

Guide to reading MIVR logs for Telephony Issues - IVR Call Flow

Problem Summary	Reading MIVR logs - IVR Call Flow
Error Message	NA
Possible Cause	NA
Recommended Action	<p>The ENG debugs and SS_TEL debugs are enabled in the below call flow</p> <p>Call Offered at the Route Point. Call ImplID=4371/1, Route Point = 101112. JTAPI Event Received 5620470: Jan 24 22:33:19.888 PST %MIVR-SS_TEL-7-UNK:Route Connection=[101112::1/(P</p> <p>Call is received in CCX. id = internal call ID, implID = used to interact with JTAPI, App name 5620474: Jan 24 22:33:19.890 PST %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContact</p> <p>CTI port is selected for the call to be redirected to 5620477: Jan 24 22:33:19.893 PST %MIVR-SS_TEL-7-UNK:Route Connection: [101112::1/(P</p> <p>Call is associated with a CTI port. TP and session value is not null as it was in Call.received() 5620489: Jan 24 22:33:19.911 PST %MIVR-SS_TEL-7-UNK:Call.associated() JTAPICallContact 5620490: Jan 24 22:33:19.911 PST %MIVR-SS_TEL-7-UNK:Route Connection: [101112::1/(P</p> <p>Call is Offered at the CTI Port, lastRedirectedAddress is the Route Point 5620491: Jan 24 22:33:19.913 PST %MIVR-SS_TEL-7-UNK:CallID: 6, MediaID: 4373/1 CallC</p> <p>Call is disconnected at the route point as it was redirected to the CTI Port 5620494: Jan 24 22:33:19.920 PST %MIVR-SS_TEL-7-UNK:RP[num=101112], conn=[101112</p> <p>Call is accepted at the CTI Port 5620496: Jan 24 22:33:19.926 PST %MIVR-SS_TEL-7-UNK:CallID: 6, MediaID: 4373/1 Acce</p> <p>Call state changes to ACCEPTED 5620497: Jan 24 22:33:19.929 PST %MIVR-SS_TEL-7-UNK:Call.accepted() JTAPICallContact</p> <p>Call is Ringing at the CTI Port 5620498: Jan 24 22:33:19.929 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1, Termin 5620499: Jan 24 22:33:19.930 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 com.cis</p> <p>Application Task is created 5620500: Jan 24 22:33:19.930 PST %MIVR-APP_MGR-7-TASK_CREATED:Application task Trigger,name=101112,type=Cisco JTAPI Trigger,appName=AA,enabled=true,sessions=10,idleT Trigger,cmDevicePoolUID={1B1B9EB6-7803-11D3-BDF0-00108302EAD1},cmDevicePoolI Presence group],contact=JTAPICallContact[id=6,implId=4373/1,state=STATE_ACCEPTED_ID</p> <p>The task is created for the call and the call is associated with the task ID 5620521: Jan 24 22:33:19.948 PST %MIVR-SS_TEL-7-UNK:Call.attributed() JTAPICallContact 5620522: Jan 24 22:33:19.948 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 Task:41</p> <p>The application task starts executing 620528: Jan 24 22:33:19.963 PST %MIVR-ENG-7-UNK:Execute step of Task 41000000013 : S</p> <p>The application task executes the Accept Step to answer the call at the CTI Port 5620530: Jan 24 22:33:19.963 PST %MIVR-ENG-7-UNK:Execute step of Task 41000000013 :</p>

Call on the CTI Port is active

5620541: Jan 24 22:33:19.981 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 Task:41

Call is answered at the CTI Port

5620551: Jan 24 22:33:19.982 PST %MIVR-SS_TEL-7-UNK:Call.answered() JTAPICallContac

Media Related Events are received

5620560: Jan 24 22:33:19.988 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 Task:41

5620561: Jan 24 22:33:19.990 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 Task:41

Digits received

5620726: Jan 24 22:33:27.989 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 Task:41

5620739: Jan 24 22:33:30.682 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 Task:41

5620740: Jan 24 22:33:31.380 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 Task:41

5620741: Jan 24 22:33:32.086 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 Task:41

5620742: Jan 24 22:33:32.761 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 Task:41

CiscoRTPInputStartedEv Call is getting redirected to another number

5620778: Jan 24 22:33:39.429 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 Task:41

Media is being stopped

5620779: Jan 24 22:33:39.436 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 Task:41

5620780: Jan 24 22:33:39.436 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 Task:41

Call is being transferred to 2053

5620781: Jan 24 22:33:39.447 PST %MIVR-SS_TEL-7-UNK:Call.transferring(2053) JTAPICal

Call is dropped from the CTI Port

5620782: Jan 24 22:33:39.463 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 Task:41

5620783: Jan 24 22:33:39.463 PST %MIVR-SS_TEL-7-UNK:CallID:6 MediaId:4373/1 Task:41

5620784: Jan 24 22:33:39.463 PST %MIVR-SS_TEL-7-UNK:Call.abandoned() - transferring JTAP

Transfer to 2053 is complete

5620786: Jan 24 22:33:39.484 PST %MIVR-SS_TEL-7-UNK:Call.transferred(2053) - transferring JTAP

Release	Release 7.0(1) onwards
Associated CDETS #	NA