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Scenario Setup

MR PG

1. Enable the following fields in C:\CiscoMB\servlet\Properties\Blender\ACD.ciscocti.properties:

```
# Prefix to dial a long-distance call  
diallongdistanceprefix=91
```

```
# Prefix to dial a local outbound call  
diallocalprefix=9
```

```
# Set this to the local area code, if necessary. If this value is  
# removed from the phone number, diallocalprefix will be prefixed  
# instead of diallongdistanceprefix.  
ignoreareacode=978
```

We will be using the same IPC and agent desktop as in the previous scenario

- Student 1 will be the agent using extension 2000. Make agent "daisy" Ready.
- Student 2 will be the customer using extension 4001. Make agent "dduck" Not Ready.

Initiate a callback through the Callback entry point.

- Launch from the Default partition console by navigating to Administration > Departments > Service > Chat > Entry Points
- From the top right pane select Callback
- From Call Back?s Properties menu Select Test Entry Point
- Fill in the Live Help with Name; Email Address; Phone Number (Enter 978XXX4001, where XXX can be any digits from 1-9)

The screenshot shows the Cisco Interaction Manager Administration Console interface. On the left, a tree view shows the 'Administration' section expanded to 'Entry Points'. A red box highlights the 'Entry Points' folder, and another red box highlights the 'Callback' entry point. A red arrow points from the text 'Select Callback' to the 'Callback' entry point. Below the list, the 'Properties' tab for the 'Callback' entry point is shown, with a red box around the 'Name' field containing 'CallBack' and the 'Description' field containing 'CallBack'. A red arrow points from the text 'Test Entry Point' to the 'CallBack' entry point. On the right, a 'Live help' chat form is displayed. A red box highlights the 'Phone Number' field containing '9784514001', with a red arrow pointing from the text 'Enter 978XXX4001 for Phone Number' to this field. Other fields in the form include 'Full Name' (customer), 'Email Address' (customer@em.lbb), and 'How can we help you?' (Help). The 'Start Chat' button is visible at the bottom of the form.

Problem Statement

Callback is not working; Agent receives a CTI Warning: *You have dialed an invalid number. Please check the number and try again.*



Isolation

The CTI Warning indicates the error occurred when ext 2000 tried to call 978-451-4001.

- Looking at the JGW1 trace the CiscoCause is UNALLOCATEDNUMBER.

```

12:46:43:989 PGLA-jgw1 Trace: ConnFailedEv CID: 16779229 Addr: 2000 CiscoCause: CAUSE_UNALLOCATEDNUMBER Cause:
CAUSE_DEST_NOT_OBTAINABLE
12:46:43:989 PGLA-jgw1 Trace: CallCtlConnFailedEv CID: 16779229 Addr: 2000 Calling: 2000 Called: <null> LastRed: <null>
CiscoCause: CAUSE_UNALLOCATEDNUMBER Cause: DEST_NOT_OBTAINABLE
12:46:43:989 PGLA-jgw1 Trace: MyConn: GenID: 16 IDVal: 19662132 Dev: 2000/0 Ext: 2000 DevTgStr: 2000 Addr: 2000 State:
FAILED CCState: FAILED prevCCState: ESTABLISHED loggedIn: Y
12:46:43:989 PGLA-jgw1 Trace: handleCallCtlConnFailed::callState: ACTIVE prevCallCtlConnState: ESTABLISHED
12:46:43:989 PGLA-jgw1 Trace: MsgFailed: CID: 16779229 ConnDevID: 2000/0 FailDevID: 2000/0 CalledDevID: /0
LocConnInfo: 1 Cause: 13 UniqueID: 00000000000070d012c053400000000
12:46:43:989 PGLA-jgw1 Trace: Call to call[16779229].connect(SEP005056A40029,2000,94654001) failed. Could not meet
post conditions of connect()
12:46:43:989 PGLA-jgw1 Trace: MsgFailureConf: InVID: 1095598 Status: -1897005055
12:46:43:989 PGLA-jgw1 Trace: CTI Error Code for JTAPI Exception is: --- DESTINATION_UNKNOWN (8eee0001) --- Destination
not found
12:47:14:006 PGLA-jgw1 Trace: CallCtlConnIsConnectedEv CID: 16779229 Addr: 2000 Calling: 2000 Called: <null> LastRed:
<null> CiscoCause: CAUSE_NORMALCALLCLEARING Cause: NORMAL State: DISCONNECTED CCState: DISCONNECTED
12:47:14:006 PGLA-jgw1 Trace: MyConn: GenID: 16 IDVal: 19662132 Dev: 2000/0 Ext: 2000 DevTgStr: 2000 Addr: 2000 State:
DISCONNECTED CCState: DISCONNECTED prevCCState: ESTABLISHED loggedIn: Y
12:47:14:006 PGLA-jgw1 Trace: MsgConnectionCleared: CID: 16779229 ConnDevID: 2000/0 RelDevID: 2000/0 LocConnInfo: -1
Cause: -1 DevTgDevStr: 2000 Unique ID: 00000000000070d012c053400000000
12:47:14:006 PGLA-jgw1 Trace: CallInvalidEv CID: 16779229 CiscoCause: CAUSE_NORMALCALLCLEARING MetaCode:
META_CALL_ENDING
    
```

Callback_to_Customer_Fails_2

- The CTI Server Trace shows Dest_NOT_OBTAINABLE

```
12:46:44:005 cg1A-ctisvr Trace: CSTA_FAILED - failedConn=16779229.2000(s) failingDev=2000 calledDev=(DEV)
LocalConnInfo(1)=CS_INITIATE cause=13
12:46:44:005 cg1A-ctisvr SESSION 2: MsgType:CALL_FAILED_EVENT (MonitorID:0 PeripheralID:5000
PeripheralType:EnterpriseAgent
12:46:44:005 cg1A-ctisvr SESSION 2: ConnectionDeviceIDType:CONNECTION_ID_STATIC ConnectionCallID:16779229
12:46:44:005 cg1A-ctisvr SESSION 2: FailingDeviceType:DEVID_DEVICE_IDENTIFIER
CalledDeviceType:DEVID_DEVICE_IDENTIFIER
12:46:44:005 cg1A-ctisvr SESSION 2: LocalConnectionState:LCS_INITIATE EventCause:CEC_DEST_NOT_OBTAINABLE
12:46:44:005 cg1A-ctisvr SESSION 2: ConnectionDeviceID:"2000" FailingDeviceID:"2000" CalledDeviceID:"" )
12:46:44:005 cg1A-ctisvr SESSION 3: MsgType:CALL_FAILED_EVENT (MonitorID:0 PeripheralID:5000
PeripheralType:EnterpriseAgent
12:46:44:005 cg1A-ctisvr SESSION 3: ConnectionDeviceIDType:CONNECTION_ID_STATIC ConnectionCallID:16779229
12:46:44:005 cg1A-ctisvr SESSION 3: FailingDeviceType:DEVID_DEVICE_IDENTIFIER
CalledDeviceType:DEVID_DEVICE_IDENTIFIER
12:46:44:005 cg1A-ctisvr SESSION 3: LocalConnectionState:LCS_INITIATE EventCause:CEC_DEST_NOT_OBTAINABLE
12:46:44:005 cg1A-ctisvr SESSION 3: ConnectionDeviceID:"2000" FailingDeviceID:"2000" CalledDeviceID:"" )
12:46:44:005 cg1A-ctisvr Trace: TailorMessageForClient - reEncode message for version 9
12:46:44:005 cg1A-ctisvr SESSION 4: MsgType:CALL_FAILED_EVENT (MonitorID:0 PeripheralID:5000
PeripheralType:EnterpriseAgent
12:46:44:005 cg1A-ctisvr SESSION 4: ConnectionDeviceIDType:CONNECTION_ID_STATIC ConnectionCallID:16779229
12:46:44:005 cg1A-ctisvr SESSION 4: FailingDeviceType:DEVID_DEVICE_IDENTIFIER
CalledDeviceType:DEVID_DEVICE_IDENTIFIER
12:46:44:005 cg1A-ctisvr SESSION 4: LocalConnectionState:LCS_INITIATE EventCause:CEC_DEST_NOT_OBTAINABLE
12:46:44:005 cg1A-ctisvr SESSION 4: ConnectionDeviceID:"2000" FailingDeviceID:"2000" CalledDeviceID:"" )
12:46:44:005 cg1A-ctisvr Trace:
```

Validate Call Manager Configuration

Verify Call Routing Configuration in Call Manager for extension 2000.

Verify the Partition and Calling Search Space (CSS) at the device level for 2000

Verify the line CSS for the agent line 2000

Use the Dialed Number Analyzer to validate CSS

- Navigate to Call Manager Serviceability > Tools > Dialed Number Analyzer > Analyzer

Callback_to_Customer_Fails_2

Analyzer Input
Calling Party * 2000

Dialed Digit Settings
Dialed Digits * 919788544001

Pattern Analysis SIP Analysis
 Domain Route
 IP Route

Calling Search Space AgentLine2000_CSS
Device Time Zone (GMT) Etc/GMT

Date and Time Settings
Time Zone (GMT) Etc/GMT
Date 2011 - Aug - 11 (YYYY - MMM - DD)
Time 11 - 25 - 15 - 252 (HH : MM : SS : MS)

Do Analysis Clear

Enter 2000

Enter 919784514001

CSS of Agent Line 2000

Select Do Analysis

- The DNA Analysis Output will show the Pattern is Blocked

Cisco Unified Communications Manager Dialed Number Analyzer Results

Expand All Collapse All

▼ **Results Summary**

- ▶ **Calling Party Information**
 - Dialed Digits = 919788544001
 - Match Result = BlockThisPattern
 - Route Block Cause = No Error
- ▶ **Matched Pattern Information**
 - Called Party Number = 919788544001
 - Time Zone = Etc/GMT
 - Call Classification =
 - InterDigit Timeout = NO
 - Device Override = Disabled
 - Outside Dial Tone = NO
- ▶ Call Flow
- ▶ Alternate Matches

- Check the Calling Search Space (CSS) of the Agent 2000 Device and Line.
- Navigate to CCM Administration > Device > Phone > Agent 2000 and note the CSS of the Agent Device and the Agent Line 2000

Device CSS	Line CSS
<p>Phone Type</p> <p>Product Type: Cisco IP Communicator Device Protocol: SCCP</p> <hr/> <p>Device Information</p> <p>Registration: Registered with Cisco Unified Communications Manager IP Address: 14.104.48.25 Active Load ID: Unknown</p> <p><input checked="" type="checkbox"/> Device is Active <input checked="" type="checkbox"/> Device is trusted</p> <p>Device Name*: SEP005056A40029</p> <p>Description: Agent 2000</p> <p>Device Pool*: Default</p> <p>Common Device Configuration: < None ></p> <p>Phone Button Template*: Standard CIPC SCCP</p> <p>Softkey Template: < None ></p> <p>Common Phone Profile*: Standard Common Phone Profile</p> <p>Calling Search Space: AgentDevice_CSS</p>	<p>Directory Number Information</p> <p>Directory Number*: 2000</p> <p>Route Partition: Agent_PT</p> <p>Description:</p> <p>Alerting Name:</p> <p>ASCII Alerting Name:</p> <p><input checked="" type="checkbox"/> Allow Control of Device from CTI</p> <p>Associated Devices: SEP005056A40029</p> <p style="text-align: right;">Edit De Edit I</p> <p style="text-align: center;">▼ ▲</p> <p>Dissociate Devices:</p> <hr/> <p>Directory Number Settings</p> <p>Voice Mail Profile: < None ></p> <p>Calling Search Space: AgentLine2000_CSS</p>

Resolution

Agent Desktop error states "Invalid number"

JGW1 log - UNALLOCATEDNUMBER

CTI Svr log - DEST_not_obtainable

Dialed Number Analyzer to quickly verify agent CSS