

# في انثتسالا يلع ةسرامم لصفأ ةوطخ ي صننل UCCX جم انرب

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## ةمدقمل

Unified ل يصنن جم انرب في **OnException Goto** ةوطخ نيوكت ةيفي ك دنننسملا اذه حضوي Contact Center Express (UCCX).

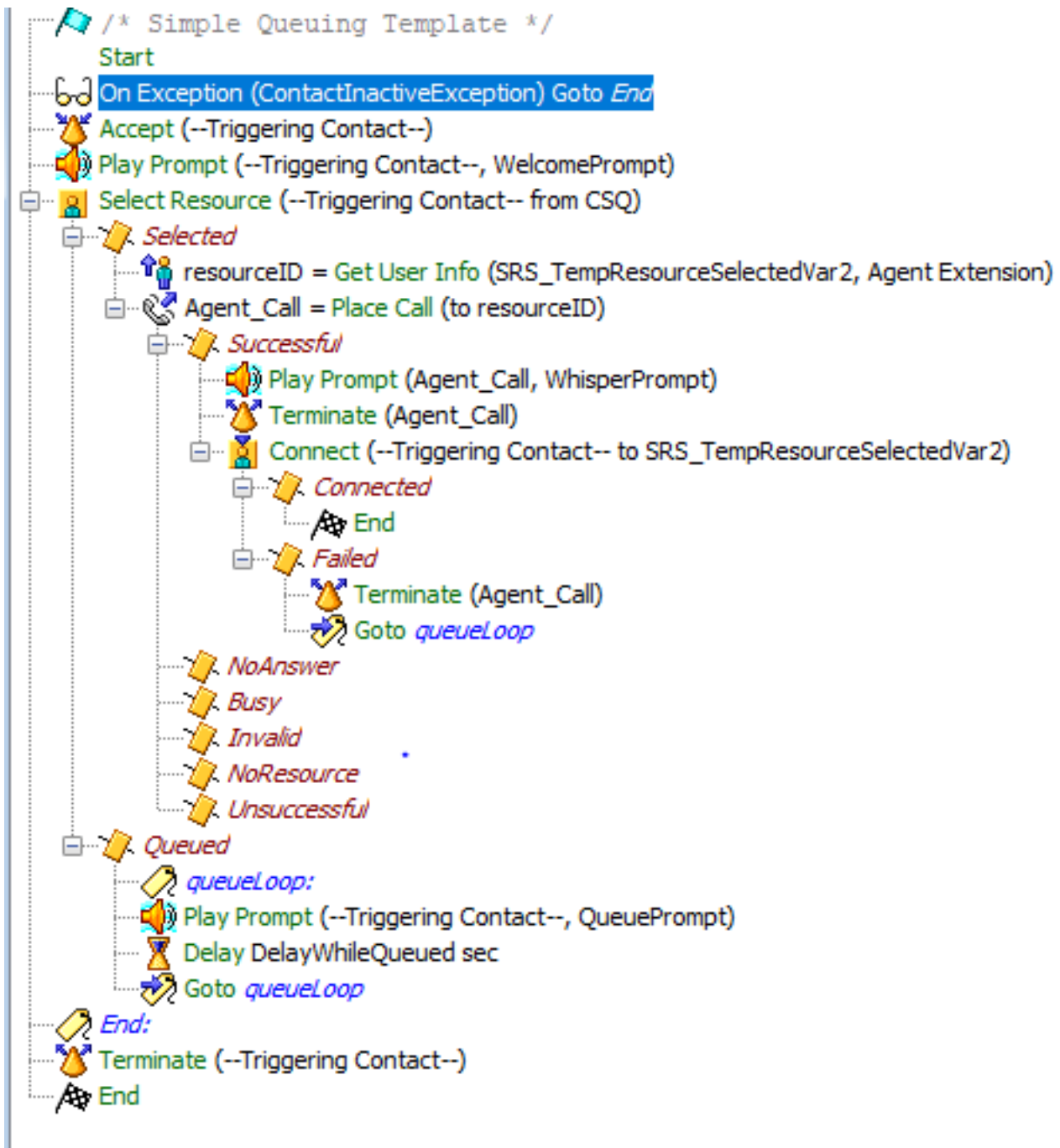
ريغ مادختسالا ببسب تاملكملا تاقفدت نم ديدعلل في رهظت يتلا لكاشملا ثدحت قفدت في لكاشم ثودح عنم ل لصفألا ةسرامملا هذه فدهت. ةوطخلل هذهل حيصلل ةزيملا هذه مادختسالا انثأ كحملل يوتسمو تاملكملا.

## ةلكشملا

لاصتا عطق اه في متي تاهويرانيسي ل **ContactInactiveException** ل **OnException** مادختسالا متي ديعبلل فرطلا في هؤاهن متي ي، (اطشن دعي مل) لعفلاب اعادتسالا.

ةياهن ل ةوطخلل **Goto** ةطقن مهيدلو ةوطخلل هذه نيوكتل ةماع ةقيرط روصلل هذه رهظت ي صننل جم انربلا.

ةوطخ مادختسالا متي شيح، ةحصيلل ريغ تاهويرانيسي في ةروصلل هذه ل عجرا، كلذعمو لعفلاب ةلصتم ريغ ةملكم ارجال، "ةياهنل" ةيمست دعب ةاهنلا.



ةوطخ ذيفنت متي، يصنللا جم انربلا ذيفنت اناثا لاصتالا عطق دنع، وه شحني ام  
 اهلل لوصوللا متي يتل تاوطخللا ددعل يصقألا دللا" هي بنت ديلوت ورم 1000  
 OnException 1000" . اهلل لعل لكشم هناف، جاتنالا وأ كرحملا لعل رثوي ال اطلالا اذه نا نم مغرلا لعل .  
 1000" اه بنت دلوي هناف.

فرطالا ةطساوب اهفاقي مت لعفالاب ةطشن ريغ ةملاكم اهان نا وه كلذيف ببسلا  
 ContactInactive رخا اناثتسا اشن لىل يدوي ديعللا

امم، رمتسم لكشب اهديلوت و"ةطشنلا ريغ لاصتالا تااانثتسا" راركت متي، رمالا رهوج يفي  
 اناثتسا ةقلح اهان. تااانثتسالا نم ديزملا اشن لىل يدوي

ةلكشملا تالجسلا هذه ضرعت

// application getting triggered//

Line 1999: Trigger:  
ContactApplicationTrigger[time=1526359880518,locale=en\_US,cfg=JTAPITriggerConfig[schema=ApplicationTriggerConfig,time=2018-05-13 04:51:23.0,recordId=928,desc=Cisco JTAPI  
Trigger,name=3014804565,type=Cisco JTAPI  
Trigger,appName=Clinical\_Center\_Admin,enabled=true,sessions=2,idleTimeout=5000,locale=en\_US,parms={},taskGroups=[],controlClass=class  
com.cisco.call.CallControlChannel,controlGroupId=7,contactGroups=[GroupInfo[class=com.cisco.dialog.DialogChannel,id=0]],dn=3014804565,redirectCSS=default,cmDeviceName=ClinicalCAdmin,cmDeviceInvalid=false,cmDescription=Clinical Center Admin,cmDevicePoolUUID={ED1A849A-1601-36F6-3254-25D867408A73},cmDevicePoolName=CIT\_UCCX\_DP,cmCallingSearchSpaceUUID=,cmCallingSearchSpaceName=None,cmLocationUUID={29C5C1C4-8871-4D1E-8394-0B9181E8C54D},cmLocationName=Hub\_None,cmPartitionUUID={11C5CF59-66A5-02E4-9A1B-A5B2853B9127},cmPartitionName=All-Phones\_pt,cmVoiceMailProfileUUID=,cmVoiceMailProfileName=None,cmCallPickUpGroupUUID=,cmCallPickUpGroupName=,cmDisplay=...

Line 2001: ID: 29000007909

Line 2099: 1934897: May 15 00:51:20.521 EDT %MIVR-ENG-7-UNK: [MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Start

Line 2101: 1934899: May 15 00:51:20.521 EDT %MIVR-ENG-7-UNK: [MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : On Exception(ContactInactiveException) Goto End

Line 2139: 1934937: May 15 00:51:20.524 EDT %MIVR-ENG-7-UNK: [MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Delay 1 sec

Line 2142: 1934940: May 15 00:51:21.525 EDT %MIVR-ENG-7-UNK: [MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Accept (--Triggering Contact--)

**// Customer disconnecting the call//**

Line 2257: 1935055: May 15 00:51:36.481 EDT %MIVR-SS\_TEL-7-UNK: [MIVR\_SS\_TEL\_PORT\_QEXE\_2951-77-2-TERM\_CONN\_EV:2951] RequestImpl: CallID:3586  
MediaId:11102124/2 Task:29000007909 gets TermConnDroppedEv, meta code:132, cause code:100

Line 2258: 1935056: May 15 00:51:36.481 EDT %MIVR-SS\_TEL-7-UNK: [MIVR\_SS\_TEL\_PORT\_QEXE\_2951-77-2-TERM\_CONN\_EV:2951] RequestImpl: CallID:3586  
MediaId:11102124/2 Task:29000007909, TerminalConnection to Terminal: ClinC\_2951 is DROPPED, 11102124/2

**// call is ended and call loops and END step is executed for 1000 times and RTMT alert is generated for the disconnected call//**

Line 2260: 1935058: May 15 00:51:36.488 EDT %MIVR-ENG-7-UNK: [MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : End:

Line 3260: 1936058: May 15 00:51:36.569 EDT %MIVR-ENG-7-UNK: [MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007909 : Terminate (--Triggering Contact--)

Line 3261: 1936059: May 15 00:51:36.573 EDT %MIVR-APP\_MGR-3-TASK\_ABORTED: [MIVR\_ENG\_TASKS-31-3-TASK:0x6c08900e5\_ClinicalCenter/ClinicalCenter\_ADMIN.aef] WFWorkflowAppDebugTaskWrapper: Application task aborted:  
Application=App[name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,desc=Clinical\_Center\_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2015-01-13  
23:42:42.0,recordId=131,desc=Clinical\_Center\_Admin,name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter\_ADMIN.aef],defaultScript=,vars=[],defaultVars=null]],Application  
Trigger=ContactApplicationTrigger[time=1526359880518,locale=en\_US,cfg=JTAPITriggerConfig[schema=ApplicationTriggerConfig,time=2018-05-13 04:51:23.0,recordId=928,desc=Cisco JTAPI  
Trigger,name=3014804565,type=Cisco JTAPI  
Trigger,appName=Clinical\_Center\_Admin,enabled=true,sessions=2,idleTimeout=5000,locale=en\_US,parms={},taskGroups=[],controlClass=class com.c...

Line 3261: 1936059: May 15 00:51:36.573 EDT %MIVR-APP\_MGR-3-

```
TASK_ABORTED: [MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef]
WFWorkflowAppDebugTaskWrapper: Application task aborted:
Application=App[name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,desc=Clinical_Center_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf
ig[schema=ApplicationConfig,time=2015-01-13
23:42:42.0,recordId=131,desc=Clinical_Center_Admin,name=Clinical_Center_Admin,type=Cisco Script
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter_ADMIN.aef
],defaultScript=,vars=[],defaultVars=null]]],Application
Trigger=ContactApplicationTrigger[time=1526359880518,locale=en_US,cfg=JTAPITriggerConfig[schema=
ApplicationTriggerConfig,time=2018-05-13 04:51:23.0,recordId=928,desc=Cisco JTAPI
Trigger,name=3014804565,type=Cisco JTAPI
Trigger,appName=Clinical_Center_Admin,enabled=true,sessions=2,idleTimeout=5000,locale=en_US,parm
s={},taskGroups=[],controlClass=class com.c... Line 2261: 1935059: May 15 00:51:36.488 EDT
%MIVR-ENG-7-UNK: [MIVR_ENG_TASKS-31-3-TASK:0x6c08900e5_ClinicalCenter/ClinicalCenter_ADMIN.aef]
WFTracingLogImpl: Execute step of Task 29000007909 : Terminate (--Triggering Contact--)
```

//RTMT ALERT//

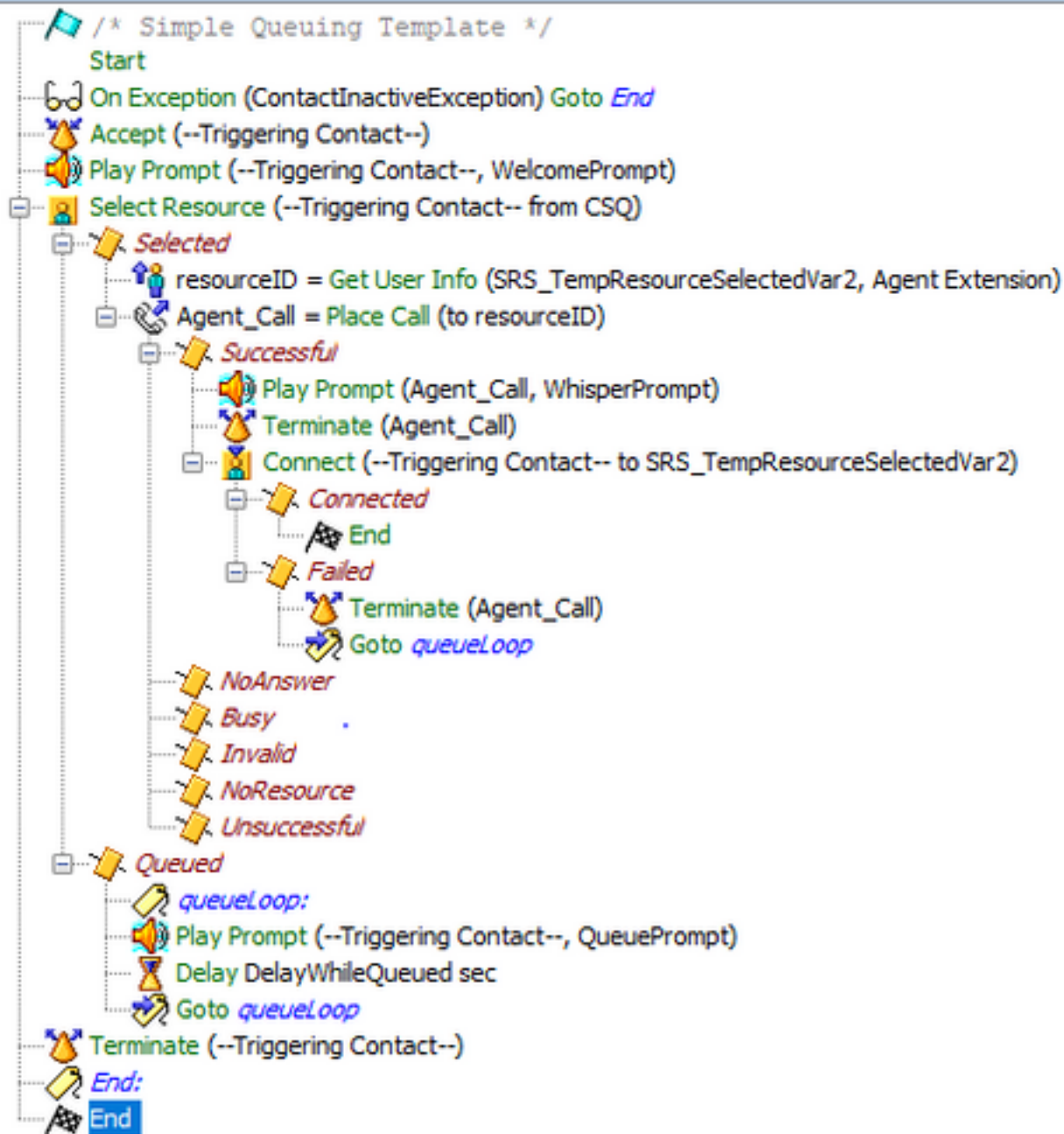
```
Message: : 235: citvoip-ccxsvr-b.net.nih.gov: May 15 2018 12:40:22 AM.980 UTC : %UC_APP_MGR-3-
TASK_ABORTED:
%[app.trigger=ContactApplicationTrigger[time=1526344761313,locale=en_US,cfg=JTAPITriggerConfig[s
chema=ApplicationTriggerConfig,time=2018-05-13
][exception=com.cisco.wfframework.obj.WFMaxExecutedStepsExceededException: No. of executed
steps: 1000][UNKNOWN_PARAMTYPE:Task id=29000007864][app=App[name=NLM_Inbound,type=Cisco Script
Application,id=202,desc=NLM_Inbound,enabled=true,max=50,valid=true,cfg=[ApplicationConfig[]][task
.class=class com.cisco.app.impl.WFWorkflowAppDebugTaskWrapper][ClusterID=][NodeID=citvoip-
ccxsvr-b]: Application task aborted
```

## لحل

مق 2 لكشال عجار ي أ GoTo، ةيمست دعب ءاهنإل ةوطخ ي طخت ك مزل ي، ةلكشملا هذه حالصلإ  
OnException ةوطخ ةلازاب مق وأ، ءاهنإل ةوطخ دعب GoTO ةوطخل END ةيمستلا ةوطخ نيوكتب  
ةلباقملا END ةيمستولم الكلاب.

ريغ اذهو ContactInactive ءانثتسإ طاقتل ةلواحمول عفلااب InActive ءاعدتسإ ءاهنإ متي ال  
ايقطنم حيحص.

حيحصلا يصنلا جم انربلا ةروص يه هذه.



## لمعالج التاليس

// working call//

```

Line 5048: 1951439: May 15 01:39:50.491 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Start
Line 5049: 1951440: May 15 01:39:50.491 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Delay 2 sec
Line 5112: 1951503: May 15 01:39:52.492 EDT %MIVR-ENG-7-UNK:[MIVR_ENG_TASKS-31-7-TASK:0x6c08900eb_ClinicalCenter/ClinicalCenter_ADMIN.aef] WFTracingLogImpl: Execute step of Task 29000007915 : Accept (--Triggering Contact--)
Line 5116: 1951507: May 15 01:39:52.500 EDT %MIVR-SS_TEL-7-UNK:[MIVR_SS_TEL_PORT_QEXE_2903-82-2-TERM_CONN_EV:2903] RequestImpl: CallID:3591 MediaId:11104504/2 Task:29000007915, TerminalConnection to Terminal: ClinC_2903 is ACTIVE
Line 5120: 1951511: May 15 01:39:52.501 EDT %MIVR-SS_TEL-7-UNK:[(P1-10.129.7.10)EventThread] InCallObserverImpl: CallID:3591 MediaId:11104504/2 Task:29000007915 com.cisco.jtapi.CiscoMediaOpenLogicalChannelEvImpl received

```

**//customer disconnects the call//**

Line 5232: 1951623: May 15 01:40:10.953 EDT %MIVR-SS\_TEL-7-  
UNK: [MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] RequestImpl: CallID:3591  
MediaId:11104504/2 Task:29000007915 gets TermConnDroppedEv, meta code:132, cause code:100

Line 5233: 1951624: May 15 01:40:10.953 EDT %MIVR-SS\_TEL-7-  
UNK: [MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] RequestImpl: CallID:3591  
MediaId:11104504/2 Task:29000007915, TerminalConnection to Terminal: ClinC\_2903 is DROPPED,  
11104504/2

Line 5236: 1951627: May 15 01:40:10.955 EDT %MIVR-SS\_TEL-7-  
UNK: [MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] CallImpl: Call.abandoned()  
JTAPICallContact[id=3591,type=Cisco JTAPI  
Call,implId=11104504/2,active=false,state=CALL\_DISCONNECTED,inbound=true,handled=false,locale=en  
\_US,aborting=false,app=App[name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,desc=Clinical\_Center\_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf  
ig[schema=ApplicationConfig,time=2018-05-15  
01:38:54.0,recordId=1168,desc=Clinical\_Center\_Admin,name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter\_ADMIN.aef  
,defaultScript=,vars=[],defaultVars=null]],task=29000007915,session=Session[id=001-  
0x131794c237,parent=null,active=true,state=SESSION\_IDLE,time=1526362790448],seqNum=0,time=152636  
2790447,cn=3014804565,dn=3014804565,cgn=2673343616,ani=null,dnis=null,clid=null,atype=DIRECT,lrd  
=null,ocn=3014804565,odn=null,uui=null,aniii=null,ced=n...

Line 5237: 1951628: May 15 01:40:10.956 EDT %MIVR-SS\_TEL-7-  
UNK: [MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] InCallObserverImpl: CallID:3591  
MediaId:11104504/2 Task:29000007915, released TP[type=Cisco CTI  
Port,id=25,implId=2903,active=false,state=IDLE] from 3014804565, and releasing udpPort 28084

Line 5238: 1951629: May 15 01:40:10.956 EDT %MIVR-SS\_TEL-7-  
UNK: [MIVR\_SS\_TEL\_PORT\_QEXE\_2903-82-2-TERM\_CONN\_EV:2903] InCallObserverImpl: CallID:3591  
MediaId:11104504/2 Task:29000007915 com.cisco.jtapi.TermObservationEndedEvImpl received

**// call is disconnected with no exception//**

Line 5286: 1951640: May 15 01:40:11.832 EDT %MIVR-SS\_CM-7-  
UNK: [MIVR\_SS\_RMCM\_RmCmCleanupThread-370-0-RmCmCleanupThread] ContactMgr: Cleanup detected final  
state of afw ct: JTAPICallContact[id=3591,type=Cisco JTAPI  
Call,implId=11104504/2,active=false,state=CALL\_DISCONNECTED,inbound=true,handled=false,locale=en  
\_US,aborting=false,app=App[name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,desc=Clinical\_Center\_Admin,enabled=true,max=2,valid=true,cfg=[ApplicationConf  
ig[schema=ApplicationConfig,time=2018-05-15  
01:38:54.0,recordId=1168,desc=Clinical\_Center\_Admin,name=Clinical\_Center\_Admin,type=Cisco Script  
Application,id=400,enabled=true,sessions=2,script=SCRIPT[ClinicalCenter/ClinicalCenter\_ADMIN.aef  
,defaultScript=,vars=[],defaultVars=null]],task=29000007915,session=Session[id=001-  
0x131794c237,parent=null,active=false,state=SESSION\_DISPOSED,time=1526362790448],seqNum=0,time=1  
526362790447,cn=3014804565,dn=3014804565,cgn=2673343616,ani=null,dnis=null,clid=null,atype=DIREC  
T,lrd=null,ocn=3014804565,...

ةمچرتل هذه لوج

ةللأل تاي نقتل نم ةومچم مادختساب دن تسمل اذہ Cisco تچرت  
ملاعلاء انءمچي فني مدختسمل معدى وتحم مي دقتل ةيرشبل او  
امك ةقيقد نوك تنل ةللأل ةمچرت لصف أن ةظحال مچري. ةصاخل مهتبل ب  
Cisco يلخت. فرتحم مچرت مامدقي يتل ةيفارتحال ةمچرتل عم لالحل وه  
ىل إأمئاد ةوچرلاب ي صؤت وتامچرتل هذه ةقدنع اهتيل وئسم Cisco  
Systems (رفوتم طبارل) ي لصلأل يزي لچنل دن تسمل