

## Guide to reading MIVR logs for a simple ICD Call

<b>Problem Summary</b>	Here's how we read the MIVR logs to understand a simple ICD call from RmCm perspective.
<b>Error Message</b>	NA
<b>Possible Cause</b>	NA
<b>Recommended Action</b>	<p><b>The SS_RM,SS_CM,ICD_CTI, SS_TEL and ENG debugs are enabled in the below call flow</b>  <b>The call flow captures AppFW event, Call Events, JTAPI events, IEF events, ACMI and S</b></p> <p><b><i>Call comes into the system, AppFW contact is created of type ?JTAPICallContact?</i></b>  988912: Nov 22 14:22:48.264 GMT+530 %MIVR-SS_CM-7-UNK:ICDContactAdapter created  75, and RmCm contact 18810809 [2033593/1]</p> <p><b><i>Jtapi SS posts Call Received as call is received on the route point</i></b>  988914: Nov 22 14:22:48.264 GMT+530 %MIVR-SS_TEL-7-UNK:Call.received()  JTAPICallContact[id=75,implId=2033593/1,state=STATE_RECEIVED_IDX,inbound=true,App  name=ICD_App,task=null,session=null,seq  num=-1,cn=4321,dn=4321,cgn=1075,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=  <b><i>Jtapi SS selects a CTI port and posts Call Associated and then redirects to it.</i></b>  988919: Nov 22 14:22:48.280 GMT+530 %MIVR-SS_TEL-7-UNK:Call.associated()  JTAPICallContact[id=75,implId=2033593/1,state=STATE_RECEIVED_IDX,inbound=true,App  name=ICD_App,task=null,session=52000000074,seq  num=0,cn=4321,dn=4321,cgn=1075,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=  <b><i>CTI port accepts the call, Jtapi SS posts Call Accepted</i></b>  988925: Nov 22 14:22:48.296 GMT+530 %MIVR-SS_TEL-7-UNK:Call.accepted()  JTAPICallContact[id=75,implId=2033593/1,state=STATE_ACCEPTED_IDX,inbound=true,App  name=ICD_App,task=null,session=52000000074,seq  num=0,cn=4321,dn=4321,cgn=1075,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=  <b><i>Jtapi creates and associates a task to this contact and posts Call Attributed</i></b>  988931: Nov 22 14:22:48.311 GMT+530 %MIVR-SS_TEL-7-UNK:Call.attributed()  JTAPICallContact[id=75,implId=2033593/1,state=STATE_ATTRIBUTED_IDX,inbound=true,  name=ICD_App,task=null,session=52000000074,seq  num=0,cn=4321,dn=4321,cgn=1075,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=  <b><i>AppFW posts Contact Attributed for RmCm</i></b>  988935: Nov 22 14:22:48.311 GMT+530 %MIVR-SS_CM-7-UNK:ICDContactAdapter 75 : Co  App FW contact 75, iefSourceContact is 18810809 [2033593/1] (51)</p> <p><b><i>Scripts is now invoked, starts with a START step</i></b>  988941: Nov 22 14:22:48.311 GMT+530 %MIVR-ENG-7-UNK:Execute step of Task 50000000  Template ... */</p> <p><b><i>One of the first things to do in the script Accept the triggering contact</i></b>  988943: Nov 22 14:22:48.311 GMT+530 %MIVR-ENG-7-UNK:Execute step of Task 50000000  Contact--)</p> <p><b><i>RmCm creates the RmCm Contact and posts Contact Created</i></b>  988958: Nov 22 14:22:48.311 GMT+530 %MIVR-SS_CM-7-UNK: IEF Contact ID: [2033593/  ContactEventsGenerator: Posting the ContactCreatedEvent contact type IAQ session 520000000</p> <p><b><i>As the Call is at the CTI port, RmCm posts Contact Presented to CTI port</i></b>  988962: Nov 22 14:22:48.311 GMT+530 %MIVR-SS_CM-7-UNK: IEF Contact ID: [2033593/  ContactEventsGenerator: Posting the ContactPresentedEvent Resource 5683 contact type IAQ S  session 52000000074 session seq num 0 isRedirectFromWF false</p> <p><b><i>BEGIN_CALL is posted to ACMI client to indicate a new call has arrived to system</i></b>  988996: Nov 22 14:22:48.311 GMT+530 %MIVR-ICD_CTI-7-UNK:OutboundMessageprocess  type=BEGIN_CALL_EVENT, monitorID: 0, peripheralID: 1, peripheralType: 21, numCTIClien</p>

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numNamedArrays: 0, callType: 1, connectionDeviceIDType: 0, connectionCallID: 18810809, ca  
connectionDeviceID: 5683, ani: 1075, dnis: 4321, dialedNumber: null, callerEnteredDigits: null,  
callVar3: null, callVar4: null, callVar5: null, callVar6: null, callVar7: null, callVar8: null, callVa  
wrapupData: null to various sockets }

### ***CALL\_DELIVERED is posted for CTI port***

988998: Nov 22 14:22:48.311 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocess  
type=CALL\_DELIVERED\_EVENT, monitorID: 0, peripheralID: 1, peripheralType: 21, connec  
connectionCallID: 18810809, lineHandle: 65535, lineType: 3, serviceNumber: 0, serviceID: -1, s  
skillGroupID: -1, skillGroupPriority: 0, alertingDeviceType: 73, callingDeviceType: 0, calledDe  
lastRedirectDeviceType: 65535, localConnectionState: 2, eventCause: 22, connectionDeviceID:  
callingDeviceID: 1075, calledDeviceID: 5683, lastRedirectDeviceID: null, secondaryConnection  
4321, userToUserInfo: null, dialedNumber: 4321, callerEnteredDigits: null, callVar1: null, callV  
callVar4: null, callVar5: null, callVar6: null, callVar7: null, callVar8: null, callVar9: null, callVa  
various sockets }

### ***AppFW posts Contact Accepted when the script hits Accept step***

989004: Nov 22 14:22:48.327 GMT+530 %MIVR-SS\_CM-7-UNK:ICDContactAdapter 75 : Co  
App FW contact 75, iefSourceContact is 18810809 [2033593/1] (51)

### ***When script hits Accept step, CTI port answers the call through Jtapi and Jtapi SS posts Call***

989005: Nov 22 14:22:48.327 GMT+530 %MIVR-SS\_TEL-7-UNK:Call.answered()  
JTAPICallContact[id=75,implId=2033593/1,state=STATE\_ANSWERED\_IDX,inbound=true,Ap  
name=ICD\_App,task=50000000082,session=52000000074,seq  
num=0,cn=4321,dn=4321,cgn=1075,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=

### ***Once CTI port and Caller are connected, RmCm posts Contact Connected for CTI port***

989019: Nov 22 14:22:48.327 GMT+530 %MIVR-SS\_CM-7-UNK: IEF Contact ID: [2033593/1  
ContactEventsGenerator: Posting the ContactConnectedEvent Resource 5683 contact type IAQ s  
seq num 0

### ***Contact Connected triggers CALL\_ESTABLISHED for ACMI clients***

989033: Nov 22 14:22:48.327 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocess  
type=CALL\_ESTABLISHED\_EVENT, monitorID: 0, peripheralID: 1, peripheralType: 21, conn  
ConnectionCallID: 18810809, lineHandle: 65535, lineType: 3, serviceNumber: 0, serviceID: -1,  
skillGroupID: -1, skillGroupPriority: 0, answeringDeviceType: 73, callingDeviceType: 0, called  
lastRedirectDeviceType: 65535, localConnectionState: 3, eventCause: 22, monitoredDeviceDN:  
5683, calledDeviceID: 5683, callingDeviceID: 1075, lastRedirectDeviceID: null to various socke

### ***Script plays the initial Welcome prompt***

989039: Nov 22 14:22:48.389 GMT+530 %MIVR-ENG-7-UNK:Execute step of Task 50000000  
(--Triggering Contact--, WelcomePrompt)

### ***One of things to do in Script is to queue the call and is done by Select Resource step***

989049: Nov 22 14:22:49.483 GMT+530 %MIVR-ENG-7-UNK:Execute step of Task 50000000  
(--Triggering Contact-- from CSQ)

### ***RmCm queues the call and if an agent is ready, it immediately puts him in Reserved state***

989083: Nov 22 14:22:49.483 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocess  
type=AGENT\_STATE\_EVENT, monitorID=0, peripheralID=1, sessionID=0, peripheralType=2  
stateDuration=0, skillGroupNumber=-1, skillGroupID=-1, skillGroupPriority=0, agentstate=RES  
eventReasonCode=0, MRDId=1, numTasks=0, agentMode=0, maxTaskLimit=0, ICMAgentID=  
numFltSkillGroups=0, CTIClientSignature=null, agentID=Agent1, agentExtension=1089, agentI  
agentID\_Long=Agent1, duration=-1, nextAgentState=-1 to various sockets }

### ***Now that an agent is selected, Script uses Connect step to connect to the Agent***

989089: Nov 22 14:22:49.483 GMT+530 %MIVR-ENG-7-UNK:Execute step of Task 50000000  
Contact-- to SRS\_TempResourceSelectedVar2)

### ***RmCm posting Contact Queued***

989111: Nov 22 14:22:49.499 GMT+530 %MIVR-SS\_CM-7-UNK: IEF Contact ID: [2033593/1  
ContactEventsGenerator: Posting the ContactQueuedEvent contact type IAQ session 520000000

### ***CALL\_QUEUED for ACMI clients, As an agent was already available, he was immediately pu***

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989134: Nov 22 14:22:49.499 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocessor type=CALL\_QUEUED\_EVENT, monitorID: 0, peripheralID: 1, peripheralType: 21, connection ConnectionCallID: 18810809, serviceNumber: 0, serviceID: -1, queueDeviceType: 77, callingDevice calledDeviceType: 74, lastRedirectDeviceType: 65535, numQueued: 0, numSkillGroups: 1, local eventCause: 65535, connectionDeviceID: 5683, queueDeviceID: 1, calledDeviceID: 4321, calling lastRedirectDeviceID: null, skillGroupNumber: 1, skillGroupID: -1, skillGroupPriority: 0, CSDI **PRIMARY\_CONSULT transfer takes place from CTI port to Agent. We first get ?Ringin? ev**

989163: Nov 22 14:22:49.561 GMT+530 %MIVR-SS\_RM-7-UNK:RIMgrAddressCallObserver received for call 18810810 [2033594/1] and agent Agent1  
**RmCm posts Contact Presented for Agent**

989180: Nov 22 14:22:49.561 GMT+530 %MIVR-SS\_CM-7-UNK: IEF Contact ID: [2033593/1] ContactEventsGenerator: Posting the ContactPresentedEvent Resource Rsrc Name: Agent1 ID:A type PRIMARY CONSULT Secondary call ID 2033594/1 session 52000000074 session seq num **CALL\_DELIVERED to CAD to show this call on CAD**

989211: Nov 22 14:22:49.561 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocessor type=CALL\_DELIVERED\_EVENT, monitorID: 0, peripheralID: 1, peripheralType: 21, connection connectionCallID: 18810809, lineHandle: 65535, lineType: 3, serviceNumber: 0, serviceID: -1, skillGroupID: -1, skillGroupPriority: 0, alertingDeviceType: 76, callingDeviceType: 0, calledDevice lastRedirectDeviceType: 65535, localConnectionState: 2, eventCause: 22, connectionDeviceID: callingDeviceID: 1075, calledDeviceID: 1089, lastRedirectDeviceID: null, secondaryConnection dnis: null, userToUserInfo: null, dialedNumber: null, callerEnteredDigits: null, callVar1: null, callVar4: null, callVar5: null, callVar6: null, callVar7: null, callVar8: null, callVar9: null, callVar various sockets }

**CAD issues Answer request when agent clicks answer button**

989228: Nov 22 14:22:50.546 GMT+530 %MIVR-ICD\_CTI-7-UNK:ClientConnMgr: Processing socket:Socket[addr=10.76.253.117,port=3825,localport=42027] Msg is {length=28 type=ANSWER\_CALL\_REQ,invokeId=2578, peripheraid: 1, connectioncallid: 18810809, connectiondeviceid: 1089, agentinstrument: 1089 }

**Agent answers the primary consult call, we get Active event for consult call**

989238: Nov 22 14:22:50.546 GMT+530 %MIVR-SS\_RM-7-UNK:RIMgrAddressCallObserver received for call 18810810 [2033594/1] and agent Agent1  
**Confirmation for answer request sent to agent**

989251: Nov 22 14:22:50.546 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocessor type=ANSWER\_CALL\_CONF,invokeId=2578 to socket: Socket[addr=10.76.253.117,port=3825,localport=42027]

**Jtapi SS detects answer and completes the transfer,**

989274: Nov 22 14:22:50.593 GMT+530 %MIVR-SS\_RM-7-UNK:processCiscoTransferStartEvent CiscoTransferStartEv for Original CallId 18810809[2033593/1]  
**We now get Active event for main call**

989289: Nov 22 14:22:50.593 GMT+530 %MIVR-SS\_RM-7-UNK:RIMgrAddressCallObserver received for call 18810809 [2033593/1] and agent Agent1  
**And then Talking event for main call**

9892305: Nov 22 14:22:50.593 GMT+530 %MIVR-SS\_RM-7-UNK:RIMgrAddressCallObserver received for call 18810809 [2033593/1] and agent Agent1  
**Transfer completed, consult call is removed, we get Dropped event for consult call**

989310: Nov 22 14:22:50.593 GMT+530 %MIVR-SS\_RM-7-UNK:RIMgrAddressCallObserver received for call 18810810 [2033594/1] and agent Agent1  
**Consult call removed**

989315: Nov 22 14:22:50.593 GMT+530 %MIVR-SS\_RM-7-UNK:RIMgrAddressCallObserver received for call:18810810 [2033594/1]  
**New AppFW contact is created of type ?AgentCallContact?**

989330: Nov 22 14:22:50.593 GMT+530 %MIVR-SS\_CM-7-UNK:ICDContactAdapter created for call 76, and RmCm contact 18810809 [2033593/1]  
**RmCm posts Contact Connected for Agent**

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989391: Nov 22 14:22:50.593 GMT+530 %MIVR-SS\_CM-7-UNK: IEF Contact ID: [2033593/1]  
ContactEventsGenerator: Posting the ContactConnectedEvent Resource Rsrc Name: Agent1 ID:  
contact type IAQ session 52000000074 session seq num 0

***Now that the call is connected to agent, it is dequeued from all the queues, RmCm posts Contact***

989398: Nov 22 14:22:50.593 GMT+530 %MIVR-SS\_CM-7-UNK: IEF Contact ID: [2033593/1]  
ContactEventsGenerator: Posting the ContactDequeuedAllEvent reason code CONNECTED\_TC  
IAQ session 52000000074 session seq num 0

***Contact is now disconnected from CTI port, RmCm Contact Resource Disconnected for CTI p***

989403: Nov 22 14:22:50.593 GMT+530 %MIVR-SS\_CM-7-UNK: IEF Contact ID: [2033593/1]  
ContactEventsGenerator: Posting the ContactRsrcDisconnectedEvent Resource 5683 contact typ  
session seq num 0

***Agent moves from Reserved to Talking***

989460: Nov 22 14:22:50.671 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocess  
type=AGENT\_STATE\_EVENT, monitorID=0, peripheralID=1, sessionID=0, peripheralType=2  
stateDuration=0, skillGroupNumber=-1, skillGroupID=-1, skillGroupPriority=0, agentsstate=TAL  
MRDid=1, numTasks=0, agentMode=0, maxTaskLimit=0, ICMAgentID=0, agentAvailabilitySta  
CTIClientSignature=null, agentID=Agent1, agentExtension=1089, agentInstrument=null, agentI  
nextAgentState=3 to various sockets }

***CALL\_ESTABLISHED between caller and Agent***

989467: Nov 22 14:22:50.671 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocess  
type=CALL\_ESTABLISHED\_EVENT, monitorID: 0, peripheralID: 1, peripheralType: 21, conn  
ConnectionCallID: 18810809, lineHandle: 65535, lineType: 3, serviceNumber: -1, serviceID: -1,  
skillGroupID: -1, skillGroupPriority: 0, answeringDeviceType: 76, callingDeviceType: 0, called  
lastRedirectDeviceType: 65535, localConnectionState: 3, eventCause: 22, monitoredDeviceDN:  
1089, calledDeviceID: 1089, callingDeviceID: 1075, lastRedirectDeviceID: null to various socke

***Dequeue event passed to ACMI clients***

989470: Nov 22 14:22:50.671 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocess  
type=CALL\_DEQUEUED\_EVENT, monitorID: 0, peripheralID: 1, peripheralType: 21, connect  
ConnectionCallID: 18810809, serviceNumber: -1, serviceID: -1, queueDeviceType: 0, numQueu  
localConnectionState: 3, eventCause: 65535, connectionDeviceID: , queueDeviceID: , skillGrou  
-1, skillGroupPriority: 0 to various sockets }

***Consult call cleared event to ACMI clients***

989472: Nov 22 14:22:50.671 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocess  
type=CALL\_CONNECTION\_CLEARED\_EVENT, monitorID: 0, peripheralID: 1, peripheralTy  
connectionDeviceIDType: 0, connectionCallID: 18810809, releasingDeviceType: 73, localConn  
eventCause: 28, monitoredDeviceDN: 5683, releasingDeviceID: 5683 to various sockets }

***AppFW posts Contact Connected for Agent***

989498: Nov 22 14:22:50.671 GMT+530 %MIVR-SS\_CM-7-UNK:ICDContactAdapter 75 : Co  
App FW contact 75, iefSourceContact is 18810809 [2033593/1] (51)

***Script goes to End step and terminates***

989503: Nov 22 14:22:50.671 GMT+530 %MIVR-ENG-7-UNK:Execute step of Task 50000000

***Agent talks to the caller for some time and then decides to disconnect the call. He presses Drop  
triggers drop request from CAD to CCX***

989547: Nov 22 14:22:53.968 GMT+530 %MIVR-ICD\_CTI-7-UNK:ClientConnMgr: Processin  
socket:Socket[addr=10.76.253.117,port=3825,localport=42027] Msg is {length=28  
type=CLEAR\_CONNECTION\_REQ,invokeId=2579, peripheralId:1, connectionCallId:1881080  
0, connectionDeviceId: 1089, agentInstrument: 1089 }

***CRS drops the call and gets Dropped event***

989555: Nov 22 14:22:53.983 GMT+530 %MIVR-SS\_RM-7-UNK:RIMgrAddressCallObserver  
received for call 18810809 [2033593/1] and agent Agent1

***Call is removed***

989560: Nov 22 14:22:53.983 GMT+530 %MIVR-SS\_RM-7-UNK:RIMgrAddressCallObserver  
call:18810809 [2033593/1]

**AppFW terminates its AppFW contact**

989585: Nov 22 14:22:53.983 GMT+530 %MIVR-SS\_CM-7-UNK:ICDContactAdapter 76 : Co  
App FW contact 76, iefSourceContact is 18810809 [2033593/1] (51)

**Confirmation for Drop request from CAD**

989588: Nov 22 14:22:53.983 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocess  
type=CLEAR\_CONNECTION\_CONF,invokeId=2579 to socket: Socket[addr=10.76.253.117,po

**RmCm posts Resource disconnected for Agent**

989591: Nov 22 14:22:53.983 GMT+530 %MIVR-SS\_CM-7-UNK: IEF Contact ID: [2033593/  
ContactEventsGenerator: Posting the ContactRsrcDisconnectedEvent Resource Rsrc Name: Age  
contact type IAQ session 52000000074 session seq num 0

**RmCm posts Contact Disconnected for the whole call, RmCm Contact is removed from the sys**

989597: Nov 22 14:22:53.983 GMT+530 %MIVR-SS\_CM-7-UNK: IEF Contact ID: [2033593/  
ContactEventsGenerator: Posting the ContactDisconnectedEvent contact type IAQ, session 5200  
rejReason 2, abortReason null

**Agent goes from Talking to Work mode (In this case Auto work was enabled, If not he will go**

989653: Nov 22 14:22:53.983 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocess  
type=AGENT\_STATE\_EVENT, monitorID=0, peripheralID=1, sessionID=0, peripheralType=2  
stateDuration=0, skillGroupNumber=-1, skillGroupID=-1, skillGroupPriority=0, agentstate=WO  
eventReasonCode=0, MRDId=1, numTasks=0, agentMode=0, maxTaskLimit=0, ICMAgentID=  
numFltSkillGroups=0, CTIClientSignature=null, agentID=Agent1, agentExtension=1089, agentI  
agentID\_Long=Agent1, duration=-1, nextAgentState=-1 to various sockets }

**Call leg between Agent and caller cleared**

989657: Nov 22 14:22:53.983 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocess  
type=CALL\_CONNECTION\_CLEARED\_EVENT, monitorID: 0, peripheralID: 1, peripheralTy  
connectionDeviceIDType: 0, connectionCallID: 18810809, releasingDeviceType: 76, localConn  
eventCause: 65535, monitoredDeviceDN: 1089, releasingDeviceID: 1089 to various sockets }

**As this was the only leg of the whole call, the call is also cleared**

989661: Nov 22 14:22:53.983 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocess  
type=CALL\_CLEARED\_EVENT, monitorID: 0, peripheralID: 1, peripheralType: 21, connectio  
ConnectionCallID: 18810809, localConnectionState: 0, eventCause: 1014, connectionDeviceID:

**Agent comes out of Work mode, back to Ready state**

989755: Nov 22 14:22:58.983 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocess  
type=AGENT\_STATE\_EVENT, monitorID=0, peripheralID=1, sessionID=0, peripheralType=2  
stateDuration=0, skillGroupNumber=-1, skillGroupID=-1, skillGroupPriority=0, agentstate=AV  
eventReasonCode=0, MRDId=1, numTasks=0, agentMode=0, maxTaskLimit=0, ICMAgentID=  
numFltSkillGroups=0, CTIClientSignature=null, agentID=Agent1, agentExtension=1089, agentI  
agentID\_Long=Agent1, duration=-1, nextAgentState=-1 to various sockets }

**END\_CALL has to be posted to ACMI to mark the end of the call which began with BEGIN\_C**

989775: Nov 22 14:22:58.983 GMT+530 %MIVR-ICD\_CTI-7-UNK:OutboundMessageprocess  
type=END\_CALL\_EVENT, monitorID: 0, peripheralID: 1, peripheralType: 21, connectionDevi  
connectionCallID: 18810809, connectionDeviceID: to various sockets }

<b>Release</b>	Release 7.0(1) onwards
<b>Associated CDETS #</b>	NA