

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

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

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