

Tracking the call in Unified ICM

Problem Summary	Once CVP has received the call, Cisco-Guid is in the user.media.id ECC variable. ECC Variable records are written one per variable, per TCD record. To find the user.media.id ECC variable, you need to know its internal ID (a number in the 5xxx range), and do a join from the corresponding TCD record where Termination_Call_Detail. RecoveryKey = Termination_Call_Variable.TCDRecoveryKey.
Error Message	None.
Possible Cause	By default, Unified ICM does not store ECC variables in the database. In order for this to work, you must set the variable to persistent in the ECC variable config tool.
Recommended Action	Search these log files: <ul style="list-style-type: none"> ◇ Unified ICM VRU PIM Trace logs - these contain all the CVP - ICM GED-125 messaging and is always enabled. ◇ Unified Expert Advisor PG OPC log. Search the Historical Database: <ul style="list-style-type: none"> ◇ Termination_Call_Variable ? written as each ICM call leg ends, for each PG. ◇ Call_Route_Variable ? written as each routing script ends.
Release	Release 7.6(1)
Associated CDETS #	None.