169:5060

2297: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-458-ICM-831} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 131 [IVR_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_IVR1,
cause=NORMAL_CALL_CLEARING,, LEGID = , DNIS = 12345678909008,
ANI = sip:1231234@10.66.68.169:5060
2298: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-459-ICM-832} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Processing ,, [ICM_RELEASE], dialogueId=130,
sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY., DNIS = 2003, ANI = 1231234
2299: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-459-ICM-832} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_SIP1,
cause=NORMAL_CALL_CLEARING,, LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY., DNIS = 2003, ANI = 1231234
1508: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=
FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008 Received Call message :
>>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.EVENT.SYS_IVR1) (JMSTimestamp)=1352833451350 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 dnis=12345678909008 causecode=0
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
>>STATE: isTabular=false isWriteable=false cursor=-1
1509: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=pool-1-thread-460-IVR-206} DisconnectTask:generateResponse:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 DNIS=12345678909008
DisconnectResponse generated - CallReleaseCode: 0
1510: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:
CALLGUID=FB2840A51000013A02C6ADE80A4244A9 Generated VXML from template
'Disconnect.template' for client: 10.66.75.241 clientType: IOS
6047: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} MessagingWorker:run: CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. - [INBOUND] ICM Disconnecting
the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=
Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352833451350 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 dnis=2003 causecode=0 timezone=America/
Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. >>STATE: isTabular=false
isWriteable=false cursor=-1
6048: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352833451350 >>BODY: callguid=
FB2840A51000013A02C6ADE80A4244A9 RouterCallKey=208 RouterCallKeySent=true
causecode=1 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
11:04:11 PST 2012 label=12345678909008 localOffset=-480 eventid=6
calllegid=ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. >>STATE:
isTabular=false isWriteable=true cursor=-1
6049: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} CALLGUID =
FB2840A51000013A02C6ADE80A4244A9 LEGID =
ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. - [INBOUND] DURATION (msecs)
= 1201 - HANGUP with Call History|2345678909008|-1;
6050: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4409} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZGI1NDY. - [INBOUND]:
Terminated with Q.850;cause=16
6051: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4410} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Updated by : CALLGUID = FB2840A51000013A02C6ADE80A4244A9 LEGID =

ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY. - [INBOUND]: with event type TERMINATED

6052: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4411} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]
DURATION (msecs) = 1185 - HANGUP with Call History

6053: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-461-SIP-4411} CALLGUID = FB2840A51000013A02C6ADE80A4244A9
LEGID = FB2840A51000013A02C6ADE80A4244A9-1352833450165150 - [OUTBOUND]:
Terminated with Q.850;cause=16

2300: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003,
ANI = 1231234

2301: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=130,
sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = ZmQ2YTk5NjdlZjg3MTkyNWZhMmE4NjFmYjZkZGI1NDY., DNIS = 2003,
ANI = 1231234

2302: 10.66.68.169: Nov 13 2012 11:04:11.350 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-465-ICM-833} CALLGUID = FB2840A51000013A02C6ADE80A4244A9,
DLGID = 130 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,
201 msecs

GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=12345678909008&CALL_ANI=
sip:1231234@10.66.68.169:5060&ERROR_CODE=0&RECOVERY_VXML=flash:recovery.
vxml&CLIENT_TYPE=IOS&CALL_ID=FB2840A51000013A02C6ADE80A4244A9&CALL_LEGID=
FB2840A51000013A02C6ADE80A4244A9-1352833450165150@10.66.68.169&CALL_UII=
&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-A**MSG 61073 TRUNCATED**
MSG 61073 CONTINUATION #01gent: Cisco-IOS-C3825/15.1

Nov 14 02:27:10.794: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 19:04:11 GMT
Connection: close

GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=12345678909008&CALL_UII=
&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.vxml&
CLIENT_TYPE=IOS&CALL_ID=FB2840A51000013A02C6ADE80A4244A9&ERROR_CODE=0 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html, audio/basic,
audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1

Nov 14 02:27:11.042: HTTP/1.1 200 OK

Server: Apache-Coyote/1.1
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 19:04:11 GMT
Connection: close

Nov 14 02:27:11.042: body:

Nov 14 02:27:11.042: ... Buffer too large - truncated to (4096) len.

Nov 14 02:27:11.042: <?xml version="1.0" encoding="iso-8859-1"?>

```
<vxml version="2.0">
  <var name="MSG_TYPE" expr="'CALL_RESULT'" />
  <var name="CALL_ID" expr="'FB2840A51000013A02C6ADE80A4244A9'" />
  <var name="CALL_SEQ_NUM" expr="1" />
  <var name="ERROR_CODE" expr="0" />
  <var name="CALLCED" />
  <var name="FROM_EXTVXML0" />
  <var name="FROM_EXTVXML1" />
  <var name="FROM_EXTVXML2" />
  <var name="FROM_EXTVXML3" />
  <var name="DEBUG" expr="1" />
  <property name="com.cisco.media-logging-id" value=
"FB2840A51000013A02C6ADE80A4244A9" />
  <property name="fetchaudiodelay" value="2s" />
  <property name="fetchaudiominimum" value="5s" />

  <form id="GS" scope="dialog">
    <property name="com.cisco.tts-server" value="rtsp://
tts-en-us/synthesizer"/>
    <property name="com.cisco.asr-server" value="rtsp://
asr-en-us/recognizer"/>

    <subdialog name="Server" src="http://10.66.68.169:
7000/CVP/en-us/./Server.vxml" >

      <param name="application" expr="'HelloWorld'"/>

      <filled>
        <assign name="document.FROM_EXTVXML0"
expr="Server.FromExtVXML0"/>
        <assign name="document.FROM_EXTVXML1"
expr="Server.FromExtVXML1"/>
        <assign name="document.FROM_EXTVXML2"
expr="Server.FromExtVXML2"/>
        <assign name="document.FROM_EXTVXML3"
expr="Server.FromExtVXML3"/>
        <assign name="document.CALLCED"
expr="Server.caller_input"/>

        <if cond="Server.caller_input == 'system_unavailable'">
          <assign name="ERROR_CODE" expr="40"/>
        <elseif cond="Server.caller_input == 'app_error'"/>
          <assign name="ERROR_CODE" expr="41"/>
        <elseif cond="Server.caller_input == 'app_hangup'"/>
          <assign name="ERROR_CODE" expr="42"/>
        <elseif cond="Server.caller_input == 'suspended'"/>
          <assign name="ERROR_CODE" expr="43"/>
        <elseif cond="Server.caller_input ==
'no_session_error'"/>
          <assign name="ERROR_CODE" expr="44"/>
        </if>
        <goto next="#TrySubmit"/>
      </filled>
    </subdialog>
  </form>
</vxml>
```

```
Nov 14 02:27:11.078: //7471240//HTTPC:/httpc_write_stream: Client write
buffer fd(0):
GET /CVP/Server.vxml HTTP/1.1
Host: 10.66.68.169:7000
Content-Type: application/x-www-form-urlencoded
Connection: Keep-Alive
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1
```

```
Nov 14 02:27:11.082: HTTP/1.1 404 Not Found
Server: Apache-Coyote/1.1
Content-Type: text/html;charset=utf-8
Content-Length: 1000
Date: Tue, 13 Nov 2012 19:04:11 GMT
```

```
Nov 14 02:27:11.082: body:
```

```
Nov 14 02:27:11.082: <html><head><title>Apache Tomcat/5.5.31 -
Error report</title><style><!--H1 {font-family:Tahoma,Arial,sans-serif;
color:white;background-color:#525D76;font-size:22px;} H2 {font-family:
Tahoma,Arial,sans-serif;color:white;background-color:#525D76;font-size:16px;}
H3 {font-family:Tahoma,Arial,sans-serif;color:white;background-color:#525D76;
font-size:14px;} BODY {font-family:Tahoma,Arial,sans-serif;color:black;
background-color:white;} B {font-family:Tahoma,Arial,sans-serif;color:
white;background-color:#525D76;} P {font-family:Tahoma,Arial,sans-serif;
background:white;color:black;font-size:12px;}A {color : black;}A.name
{color : black;}HR {color : #525D76;}--></style> </head><body>
<h1>HTTP Status 404 - /CVP/Server.vxml</h1><HR size="1" noshade="noshade">
<p><b>type</b> Status report</p><p><b>message</b> <u>/CVP/Server.vxml</u></p>
<p><b>description</b> <u>The requested resource (/CVP/Server.vxml) is not
available.</u></p><HR size="1" noshade="noshade"><h3>Apache Tomcat/5.5.31</h3>
</body></html>
```

```
Nov 14 02:27:11.090:
```

```
Nov 14 02:27:11.094: //7471240//HTTPC:/httpc_write_stream: Client write
buffer fd(1):
GET /cvp/VBServlet?MSG_TYPE=CALL_RESULT&CALL_ID=
FB2840A51000013A02C6ADE80A4244A9&CALL_SEQ_NUM=1&ERROR_CODE=9 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1
```

Analysis

In ICM, the UsexVXMLParams Variable must be set to "N" if the VXML server is in the call flow. If it is not set, the CVP adds Server.vxml to the end of the URL which does not exist. As a result, the VXML server returns a 400 error message and the VXML gateway returns error code 9 which means wrong URL.

Issue 7: SigDigit

CVP has no Route for the VRU Label after Prepending SigDigit

```
15:11:26:765 ra-rtr Trace: (139 x 0 : 0 0) NewCall: CID=(150431,214),
DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
15:11:26:765 ra-rtr Trace: (139 x 0 : 0 0) Dialog RunScript node -
connecting to VRU now.
```

15:11:26:765 ra-rtr Trace: (139 x 0 : 0 0) Correlation id for dialog is (9013).
15:11:26:765 ra-rtr Trace: (139 x 9013 : 0 0) TransferToVRU: Label=1234567890,
CorID=9013, VRUID=5000, RCID=5001
15:11:26:765 ra-rtr Trace: (139 x 9013 : 0 0) TransferConnect sent. Dialog pending.
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) ReRoute: Reason=1 CallState=1.
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) Dialog handling a reroute request
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) Dialog resuming (ReRoute requested.)
status (1)
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) RouteComplete:
15:11:26:776 ra-rtr Trace: Route: CID=(150431,214), Labels=0
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) Dialog sending release call message
to Routing Client ID(5001).
15:11:26:776 ra-rtr Trace: (139 x 9013 : 0 0) Deleting Dialog.

6218: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Generated a new CISCO-GUID hdr : 4228555991-0268435770-1640145969-
0172115113, Generated a new CVP-ID hdr : FC0AA4D71000013A61C2A4310A4244A9
6219: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Call is missing an RPID header. No survivability in use.
6220: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Stripping 3 sigdigits from 6062003 and saving them as [606]
6221: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.5} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
ReqURI (DN) sip:6062003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:
false m_needs_postcallsurvey:false
6222: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL: {
Thrd=DATAI.5} NEW CALL with guid=FC0AA4D71000013A61C2A4310A4244A9
legid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. dn=2003
ani=1231234 uui=null calldate=Tue Nov 13 15:11:26 PST 2012 video=false
cachecallcontext = false is_postcallsurvey = false RouterCallKey =
null RouterCallKeyDay = null RouterCallKeySequenceNumber = null
6223: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352848286935
>>BODY: replyto=true callguid=FC0AA4D71000013A61C2A4310A4244A9
ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0
pstntrkgprsrcip=64.104.205.107 calldate=Tue Nov 13 15:11:26 PST 2012
calltypeid=4 localOffset=-480 calllegid=
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWriteable=true cursor=-1
2424: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = -1 [null] - Processing ,,
[MsgBus:NEW_CALL], ssId=SYS_SIP1, mediaType=, location=, locationpkid=,
locationsiteid=, srcaddr=64.104.205.107, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
FC0AA4D71000013A61C2A4310A4244A9,, LEGID = null, DNIS = -1, ANI = -1
2425: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9 - New call
2426: 10.66.68.169: Nov 13 2012 15:11:26.935 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-207-ICM-869} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Publishing ,,
[ICM_NEW_CALL], dialogueId=139, sendSeqNo=1, trunkGroupId=100,
trunkNumber=0, serviceId=1, dialedNumber=2003, uui=,
callguid=FC0AA4D71000013A61C2A4310A4244A9, rckey=, rcday=, rcseq=,
location=, locationpkid=, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, CallContext:,
user.media.id: FC0AA4D71000013A61C2A4310A4244A9,
user.cvp_server_info: 10.66.68.169,, LEGID =

OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2427: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-202-ICM-870} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Processing ,,
[ICM_TEMPORARY_CONNECT], dialogueId=139, sendSeqNo=1, label=1234567890,
correlationId=9013, callguid=FC0AA4D71000013A61C2A4310A4244A9, rckey=214,
rcday=150431,
rcseq=0,CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2428: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-202-ICM-870} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9,
DLGID = 139 [SIP_LEG] - Publishing , , [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=9013, command=null,
rckey=214, rcday=150431, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.,
DNIS = 2003, ANI = 1231234
6224: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-203-SIP-5076} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9
LEGID = OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]
Handling CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=1352848286950 (ServerID)=
CVP90.SYS_ICM1:ICM1:ICM1:CVP90.MsgBus001 >>BODY: callguid=
FC0AA4D71000013A61C2A4310A4244A9 RouterCallKey=214 floatingvars=>>HEADERS:
(JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=[, , , , , , , , ,]
user.microapp.app_media_lib=.. user.microapp.media_server=http://
10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true
cursor=-1 dnis=2003 correlationid=9013 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0
RouterCallKeyDay=150431 labeltype=-1 label=12345678909013 localOffset=-480
calllegid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWriteable=false cursor=-1
6225: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-203-SIP-5076} Prepending SigDigits to label: 606 +
12345678909013
6226: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-3-SIP_
ERROR_SNMP: B2BUA is not configured with a route for making calls to
[60612345678909013].Please add this route. [id:5010]
6227: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-3-SIP_CALL_ERROR:
CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Destination URL is null, cannot make the transfer. [id:5004]

6228: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-203-SIP-5076} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352848286950 >>BODY: callguid=
FC0AA4D71000013A61C2A4310A4244A9 RouterCallKey=214 RouterCallKeySent=false
causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=
Tue Nov 13 15:11:26 PST 2012 label=12345678909013 localOffset=-480 eventid=1
calllegid=OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U.
>>STATE: isTabular=false isWriteable=true cursor=-1
6229: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-203-SIP-5076} CALLGUID =
FC0AA4D71000013A61C2A4310A4244A9 LEGID =
OTlmMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND]:
Waiting 2000 millisecs before terminating.
2429: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL:

{Thrd=pool-1-thread-209-ICM-871} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=CONNECT_FAILURE, causeCode=NONE,, LEGID = OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2430: 10.66.68.169: Nov 13 2012 15:11:26.950 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-209-ICM-871} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=139, sendSeqNo=2, eventId=CONNECT_FAILURE, causeCode=NONE,, LEGID = OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2431: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-208-ICM-872} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Processing ,, [ICM_RELEASE], dialogueId=139, sendSeqNo=2, cause=NORMAL_CALL_CLEARING,, LEGID = OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2432: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-208-ICM-872} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Publishing ,, [MsgBus:DISCONNECT], ssId=SYS_SIP1, cause=NORMAL_CALL_CLEARING,, LEGID = OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
6230: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=pool-1-thread-210-SIP-5077} MessagingWorker:run: CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 LEGID = OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. - [INBOUND] ICM Disconnecting the call with : >>HEADERS: (JMSType)=MsgBus:DISCONNECT (JMSTimestamp)=Topic(CVP.ICM.CC.EVENT.SYS_SIP1) (JMSTimestamp)=1352848286966 (ServerID)=CVP90.SYS_ICM1:ICM1:ICM1:CVP90.MsgBus001 >>BODY: callguid=FC0AA4D71000013A61C2A4310A4244A9 dnis=2003 causecode=0 timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 calllegid=OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. >>STATE: isTabular=false isWriteable=false cursor=-1
6231: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=pool-1-thread-210-SIP-5077} Sending BUS MSG:>>HEADERS: (JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=Topic(CVP.SIP.CC.EVENT) (JMSTimestamp)=1352848286966 >>BODY: callguid=FC0AA4D71000013A61C2A4310A4244A9 RouterCallKey=214 RouterCallKeySent=true causecode=1 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13 15:11:26 PST 2012 label=12345678909013 localOffset=-480 eventId=6 calllegid=OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U. >>STATE: isTabular=false isWriteable=true cursor=-1
2433: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT], ssId=SYS_SIP1, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID = OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2434: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=139, sendSeqNo=3, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,, LEGID = OTlMTUwYjY5MjUxYWM4NDQwYmQ2YmJiNDkzNjM3N2U., DNIS = 2003, ANI = 1231234
2435: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9, DLGID = 139 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 0 secs, 31 msec
2436: 10.66.68.169: Nov 13 2012 15:11:26.966 -0800: %CVP_9_0_ICM-7-CALL: {Thrd=pool-1-thread-211-ICM-873} CALLGUID = FC0AA4D71000013A61C2A4310A4244A9 - Deleted call. Duration: 0 hrs, 0 mins, 0 secs, 31 msec

Analysis

When SigDigit is used, CVP prepends the SigDigit for all outgoing calls from the CVP before it looks for a route. If a static route is used, the CVP must have the static route of the VRU label prefixed with SigDigit. The same is true for the ringback number as well as Agent extension number routes. If a proxy is used instead, the proxy must have the route for the VRU label and ringback number as well as the agent extension with SigDigits prefixed.

Issue 8: VXML Gateway Application is not Configured for SigDigit

```
15:20:34:629 ra-rtr Trace: (141 x 0 : 0 0) NewCall: CID=(150431,216), DN=2003, ANI=1231234, CED=, RCID=5001, MRDID=1, CallAtVRU=1, OpCode=0
15:20:34:630 ra-rtr Trace: (141 x 0 : 0 0) Dialog RunScript node - connecting to VRU now.
15:20:34:630 ra-rtr Trace: (141 x 0 : 0 0) Correlation id for dialog is (9015).
15:20:34:630 ra-rtr Trace: (141 x 9015 : 0 0) TransferToVRU: Label=1234567890, CorID=9015, VRUID=5000, RCID=5001
15:20:34:630 ra-rtr Trace: (141 x 9015 : 0 0) TransferConnect sent. Dialog pending.
15:20:36:173 ra-rtr Trace: Dialog (142) has a correlation id (8909015 8909015) that is unknown.
15:20:36:173 ra-rtr Trace: For message (14) from routing client CVPRC (ID 5001) could not find dialog id (8909015).
15:20:36:173 ra-rtr Trace: Router sending dialog fail reason (11) for dialog (142).
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) CallEventReport: CID=(150431,216), Event=DISCONNECT, DlgEnds=1, FromVRU=0, CallState=1, Cause=CALLED_PARTY_DISCONNECTED
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Dialog (callstate:1) received event(6) (Call disconnected. (Event has dialog end set.))
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Dialog resuming (Call disconnected. (Event has dialog end set.)) status (3)
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Dialog aborted and was deleted.
15:20:38:779 ra-rtr Trace: (141 x 9015 : 0 0) Deleting Dialog.
```

```
6324: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} Generated a new CISCO-GUID hdr : 4229103675-0268435770-0965166893-0172115113, Generated a new CVP-ID hdr : FC13003B1000013A3987472D0A4244A9
6325: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Call is missing an RPID header. No survivability in use.
6326: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Stripping 3 sigdigits from 6062003 and saving them as [606]
6327: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-PARAM: {Thrd=DATAI.5} CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: ReqURI (DN) sip:6062003@10.66.68.169 FromURI sip:1231234@10.66.68.169 Video:false m_needs_postcallsurvey:false
6328: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} NEW CALL with guid=FC13003B1000013A3987472D0A4244A9 legid=NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. dn=2003 ani=1231234 uui=null calldate=Tue Nov 13 15:20:34 PST 2012 video=false cachecallcontext = false is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay = null RouterCallKeySequenceNumber = null
6329: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL: {Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL (JMSTimestamp)=1352848834619 >>BODY: replyto=true callguid=FC13003B1000013A3987472D0A4244A9 ani=1231234 dnis=2003 timezone=America/Los_Angeles version=CVP_9_0 pstntrkgrpsrcip=64.104.205.107 calldate=Tue Nov 13 15:20:34 PST 2012 calltypeid=4 localOffset=-480 calllegid=NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. >>STATE: isTabular=false isWriteable=true cursor=-1
```

2476: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-321-ICM-883} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=64.104.205.107, pstntrunkgroupid=64.104.205.107 ,
pstntrunkgroupchannelnum=2147483647, sipheader=, rckey=, rcday=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
FC13003B1000013A3987472D0A4244A9,, LEGID = null, DNIS = -1, ANI = -1
2477: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-321-ICM-883} CALLGUID =
FC13003B1000013A3987472D0A4244A9 - New call
2478: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-321-ICM-883} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Publishing ,, [ICM_NEW_CALL], dialogueId=141,
sendSeqNo=1, trunkGroupId=100, trunkNumber=0, serviceId=1,
dialedNumber=2003, uui=, callguid=FC13003B1000013A3987472D0A4244A9,
rckey=, rcday=, rcseq=, location=, locationpkid=,
pstntrunkgroupid=64.104.205.107 , pstntrunkgroupchannelnum=2147483647,
sipheader=, CallContext:, user.media.id:
FC13003B1000013A3987472D0A4244A9, user.cvp_server_info: 10.66.68.169,,
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234
2479: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-322-ICM-884} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Processing ,, [ICM_TEMPORARY_CONNECT],
dialogueId=141, sendSeqNo=1, label=1234567890, correlationId=9015,
callguid=FC13003B1000013A3987472D0A4244A9, rckey=216, rcday=150431,
rcseq=0, CallContext:, user.microapp.UseVXMLParams: N,
user.microapp.app_media_lib: .., user.microapp.media_server:
http://10.66.68.169:7000/CVP, user.microapp.ToExtVXML[0]:
application=HelloWorld,, LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk.,
DNIS = 2003, ANI = 1231234
2480: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-322-ICM-884} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Publishing ,, [MsgBus:CONNECT], ssId=SYS_SIP1,
labelType=, label=1234567890, correlationId=9015, command=null,
rckey=216, rcday=150431, rcseq=0, CallContext:,
user.microapp.UseVXMLParams: N, user.microapp.app_media_lib: ..,
user.microapp.media_server: http://10.66.68.169:7000/CVP,
user.microapp.ToExtVXML[0]: application=HelloWorld,, LEGID =
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234
6330: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND] Handling
CONNECT :>>HEADERS: (JMSType)=MsgBus:CONNECT (JMSTimestamp)=1352848834619 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY:
callguid=FC13003B1000013A3987472D0A4244A9 RouterCallKey=216 floatingvars=>>
HEADERS: (JMSType)=MsgBus:FLOATINGVARS >>BODY: callvars=[, , , , , , ,]
user.microapp.app_media_lib=.. user.microapp.media_server=
http://10.66.68.169:7000/CVP user.microapp.FromExtVXML=[null, null, null, null]
user.microapp.ToExtVXML=[application=HelloWorld, null, null, null, null]
user.microapp.UseVXMLParams=N >>STATE: isTabular=false isWriteable=true
cursor=-1 dnis=2003 correlationid=9015 timezone=America/Los_Angeles
RouterCallKeySequenceNumber=0 version=CVP_9_0 RouterCallKeyDay=150431
labeltype=-1 label=12345678909015 localOffset=-480
calllegid=NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk.
>>STATE: isTabular=false isWriteable=false cursor=-1
6331: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} Prepending SigDigits to label: 606
+ 12345678909015
6332: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} Static route matched 60612345678909015
to StaticRoute: patterns like 6061234567890> will route to 10.66.75.241
6333: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} Using Local Static Route for
sip:60612345678909015@10.66.75.241

6334: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} Found an incoming CISCO-GUID hdr :
4229103675-0268435770-0965166893-0172115113, Found an existing CVP-ID
hdr: FC13003B1000013A3987472D0A4244A9

6335: 10.66.68.169: Nov 13 2012 15:20:34.619 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-324-SIP-5140} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
INVITE TO <sip:60612345678909015@10.66.75.241;transport=tcp> FROM 1231234
<sip:1231234@10.66.68.169:5060> EXPIRES[60] 100REL[Unsupported]

6336: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
Invitation proceeding 100

6337: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
Invitation accepted - ack'ing

6338: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
CountObserver() is >0 and sending Re-Invite to caller.

6339: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-325-SIP-5141} CALLGUID =
FC13003B1000013A3987472D0A4244A9 LEGID =
NjEOM2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Updated by :
CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =
FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]: with
event type INV_ACCEPTED

6340: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-325-SIP-5141} CALLGUID =
FC13003B1000013A3987472D0A4244A9 LEGID =
NjEOM2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: Send the 200
OK back to caller with SDP of this dialog.

6341: 10.66.68.169: Nov 13 2012 15:20:34.635 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-325-SIP-5141} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTDestination)=Topic(CVP.SIP.CC.EVENT)
(JMSTimestamp)=1352848834635 >>BODY: callguid=
FC13003B1000013A3987472D0A4244A9 RouterCallKey=216 RouterCallKeySent=
false causecode=0 timezone=America/Los_Angeles RouterCallKeySequenceNumber=0
version=CVP_9_0 labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13
15:20:34 PST 2012 label=12345678909015 localOffset=-480 eventid=4
calllegid=FC13003B1000013A3987472D0A4244A9-1352848834619155
>>STATE: isTabular=false isWriteable=true cursor=-1

2481: 10.66.68.169: Nov 13 2012 15:20:34.651 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-326-ICM-885} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=ANSWER, causeCode=NONE,, LEGID = null,
DNIS = 2003, ANI = 1231234

2482: 10.66.68.169: Nov 13 2012 15:20:34.651 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-326-ICM-885} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=141,
sendSeqNo=2, eventId=ANSWER, causeCode=NONE,, LEGID =
NjEOM2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003, ANI = 1231234

6342: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjEOM2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. -
[INBOUND]: DsSipInviteDialog ack'ed

6343: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-327-SIP-5142} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
Updated by : CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =
NjEOM2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]: with event
type INV_ACKED

6344: 10.66.68.169: Nov 13 2012 15:20:34.744 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-327-SIP-5142} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:

Acked the invite.

1716: 10.66.68.169: Nov 13 2012 15:20:35.119 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FC13003B1000013A3987472D0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=PING, RECOVERY_VXML=flash:recovery.vxml, CALL_DNIS=
60612345678909015, CALL_LEGID=FC13003B1000013A3987472D0A4244A9-
1352848834619155@10.66.68.169, CALL_UII=, VERSION=CVP_9_0_1_0_0_0_634,
ERROR_CODE=NONE(0), CALL_ANI=sip:1231234@10.66.68.169:5060 }
1717: 10.66.68.169: Nov 13 2012 15:20:35.119 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor21} VXMLManager:generateVXML:
CALLGUID=FC13003B1000013A3987472D0A4244A9 Generated VXML from template
'SubmitBack.template' for client: 10.66.75.241 clientType: IOS
1718: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} VBServlet:service: HTTP Request from
10.66.75.241: { CALL_ID=FC13003B1000013A3987472D0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml,
CALL_DNIS=60612345678909015, CALL_UII=, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 }
1719: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallSession:addCall:
CALLGUID=FC13003B1000013A3987472D0A4244A9 Added IVRCall
(DNIS=60612345678909015 client: 10.66.75.241) to CallSession at slot: 0
1720: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallMsgPublisher:sendNewCall:
CALLGUID=FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015
Publishing NewCall message: >>HEADERS: (JMSType)=MsgBus:NEW_CALL
>>BODY: replyto=true uui= callguid=FC13003B1000013A3987472D0A4244A9
ani=sip:1231234@10.66.68.169:5060 dnis=60612345678909015
timezone=America/Los_Angeles mediatype=A version=CVP_9_0
calldate=Tue Nov 13 15:20:36 PST 2012 location= calltypeid=5
localOffset=-480 calllegid= >>STATE: isTabular=false isWriteable=true
cursor=-1
2483: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-328-ICM-886} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_IVR1,
mediaType=A, location=, locationpkid=, locationsiteid=, srcaddr=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,
rckey=, rcday=, rcseq=, uui=, calltypeid=5, CallContext:,,
user.media.id: FC13003B1000013A3987472D0A4244A9,, LEGID = null,
DNIS = 2003, ANI = 1231234
2484: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-328-ICM-886} CALLGUID =
FC13003B1000013A3987472D0A4244A9 - Correlation ID routed call
2485: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-328-ICM-886} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Publishing ,, [ICM_REQUEST_INSTRUCTION],
dialogueId=142, sendSeqNo=1, trunkGroupId=200, trunkNumber=0,
serviceId=2, uui=, correlationId=8909015, location=, locationpkid=,
pstntrunkgroupid=, pstntrunkgroupchannelnum=2147483647, sipheader=,,
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060
2486: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-329-ICM-887} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Processing ,, [ICM_DIALOGUE_FAILURE_EVENT],
dialogueId=142, sendSeqNo=1, errorCode = E_UNSPECIFIED_FAILURE,,
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060
2487: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-329-ICM-887} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Publishing ,, [MsgBus:IALOGUE_FAILURE],
ssId=SYS_IVR1, errorCode=E_UNSPECIFIED_FAILURE,, LEGID = , DNIS =
60612345678909015, ANI = sip:1231234@10.66.68.169:5060
1721: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=SubscriptionMgr} CallMsgListener:onMsg: CALLGUID=
FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015 Received Call
message : >>HEADERS: (JMSType)=MsgBus:IALOGUE_FAILURE (JMSTimestamp)=
Topic(CVP.ICM.CC.EVENT.SYS_IVR1) (JMSTimestamp)=1352848836164 (ServerID)=
CVP90.SYS_ICM1:ICM:ICM1:CVP90.MsgBus001 >>BODY: callguid=

FC13003B1000013A3987472D0A4244A9 dnis=60612345678909015 errorcode=15
timezone=America/Los_Angeles version=CVP_9_0 localOffset=-480 callegid=
>>STATE: isTabular=false isWriteable=false cursor=-1
1722: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=pool-1-thread-330-IVR-214} DialogFailureTask:generateResponse:
CALLGUID=FC13003B1000013A3987472D0A4244A9 ErrorResponse generated -
StatusCode: 15
1723: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-3-CALL_ERROR:
Removing CALLGUID: FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015
due to exception in CallNewHandler. (Client: 10.66.75.241) Received ICM
DialogFailure response for new call request. DialogFailure StatusCode: 15
HTTP req: { CALL_ID=FC13003B1000013A3987472D0A4244A9, CLIENT_TYPE=IOS,
MSG_TYPE=CALL_NEW, RECOVERY_VXML=flash:recovery.vxml,
CALL_DNIS=60612345678909015, CALL_UUI=, ERROR_CODE=NONE(0),
CALL_ANI=sip:1231234@10.66.68.169:5060 } [id:3023]
1724: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallSession:removeCallByDNIS:
CALLGUID=FC13003B1000013A3987472D0A4244A9 Removed IVRCall from CallSession
(DNIS=60612345678909015 eventId: 6 causeCode: 1). Removed from slot: 0
1725: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} CallMsgPublisher:sendCallStateEvent:
CALLGUID=FC13003B1000013A3987472D0A4244A9 DNIS=60612345678909015
Publishing CallStateEvent message: >>HEADERS: (JMSType)=MsgBus:CALL_STATE_EVENT
>>BODY: callguid=FC13003B1000013A3987472D0A4244A9 dnis=60612345678909015
RouterCallKeySent=false causecode=1 timezone=America/Los_Angeles
version=CVP_9_0 calldate=Tue Nov 13 15:20:36 PST 2012 localOffset=-480
callegid= eventid=6 >>STATE: isTabular=false isWriteable=true cursor=-1
1726: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_IVR-7-CALL:
{Thrd=http-8000-Processor22} IVRSubSystem:checkInLicense: Released license
for call: FC13003B1000013A3987472D0A4244A9 - PortCheckinStatus=
PORT_CHECKIN_OK_PORT_STILL_IN_USE
2488: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_IVR1, eventId=DISCONNECT, causeCode=NORMAL_COMPLETION,,
LEGID = , DNIS = 60612345678909015, ANI = sip:1231234@10.66.68.169:5060
2489: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Publishing ,, [ICM_EVENT_REPORT],
dialogueId=142, sendSeqNo=2, eventId=DISCONNECT,
causeCode=NORMAL_COMPLETION,, LEGID = , DNIS = 60612345678909015,
ANI = sip:1231234@10.66.68.169:5060
2490: 10.66.68.169: Nov 13 2012 15:20:36.164 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-331-ICM-888} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 142 [IVR_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 1 secs,
545 msec
6345: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.3} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]
DURATION (msecs) = 2138 - DIALOG TERMINATED. Reason: Q.850;cause=16

6346: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5143} CALLGUID =
FC13003B1000013A3987472D0A4244A9 LEGID =
NjE0M2E1ZDaxZTRjZjRlNzM3YzgzNTE3YjBjMmYwOTk. - [INBOUND]: Updated by :
CALLGUID = FC13003B1000013A3987472D0A4244A9 LEGID =
FC13003B1000013A3987472D0A4244A9-1352848834619155 - [OUTBOUND]:
with event type TERMINATED
6347: 10.66.68.169: Nov 13 2012 15:20:36.757 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgzNTE3YjBjMmYwOTk. - [INBOUND]: Waiting
2000 millisecs before terminating.
6348: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} Sending BUS MSG:>>HEADERS:
(JMSType)=MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352848838769 >>BODY: callguid=FC13003B1000013A3987472D0A4244A9

RouterCallKey=216 RouterCallKeySent=true causecode=13
timezone=America/Los_Angeles RouterCallKeySequenceNumber=0 version=CVP_9_0
labeltype=-1 RouterCallKeyDay=150431 calldate=Tue Nov 13 15:20:38 PST 2012
label=12345678909015 localOffset=-480 eventid=6 calllegid=
NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. >>STATE: isTabular=false
isWriteable=true cursor=-1
6349: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND] DURATION
(msecs) = 4150 - HANGUP with Call History12345678909015|-1;
2491: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Processing ,, [MsgBus:CALL_STATE_EVENT],
ssId=SYS_SIP1, eventId=DISCONNECT, causeCode=CALLED_PARTY_DISCONNECTED,,
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003,
ANI = 1231234
2492: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Publishing ,, [ICM_EVENT_REPORT], dialogueId=141,
sendSeqNo=3, eventId=DISCONNECT, causeCode=CALLED_PARTY_DISCONNECTED,,
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk., DNIS = 2003,
ANI = 1231234
2493: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} CALLGUID = FC13003B1000013A3987472D0A4244A9,
DLGID = 141 [SIP_LEG] - Deleted dialogue. Duration: 0 hrs, 0 mins, 4 secs,
150 msecs
2494: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} CALLGUID =
FC13003B1000013A3987472D0A4244A9 - Deleted call. Duration: 0 hrs, 0 mins,
4 secs, 150 msecs
2495: 10.66.68.169: Nov 13 2012 15:20:38.769 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-334-ICM-889} ICMCallController:addToPostCallSurveyCallMap:
CALLGUID = FC13003B1000013A3987472D0A4244A9 - Call will not be cached for
post call survey
6350: 10.66.68.169: Nov 13 2012 15:20:40.781 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-332-SIP-5144} CALLGUID = FC13003B1000013A3987472D0A4244A9
LEGID = NjE0M2E1ZDaxZTRjZjRlNzM3YzgxNTE3YjBjMmYwOTk. - [INBOUND]:
Terminated with Q.850;cause=16

Nov 14 06:43:34.433: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
INVITE sip:60612345678909015@10.66.75.241;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMKqENBfGhCcJHHe9DrxXkw~1082
Max-Forwards: 69
To: <sip:60612345678909015@10.66.75.241;transport=tcp>
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88
Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169
CSeq: 1 INVITE
Content-Length: 217
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>
Expires: 60
User-Agent: CVP 9.0 (1) Build-634
Allow: INVITE, ACK, CANCEL, OPTIONS, BYE, REFER, NOTIFY, MESSAGE, SUBSCRIBE, INFO
Cisco-Guid: 4229103675-0268435770-0965166893-0172115113
Cisco-Gucid: FC13003B1000013A3987472D0A4244A9
Supported: replaces
Content-Type: application/sdp
App-Info: <10.66.68.169:8000:8443>

v=0
o=- 12997347689083860 1 IN IP4 64.104.205.107
s=CounterPath X-Lite 5.0.0
c=IN IP4 64.104.205.107
b=AS:1638
t=0 0
m=audio 5062 RTP/AVP 0 8 101

a=rtptime:101 telephone-event/8000
a=fmtp:101 0-15
a=sendrecv

Nov 14 06:43:34.445: //7471254/FC13003B3987/SIP/Msg/ccsipDisplayMsg:

Sent:

SIP/2.0 100 Trying

Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMKQENBfGhCcJHHe9DrxXkw~1082

From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88

To: <sip:60612345678909015@10.66.75.241;transport=tcp>

Date: Wed, 14 Nov 2012 06:43:34 GMT

Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169

CSeq: 1 INVITE

Allow-Events: kpml, telephone-event

Server: Cisco-SIPGateway/IOS-12.x

Content-Length: 0

Nov 14 06:43:34.449: //7471254/FC13003B3987/SIP/Msg/ccsipDisplayMsg:

Sent:

SIP/2.0 200 OK

Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMKQENBfGhCcJHHe9DrxXkw~1082

From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88

To: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD

Date: Wed, 14 Nov 2012 06:43:34 GMT

Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169

CSeq: 1 INVITE

Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER

Allow-Events: kpml, telephone-event

Contact: <sip:60612345678909015@10.66.75.241:5060;transport=tcp>

Supported: replaces

Supported: sdp-anat

Server: Cisco-SIPGateway/IOS-12.x

Supported: timer

Content-Type: application/sdp

Content-Disposition: session;handling=required

Content-Length: 179

v=0

o=CiscoSystemsSIP-GW-UserAgent 2066 1053 IN IP4 10.66.75.241

s=SIP Call

c=IN IP4 10.66.75.241

t=0 0

m=audio 17154 RTP/AVP 0

c=IN IP4 10.66.75.241

a=rtptime:0 PCMU/8000

Nov 14 06:43:34.505: //7471254//HTTPC:/httpc_write_stream:

Client write buffer fd(0):>

GET /cvp/VBServlet?MSG_TYPE=PING&CALL_DNIS=60612345678909015

&CALL_ANI=sip:1231234@10.66.68.169:5060&ERROR_CODE=0&RECOVERY_

VXML=flash:recovery.vxml&CLIENT_TYPE=IOS&CALL_ID=

FC13003B1000013A3987472D0A4244A9&CALL_LEGID=

FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169&CALL_UUI=

&VERSION=CVP_9_0_1_0_0_0_634 HTTP/1.1

Host: 10.66.68.169:8000

Content-Type: application/x-www-form-urlencoded

Connection: close

Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,

application/voicexml, application/x-voicexml, text/plain, text/html,

audio/basic, audio/wav, multipart/form-data, application/octet-stream

Use**MSG 61076 TRUNCATED**

MSG 61076 CONTINUATION #01r-Agent: Cisco-IOS-C3825/15.1

Nov 14 06:43:34.577: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

Received:

ACK sip:60612345678909015@10.66.75.241:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.68.169:5060;branch=z9hG4bKMKQENBfGhCcJHHe9DrxXkw~1083
Max-Forwards: 70
To: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD
From: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88
Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169
CSeq: 1 ACK
Content-Length: 0
Contact: <sip:1231234@10.66.68.169:5060;transport=tcp>

Nov 14 06:43:35.325: HTTP/1.1 200 OK
Server: Apache-Coyote/1.1
Content-Type: text/xml;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 23:20:35 GMT
Connection: close

GET /cvp/VBServlet?MSG_TYPE=CALL_NEW&CALL_DNIS=60612345678909015&CALL_UII=
&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.vxml&
CLIENT_TYPE=IOS&CALL_ID=FC13003B1000013A3987472D0A4244A9&ERROR_CODE=0 HTTP/1.1
Host: 10.66.68.169:8000
Content-Type: application/x-www-form-urlencoded
Connection: close
Accept: text/vxml, text/x-vxml, application/vxml, application/x-vxml,
application/voicexml, application/x-voicexml, text/plain, text/html,
audio/basic, audio/wav, multipart/form-data, application/octet-stream
User-Agent: Cisco-IOS-C3825/15.1

Nov 14 06:43:35.981: Message Response Code: 500
Nov 14 06:43:35.981: Message Rsp Decoded Headers:
Nov 14 06:43:35.981: Date:Tue, 13 Nov 2012 23:20:36 GMT
Nov 14 06:43:35.981: Transfer-Encoding:chunked
Nov 14 06:43:35.981: Content-Type:text/html;charset=ISO-8859-1
Nov 14 06:43:35.981: Connection:close
Nov 14 06:43:35.981: headers:
Nov 14 06:43:35.981: HTTP/1.1 500 Internal Server Error
Server: Apache-Coyote/1.1
SVR_STATE: RUNNING
QUERY_STR: MSG_TYPE=CALL_NEW&CALL_DNIS=60612345678909015&CALL_UII=
&CALL_ANI=sip:1231234@10.66.68.169:5060&RECOVERY_VXML=flash:recovery.
vxml&CLIENT_TYPE=IOS&CALL_ID=FC13003B1000013A3987472D0A4244A9&ERROR_CODE=0
Content-Type: text/html;charset=ISO-8859-1
Transfer-Encoding: chunked
Date: Tue, 13 Nov 2012 23:20:36 GMT
Connection: close

Sent: swwwwwwwww
BYE sip:1231234@10.66.68.169:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C8EC78
From: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD
To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88
Date: Wed, 14 Nov 2012 06:43:34 GMT
Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169
User-Agent: Cisco-SIPGateway/IOS-12.x
Max-Forwards: 70
Timestamp: 1352875416
CSeq: 101 BYE
Reason: Q.850;cause=16
P-RTP-Stat: PS=0,OS=0,PR=89,OR=14240,PL=0,JI=0,LA=0,DU=1
Content-Length: 0

Nov 14 06:43:36.565: //7471254/FC13003B3987/SIP/Msg/ccsipDisplayMsg:
Received:
SIP/2.0 200 Ok
Via: SIP/2.0/TCP 10.66.75.241:5060;branch=z9hG4bK2C8EC78
To: 1231234 <sip:1231234@10.66.68.169:5060>;tag=ds6a2afd88

From: <sip:60612345678909015@10.66.75.241;transport=tcp>;tag=FD84B3B4-1CD
Call-ID: FC13003B1000013A3987472D0A4244A9-1352848834619155@10.66.68.169
CSeq: 101 BYE
Content-Length: 0

Analysis

If SigDigit is in use and the CVP has properly configured a route for it, the call arrives on the VXML gateway with DNIS as SigDigits + VRU label + Correlation ID. In addition to the dial-peer's "incoming called-number" which must match the above combination, the bootstrap also should be configured with SigDigit. If it is not configured, when the VXML gateway sends the New Call HTTP request to the CVP, it does not strip the digits, so the CVP sends the wrong correlation ID based on the "Max length of DNIS" to ICM. Therefore, the call eventually fails.

Issue 9: CallManager gets the Wrong VRU Label to Transfer

```
15:56:52:199 ra-rtr Trace: (65557 x 0 : 0 0) NewCall: CID=(150431,224),
DN=2002, ANI=1753, CED=, RCID=5000, MRDID=1, CallAtVRU=0, OpCode=0
15:56:52:199 ra-rtr Trace: (65557 x 0 : 0 0) Correlation id for dialog
is (9025).
15:56:52:199 ra-rtr Trace: (65557 x 9025 : 0 0) TransferToVRU:
Label=9876543210, CorID=9025, VRUID=5000, RCID=5000
15:56:52:199 ra-rtr Trace: (65557 x 9025 : 0 0) TransferConnect sent.
Dialog pending.
15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Dialog timed out callstate
is : (1).
15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Dialog resuming (Script
Node timed out.) status (2)
15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) RouteComplete:
15:57:11:869 ra-rtr Trace: Route: CID=(150431,224), Labels=0
15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Dialog sending release
call message to Routing Client ID(5000).
15:57:11:869 ra-rtr Trace: (65557 x 9025 : 0 0) Deleting Dialog.

15:56:52:557 PG1A-jgw1 Trace: new MyCID: 82
15:56:52:557 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242254 (465038/1) Addr:
2002 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN CurCalled: 2002
CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753 Called: 2002 Cause: NORMAL
15:56:52:557 PG1A-jgw1 Trace: MyConnection() address:2002 type:INTERNAL
15:56:52:557 PG1A-jgw1 Trace: handleConnCreated::new MyDestMyConnection()
MyConn: GenID: 170 IDVal: 31082793 Dev: 2002/0 Ext: 2002 DevTgStr:
Addr: 2002 State: INPROGRESS CCState: OFFERED prevCCState: UNKNOWN loggedIn: N
15:56:52:557 PG1A-jgw1 Trace: CallCtlConnOfferedEv CID: 17242254 Addr: 2002
Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL
15:56:52:557 PG1A-jgw1 Trace: After setting DevTgDevStrMyConn: GenID: 170
IDVal: 31082793 Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State:
INPROGRESS CCState: OFFERED prevCCState: DIALING loggedIn: N
15:56:52:557 PG1A-jgw1 Trace: MyConn: GenID: 170 IDVal: 31082793 Dev: 2002/0
Ext: 2002 DevTgStr: 1753 Addr: 2002 State: INPROGRESS CCState: OFFERED
prevCCState: DIALING loggedIn: N
15:56:52:557 PG1A-jgw1 Trace: handleConnCreated: Setting
Unique ID: 000000000007188E01DA492900000000 to Mycall object
15:56:52:557 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242254 (465038/1)
Addr: 1753 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN CurCalled: 2002
CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753 Called: 2002 Cause: NORMAL
15:56:52:557 PG1A-jgw1 Trace: MyConnection() address:1753 type:INTERNAL
15:56:52:557 PG1A-jgw1 Trace: handleConnCreated::new CallingAddrMyConnection()
MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753 DevTgStr: Addr: 1753
State: CONNECTED CCState: ESTABLISHED prevCCState: UNKNOWN loggedIn: N
15:56:52:557 PG1A-jgw1 Trace: handleConnCreated CID: 17242254 set
mySourceConnection
15:56:52:557 PG1A-jgw1 Trace: CallCtlConnEstablishedEv CID: 17242254
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL
```

```

15:56:52:557 PG1A-jgw1 Trace: MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753
DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED prevCCState:
ESTABLISHED loggedIn: N
15:56:52:559 PG1A-jgw1 Trace: RouteEvent State: ROUTE Cause: NO_ERROR
SessRteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15
CurrRteAddr: 2002
Algorithm: SELECT_NORMAL SetupInfo None
15:56:52:559 PG1A-jgw1 Trace: myCall getCallingAddressPI true
15:56:52:560 PG1A-jgw1 Trace: Sending originate before confirmation
CID: 17242254 after 3 milsecs
15:56:52:560 PG1A-jgw1 Trace: MsgRouteRequest: CID: 17242254 XRefID: 1
ConnDevID: 1753/0 CallingDev: 1753 CurrentRoute: 2002
UniqueID: 000000000007188E01DA492900000000
15:56:52:565 PG1A-jgw1 Trace: MsgRouteSelect: XRefID: 1 RouteSelected:
9876543210
15:56:52:568 PG1A-jgw1 Trace: Calling selectRoute[CRefID: 1](9876543210,
DEFAULT_SEARCH_SPACE) ...
15:56:52:666 PG1A-jgw1 Trace: ReRouteEvent State: RE_ROUTE XRefID: 1
Cause: INVALID_DESTINATION RteAddr: 2002
15:56:52:666 PG1A-jgw1 Trace: selectRoute[CRefID: 1](9876543210,
DEFAULT_SEARCH_SPACE) returned in 98 milsecs
15:56:56:674 PG1A-jgw1 Trace: RouteEndEvent State: ROUTE_END XRefID: 1
Cause: INVALID_DESTINATION RteAddr: 2002
15:56:56:675 PG1A-jgw1 Trace: MsgRouteEndEvent: XRefID: 1 ErrorValue: 70
15:56:56:675 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242254 Addr: 1753
Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: CAUSE_USERBUSY Cause:
BUSY State: DISCONNECTED CCState: DISCONNECTED
15:56:56:675 PG1A-jgw1 Trace: MyConn: GenID: 171 IDVal: 0 Dev: 1753/0 Ext: 1753
DevTgStr: Addr: 1753 State: DISCONNECTED CCState: DISCONNECTED prevCCState:
ESTABLISHED loggedIn: N
15:56:56:675 PG1A-jgw1 Trace: Warning: dropping connection cleared for
CID: 17242254 because delivered initiated was never sent.

```

Analysis

While the CVP PG must have the network VRU configured, the CUCM PG must not have the network VRU configured. If it is configured, ICM assumes that it can support correlation ID which CUCM does not. As a result, when the JTAPI Gateway (JGW) gets the message it only receives the VRU label, not the correlation ID appended. The call fails. However, if no network VRU is configured, the JGW gets the route as "VRU label + Correlation ID".

Issue 10: CallManager does not Prepend SigDigit to the VRU Label

```

16:03:52:377 ra-rtr Trace: (65558 x 0 : 0 0) NewCall: CID=(150431,225),
DN=2002, ANI=1753, CED=, RCID=5000, MRDID=1, CallAtVRU=0, OpCode=0
16:03:52:377 ra-rtr Trace: (65558 x 0 : 0 0) Correlation id for dialog
is (9026).
16:03:52:377 ra-rtr Trace: (65558 x 9026 : 0 0) TransferToVRU:
Label=9876543210, CorID=9026, VRUID=5000, RCID=5000
16:03:52:377 ra-rtr Trace: (65558 x 9026 : 0 0) TransferConnect sent.
Dialog pending.
16:03:52:406 ra-rtr Trace: Dialog (150) has a correlation id (6 6)
that is unknown.
16:03:52:406 ra-rtr Trace: For message (14) from routing client CVPRC
(ID 5001) could not find dialog id (6).
16:03:52:406 ra-rtr Trace: Router sending dialog fail reason (11) for
dialog (150).

16:03:52:736 PG1A-jgw1 Trace: new MyCID: 83
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated: Setting Unique ID:
000000000007188F01DA492C00000000 to Mycall object
16:03:52:736 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242255 (465039/1)
Addr: 2002 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN
CurCalled: 2002 CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753

```


Called: 2002 Cause: NORMAL
16:03:52:736 PG1A-jgw1 Trace: MyConnection() address:2002 type:INTERNAL
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated::new MyDestMyConnection()
MyConn: GenID: 172 IDVal: 31082796 Dev: 2002/0 Ext: 2002 DevTgStr: Addr:
2002 State: INPROGRESS CCState: OFFERED prevCCState: UNKNOWN loggedIn: N
16:03:52:736 PG1A-jgw1 Trace: CallCtlConnOfferedEv CID: 17242255 Addr: 2002
Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL
16:03:52:736 PG1A-jgw1 Trace: handleCallCtlConnOffered CID: 17242255
Connections created in a reverse order
16:03:52:736 PG1A-jgw1 Trace: handleCallCtlConnOffered CID: 17242255 set
myDestConnection
16:03:52:736 PG1A-jgw1 Trace: After setting DevTgDevStrMyConn: GenID: 172
IDVal: 31082796 Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State:
INPROGRESS CCState: OFFERED prevCCState: DIALING loggedIn: N
16:03:52:736 PG1A-jgw1 Trace: MyConn: GenID: 172 IDVal: 31082796
Dev: 2002/0 Ext: 2002 DevTgStr: 1753 Addr: 2002 State: INPROGRESS
CCState: OFFERED prevCCState: DIALING loggedIn: N
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated: Setting Unique ID:
000000000007188F01DA492C00000000 to Mycall object
16:03:52:736 PG1A-jgw1 Trace: ConnCreatedEv CID: 17242255 (465039/1)
Addr: 1753 CurCalling: 1753 CurCallingURLType: URL_TYPE_UNKNOWN
CurCalled: 2002 CurCalledURLType: URL_TYPE_UNKNOWN Calling: 1753
Called: 2002 Cause: NORMAL
16:03:52:736 PG1A-jgw1 Trace: MyConnection() address:1753 type:INTERNAL
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated::new
CallingAddrMyConnection() MyConn: GenID: 173 IDVal: 0 Dev: 1753/0
Ext: 1753 DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED
prevCCState: UNKNOWN loggedIn: N
16:03:52:736 PG1A-jgw1 Trace: handleConnCreated CID: 17242255 set
mySourceConnection
16:03:52:736 PG1A-jgw1 Trace: CallCtlConnEstablishedEv CID: 17242255
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> Cause: NORMAL
16:03:52:736 PG1A-jgw1 Trace: MyConn: GenID: 173 IDVal: 0 Dev: 1753/0
Ext: 1753 DevTgStr: Addr: 1753 State: CONNECTED CCState: ESTABLISHED
prevCCState: ESTABLISHED loggedIn: N
16:03:52:737 PG1A-jgw1 Trace: RouteEvent State: ROUTE Cause: NO_ERROR
SessRteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15
CurrRteAddr: 2002 Algorithm: SELECT_NORMAL SetupInfo None
16:03:52:737 PG1A-jgw1 Trace: myCall getCallingAddressPI true
16:03:52:737 PG1A-jgw1 Trace: Sending originate before confirmation
CID: 17242255 after 1 milsecs
16:03:52:737 PG1A-jgw1 Trace: MsgRouteRequest: CID: 17242255 XRefID: 2
ConnDevID: 1753/0 CallingDev: 1753 CurrentRoute: 2002
UniqueID: 000000000007188F01DA492C00000000
16:03:52:743 PG1A-jgw1 Trace: MsgRouteSelect: XRefID: 2
RouteSelected: 98765432109026
16:03:52:743 PG1A-jgw1 Trace: Calling selectRoute[CRefID: 2]
(98765432109026, DEFAULT_SEARCH_SPACE) ...
16:03:52:773 PG1A-jgw1 Trace: RouteUsedEvent State: ROUTE_USED XRefID: 2
Cause: NO_ERROR RteAddr: 2002 CallingAddr: 1753 CallingTerm: SEP99998705CA15
Domain: FALSE RteUsedAddr: 98765432109026
16:03:52:773 PG1A-jgw1 Trace: RouteEndEvent State: ROUTE_END XRefID: 2
Cause: NO_ERROR RteAddr: 2002
16:03:52:773 PG1A-jgw1 Trace: MsgRouteEndEvent: XRefID: 2 ErrorValue: 0
16:03:52:773 PG1A-jgw1 Trace: selectRoute[CRefID: 2](98765432109026,
DEFAULT_SEARCH_SPACE) returned in 30 milsecs
16:03:52:774 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242255
Addr: 1753 Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: UNKNOWN
Cause: REDIRECTED State: DISCONNECTED CCState: DISCONNECTED
16:03:52:774 PG1A-jgw1 Trace: MyConn: GenID: 173 IDVal: 0 Dev: 1753/0
Ext: 1753 DevTgStr: Addr: 1753 State: DISCONNECTED CCState: DISCONNECTED
prevCCState: ESTABLISHED loggedIn: N
16:03:52:774 PG1A-jgw1 Trace: CallCtlConnDisconnectedEv CID: 17242255
Addr: 2002 Calling: 1753 Called: 2002 LastRed: <null> CiscoCause: UNKNOWN
Cause: REDIRECTED State: DISCONNECTED CCState: DISCONNECTED
16:03:52:774 PG1A-jgw1 Trace: MyConn: GenID: 172 IDVal: 31082796 Dev: 2002/0

Ext: 2002 DevTgStr: 1753 Addr: 2002 State: DISCONNECTED CCState: DISCONNECTED
prevCCState: DIALING loggedIn: N
16:03:52:775 PGIa-jgw1 Trace: CallInvalidEv CID: 17242255 CiscoCause: UNKNOWN
MetaCode: META_CALL_ENDING CiscoFeatureReason: REASON_REDIRECT
16:03:52:775 PGIa-jgw1 Trace: MsgCallCleared: CID: 17242255 ConnDevID: /0
LocConnInfo: -1 Cause: 1015 Unique ID: 00000000007188F01DA492C0000000
16:03:52:775 PGIa-jgw1 Trace: CallObservationEndedEv CID: 17242255

6526: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Found an incoming CISCO-GUID hdr : 1621710080-0000065536-
0000000034-2739159562, Generated a new CVP-ID
hdr : 60A955000001000000000022A344420A
6527: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = 60A955000001000000000022A344420A LEGID =
60a95500-a314dfb-22-a344420a - [INBOUND]: Display Name [] Is Using
Survivability [false] CallServer build CVP_9_0_1_0_0_0_634
6528: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} CALLGUID = 60A955000001000000000022A344420A LEGID =
60a95500-a314dfb-22-a344420a - [INBOUND]: Stripping 3 sigdigits from
98765432109026 and saving them as [987]
6529: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-PARAM:
{Thrd=DATAI.5} CALLGUID = 60A955000001000000000022A344420A LEGID =
60a95500-a314dfb-22-a344420a - [INBOUND]: ReqURI (DN)
sip:98765432109026@10.66.68.169:5060 FromURI sip:1753@10.66.68.163
Video:false m_needs_postcallsurvey:false
6530: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} NEW CALL with guid=60A955000001000000000022A344420A
legid=60a95500-a314dfb-22-a344420a dn=65432109026 ani=1753 uui=null
calldate=Tue Nov 13 16:03:52 PST 2012 video=false cachecallcontext =
false is_postcallsurvey = false RouterCallKey = null RouterCallKeyDay =
null RouterCallKeySequenceNumber = null
6531: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=DATAI.5} Sending msg:>>HEADERS: (JMSType)=MsgBus:NEW_CALL
(JMSDestination)=Topic(CVP.SIP.CC.REQ) (JMSTimestamp)=1352851432269
>>BODY: replyto=true callguid=60A955000001000000000022A344420A
ani=1753 dnis=65432109026 timezone=America/Los_Angeles
version=CVP_9_0 pstnrtrkgrpsrcip=10.66.68.163 calldate=
Tue Nov 13 16:03:52 PST 2012 calltypeid=4 localOffset=-480
calllegid=60a95500-a314dfb-22-a344420a >>STATE: isTabular=false
isWriteable=true cursor=-1
2610: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A955000001000000000022A344420A,
DLGID = -1 [null] - Processing ,, [MsgBus:NEW_CALL], ssId=SYS_SIP1,
mediaType=, location=, locationpkid=, locationsiteid=,
srcaddr=10.66.68.163, pstnrtrkgroupid=10.66.68.163 ,
pstnrtrkgroupchannelnum=2147483647, sipheader=, rckey=, rcdays=,
rcseq=, uui=, calltypeid=4, CallContext:, user.media.id:
60A955000001000000000022A344420A,, LEGID = null, DNIS = -1, ANI = -1
2611: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A955000001000000000022A344420A
- Correlation ID routed call
2612: 10.66.68.169: Nov 13 2012 16:03:52.269 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-84-ICM-924} CALLGUID = 60A955000001000000000022A344420A,
DLGID = 150 [SIP_LEG_PRERTE_CORRID] - Publishing ,,
[ICM_REQUEST_INSTRUCTION], dialogueId=150, sendSeqNo=1,
trunkGroupId=200, trunkNumber=0, serviceId=2, uui=,
correlationId=6, location=, locationpkid=, pstnrtrkgroupid=
10.66.68.163 , pstnrtrkgroupchannelnum=2147483647, sipheader=,,
LEGID = 60a95500-a314dfb-22-a344420a, DNIS = 65432109026, ANI = 1753
2613: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-85-ICM-925} CALLGUID = 60A955000001000000000022A344420A,
DLGID = 150 [SIP_LEG_PRERTE_CORRID] - Processing ,,
[ICM_DIALOGUE_FAILURE_EVENT], dialogueId=150, sendSeqNo=1,
errorCode = E_UNSPECIFIED_FAILURE,, LEGID = 60a95500-a314dfb-22-a344420a,
DNIS = 65432109026, ANI = 1753

```

2614: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_ICM-7-CALL:
{Thrd=pool-1-thread-85-ICM-925} CALLGUID = 60A95500000100000000022A344420A,
DLGID = 150 [SIP_LEG_PRERTE_CORRID] - Publishing ,,
[MsgBus:DIALOGUE_FAILURE], ssId=SYS_SIP1,
errorCode=E_UNSPECIFIED_FAILURE,, LEGID = 60a95500-a314dfb-22-a344420a,
DNIS = 65432109026, ANI = 1753
6532: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID = 60A95500000100000000022A344420A
LEGID = 60a95500-a314dfb-22-a344420a - [INBOUND] - DIALOGUE_FAILURE from
ICM Router sends 404 rejection to call. errorcode=15 [id:5004]
6533: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-86-SIP-5317} Sending BUS MSG:>>HEADERS: (JMSType)=
MsgBus:CALL_STATE_EVENT (JMSTimestamp)=1352851432285 >>BODY: callguid=
60A95500000100000000022A344420A RouterCallKeySent=false causecode=1
timezone=America/Los_Angeles version=CVP_9_0 calldate=Tue Nov 13 16:03:52
PST 2012 localOffset=-480 eventid=6 calllegid=60a95500-a314dfb-22-a344420a
>>STATE: isTabular=false isWriteable=true cursor=-1
6534: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800: %CVP_9_0_SIP-7-CALL:
{Thrd=pool-1-thread-86-SIP-5317} CALLGUID =
60A95500000100000000022A344420A LEGID = 60a95500-a314dfb-22-a344420a -
[INBOUND] DURATION (msecs) = 16 - HANGUP with Call History
6535: 10.66.68.169: Nov 13 2012 16:03:52.285 -0800:
%CVP_9_0_SIP-3-SIP_CALL_ERROR: CALLGUID =
60A95500000100000000022A344420A LEGID = 60a95500-a314dfb-22-a344420a -
[INBOUND] - ABNORMALLY ENDING - SIP code [404], Reason Hdr
[SIP;cause=404] Not Found, GW call using SURV TCL flag [false],
NON NORMAL flag [true], DNIS [65432109026], ANI [1753] with AGE
(msecs) 16 and Call History : [id:5004]

```

Analysis

If the CVP is configured for SigDigit, it strips a number of digits from the called number. When CUCM sends the call with "VRU label + Correlation ID", the CVP strips some digits from the beginning. The outcome is that the wrong correlation ID is sent to ICM. In this case, ICM sends VRU label 9876543210 and Correlation ID 9026. CUCM sends the call to the CVP as 98765432109026. The CVP is configured for SigDigit = 3. The CVP takes out 987 as SigDigit. Then it splits the VRU label and Correlation ID based on the maximum length of DNIS which is 10. Out of 65432109026, the Correlation ID becomes 6 which is what CVP sends to ICM. And as expected, ICM returns unknown correlation ID 6, and times out for correlation ID 9026. In this case, the CUCM route pattern must prefix SigDigit (in this case 606) to the VRU label route to the CVP.

Conclusion

It might seem difficult at times to troubleshoot "Send to VRU" or "Run Ext Script", but it can be easy if the right approach is followed. Due to dependency on multiple applications, it might require you to go through logs/traces from multiple devices. Here are the logical steps to follow:

1. Start with the router logs. Determine if the router assigned a VRU level and/or VRU script to run.
2. Check the CVP logs in order to determine how far into the message flow the call is.

These two steps give provide a very good understanding of the call status and lead you to the next step, which is whether to debug the Cisco IOS® VXML gateway, VXML server, and so on.