

Guide to reading MIVR logs for a simple ICD Call

Problem Summary	Here's how we read the MIVR logs to understand a simple ICD call from RmCm perspective.
Error Message	NA
Possible Cause	NA
Recommended Action	<p>The SS_RM,SS_CM,ICD_CTI, SS_TEL and ENG debugs are enabled in the below call flow The call flow captures AppFW event, Call Events, JTAPI events, IEF events, ACMI and S</p> <p><i>Call comes into the system, AppFW contact is created of type ?JTAPICallContact?</i> 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><i>Jtapi SS posts Call Received as call is received on the route point</i> 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=</p> <p><i>Jtapi SS selects a CTI port and posts Call Associated and then redirects to it.</i> 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=</p> <p><i>CTI port accepts the call, Jtapi SS posts Call Accepted</i> 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=</p> <p><i>Jtapi creates and associates a task to this contact and posts Call Attributed</i> 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=</p> <p><i>AppFW posts Contact Attributed for RmCm</i> 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><i>Scripts is now invoked, starts with a START step</i> 988941: Nov 22 14:22:48.311 GMT+530 %MIVR-ENG-7-UNK:Execute step of Task 50000000 Template ... */</p> <p><i>One of the first things to do in the script Accept the triggering contact</i> 988943: Nov 22 14:22:48.311 GMT+530 %MIVR-ENG-7-UNK:Execute step of Task 50000000 Contact--)</p> <p><i>RmCm creates the RmCm Contact and posts Contact Created</i> 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><i>As the Call is at the CTI port, RmCm posts Contact Presented to CTI port</i> 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><i>BEGIN_CALL is posted to ACMI client to indicate a new call has arrived to system</i> 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, connectionDeviceID: 5683, ani: 1075, dnis: 4321, dialedNumber: null, callerEnteredDigits: null, callVar3: null, callVar4: null, callVar5: null, callVar6: null, callVar7: null, callVar8: null, callVar9: null, 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:OutboundMessageprocessor type=CALL_DELIVERED_EVENT, monitorID: 0, peripheralID: 1, peripheralType: 21, connectionCallID: 18810809, lineHandle: 65535, lineType: 3, serviceNumber: 0, serviceID: -1, skillGroupID: -1, skillGroupPriority: 0, alertingDeviceType: 73, callingDeviceType: 0, calledDeviceType: 65535, lastRedirectDeviceType: 65535, localConnectionState: 2, eventCause: 22, connectionDeviceID: 5683, callingDeviceID: 1075, calledDeviceID: 5683, lastRedirectDeviceID: null, secondaryConnectionID: 4321, userToUserInfo: null, dialedNumber: 4321, callerEnteredDigits: null, callVar1: null, callVar2: null, callVar3: null, callVar4: null, callVar5: null, callVar6: null, callVar7: null, callVar8: null, callVar9: null, wrapupData: null to 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 : ContactAccepted 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 Answered

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,AppFWContactId=75,name=ICD_App,task=50000000082,session=52000000074,sequenceNum=0,cn=4321,dn=4321,cgn=1075,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=null,wrapupData=null to various sockets }

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 session 52000000074 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:OutboundMessageprocessor type=CALL_ESTABLISHED_EVENT, monitorID: 0, peripheralID: 1, peripheralType: 21, connectionCallID: 18810809, lineHandle: 65535, lineType: 3, serviceNumber: 0, serviceID: -1, skillGroupID: -1, skillGroupPriority: 0, answeringDeviceType: 73, callingDeviceType: 0, calledDeviceType: 65535, lastRedirectDeviceType: 65535, localConnectionState: 3, eventCause: 22, monitoredDeviceDN: 5683, calledDeviceID: 5683, callingDeviceID: 1075, lastRedirectDeviceID: null to various sockets }

Script plays the initial Welcome prompt

989039: Nov 22 14:22:48.389 GMT+530 %MIVR-ENG-7-UNK:Execute step of Task 500000000 (--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 500000000 (--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:OutboundMessageprocessor type=AGENT_STATE_EVENT, monitorID=0, peripheralID=1, sessionID=0, peripheralType=2, stateDuration=0, skillGroupNumber=-1, skillGroupID=-1, skillGroupPriority=0, agentstate=RESERVED, eventReasonCode=0, MRDId=1, numTasks=0, agentMode=0, maxTaskLimit=0, ICMAgentID=0, numFltSkillGroups=0, CTIClientSignature=null, agentID=Agent1, agentExtension=1089, 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 500000000 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 }

Release	Release 7.0(1) onwards
Associated CDETS #	NA