Ending Session Request Error

Problem Summary	This error message appears when an HTTP request initiated by the root document is made by the browser for a session that VXML Server has started the process of ending but that process is not complete. This is similar to the previous error, but where in that situation the request was made after the session had completed, this situation involves the request occurring while the VXML Server was ending the session but before it completed.
Error Message	SERVER ERROR: An HTTP request was made due to an event caught in the root document to a session that has been slated for invalidation.
Possible Cause	One very rare situation that could cause this error to occur under standard call volume involves a perfect timing of events. This error would not be produced if the extra request arrives while an end of call event was executing. However if it did take a long time to execute, prompting the browser to time out the request by having the root document make a new request, and that request came at exactly the time the end of call event completed but before VXML Server was able to finish the session ending process, this error would occur. Since this process normally occurs rapidly, the chances that this would occur during this period is very small. This error would also be encountered if the network, operating system, or Call Server on which VXML Server is installed is sufficiently overloaded such that either HTTP requests are being queued up too much, HTTP requests are being dropped or the Call Server is so overloaded that the normally trivial process of ending a session takes a non-trivial amount of time. **Severity:** The severity for this error is very low because there is no effect on the caller since this occurs after the call is complete. Additionally, the situations in which this can occur during normal operation are extremely rare.
Recommended Action	For the first situation, the developer must ensure that their end of call events do not have the possibility of taking longer to execute than the H.323 Service's fetch timeout VoiceXML property. Another possible solution if the end of call event is a Java class would be to execute the class in a separately spawned thread. As long as the end of call class completed its execution before the session invalidation delay specified in the conf/global_conf.xml of the installation directory, there would be no risk of the class referring to data within the session after it was invalidated. For the second situation, it may be an indication of excessive network, operating system, or Call Server load. For the network, perform diagnostics to ensure proper operation. For the operating system, check the CPU and memory utilization to ensure they are not maxed out. And for the Call Server, check the configuration to ensure the HTTP request queue is not too small (for example, on Apache Tomcat, the acceptcount setting can be configured in the conf/server.xml configuration file). Finally, the administrator may decide to direct less load on the system. The administrator may also choose to ignore these issues if they occur rarely since there are no bad consequences for the call session that encounters this error.
Release	Release 7.0(2)
Associated CDETS #	None.