iMX TEL – fast how to! – question answer and problem solving approach.

1. What is iMX TEL? – iMX TEL is a set of several background UNIX processes ([The UNIX School: What is a process in UNIX / Linux?](https://www.theunixschool.com/2012/09/what-is-process-in-unix-linux.html)). Plus a part executing on another physical computer with Windows OS the telephony sever. So it is a set of processes with a lot of inter process communication ([Inter-process communication - Wikipedia](https://en.wikipedia.org/wiki/Inter-process_communication)) involved.
2. What kind of IPC are involved in iMX TEL? – basically four types
   1. System V shared memory – Telephony tasks and line information.
   2. POSIX shared memory - task acquisition - POSIX MUTEX.
   3. TCP – UNIX processes communicate with windows placed processes via TCP
   4. Oracle inter-session communication([Intersession Communication (datadisk.co.uk)](http://www.datadisk.co.uk/html_docs/oracle/intersession_comms.htm)) – here we have three types
      1. Transaction based on commit – slow – update/select pooling
      2. Oracle DBMS PIPES intersession communication – allow event based architecture of iMX TEL. NON RAC compatible
      3. ORACLE DBMS Alert – processes to front end forms/v9
3. Are FORMS part of iMX TEL? – NO if we agree that forms/screens for entering, visualization of data are part of iMX TEL than SQL plus tool also should be considered part of iMX TEL.
4. What are screens/(HTML pages) part from then? – They are part from iMX application.
5. What is model of iMX TEL IPC? – UNIX part – co-operative. Very tiny critical section code on task acquisition. Windows CCALL.dll (handles ISDN), HCCALL.dll (handles SIP) – concurrent multithreaded model, a thread per task, dialing, playing wav file and so on. HCCallAsync.dll (handling SIP) – asynchronous single point of processing.
6. What kind of application is iMX TEL – it is an AD (auto dialer [Auto dialer - Wikipedia](https://en.wikipedia.org/wiki/Auto_dialer)) and ACD (automatic call distributor [Automatic call distributor - Wikipedia](https://en.wikipedia.org/wiki/Automatic_call_distributor)) application combined in one.
7. What does iMX TEL do? – iMX TEL processes tasks. It is wrong to think that iMX TEL processes calls, call is a one step of processing the task. For example in mode preview call we can process a task without to perform a call.
8. Where iMX TEL take tasks to process from? – From **tel\_liste** table.
9. Does line in tel\_liste present a single task or phone call – YES if we have only one step defined in tel\_liste to process the task and NO if we need several steps/calls to process the task.
10. What is a line in tel\_liste then? It is a step from the job of processing a iMX CASE. We can do several steps/calls to process an iMX CASE.
11. What is a CASE? In iMX TEL a case is a reference stored in tel\_liste.refdoss. Reference to table **g\_dossier** where a lot of information about the CASE is stored.
12. How do lines in tel\_liste appear? From many sources:
    1. The basic one is Fill\_Tel\_liste stored procedure. CASES to be processed are selected from iMX data base. Set of business rules to which a case must correspond are combined in **campaign**. Campaign configuration information is stored in table **tel\_categ.**
    2. Inbound calls - when inbound call is processed by iMX TEL, a line is inserted in **tel\_liste** representing a task to be processed.
    3. Rappels/recalls - when an outgoing call is not successful or did not reach to manager, a line could be inserted in tel\_liste called rappel/recall.
    4. Screen for creating telephony rendezvouses. Intranet, extranet.
    5. ES variables – dynamic campaigns.
13. So we have campaign and CASE what is the TASK iMX TEL to process? iMX TEL determines the task based on fields in table **tel\_liste**. These are tel\_liste.**ref\_categorie** (reference to tel\_categ) and tel\_liste.**refdoss** these two values in pair forms a task to process. Tel\_liste.**numero** (number of intervenant on case) defines the step. For example we can have tel\_liste.ref\_categorie = ‘XXXXX’ and tel\_liste.refdoss = ‘2102020001’ and tel\_liste.numero = ‘096643433’. This defines one task with a single step to process. But if we have several numbers per pair tel\_liste.ref\_categorie, tel\_liste.refdoss than we will have several steps to perform to complete the task.
14. So we must dial all phone numbers tel\_liste.numero per pair tel\_liste.ref\_categorie, tel\_liste.refdoss to complete the task? – NO! The goal of iMX TEL is to contact an intervenant on the case. When iMX TEL opened a case in mode preview or establish conversation between intervenant on the case and manger we consider the task as processed.
15. I do not understand how we mark that the task is processed? We set field tel\_liste.**status** = ‘TRAITE’.
16. So if we have several phone numbers per pair tel\_liste.ref\_categorie, tel\_liste.refdoss we set tel\_liste.status = ‘TRAITE’ for the line for which we perform a call? YES and NO. iMX TEL marks the task in tel\_liste as processed by making all lines in tel\_liste for pair ref\_categorie, refdoss -> status = ‘TRAITE’ where status was ‘NON\_TRAITE’.
17. I do not understand. What is the goal of field tel\_liste.status? The field is used to mark steps of processing a task for the case. It has value ‘NON\_TRAITE’ when lines is created in tel\_liste. Value ‘EN COURSE’ when iMX TEL is working on the case. ‘TRAITE’ when iMX TEL builds a conversation between manager and intervenant. ‘A RAPPELLER’, ‘OCCUPE’ and many others.
18. So if we have several lines in tel\_liste per pair tel\_liste.ref\_categorie, tel\_liste.refdoss and all of them are set to ‘TRAITE’ can we count number of calls using lines in tel\_liste? NO you cannot.
19. Than how can we know number of calls performed to process a task? You can’t. There is a column tel\_liste.flag which is set ‘O’ to indicate line on which has occurred the successful call.
20. Can we know how much calls will be needed to process a task to TRAITE? NO you cannot. Because of the RAPPEL. Rappels are inserted in real time during processing of the task. So it is not possible to know when and whom intervenant will answer.
21. How many type of calls does iMX TEL have? – We divide calls on two main groups **inbound**, such coming from outside world and **outgoing** such comes from iMX TEL. When inbound calls is detected on Windows sever where iMX TEL servers is working, specific data is extracted from telecom network and send to iMX TEL. Than iMX TEL creates a line in tel\_liste to process this task. From other side outgoing calls are initiated by iMX TEL more precisely **tel\_admin** process.
22. Do we have some other division of the calls? Yes. We have. Inbound calls are two types:
    1. Such from case intervenants – inbound call which processing involves IVR
    2. Such from managers performing so called “opened line”.
23. Outgoing calls from their side are divided to:
    1. Calls from automatic campaigns – tel\_categ.diale\_mode = ‘A’
    2. Calls from over dialing campaigns – tel\_categ.dial\_mode = ‘S’
    3. Calls from DIRECT campaign – tel\_categ.dial\_mode = ‘A’
    4. Calls from TRANSFER campaign – tel\_categ.dial\_mode = ‘A’
    5. Calls from mode preview campaigns – tel\_categ.dal\_mode = ‘W’
    6. Calls from rendezvous – this is a line in tel\_liste.ref\_catgorie = **tel\_gest\_info**.login, so some kind of special call
    7. Calls from vocal campaigns – tel\_categ.dial\_mode = ‘V’
    8. Calls from rappels – rappel has the same dialing mode as the campaign, but it is specific as for the rappel tel\_liste.ref\_categorie = NULL.
24. Which part from iMX TEL is responsible for AD – automatic dialer functionality of iMX TEL and initiates task processing? So the main parameter of iMX TEL application is number of lines. With it we measure number of simultaneous call we can process. The part responsible to get data from tel\_liste, to find a free task in shred memory and to setup it is **tel\_admin** process.
25. Which part from iMX TEL is responsible for task processing? It is called **tel\_task\_manager**.
26. Which part of iMX TEL is responsible for ACD – automatic call distribution functionality of iMX TEL. As already answered inbound calls are first received in iMX TEL server so called **CITS**. Where data as caller number ANI and DNIS are extracted. Then inbound call is received in **tel\_listener** process.
27. So tel\_listener is responsible for processing of inbound calls? NO and YES. Tel\_listener receives unsolicited event for inbound call and perform some initial checking based on ANI number trying to define who is calling us. But later the task is handled by **tel\_task\_manager**.
28. So **tel\_task\_manager** is module performing ACD? YES.
29. What part is responsible for IVR functionality of iMX TEL? **IVR engine** is part of **tel\_task\_manager**.
30. What is role of iMX TEL sever aka **CITS** in IVR processing? CITS is just network element there is no business logic in it. All IVR programs are configured and managed by IVR engine which as we said is part of tel\_task\_manager.
31. So **tel\_admin** initiates calls based on data in table **tel\_liste**, tel\_listener accepts inbound calls from CTIS, **tel\_task\_manager** handles tasks processing. Is this correct? YES exactly.
32. Why **tel\_listener** is called such? Because in telecommunication CALL SETUP and CALL TEAR DOWN are complex tasks which generates a lot of unsolicited events. So primary role of **tel\_listener** is to listen for unsolicited events coming from CITS.
33. How does **tel\_admin** know which campaigns to process firstly? There is field tel\_categ.prty which defines priority of campaigns among each other.
34. \*So if I have two campaigns C1 and C2 with same priority **tel\_admin** will process line from **tel\_liste** with ref\_categorie = C1 than one with C2? No absolutely wrong. What you define is not with equal priority. Equal priority means that currently processing task do not depend from previous. In other words it is absolutely possible **tel\_admin** to process firstly all C1 and then C2.
35. \*The same priority means that they are equal and it is better to process C1, C2, C1, and C2? – Actually not. What you explained is some ordered priority or dynamically changed or round robin.
36. \*Ok but OS kernel says that process scheduler will be fair when giving CPU to a process. Yes but fair does not mean ordered, it just means that in finite time a process will got a processor in fair way according to all other pending process.
37. So **tel\_admin** process campaigns by priority. Yes.
38. Ok. If C1 is with higher priority than C2 will case from C2 be processed by **tel\_admin** until C1 is not processed at all? NO if we have the same set of managers set to work on C1 and C2! When you have priorities you have risk of “starvation”!
39. \*Ok. If I do not want “starvation” all my campaigns should have the same priority, but tel\_admin is not fair and some campaigns still could be starving why? Because of ORACLE and the way it works. We are using **GROUP BY** on tel\_categ.prty when **tel\_admin** prepares campaigns for processing. To avoid starvation the key element is to set different managers on different campaigns so you will avoid concurrency for the manager.
40. So the order of processing of campaigns depends on tel\_categ.prty and how ORACLE will perform it? YES exactly.
41. So if **tel\_admin** choose a case to be processed from tel\_liste than it also choose a manager to handle a case and call? Yes.
42. How **tel\_admin** chooses proper manager for outgoing call? Configuration of managers is stored in **table tel\_gest\_info**, information for campaigns in table **tel\_categ**. Many to many relationship is performed with link table **tel\_gest** where you define which managers on which campaigns are configured to work.
43. What does it mean many-to-many relationship? In the given example means that many managers could be configured to work on many campaigns
44. So manager is **resource** as the line from iMX TEL point of view? YES exactly.
45. Does it exist a type of campaign where we do not need a manager? Yes Vocal campaign, it consumes only lines.
46. So as vocal campaign do not depend from manger tel\_admin could consume lines for all outgoing campaigns for a millisecond? YES but, iMX TEL take special considerations to limit number of simultaneously running vocal call in the system. But if the configuration is wrong and this limit is equal to number of lines for outgoing calls no other than vocal campaign will be processed because of no free line.
47. Does it exist a type of camping for which we do not need a free line? Yes, mode preview campaign also called agenda campaign.
48. Why Vocal campaign do not require free manager? Because it is a type of processing where we just dial intervenant on case and when he answers iXM TEL plays him a vocal message. So no manager is involved.
49. Why agenda campaigns do not need a line to be processed? Because command to open a screen is send by **tel\_admin** in agenda campaigns. On this step we still do not have a call so no line is needed.
50. Does it mean that with agenda campaign when case is opened and we decide to make a call it is possible call not to be performed because of no free line? YES exactly.
51. Why iMX TEL do not preserve a line for agenda call? Because agenda campaign is special campaign and not in all cases it is required to make a call to intervenant to complete processing of the case.
52. Are there other type of calls which are performed after case is already opened? Yes, those are DIRECT and TRASFER calls.
53. So as those calls like agenda are initiated by user event and not automatically by **tel\_admin** it is possible to happen not to have free lines for them? YES exactly but this is matter of proper configuration.
54. Which part of iMX TEL is responsible for event based calls? So such kind of call requests are unsolicited events for iMX TEL coming from the front end. Process responsible to handle these unsolicited events is **tel\_direct\_admin**.
55. So **tel\_direct\_admin** is something like **tel\_listener**, accepts unsolicited events? Yes but there is difference tel\_listener receives events via TCP socket. **Tel\_direct\_admin** via oracle intersession communication.
56. In question 2 you stated that there are three types of ORACLE intersession communication. What is used from tel\_direct\_admin to get notified from forms/screens? First we must make some clarifications. In V8 user has its own oracle session and its own process started from forms server. So when user press a button a message via DBMS PIPES is send to **tel\_direct\_admin** or an update is made in tel\_gest\_info. On other side in V9 we have a servlet container which manages connection pool so many HTML screens share the same channel.
57. \*So what is impact to iMX TEL if v9 is used? Nothing if protocol is followed. Some latency as several screens are concurrent for an ORACLE connection.
58. Which kind of oracle intersession communication is better, transaction based update-commit or DBMS\_PIPE? There is no place to compare. DBMS\_PIPE is part of ORACLE shared memory SGA ([System Global Area (oracle.com)](https://docs.oracle.com/database/121/ADMQS/GUID-A3319550-AB7A-4429-9A58-4B90E4B3D0F5.htm)). So when two sessions communicate via PIPES information is just written from sender session and read from reading one. From other side transaction based required SGA information to be flushed to tables on commit which is in thousand times slow.
59. So iMX TEL uses only DBMS PIPES? NO, because of RAC ([Real Applications Clusters | Oracle](https://www.oracle.com/database/real-application-clusters/)). In such ORACLE configuration we support transaction based intersession communication
60. What is the impact? It is slower than DBMS PIPE.
61. How much slower? As to perform a single update and commit
62. Why ORACLE DBMS\_PIPEs do not work on RAC? In RAC you have several nodes different databases they could exist on different physical computers or on the same. Which means that each node in RAC has its own SGA. ORACLE do not provide way to transfer data from one SGA to another, so ORACLE DBMS\_PIPE just not work properly on RAC configuration.
63. ORACLE is optimized to do selects, updates inserts this is its job, so it is not a problem? YES it is not. Just pipes fits better to iMX TEL real time requirements.
64. Is iMX TEL real time? Yes and NO. To be real time must run on real time operating system. Real time operating systems are embedded ones. Nor UNIX or Windows are real time operating systems. They could hang. It is because of their architecture. So we consider iMX TEL soft real time application.
65. But it still works very fast? Yes indeed extremely fast.
66. \*How stable is iMX TEL? iMX TEL is working on two separate physical computers, on two different operating systems and using ORACLE. Nothing from underlying hardware or software defines average time between two hangs, so it is not possible to answer such question. This questions is irrelevant.
67. But iMX TEL is stable isn’t it? Yes it is very stable after initial setup and configuration if some wrong actions are not performed it could work with years without crash.
68. Are there any other unsolicited events send from FORMS/screens to iMX TEL? YES command to drop a call for example.
69. What part of iMX TEL is responsible to handle them? **tel\_drop\_admin**.
70. What other kind of unsolicited events are send to **tel\_drop\_admin**. Many like open a case, close a case, selection of case in special screen e\_fhsel, hold call, retrieve call and many others.
71. Ok we saw sending commands from front end to iMX TEL, but how iMX TEL sends a command open a case screen? Very, very good question! There is a special screen att\_tel, which can accept commands from iMX TEL. We use third type of ORACLE intersession communication DBMS\_ALERT. Each opened att\_tel screen opened by user registers a message box (ALERT). The address/name of this box is given by tel\_gest\_info.**refindividu**. Once att\_tel registers its message box, the screen is ready to accept commands from iMX TEL.
72. I do not understand, we have many users each with its own screen, each of them register its message box, how iMX TEL know to whom to send command? So configuration information of mangers is stored in table **tel\_gest\_info**. iMX TEL and att\_tel read the same data. So when we start a call for manager 007 and intervenant answers we send message to a message box registered by screen att\_tel for user 007.
73. Is there a difference between v8 and v9 in a way they process iMX TEL commands? YES. In v8 each instance of forms application has its own UNIX process and ORACLE session. In v9 we have a servlet container which provide REST services to the HTML screens. In v9 the front- end is divided on two parts back-end and front-end. It sound strange but from iMX TEL point of view iMX TEL is back-end and v9 back-end is front-end.
74. Ok but what is difference in processing of commands from iMX TEL? In short in v8 each att\_tel screen has its own oracle session and registers its own alert and receives commands directly in its ORACLE session. In v9 att\_tel is just HTML page. It does not have ORACLE session. So many att\_tel HTML pages share one ORACLE session handled by a service in REST service, living in servlet container. This means that in v8 att\_tel gets directly its command. In v9 HTML page uses some kind of **broker** which first receives the command than distributes it to HTML pages.
75. So how this broker does knows to which HTML pages to send command from iMX TEL? He does not. Each HTML screens call a REST service on each 2 seconds if there a command to me? From other side broker also asks ORACLE is there a command to someone of HTML pages I have to notify.
76. So on v9 we have two pooling threads? Yes one is the **broker** in servlet container and one in the HTML page in client web browser.
77. So in v8 the alert is read directly in the screen and there is no pooling? NO! Oracle forms does not support threads and screen has only one session to database so it must share this session with its data entry/button press logic, but also must receive unsolicited events from iMX TEL. So att\_tel also has pooling logic on 2 seconds, implemented with ORACLE timers.
78. \*So there is no big difference between v8 att\_tel and v9 att\_tel? YES and NO. In v9 we have broker which obviously is an additional element which is missing in v8. But in v8 this pooling happens in the ORACLE forms server so no HTTP overhead. In V9 the pooling happens in web browser and each 2 seconds an HTTP request is made. This is for better load balancing. But in practice v9 is slower than v8.
79. \*How slower is v9 than v8 from iMX TEL point of view? It is difficult to answer 1, 2 seconds to process a command. But if it happens iMX TEL to send 20-30 commands in a several milliseconds it will take some time broker to redistribute all those commands to HTML screens. Where the commands will be received by HTML pages.
80. \*So in v9 iMX TEL sends commands to broker which receives them and put in an internal servlet container buffer. From where HTML pages pool them? YES exactly!
81. \*This buffer appears to be bottleneck point in the processing of commands? YES. This buffer is critical section. While broker writes in buffer no HTML page could read from it and when HTML pages is reading its command broker must wait.
82. Is this a problem? Not at all. This is a modern best practices in implementing such kind of communication. Internally the broker uses JAVA ConcurentHashMap which is optimized for such kind of processing.
83. What is REST you have mentioned it several times? REST – representational state transfer ([What is REST? | Codecademy](https://www.codecademy.com/articles/what-is-rest)). In short it is architecture where the state is not kept in the server but in the client and is transferred when is needed. The benefit is more scalability.
84. Oh so iMX v9 is more scalable than iMX v8? Yes exactly.
85. How REST fits to telecommunication applications like iMX TEL? It does not fit at all. CALL SET UP, the call in its self and CALL TEAR DOWN are all STATEFULL so not possible to be represented in REST efficiently.
86. So what v9 is doing? The call state information is handled in both iMX TEL application and iMX TEL server.v9 just provides point where to send notification to open an HTML pages. So v9 do not care about CALL state as screen do not care for it. It just get commands from iMX TEL.
87. Ok I see. What screen is opened when a command for opening case is received? Usually it is screen to work with case. But when there is an incoming call and iMX TEL is not able to identify uniquely who is calling, special version of the command is send and screen e\_fhsel is opened.
88. Ok I see. How user makes himself available to iMX TEL? When user opens a screen att\_tel in version v8 press the button f1 in version v9 click button make a call. There is a field tel\_gest\_info.**status** which value is OCCUPE when user is not able to process calls or is not in att\_tel at all and so on. When button f1 is pressed or “make call” is clicked the value is changed from ‘OCCUPE’ to ‘LIBRE’ and user is made available to iMX TEL.
89. So once user makes himself ‘LIBRE’ iMX TEL starts calls for him? NO.
90. NO! Why? It depends from many thinks:
    1. First if user is configured to process only inbound calls, he will got a call when such happened
    2. Second if user is in opened line configuration, he must perform “open line” procedure before to be able to process a calls. Opened line is made successful when field tel\_gest\_info.**was\_dialed** = ‘O’;
    3. Third if user is working in special version, where integration with external system is made, user must be made himself available also there. This is given with tel\_gest\_info.**was\_agent** = ‘O’
91. Opened line! Does it mean there is closed line? Yes.
92. What is difference? Historically closed line is first mode of working in iMX TEL. It is simple and easy to use. Manager just enters in screen att\_tel, click button make call and iMX TEL starts dialing intervenants, once intervenant answers iMX TEL starts dialing managers phone.
93. What will happen if manager did not answer? This is really not good to happen. First, before to dial manager iMX TEL sends command to att\_tel to open case screen. We do this because when working in the office and manager phone is connected to local PBX dialing and answering happened faster than screen pop and it appears that manager is in conversation without to know with whom is in conversation. It is not correct to press make call button but not to be ready to answer the call in close line mode.
94. What happens when intervenant is busy, how iMX TEL starts next call to the manager? As we know iMX TEL is made from several processes. **tel\_admin** is the process which reads task information from table **tel\_liste**, **tel\_task\_manager** is actually task processor. When a call is finished with BUSY or NO ANSWER the first process which understands this is **tel\_listener**. As it is the process which receives unsolicited events from iMX TEL server. It make some changes in line/task shared memory and **tel\_task\_manager** goes to finish and release the task. As our call has been completed without CONNECTED **tel\_task\_manager makes** user LIBRE, so that **tel\_admin** is able to start next call to him.
95. What will happen if user makes himself ‘LIBRE’ and then exits att\_tel? In v8 this was not possible user is not able to leave att\_tel until case is opened. Once button f1 is pressed manager is stuck in the att\_tel.
96. So how than users is able to leave his work place? When case is opened user is able to press button PAUSE. Than when he returns in att\_tel, he is able to leave the screen.
97. Why it is made in this way? So let notice that iMX TEL does not have any way to know where in the screens of iMX is user. So that once user makes himself LIBRE and is in closed line. We are dialing one, two, three times until someone answers and then we send command to open a case. It is not possible for iMX TEL to know or to check if user is in att\_tel. Such kind of software where we will ask hundreds of screens are you there, are you there is not possible to work.
98. Is there a way of iMX TEL to know if user is in iMX or in screen att\_tel? NO. It is not needed we have two states in tel\_gest\_info.**status** = OCCUPE user is not able to process calls. It does not matter if he is in call, is not in att\_tel, has not pressed f1 he is just OCCUPE. iMX TEL do not care why.
99. So when user is made ‘LIBRE’ somehow tel\_admin will start call for him? YES exactly.
100. How many calls are started per manager? Usually one, but there is special type of campaign where is possible to start more calls per user. This is over dialing campaign.
101. How tel\_admin determines how much calls to start when user is configured to work in over dialing campaign? Over dialing campaign is defined when in table **tel\_categ**, field **dial\_mode** = ‘S’, also in table **tel\_categ** there is a field **surn\_coef** which has value < 100. This coefficient is defined as percentage of over dialing calls.
102. Ok if this coefficient has value 50% how much calls will **tel\_admin** launch? It is difficult to say. It depends from number of free managers configured to work on the campaign, the number of campaigns per which a free manager is set to work and the number of already running calls per campaign!
103. So it is not possible to predict how much calls will **tel\_admin** launch if you have two available managers? YES exactly. It is dynamic process of equilibrium of already launched calls and calls to be launched. To perform this **tel\_admin** DROPs already launched call when this equilibrium is violated.
104. How does over dialing works? In all other type of outgoing calls when call is launched we set manager for which we launch the call to OCCUPE. Tel\_gest\_info.**status** = ‘OCCUPE’. In over dialing mode as we start more calls than available managers and we do not know which call to which manager will go we left filed tel\_gest\_info.**status** = ‘LIBRE’.
105. So decision which call to which manger will go is not taken in **tel\_admin** for over dialing campaigns? YES exactly. It is made when the call to intervenant is answered. This decision is made in **tel\_task\_manager** as it is the module responsible to process telephony tasks.
106. OK but it seems that when intervenant answers the call there is probability not to have available manager to handle the call? Yes exactly.
107. Than what does iMX TEL do it with this call? It drops it. We call this ‘DECROCHERHU’ we put this information in tel\_liste.**libelle**, for the rappel iMX TEL creates. DECROCHERHU is created in **tel\_task\_manger**.
108. Ok what happens with already started calls from **tel\_admin** which are not answered but iMX TEL detects that there is no available managers? As I said it is a dynamic equilibrium, if some manager for which calls were started becomes BUSY **tel\_admin** DROPs numbers of calls per campaign calculated having in mind over dialing coefficient. We call this ‘SONNERHU’ we put this information in tel\_liste.**libelle**, for the rappel we created. SONNERHU’ is made in **tel\_admin**.
109. I did not get what is difference between ‘SONNERHU’ and ‘DECROCHERHU’? ‘SONNERHU’ is call DROPPED by **tel\_admin**, while call is still in Dialing phase! ‘DECROCHERHU’ is a call which is dropped by **tel\_task\_manager** when is answered.
110. It is clear now but why someone will want to work in this over dialing mode as it is some kind of disturbing people? iMX TEL is part of iMX application. Our goal is to contact people for which ES (expert system) identifies that are in state we can call them. Usually people we contact do not answer or are BUSY, so it happens to waste time of managers waiting for a call. To overcome this we launch more calls than available managers. In this way if 2 of 3 calls do not answer the third will so for one dialing interval we contact an intervenant.
111. OK it is clear now. So for calls we made but do not have a manager we create a new call RAPPEL? YES and for over dialing we call them **special rappels**. With name ‘SONNERHU’ and ‘DECROCHERHU’.
112. Super, are there other kind of born in process calls to be made? YES **usual** rappels. As we noticed our goal is to contact an intervenant on case, if he is busy or no answer iMX TEL creates line in table tel\_list where tel\_liste.ref\_categorie = NULL and tel\_liste.**rdvlink** = tel\_categ.**ref\_categorie**. We call this rappel/recall.
113. It seems that it is not possible to predict how much calls will iMX TEL do to contact an intervenant? YES exactly. This is the reason not to be able to predict how much calls will be performed to process entire campaign.
114. So if we have more managers on campaign C1 than C2 it is logical to process C1 before C2? It is difficult to answer such question it depends how much mangers are set to work on both campaigns simultaneously, how many cases each campaign has in tel\_liste and it depends from priority.
115. So how does iMX TEL works, how you will be able to know what will happen in next moment? You cannot. iMX TEL works in a bulk mode. It takes a set of all free managers configured on the campaigns and find lines for them in tel\_liste. This is what **tel\_admin** do. It is simple and very efficient.
116. It seems that iMX TEL do not care how much calls a manager has made before to route call to him, it is not fair? YES exactly. Our BIG GOAL is to process campaigns with thousands even hundreds of thousands of lines in tel\_liste per day. So iMX TEL is real time and very fast. If we try to be fair and do load balancing based on how much calls a manager already has made, we will just destroy iMX TEL.
117. How does inbound calls fit in this AD (automatic dialer) architecture? Clever, inbound calls are with higher priority than outgoing calls. So when a manager is configured to work on both type of campaigns **tel\_admin** checks in inbound calls queue if there a call to manager and if yes do not start outgoing call to him.
118. What happens if a manager is set to work on inbound and over dialing campaigns and there is an inbound call? So **tel\_admin** tries to adjust number of launched calls per manager depending on how much campaigns user is configured and number of pending calls in inbound queue. So it could happen **tel\_admin** to drop some calls. But as it is dynamic process it is possible an over dialing call to take manager in **tel\_task\_manage**r before this inbound call to go to the manager.
119. What happen with inbound call while staying in inbound queue? Nothing special some kind of IVR is played to the intervenant until he is routed to manager.
120. It seems that mixing a manager to work on inbound and outgoing campaigns could block outgoing calls? YES of course as said inbound calls are with higher priorities than outgoing so when there is an inbound calls in queue **tel\_admin** do not start call for the manager.
121. What is a big disadvantage of iMX TEL? It is priority based system, time spent to respect priorities is wasted time. iMX TEL could be in times faster if it do not respect priorities.
122. Why than iMX TEL have priorities? Because of the **g\_dossier.soldedb**! It is logical to try to contact first bigger debts.
123. Last question is this all about iMX TEL? Not at all this is only the tip of iceberg!
124. Really last question could you explain in short how iMX TEL works? Yes of course.

Three main UNIX modules of iMX TEL are **tel\_admin**, **tel\_task\_manager** and **tel\_listener**. Three main tables are **tel\_liste**, **tel\_gest\_info** and **tel\_categ**. **CITS** is iMX TEL telephony server which is running on Windows OS. CITS is network element. Its role is to provide universal access to telecommunication network. CITS isolates underwing telecommunication network used. iMX TEL has configurations with many different PBX system based on SIP or ISDN. In no one iMX TEL use specific PBX API to control it, so CITS is PBX independent. CITS follow ECTF (Enterprise Computer telephony Forum concepts). Information about the work which iMX TEL should do is stored in table **tel\_liste**. Tel\_admin is the module which reads this information combines it with information from table **tel\_gest\_info** for available managers and in a BULK start outgoing calls which are routed to proper managers. Data read from table **tel\_liste** from tel\_admin is put in System V Shared memory, this memory is called a TASK. For each task we have case reference, intervenant phone, manager phone, manager tty and so on. Once TASK is initialized **tel\_task\_manager** starts work on in it. Handling of TASK is done with FSM (finite state machines). For different tasks different state machines are used. Unsolicited events generated from telecommunication network as result of CALL SETUP and CALL TEAR DOWN are received in **tel\_listener**. When **tel\_listener** receives an unsolicited event for a line, **tel\_listner** sets proper flags in shared memory, so **tel\_task\_manager** can advance on corresponding state machine. Inbound calls starts their live in telecommunication network behind PBX. CITS receives inbound call, collects needed information and transfers this to the **tel\_listener**. Tel\_listener makes some essential checks, initialize TASK for inbound call and **tel\_task\_manager** starts processing the state machine for the IVR and inbound call.

**How can I trace automatic call with no answer?** All outgoing calls are initiated in tel\_admin, than processed by FSM in tel\_task\_manger and receive notifications for call progress in tel\_listener. So we have to look in $IMX\_TRACE/spl\_trace/tel\_admin.log, $IMX\_TRACE/spl\_trace/tel\_task\_manager.log and $IMX\_TRACE/spl\_trace/tel\_listener.log.

**tel\_admin.log**

11 15:07:44,005230: 1009. AllGestLibres=1

11 15:07:44,245323: 1203. Before Rappels Preview

11 15:07:44,274169: 1204. Before Automatic Rappels

11 15:07:44,393270: 1205. Before Rappels

11 15:07:44,454482: 1206. Before ServeCampaigns

11 15:07:44,489549: 1125. ServeCampaign [A40000K1], [A], [tous], [1]

11 15:07:44,489599: 1101. IsAvoidRappel A40000K1, tous

11 15:07:44,489608: 1104. Partage ALL

11 15:07:44,510103: 1126. Not a rappel process caategory [A40000K1]

11 15:07:44,514202: 1009. AllGestLibres=1

11 15:07:44,538840: 1005. GestLibres: [A40000K1][E0051][0889222231][]

11 15:07:44,663132: 1006: Categorie with priority call []

11 15:07:44,743909: 1007. GestLibres [A40000K1] SesID: [E0051] [1]

11 15:07:44,744134: 1008. GestLibres [A40000K1] 1.000000

11 15:07:44,744154: 1048. CampaignManager (A40000K1,1)

11 15:07:44,744159: 1049. qiCampaignSurnCoef[0] qiCampaignSurnCoefA[0] viDBTempsDeReponse[0] iRecherchesDBEnCours[0] dGestLibres[1.000000] qiMaxMcr[0]

11 15:07:44,744169: 1030. StartCallsDBAutomatic [A40000K1][1]

11 15:07:44,793956: 1031. [N] [LOCAL] [6937] [0888335074] [2103100002] [A6008MTJ] [N] [T] dyn.select [2519] bytes

11 15:07:44,866200: 1000. categ [A40000K1] doss [2103100002] inc\_etat\_pb:[N ] critere:[%SPP], critere\_lang:[], nomfichier:[] qstrCritereDetails[]

11 15:07:44,866256: 1001.dyn.select [664] bytes

11 15:07:44,937343: 2056. Find Free Task ref\_categorie [A40000K1], server [LOCAL]

11 15:07:44,937388: 2881. there is no entry in hash table for key LOCAL.BASE\_MAX\_OUT

11 15:07:44,937393: 2888. server [A40000K1] maxLow[-1] maxMax[-1]

11 15:07:44,937398: 2054. ref\_categorie [A40000K1], nLow 0, nHigh 29

11 15:07:44,937405: 2055. ref\_categorie [A40000K1], nFree 15, nUsed 0, PerCateg 0, PerVoiceMail 0

11 15:07:44,937412: 2107. Try Mutex lock 29

11 15:07:44,937426: 2110. (3) Mutex unlocked 29

11 15:07:44,937431: 2066. Found line 29 for server [LOCAL] and ref\_categorie [A40000K1]

11 15:07:44,992007: 1021. update TEL\_LISTE EN COURS: 1 lines, Doss: [2103100002], Category [A40000K1]

11 15:07:44,992051: 1012. UpdateStatusGestAlpha [E0051][OCCUPE]

11 15:07:45,052353: 1013. UpdateStatusGestAlpha: update tel\_gest\_info : status=[OCCUPE] : in\_call='O' : SesID=[E0051] : 1 lines

11 15:07:45,052404: 2247. 29 ts\_StartConnectDBAuto([A40000K1], [0888335074], [0889222231], [2103100002], [E0051], **[6937]**, [LOCAL], [N], [N], [T])

11 15:07:45,062042: 2242. TEL\_PREFIX with check [0888335074]

11 15:07:45,062089: 2244. [0888335074] : acRes=[]

11 15:07:45,062096: 2596. Returning pcNumber[0888335074]

11 15:07:45,062109: 2128. Ref\_catgory [A40000K1]

11 15:07:45,063754: 2129. Call wav [] for ref\_catgory A40000K1

11 15:07:45,063781: 2248. Ok

Each log line starts with timestamp. Than we have number of log. iMX TEL logs are foreseen to be used in hand with iMX TEL sources. *11 15:07:44,005230:* - time stamp; *1009.*log number. Where is applicable number of task/line in shared memory is added. *11 15:07:45,052404:* - timestamp, *2247.* – log number; *29* – task number. How to read above log? First tel\_admin found a free manager log number 1009. AllGestLibres=1. Once we have a free manager one with tel\_gest\_info.STATUS = ‘LIBRE’, tel\_admin starts to try to find a task for that manager. 11 15:07:44,489549: 1125. ServeCampaign [A40000K1], [A], [tous], [1] – there is a campaign to check.

11 15:07:44,514202: 1009. AllGestLibres=1

11 15:07:44,538840: 1005. GestLibres: [A40000K1][E0051][0889222231][]

We check again if there is still free manager, than check I this manager is configured to work for the campaign.

11 15:07:44,744154: 1048. CampaignManager (A40000K1,1)

Campaign manager pick up the campaign to process with 1 free manager

11 15:07:44,744169: 1030. StartCallsDBAutomatic [A40000K1][1]

Call starting routine is invoked.

11 15:07:44,793956: 1031. [N] [LOCAL] [6937] [0888335074] [2103100002] [A6008MTJ] [N] [T] dyn.select [2519] bytes

A line from tel\_liste is pick up – this line has call reference 6937, each line in tel\_liste has unique value which identifies call reference this is column tel\_liste.ref\_tel\_out.

11 15:07:44,866200: 1000. categ [A40000K1] doss [2103100002] inc\_etat\_pb:[N ] critere:[%SPP], critere\_lang:[], nomfichier:[] qstrCritereDetails[]

A check if case is still met campaign criteria. This is done because it is possible state of the case to change till iMX TEL is able to process it.

11 15:07:44,937343: 2056. Find Free Task ref\_categorie [A40000K1], server [LOCAL]

tel\_admin is trying to find free shared memory segment to init the task.

11 15:07:44,937431: 2066. Found line 29 for server [LOCAL] and ref\_categorie [A40000K1]

Such segment is found. It is with number 29 which corresponds to line number 29 in the telephony sever.

11 15:07:44,992007: 1021. update TEL\_LISTE EN COURS: 1 lines, Doss: [2103100002], Category [A40000K1]

update tel\_liste.status = ‘EN COURSE’. With this update we also tel\_liste.dtappe = sysdate. So the date of the call is the date task is found.

11 15:07:44,992051: 1012. UpdateStatusGestAlpha [E0051][OCCUPE]

11 15:07:45,052353: 1013. UpdateStatusGestAlpha: update tel\_gest\_info : status=[OCCUPE] : in\_call='O' : SesID=[E0051] : 1 lines

We make manager with tty E0051 OCCUPE. tel\_gest\_info.status = ‘OCCUPE’! we also raise in\_call flag. Tel\_gest\_info.in\_call = ‘O’.

11 15:07:45,052404: 2247. 29 ts\_StartConnectDBAuto([A40000K1], [0888335074], [0889222231], [2103100002], [E0051], **[6937]**, [LOCAL], [N], [N], [T])

Initializing task 29 for call reference 6937 in closed line first [N] after sever name [LOCAL]. With no PAMD and no recording.

11 15:07:45,063781: 2248. Ok

Initialization of tasks is completed. From here processing continues in tel\_task\_manager. To be able easy to find where in log file is it we user call reference in this case 6937.

tel\_task\_manager.log

11 15:07:44,987527: ----------Change in Task [29] ----------

11 15:07:44,987595: TaskStatus NEW [Z] OLD [^@] - TS\_SEIZURE, set by tel\_admin

11 15:07:44,987607: ++++++++++++ TelIVR [29] +++++++++++++++++++++

11 15:07:44,987614: ----------End of [29] ----------

11 15:07:45,090868: 2575. 29 ts\_reportLine: [A40000K1][0889222231][E0051]

11 15:07:45,135424: 2148. Sending alert refindividu A6008MTJ, mode 0, file <tel\_shared.pcs>, line <9520>, message INTERNAL . 1 0888335074

11 15:07:45,147204: 2183. Sending message to client - message=<CALL 0888335074 29

> file <tel\_task\_manager.pcs> line <7629> conn\_id <0>

11 15:07:45,147257: 2185. Bytes send <19>, data <CALL 0888335074 29

> via connection 0 [10.8.1.123] [7755] socket [6]

11 15:07:45,147272: ----------Change in Task [29] ----------

11 15:07:45,147277: TaskDescriptor NEW [1] OLD [0]

11 15:07:45,147282: TaskStatus NEW [D] OLD [Z]

11 15:07:45,147286: Refdoss NEW [2103100002] OLD []

11 15:07:45,147291: SesID NEW [E0051] OLD []

11 15:07:45,147296: RefCategorie NEW [A40000K1] OLD []

11 15:07:45,147307: ExtNumber NEW [0888335074] OLD []

11 15:07:45,147312: ExtNumberDB NEW [0888335074] OLD []

11 15:07:45,147316: GestNumber NEW [0889222231] OLD []

11 15:07:45,147320: ParentTask NEW [29] OLD [0]

11 15:07:45,147325: Is RDV Flag NEW [N] OLD [^@]

11 15:07:45,147329: iTransferred NEW [29] OLD [0]

11 15:07:45,147333: iTaskType NEW [2] OLD [0]

**11 15:07:45,147337: RefTelOut NEW [6937] OLD []**

11 15:07:45,147341: iDuration NEW [1615468065] OLD [0]

11 15:07:45,147345: RefType NEW [DB] OLD []

11 15:07:45,147349: isAuto NEW [O] OLD [^@]

11 15:07:45,147354: iHold NEW [29] OLD [0]

11 15:07:45,147358: iThirdTask NEW [29] OLD [0]

11 15:07:45,147362: iIsOutbound NEW [1] OLD [0]

11 15:07:45,147366: acServer NEW [LOCAL] OLD []

11 15:07:45,147371: acWasDialed NEW [N] OLD []

11 15:07:45,147375: iGestLine NEW [29] OLD [0]

11 15:07:45,147379: acRefIndividu NEW [A6008MTJ] OLD []

11 15:07:45,147383: iNextEvent NEW [-1] OLD [0]

11 15:07:45,147388: acTransfer NEW [T] OLD []

11 15:07:45,147392: iSecondOL NEW [29] OLD [0]

11 15:07:45,147396: ++++++++++++ TelIVR [29] +++++++++++++++++++++

11 15:07:45,147402: ----------End of [29] ----------

11 15:07:45,147407: ...........Change in SplTrace Line [29] ..........

11 15:07:45,147412: acDateStart NEW [2021-03-11] OLD []

11 15:07:45,147416: acHeurStart NEW [15:07:45] OLD []

11 15:07:45,147420: ............End of [29] ..........

11 15:07:45,354886: ----------Change in Task [29] ----------

11 15:07:45,354917: TaskStatus NEW [W] OLD [D]

11 15:07:45,354927: ++++++++++++ TelIVR [29] +++++++++++++++++++++

11 15:07:45,354933: ----------End of [29] ----------

11 15:07:45,354938: ++++++++++Change in Card Line [29] ++++++++++

11 15:07:45,354942: Line Status NEW [O], OLD [F]

11 15:07:45,354946: Last Line Status NEW [O], OLD [F]

11 15:07:45,354950: Number NEW [0888335074], OLD []

11 15:07:45,354954: Seisure Time NEW [1615468065], OLD [0]

11 15:07:45,354958: Release Time NEW [0], OLD [1615459331]

11 15:07:45,354963: ++++++++++End of [29] ++++++++++

11 15:07:45,090868: 2575. 29 ts\_reportLine: [A40000K1][0889222231][E0051]

11 15:07:45,135424: 2148. Sending alert refindividu A6008MTJ, mode 0, file <tel\_shared.pcs>, line <9520>, message INTERNAL . 1 0888335074

We sent notification to att\_tel screen to be shown in status field that there is a call in progress.

11 15:07:45,147204: 2183. Sending message to client - message=<CALL 0888335074 29

> file <tel\_task\_manager.pcs> line <7629> conn\_id <0>

Command CALL is send to CITS servers.

11 15:07:45,147272: ----------Change in Task [29] ----------

11 15:07:45,147402: ----------End of [29] ----------

tel\_task\_manager identifies any change in TASK fields and log them, only fields with change are logged. Fields names are self-explained.

11 15:07:46,285554: ++++++++++Change in Card Line [29] ++++++++++

11 15:07:46,285592: Line Status NEW [A], OLD [O]

11 15:07:46,285597: Last Line Status NEW [A], OLD [O]

11 15:07:46,285602: Alerting Time NEW [1615468066], OLD [0]

11 15:07:46,285607: ++++++++++End of [29] ++++++++++

11 15:08:30,262342: 2222. line 29, 203 29 ERR: Line timeout

15:08:30

11 15:08:30,262378: 3270. IStopCall isErrorToRepondeur:0 acError:203 29 ERR: Line timeout

iTask:29 status:A=C

11 15:08:30,262389: 3272. Error On Line:[29],[203 29 ERR: Line timeout

]. Restarting.

11 15:08:30,262396: 2183. Sending message to client - message=<DROP 29

> file <tel\_task\_manager.pcs> line <5166> conn\_id <0>

11 15:08:30,262435: 2185. Bytes send <8>, data <DROP 29

> via connection 0 [10.8.1.123] [7755] socket [6]

11 15:08:30,262463: 2575. 29 ts\_reportLine: [A40000K1][0889222231][E0051]

11 15:08:30,262707: 2148. Sending alert refindividu A6008MTJ, mode 0, file <tel\_shared.pcs>, line <9520>, message INTERNAL NRP 1 0888335074

11 15:08:30,270345: 3260. 29 TerminateTask [203 29 ERR: Line timeout

];

11 15:08:30,270379: 3095. ts\_finSplTraceTelTask 29 2 [N] [45]

11 15:08:30,272602: 3097. Task 29, ref\_category[A40000K1] category [RALI2] dial\_mode[A]

11 15:08:30,272625: 3100. 29 sql\_lr\_categid: [A40000K1] sql\_lr\_numero: [0888335074] sql\_lr\_poste: [0889222231], sql\_lr\_refdoss: [2103100002], sql\_lr\_ref\_tel: [], sql\_lr\_reftype: [DB]

11 15:08:30,274151: 29 3099. refindividu [A6008MTJ], SesID[E0051], Login[RG], ref\_perso [46] old\_status=[] in\_call=[O]

11 15:08:30,302849: 3103. 29 [A6008MTJ] Rows Affected 1

11 15:08:30,304385: 3108. 29 Gest name [RALITSA]

11 15:08:30,304425: 3110. 29 report\_file: [${IMX\_TRACE}/spl\_trace/Campagne\_RALI2\_20210311\_]

11 15:08:30,304450: 3111. 29 CUST\_STATE [203 29 ERR: Line timeout

] : CHRONO sql\_lr\_chrono [TEL\_SSREP]

11 15:08:30,304458: 3112. 29 GEST\_STATE [] : CHRONO sql\_lr\_chrono [TEL\_SSREP]

11 15:08:30,304466: 3481. 29 HST 15:07:45

11 15:08:30,304470: HCR 15:08:30

11 15:08:30,304475: HCT 203 29 ERR: Line timeout

11 15:08:30,304479: HGR

11 15:08:30,304484: HGT

11 15:08:30,304497: 3113. 29 HD 45

11 15:08:30,304681: 2214. No file /jump/intra/imx/trace/spl\_trace/Campagne\_RALI2\_20210311\_

11 15:08:30,304686: 2215. pipe file: []

11 15:08:30,304693: 2216. file - new name: [/jump/intra/imx/trace/spl\_trace/Campagne\_RALI2\_20210311\_150830.txt]

11 15:08:30,304922: 3076. 29 Task type, determines if an information is to be inserted in Chrono:[A40000K1],[203 29 ERR: Line timeout

],[] [2103100002]

11 15:08:30,305207: 2227. Oracle to Unix Diff: 0

11 15:08:30,305223: 3077. Evenment Request 29, [TEL\_SSREP]

11 15:08:30,413977: 3090. 29 Eventment bef inserted: Num: [10] Date: [2021-03-11 15:07:45] CName: [RALI2]

Crit: [%SPP] Doss: [2103100002] Numero: [0888335074] Type: [GSM] Prty: [2] Resultat: [S11]

11 15:08:30,461344: 3091. 29 Eventment inserted: Num: [10] 1

11 15:08:30,461457: 3114. 29 Evenment result: (0)

11 15:08:30,481393: 3134. insertStat: -1 rows: 1

11 15:08:30,481426: 2152. Task: [29]. Duration calculated:[]. Seconds total:[0]

11 15:08:30,506265: 3121. 29 update t\_appel 0 0, [2103100002] [0888335074] [] [A40000K1] [6937]

11 15:08:30,511128: 2001. sql error: NOTFOUND: checking in ts\_isNumerRDV if there is RDV created in tel\_liste for doss[2103100002] sql: ORA-01403: no data found

11 15:08:30,514816: 3116. 29 otl\_newref [A600QAOV]

11 15:08:30,514837: 3475 29 sql\_lr\_chrono[TEL\_SSREP] sql\_lr\_refdoss1[] sql\_lr\_refdoss[2103100002]

11 15:08:30,576857: 3117. 29 affected rows 1, values [TEL\_SSREP] [ SORTANT ] [0888335074] [DB] [2103100002] []

11 15:08:30,641872: 3118. 29 affected rows 1, values [TEL\_SSREP] [ SORTANT ] [0888335074] [DB] [2103100002] []

11 15:08:30,648884: 2880. sqUniq[] sqRefInfo[TEL\_SSREP] sqRefdoss[2103100002]

11 15:08:30,648940: 3261. 29 \*\*\*FinSplTrace\*\*\* (0)

11 15:08:30,648960: 3262. 29 TerminateTask Task Status W: Line Status (F) ErrorStatus : ^@

11 15:08:30,648969: 3263. 29 acErrorCode: [203]

11 15:08:30,648981: 3246. 29 OnDBGestCompleted [NRP]

11 15:08:30,652817: 3246. 29 task details = [0889222231][0888335074][0888335074][2103100002], [E0051][D][A40000K1][],[2],[6937]

11 15:08:30,652913: 3248. 29 OnDBGest: Commit bef update1 tel\_gest: 1 lines

11 15:08:30,652925: 3249. 29 OnDBGest: bef update1 tel\_gest\_info: [NRP] [2103100002] [2]

11 15:08:30,657617: 3250. 29 Rows Updated: [1] SesID [E0051]

11 15:08:30,661902: 3254. 29 OnDBGest:update2 tel\_liste: 0 lines ref\_tel\_out[6937]

11 15:08:30,661924: 3255. 29 Query Params:[E0051], [NRP], [0888335074], [2103100002], [A40000K1], [DB], [D]

11 15:08:30,669852: 3256. 29 OnDBGest. Rows Updated: [1] [2103100002] [A40000K1], [6937]

11 15:08:30,673644: 3257. 29 OnDBGest:update3arap tel\_liste: 0 lines [A40000K1] [2103100002] [0888335074] [DB]

11 15:08:30,673673: 2535. Release gest for SesID: [E0051] Initial WasDialed [N]

11 15:08:30,673681: 2595. iOpenLine [1] SemiMode [1] 1-YES 0-NO

11 15:08:30,701316: 2536. updated 1 SesID: E0051

11 15:08:30,709509: 2537. updated 1 SesID: E0051

11 15:08:30,712422: 3156. 29 serveOccupeModifGroupe: [A40000K1][][2103100002][DB]

11 15:08:30,739168: 3155. 29 serveNRPModifGroupe: [A40000K1] [] [2103100002] [DB]

11 15:08:30,759474: 3143. 29 serveNRPModif: [A40000K1][][2103100002][DB][0888335074]

11 15:08:30,799003: 3144. 29 serveNRPModif: [A40000K1] [2103100002] [DB] 1

11 15:08:30,799051: 2497. 29 ts\_iInsertRappel [0888335074] [6937] 1

11 15:08:30,804147: 2500. 29 ts\_iInsertRappel [2103100002] [0888335074] [A40000K1] [] 2

11 15:08:30,907711: 2505. 29 ts\_iInsertRappel: insert tel\_liste: 1 lines (0)

11 15:08:30,907751: 3145. 29 ts\_iInsertRappel return: 0

11 15:08:30,907930: 2047. Reset Task: [29], Parent Task[29], Transferred [29], iGestLine 29, TaskType [2].

11 15:08:30,907944: 2603. Try Mutex lock 29

11 15:08:30,907967: 2606. Mutex unlocked 29

11 15:08:30,262342: 2222. line 29, 203 29 ERR: Line timeout

User did not answer the call.

11 15:08:30,262396: 2183. Sending message to client - message=<DROP 29

> file <tel\_task\_manager.pcs> line <5166> conn\_id <0>

DROP command is send. Tel\_task\_manager have send DROP command to assure proper resource release in CITS server.

11 15:08:30,262707: 2148. Sending alert refindividu A6008MTJ, mode 0, file <tel\_shared.pcs>, line <9520>, message INTERNAL NRP 1 0888335074

tel\_task\_manager sends a notification to att\_tel that phone 0888335074 did not answer.

11 15:08:30,270379: 3095. ts\_finSplTraceTelTask 29 2 [N] [45]

tel\_ask\_manager starts finalization of the task 29

11 15:08:30,304450: 3111. 29 CUST\_STATE [203 29 ERR: Line timeout

] : CHRONO sql\_lr\_chrono [TEL\_SSREP]

It is sans response abrev from v\_domaine.

11 15:08:30,514816: 3116. 29 otl\_newref [A600QAOV]

11 15:08:30,514837: 3475 29 sql\_lr\_chrono[TEL\_SSREP] sql\_lr\_refdoss1[] sql\_lr\_refdoss[2103100002]

11 15:08:30,576857: 3117. 29 affected rows 1, values [TEL\_SSREP] [ SORTANT ] [0888335074] [DB] [2103100002] []

11 15:08:30,641872: 3118. 29 affected rows 1, values [TEL\_SSREP] [ SORTANT ] [0888335074] [DB] [2103100002] []

Insert information about the no answer call in iMX chrono, table t\_elements and g\_information.

11 15:08:30,648960: 3262. 29 TerminateTask Task Status W: Line Status (F) ErrorStatus : ^@

11 15:08:30,648969: 3263. 29 acErrorCode: [203]

11 15:08:30,648981: 3246. 29 OnDBGestCompleted [NRP]

Final steps of terminating the task with NO ANSWER reason.

11 15:08:30,673673: 2535. Release gest for SesID: [E0051] Initial WasDialed [N]

11 15:08:30,673681: 2595. iOpenLine [1] SemiMode [1] 1-YES 0-NO

11 15:08:30,701316: 2536. updated 1 SesID: E0051

11 15:08:30,709509: **2537. updated 1 SesID: E0051**

!Very important step of processing task when call is not connected. We must make user LIBRE again. tel\_gest\_info.status = ‘LIBRE’; For the call we have global settings of iMX TEL is in opened line but call made is in closed lines which means that call was in SEMI-MODE.

11 15:08:30,799051: 2497. 29 ts\_iInsertRappel [0888335074] [6937] 1

Because this call was no answer a rappel is created.

11 15:08:30,907930: 2047. Reset Task: [29], Parent Task[29], Transferred [29], iGestLine 29, TaskType [2].

Task 29 is rested and ready to be used for new call.

tel\_listerner.log in tel\_listener we do not have call reference so we find traces we look for based on timestamp and dialed number in this case.

11 12:43:15,703446: 4231. After loop gSOCKETCITSCONNBUFFER []

11 15:07:45,269148: 2049. 4014. recv from: ConnId 0, socket [6] [10.8.1.123] 7755.

[101 LINE 29 OPEN 0888335074

]

11 15:07:45,269183: 2049. 4014.dispatching: [101 LINE 29 OPEN 0888335074

]

11 15:07:45,269198: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

11 15:07:45,269208: 4044. line 29 set to O (O), tel n=[0888335074] [0888335074], 1

11 15:07:45,269214: 4231. After loop gSOCKETCITSCONNBUFFER []

11 15:07:46,273014: 2049. 4014. recv from: ConnId 0, socket [6] [10.8.1.123] 7755.

[101 LINE 29 ALERTING 0888335074

]

11 15:07:46,273038: 2049. 4014.dispatching: [101 LINE 29 ALERTING 0888335074

]

11 15:07:46,273046: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

11 15:07:46,273054: 4044. line 29 set to A (A), tel n=[0888335074] [0888335074], 1

11 15:07:46,273060: 4231. After loop gSOCKETCITSCONNBUFFER []

11 15:08:30,214797: 2049. 4014. recv from: ConnId 0, socket [6] [10.8.1.123] 7755.

[203 29 ERR: Line timeout

]

11 15:08:30,214853: 2049. 4014.dispatching: [203 29 ERR: Line timeout

]

11 15:08:30,214872: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

11 15:08:30,214885: 4223. Error detected : dispatching to line 29 set to E, src:D, msg=[203 29 ERR: Line timeout

11 15:08:30,214872: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

11 15:08:30,214885: 4223. Error detected : dispatching to line 29 set to E, src:D, msg=[203 29 ERR: Line timeout

]

11 15:08:30,214893: 4231. After loop gSOCKETCITSCONNBUFFER []

11 15:08:30,314940: 2049. 4014. recv from: ConnId 0, socket [6] [10.8.1.123] 7755.

[101 LINE 29 FREE 0888335074

101 LINE 29 FREE 0888335074

]

11 15:08:30,314973: 2049. 4014.dispatching: [101 LINE 29 FREE 0888335074

]

11 15:08:30,314986: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

11 15:08:30,314994: 4000. Task: [29] has no valid Record ID: [0]. Returning.

11 15:08:30,315000: 2468. Release\_in\_call\_Flag( 29 ) : iTaskType=[2] : SesID=[E0051] : acGestNumber=[0889222231]

11 15:08:30,315008: 4044. line 29 set to F (F), tel n=[0888335074] [0888335074], 1

11 15:08:30,315014: 2049. 4014.dispatching: [101 LINE 29 FREE 0888335074

]

11 15:08:30,315020: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

11 15:08:30,315028: 4000. Task: [29] has no valid Record ID: [0]. Returning.

11 15:08:30,315036: 2468. Release\_in\_call\_Flag( 29 ) : iTaskType=[2] : SesID=[E0051] : acGestNumber=[0889222231]

11 15:08:30,315044: 4044. line 29 set to F (F), tel n=[0888335074] [0888335074], 1

11 15:08:30,315051: 4231. After loop gSOCKETCITSCONNBUFFER []

[101 LINE 29 OPEN 0888335074

Unsolicited event received from CITS server, indicated that CITS will allocated resources for the call.

[101 LINE 29 ALERTING 0888335074

Unsolicited event received from CITS sever indicating that remote side phone device is ringing.

203 29 ERR: Line timeout

Unsolicited event received from CITS server indicating that remote side did not answer the call in timeout defined.

11 15:08:30,314940: 2049. 4014. recv from: ConnId 0, socket [6] [10.8.1.123] 7755.

[101 LINE 29 FREE 0888335074

101 LINE 29 FREE 0888335074

]

Two events received form CITS informing us the line 29 is FREE in CITS server.

11 15:08:30,315000: 2468. Release\_in\_call\_Flag( 29 ) : iTaskType=[2] : SesID=[E0051] : acGestNumber=[0889222231]

Important step of processing the call, we set tel\_gest\_info.in\_call = NULL.

**How can I trace vocal call with BUSY?** All outgoing calls are initiated in tel\_admin, than processed by FSM in tel\_task\_manger and receive notifications for call progress in tel\_listener. So we have to look in $IMX\_TRACE/spl\_trace/tel\_admin.log, $IMX\_TRACE/spl\_trace/tel\_task\_manager.log and $IMX\_TRACE/spl\_trace/tel\_listener.log.

tel\_admin.log

10 13:44:56,551149: 1201. MAIN LOOP LENGTH 5013 [0] --time from last watch dog check

10 13:44:56,551222: 2067. Find Free Task ref\_categorie [], server [LOCAL]

10 13:44:56,551245: 2054. ref\_categorie [], nLow 0, nHigh 29

10 13:44:56,551262: 2055. ref\_categorie [], nFree 15, nUsed 1, PerCateg 0, PerVoiceMail 0

10 13:44:56,551280: 2077. Found line 28 for server [LOCAL] and ref\_categorie []

10 13:44:56,551294: 2631. Found free line 28 for server LOCAL

10 13:44:56,552330: 1106. MVoc Cat Found = [A40002EE],[V],1;

10 13:44:56,552855: 2200. Time check 3 for categ A40002EE

10 13:44:56,553283: 2201. It's working time

10 13:44:56,553320: 1108. Vocal Campaign: [A40002EE] is in working time. Proceed.

10 13:44:56,553916: 1048. CampaignManager (A40002EE,6)

10 13:44:56,553957: 1049. qiCampaignSurnCoef[0] qiCampaignSurnCoefA[0] viDBTempsDeReponse[0] iRecherchesDBEnCours[0] dGestLibres[1.000000] qiMaxMcr[0]

10 13:44:56,554698: 1028. Vocal call to start: [2003110001] [0885201944] [999] [1] [3] [N] [DB] [DB], [827330],[V],[X] dyn.select [1571] bytes

10 13:44:56,555794: 1000. categ [A40002EE] doss [2003110001] inc\_etat\_pb:[N] critere:[%], critere\_lang:[], nomfichier:[RALI.TXT] qstrCritereDetails[]

10 13:44:56,555838: 2080. Find Free Task Vocal for ref\_categorie [A40002EE]

10 13:44:56,555858: 2881. there is no entry in hash table for key LOCAL.BASE\_MAX\_OUT

10 13:44:56,555872: 2887. server [A40002EE] maxLow[-1] maxMax[-1]

10 13:44:56,555888: 2054. ref\_categorie [A40002EE], nLow 0, nHigh 29

10 13:44:56,555906: 2055. ref\_categorie [A40002EE], nFree 15, nUsed 1, PerCateg 1, PerVoiceMail 0

10 13:44:56,555927: Count vocal lines in tel\_ligne: [3]

10 13:44:56,555940: 2078. nLow 0, nHigh 29

10 13:44:56,555954: 2079. Number of vocal tasks in shared memory: nUsedVocal [1]

10 13:44:56,555967: 2107. Try Mutex lock 28

10 13:44:56,555982: 2110. (3) Mutex unlocked 28

10 13:44:56,555995: 2094. Found line 28 for server [LOCAL] and ref\_categorie [A40002EE]

10 13:44:56,558910: 1021. update TEL\_LISTE EN COURS: 1 lines, Doss: [2003110001], Category [A40002EE]

10 13:44:56,558955: 2554. ts\_StartConnectDBVocal([A40002EE], [0885201944], [2003110001], [28], [DB], [827330], [], [LOCAL]) -- init task 8 for vocal call

10 13:44:56,559909: 2242. TEL\_PREFIX with check [0885201944]

10 13:44:56,559951: 2244. [0885201944] : acRes=[81]

10 13:44:56,559968: 2596. Returning pcNumber[810885201944]

10 13:44:56,559984: 2128. Ref\_catgory [A40002EE]

10 13:44:56,560258: 2129. Call wav [] for ref\_catgory A40002EE

10 13:44:56,560294: 2555. Ok

10 13:45:01,564018: 1201. MAIN LOOP LENGTH 5013 [0]

**tel\_task\_manager.log**

10 13:44:56,564089: 2575. 28 ts\_reportLine: [A40002EE][][]

10 13:44:56,564133: 2183. Sending message to client - message=<CALL 810885201944 28

> file <tel\_task\_manager.pcs> line <8150> conn\_id <0>

10 13:44:56,564193: 2185. Bytes send <21>, data <CALL 810885201944 28

> via connection 0 [192.9.202.56] [7755] socket [6]

10 13:44:56,564233: ----------Change in Task [28] ----------

10 13:44:56,564246: TaskDescriptor NEW [1] OLD [0]

10 13:44:56,564260: TaskStatus NEW [D] OLD [^@]

10 13:44:56,564273: Refdoss NEW [2003110001] OLD []

10 13:44:56,564287: RefCategorie NEW [A40002EE] OLD []

10 13:44:56,564300: ExtNumber NEW [810885201944] OLD []

10 13:44:56,564313: ExtNumberDB NEW [0885201944] OLD []

10 13:44:56,564327: Is RDV Flag NEW [N] OLD [^@]

10 13:44:56,564340: iTaskType NEW [2] OLD [0]

10 13:44:56,564353: RefTelOut NEW [827330] OLD []

10 13:44:56,564366: iDuration NEW [1615376696] OLD [0]

10 13:44:56,564379: RefType NEW [DB] OLD []

10 13:44:56,564392: isAuto NEW [N] OLD [^@]

10 13:44:56,564405: isVocal NEW [1] OLD [0]

10 13:44:56,564418: iIsOutbound NEW [1] OLD [0]

10 13:44:56,564432: acServer NEW [LOCAL] OLD []

10 13:44:56,564464: acWasDialed NEW [O] OLD []

10 13:44:56,564479: iTypeCampaign NEW [6] OLD [0]

10 13:44:56,564493: iNextEvent NEW [-1] OLD [0]

10 13:44:56,564507: iSecondOL NEW [28] OLD [0]

10 13:44:56,564520: acSendSMS NEW [X] OLD []

10 13:44:56,564533: iRepLine NEW [-1] OLD [0]

10 13:44:56,564558: ++++++++++++ TelIVR [28] +++++++++++++++++++++

10 13:44:56,564576: ----------End of [28] ----------

10 13:44:56,564590: ...........Change in SplTrace Line [28] ..........

10 13:44:56,564603: acDateStart NEW [2021-03-10] OLD []

10 13:44:56,564616: acHeurStart NEW [13:44:56] OLD []

10 13:44:56,564629: ............End of [28] ..........

10 13:44:56,670182: ----------Change in Task [28] ----------

10 13:44:56,670242: TaskStatus NEW [W] OLD [D]

10 13:44:56,670268: ++++++++++++ TelIVR [28] +++++++++++++++++++++

10 13:44:56,670287: ----------End of [28] ----------

10 13:44:56,670301: ++++++++++Change in Card Line [28] ++++++++++

10 13:44:56,670315: Line Status NEW [O], OLD [F]

10 13:44:56,670328: Last Line Status NEW [O], OLD [F]

10 13:44:56,670341: Number NEW [810885201944], OLD [0]

10 13:44:56,670355: Seisure Time NEW [1615376696], OLD [1615376691]

10 13:44:56,670369: Alerting Time NEW [0], OLD [1615376692]

10 13:44:56,670383: Release Time NEW [0], OLD [1615376693]

10 13:44:56,670396: ++++++++++End of [28] ++++++++++

10 13:44:57,719482: ++++++++++Change in Card Line [28] ++++++++++

10 13:44:57,719524: Line Status NEW [A], OLD [O]

10 13:44:57,719534: Last Line Status NEW [A], OLD [O]

10 13:44:57,719543: Alerting Time NEW [1615376697], OLD [0]

10 13:44:57,719550: ++++++++++End of [28] ++++++++++

10 13:44:58,036100: 2222. line 28, 202 28 ERR: Line busy

13:44:58

10 13:44:58,036136: 3276. Error On Line:[28],[202 28 ERR: Line busy

]. Restarting.

10 13:44:58,036157: 2183. Sending message to client - message=<DROP 28

> file <tel\_task\_manager.pcs> line <5776> conn\_id <0>

10 13:44:58,036222: 2185. Bytes send <8>, data <DROP 28

> via connection 0 [192.9.202.56] [7755] socket [6]

10 13:44:58,036264: 3278. 28 Possible error on Parent line. Parent Line:[28],[202 28 ERR: Line busy

]. Restarting.

10 13:44:58,036281: 2575. 28 ts\_reportLine: [A40002EE][][]

10 13:44:58,036296: 3260. 28 TerminateTask [202 28 ERR: Line busy

];

10 13:44:58,036317: 3095. ts\_finSplTraceTelTask 28 2 [O] [2]

10 13:44:58,036635: 3097. Task 28, ref\_category[A40002EE] category [MISHO OUT TEL DEMO] dial\_mode[V]

10 13:44:58,036677: 3100. 28 sql\_lr\_categid: [A40002EE] sql\_lr\_numero: [0885201944] sql\_lr\_poste: [], sql\_lr\_refdoss: [2003110001], sql\_lr\_ref\_tel: [], sql\_lr\_reftype: [DB]

10 13:44:58,036693: 28 3099. refindividu [], SesID[], Login[], ref\_perso [-1] old\_status=[] in\_call=[]

10 13:44:58,036865: 3103. 28 [] Rows Affected 1

10 13:44:58,037104: 3108. 28 Gest name []

10 13:44:58,037151: 3110. 28 report\_file: [${IMX\_TRACE}/spl\_trace/Campagne\_MISHO OUT TEL DEMO\_20210310\_]

10 13:44:58,037182: 3111. 28 CUST\_STATE [202 28 ERR: Line busy

] : CHRONO sql\_lr\_chrono [TEL\_OCCUP]

10 13:44:58,037208: 3112. 28 GEST\_STATE [] : CHRONO sql\_lr\_chrono [TEL\_OCCUP]

10 13:44:58,037242: 3481. 28 HST 13:44:56

10 13:44:58,037264: HCR 13:44:58

10 13:44:58,037285: HCT 202 28 ERR: Line busy

10 13:44:58,037308: HGR

10 13:44:58,037329: HGT

10 13:44:58,037347: 3113. 28 HD 2

10 13:44:58,037415: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask Campagne\_MISHO\_OUT\_TEL\_DEMO\_20210310\_

10 13:44:58,037546: 2213. File /hnid/intra/imx/trace/spl\_trace/Campagne\_MISHO\_OUT\_TEL\_DEMO\_20210310\_134453.txt, time 1615376693, entry -595037176

10 13:44:58,037612: 2215. pipe file: [/hnid/intra/imx/trace/spl\_trace/Campagne\_MISHO\_OUT\_TEL\_DEMO\_20210310\_134453.txt]

10 13:44:58,037700: 3076. 28 Task type, determines if an information is to be inserted in Chrono:[A40002EE],[202 28 ERR: Line busy

],[] [2003110001]

10 13:44:58,037984: 2227. Oracle to Unix Diff: 0

10 13:44:58,038019: 3077. Evenment Request 28, [TEL\_OCCUP]

10 13:44:58,039727: 3090. 28 Eventment bef inserted: Num: [10] Date: [2021-03-10 13:44:56] CName: [MISHO OUT TEL DEMO]

Crit: [%] Doss: [2003110001] Numero: [0885201944] Type: [] Prty: [] Resultat: [S10]

10 13:44:58,099301: 3091. 28 Eventment inserted: Num: [10] 1

10 13:44:58,099540: 3114. 28 Evenment result: (0)

10 13:44:58,102411: 3134. insertStat: -1 rows: 1

10 13:44:58,102477: 2152. Task: [28]. Duration calculated:[]. Seconds total:[0]

10 13:44:58,102978: 3121. 28 update t\_appel 0 0, [2003110001] [0885201944] [] [A40002EE] [827330]

10 13:44:58,103270: 2001. sql error: NOTFOUND: checking in ts\_isNumerRDV if there is RDV created in tel\_liste for doss[2003110001] sql: ORA-01403: no data found

10 13:44:58,103698: 3116. 28 otl\_newref [A600590O]

10 13:44:58,103740: 3475 28 sql\_lr\_chrono[TEL\_OCCUPV] sql\_lr\_refdoss1[] sql\_lr\_refdoss[2003110001]

10 13:44:58,131299: 3117. 28 affected rows 1, values [TEL\_OCCUPV] [ SORTANT ] [0885201944] [DB] [2003110001] [] –insert in t\_elements

10 13:44:58,135027: 3118. 28 affected rows 1, values [TEL\_OCCUPV] [ SORTANT ] [0885201944] [DB] [2003110001] [] --insert in g\_information

10 13:44:58,135469: 2880. sqUniq[] sqRefInfo[TEL\_OCCUPV] sqRefdoss[2003110001]

10 13:44:58,135513: 3261. 28 \*\*\*FinSplTrace\*\*\* (0)

10 13:44:58,135530: 3262. 28 TerminateTask Task Status W: Line Status (F) ErrorStatus : ^@ SendSMS [X]

10 13:44:58,135545: 3263. 28 acErrorCode: [202]

10 13:44:58,135559: 3246. 28 OnDBGestCompleted [BUSY]

10 13:44:58,135843: 3246. 28 task details = [][810885201944][0885201944][2003110001], [][D][A40002EE][],[1],[827330]

10 13:44:58,136324: 3254. 28 OnDBGest:update2 tel\_liste: 0 lines ref\_tel\_out[827330]

10 13:44:58,136364: 3255. 28 Query Params:[], [BUSY], [0885201944], [2003110001], [A40002EE], [DB], [D]

10 13:44:58,139727: 3256. 28 OnDBGest. Rows Updated: [1] [2003110001] [A40002EE], [827330]

10 13:44:58,140123: 3257. 28 OnDBGest:update3arap tel\_liste: 0 lines [A40002EE] [2003110001] [0885201944] [DB]

10 13:44:58,140159: 3156. 28 serveOccupeModifGroupe: [A40002EE][][2003110001][DB][3][1]

10 13:44:58,140492: 3149. 28 Numero[0885201944] StartBusy[0] StartNoAnswer[0] StartNoCon[0] StartCycle[0] sqRefTelOut[827330]

10 13:44:58,140538: 2497. 28 ts\_iInsertRappel [0885201944] [827330] 1

10 13:44:58,140731: 2500. 28 ts\_iInsertRappel [2003110001] [0885201944] [A40002EE] [] 1 [] [1] [0] [0] [0]

10 13:44:58,146065: 2505. 28 ts\_iInsertRappel: insert tel\_liste: 1 lines (0)

10 13:44:58,146100: 3150. 28 ts\_iInsertRappel return: 0

10 13:44:58,149690: 3157. updated 1

10 13:44:58,149727: 2047. Reset Task: [28], Parent Task[28], Transferred [28], iGestLine 28, TaskType [2].

10 13:44:58,149741: 2603. Try Mutex lock 28

10 13:44:58,149754: 2606. Mutex unlocked 28

**tel\_listener.log**

10 13:44:47,780201: 4231. After loop gSOCKETCITSCONNBUFFER []

10 13:44:51,684250: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 28 OPEN 810885201944

] –unsolicited event that call processing has been started on line 28

10 13:44:51,684309: 2049. 4014.dispatching: [101 LINE 28 OPEN 810885201944

]

10 13:44:51,684329: 2020. CITS line 28 from connection 0 is converted to iMX TEL line 28

10 13:44:51,684349: 4044. line 28 set to O (O), tel n=[810885201944] [810885201944], 1

10 13:44:51,684365: 4231. After loop gSOCKETCITSCONNBUFFER []

10 13:44:52,785485: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 28 ALERTING 810885201944

] -- call progress debtor phone alerting

10 13:44:52,785555: 2049. 4014.dispatching: [101 LINE 28 ALERTING 810885201944

]

10 13:44:52,785575: 2020. CITS line 28 from connection 0 is converted to iMX TEL line 28

10 13:44:52,785596: 4044. line 28 set to A (A), tel n=[810885201944] [810885201944], 1

10 13:44:52,785611: 4231. After loop gSOCKETCITSCONNBUFFER []

10 13:44:53,085941: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[202 28 ERR: Line busy

101 LINE 28 FREE 5486 810885201944

] --Debotr phone is busy

10 13:44:53,086015: 2049. 4014.dispatching: [202 28 ERR: Line busy

]

10 13:44:53,086060: 2020. CITS line 28 from connection 0 is converted to iMX TEL line 28

10 13:44:53,086091: 4223. Error detected : dispatching to line 28 set to E, src:D, msg=[202 28 ERR: Line busy

]

10 13:44:53,086107: 2049. 4014.dispatching: [101 LINE 28 FREE **5486** 810885201944

] --5486 is Dialogic release cause which is SIP 486 - **486 Busy Here**

10 13:44:53,286588: 2049. 4014.dispatching: [101 LINE 28 FREE 0 810885201944

]

10 13:44:53,286630: 2020. CITS line 28 from connection 0 is converted to iMX TEL line 28

10 13:44:53,286658: 4000. Task: [28] has no valid Record ID: [0]. Returning.

10 13:44:53,286680: 2468. Release\_in\_call\_Flag( 28 ) : iTaskType=[2] : SesID=[] : acGestNumber=[]

10 13:44:53,286707: 4044. line 28 set to F (F), tel n=[0] [0], 1

10 13:44:53,286724: 4231. After loop gSOCKETCITSCONNBUFFER []

**How to trace successful DIRECT call?** Direct calls are initiated in screens and command for them is handled by in **tel\_direct\_admin**, than processed by FSM in tel\_task\_manger and receive notifications for call progress in tel\_listener. So we have to look in $IMX\_TRACE/spl\_trace/tel\_admin.log, $IMX\_TRACE/spl\_trace/tel\_task\_manager.log and $IMX\_TRACE/spl\_trace/tel\_listener.log.

**tel\_direct\_admin.log**

08 08:27:03,097020: 1229. DirectCall Message from refindividu [A8003UJG], for call [827242]

08 08:27:03,149263: **1056. ServeDirectCalls [N], [2001150006], [0885201944], [8080313], [DIRECT], [DB], [E0065], [mmihalev], [827242], [LOCAL], [T]**

08 08:27:03,163941: 2056. Find Free Task ref\_categorie [DIRECT], server [LOCAL]

08 08:27:03,163983: 2881. there is no entry in hash table for key LOCAL.BASE\_MAX\_OUT

08 08:27:03,163991: 2888. server [DIRECT] maxLow[-1] maxMax[-1]

08 08:27:03,163998: 2054. ref\_categorie [DIRECT], nLow 0, nHigh 29

08 08:27:03,164016: 2055. ref\_categorie [DIRECT], nFree 16, nUsed 0, PerCateg 0, PerVoiceMail 0

08 08:27:03,164024: 2107. Try Mutex lock 29

08 08:27:03,164038: 2110. (3) Mutex unlocked 29

08 08:27:03,164043: 2066. Found line 29 for server [LOCAL] and ref\_categorie [DIRECT]

08 08:27:03,209933: 1057. update tel\_gest\_info : poste\_tel=[8080313] : 1 lines

08 08:27:03,222541: 1058. update tel\_liste: 1 lines [827242] – update tel\_lsite.status = ‘EN COURSE’

08 08:27:03,222581: 2261. ts\_StartConnectGest([N], [DIRECT], [0885201944], [8080313], [2001150006], [E0065], 29, 29, [827242], [LOCAL]) Parent isSpecial: [0], Task isSpecial: [0], [T]

--init task 29 for direct call

08 08:27:03,224895: 2240. [A8003UJG] : DIRECT\_PREFIX []

08 08:27:03,270272: 2242. TEL\_PREFIX with check [0885201944]

08 08:27:03,270373: 2244. [0885201944] : acRes=[81]

08 08:27:03,270393: 2596. Returning pcNumber[810885201944]

08 08:27:03,270435: 2262. Ok

08 08:27:03,272242: 1225. Pipe LOOP. [tel\_direct\_admin][LOCAL] is going to wait on pipe

tel\_task\_manager.log

08 08:27:03,226538: ----------Change in Task [29] ----------

08 08:27:03,226571: TaskStatus NEW [Z] OLD [^@]

08 08:27:03,226580: RefCategorie NEW [DIRECT] OLD []

08 08:27:03,226588: ExtNumberDB NEW [0885201944] OLD []

08 08:27:03,226599: ++++++++++++ TelIVR [29] +++++++++++++++++++++

08 08:27:03,226609: ----------End of [29] ----------

08 08:27:03,331979: 2218. 29 29 1cpy.

08 08:27:03,332014: 2219. 2cpy.

08 08:27:03,332028: 2220. 3cpy. 2021-03-08

08 08:27:03,332041: 2221. 4cpy. 08:27:03

08 08:27:03,332066: 2183. Sending message to client - message=<CALL 8080313 29

> file <tel\_task\_manager.pcs> line <8190> conn\_id <0> -- we dial first manager

08 08:27:03,332115: 2185. Bytes send <16>, data <CALL 8080313 29

> via connection 0 [192.9.202.56] [7755] socket [6]

08 08:27:03,332132: 3487. 29 useTRANSWAV[0] TaskType[1] acTRANSWAV\_FILE[c:\\cits\_wav\\ringback.wav ]

08 08:27:03,332157: ----------Change in Task [29] ----------

08 08:27:03,332171: TaskDescriptor NEW [2] OLD [0]

08 08:27:03,332183: TaskStatus NEW [D] OLD [Z]

08 08:27:03,332196: Refdoss NEW [2001150006] OLD []

08 08:27:03,332209: SesID NEW [E0065] OLD []

08 08:27:03,332222: ExtNumber NEW [810885201944] OLD []

08 08:27:03,332235: GestNumber NEW [8080313] OLD []

08 08:27:03,332248: ParentTask NEW [29] OLD [0]

08 08:27:03,332262: Is RDV Flag NEW [N] OLD [^@]

08 08:27:03,332274: iTransferred NEW [29] OLD [0]

08 08:27:03,332287: iTaskType NEW [1] OLD [0]

08 08:27:03,332300: RefTelOut NEW [827242] OLD []

08 08:27:03,332312: iDuration NEW [1615184823] OLD [0]

08 08:27:03,332326: isAuto NEW [N] OLD [^@]

08 08:27:03,332339: iHold NEW [29] OLD [0]

08 08:27:03,332351: iThirdTask NEW [29] OLD [0]

08 08:27:03,332364: iIsOutbound NEW [1] OLD [0]

08 08:27:03,332377: acServer NEW [LOCAL] OLD []

08 08:27:03,332390: acWasDialed NEW [N] OLD []

08 08:27:03,332403: iGestLine NEW [29] OLD [0]

08 08:27:03,332416: acRefIndividu NEW [A8003UJG] OLD []

08 08:27:03,332429: iNextEvent NEW [-1] OLD [0]

08 08:27:03,332464: acTransfer NEW [T] OLD []

08 08:27:03,332480: iSecondOL NEW [29] OLD [0]

08 08:27:03,332493: iRepLine NEW [-1] OLD [0]

08 08:27:03,332506: ++++++++++++ TelIVR [29] +++++++++++++++++++++

08 08:27:03,332523: ----------End of [29] ----------

08 08:27:03,332537: ...........Change in SplTrace Line [29] ..........

08 08:27:03,332550: acDateStart NEW [2021-03-08] OLD []

08 08:27:03,332563: acHeurStart NEW [08:27:03] OLD []

08 08:27:03,332576: ............End of [29] ..........

08 08:27:03,438038: ----------Change in Task [29] ----------

08 08:27:03,438119: TaskStatus NEW [W] OLD [D]

08 08:27:03,438154: ++++++++++++ TelIVR [29] +++++++++++++++++++++

08 08:27:03,438173: ----------End of [29] ----------

08 08:27:03,438187: ++++++++++Change in Card Line [29] ++++++++++

08 08:27:03,438200: Line Status NEW [O], OLD [F]

08 08:27:03,438213: Last Line Status NEW [O], OLD [F]

08 08:27:03,438225: Number NEW [8080313], OLD [0]

08 08:27:03,438239: Seisure Time NEW [1615184823], OLD [0]

08 08:27:03,438252: Release Time NEW [0], OLD [1615184753]

08 08:27:03,438265: ++++++++++End of [29] ++++++++++

08 08:27:03,543564: ++++++++++Change in Card Line [29] ++++++++++

08 08:27:03,543624: Line Status NEW [A], OLD [O]

08 08:27:03,543641: Last Line Status NEW [A], OLD [O]

08 08:27:03,543655: Alerting Time NEW [1615184823], OLD [0]

08 08:27:03,543669: ++++++++++End of [29] ++++++++++

08 08:27:08,805957: 2056. Find Free Task ref\_categorie [DIRECT], server [LOCAL] –when manager pick ups the phine we continue with debtor

08 08:27:08,806039: 2881. there is no entry in hash table for key LOCAL.BASE\_MAX\_OUT

08 08:27:08,806056: 2888. server [DIRECT] maxLow[-1] maxMax[-1]

08 08:27:08,806071: 2054. ref\_categorie [DIRECT], nLow 0, nHigh 29

08 08:27:08,806087: 2055. ref\_categorie [DIRECT], nFree 15, nUsed 1, PerCateg 1, PerVoiceMail 0

08 08:27:08,806105: 2064. Last Wait is on line 13, Low 0, High 29

08 08:27:08,806123: 2107. Try Mutex lock 14

08 08:27:08,806151: 2110. (3) Mutex unlocked 14

08 08:27:08,806177: 2065. Found line 14 for server [LOCAL] and ref\_categorie [DIRECT]

08 08:27:08,806197: 2247. 14 ts\_StartConnectDBAuto([DIRECT], [0885201944], [8080313], [2001150006], [E0065], [827242], [LOCAL], [N], [N], [T]) -- init line 14 for calling debtor

08 08:27:08,807845: 2240. [A8003UJG] : DIRECT\_PREFIX []

08 08:27:08,809787: 2242. TEL\_PREFIX with check [0885201944]

08 08:27:08,809834: 2244. [0885201944] : acRes=[81]

08 08:27:08,809852: 2596. Returning pcNumber[810885201944]

08 08:27:08,809898: 2128. Ref\_catgory [DIRECT]

08 08:27:08,813430: 2129. Call wav [] for ref\_catgory DIRECT

08 08:27:08,813463: 2248. Ok

08 08:27:08,813474: 2225. line 29, CONNECTED

08 08:27:08,813481: ----------Change in Task [29] ----------

08 08:27:08,813487: TaskStatus NEW [F] OLD [W]

08 08:27:08,813493: ParentTask NEW [14] OLD [29]

08 08:27:08,813499: iDuration NEW [1615184828] OLD [1615184823]

08 08:27:08,813507: ++++++++++++ TelIVR [29] +++++++++++++++++++++

08 08:27:08,813515: ----------End of [29] ----------

08 08:27:08,813521: ++++++++++Change in Card Line [29] ++++++++++

08 08:27:08,813526: Line Status NEW [C], OLD [A]

08 08:27:08,813531: Last Line Status NEW [C], OLD [A]

08 08:27:08,813536: Answer Time NEW [1615184828], OLD [0]

08 08:27:08,813542: ++++++++++End of [29] ++++++++++

08 08:27:08,813548: ...........Change in SplTrace Line [29] ..........

08 08:27:08,813553: acGestState NEW [CONNECTED] OLD []

08 08:27:08,813559: acHeurGestRcv NEW [08:27:08] OLD []

08 08:27:08,813564: ............End of [29] ..........

08 08:27:08,917086: 2575. 14 ts\_reportLine: [DIRECT][8080313][E0065]

08 08:27:08,917138: 2183. Sending message to client - message=<CALL 810885201944 14

> file <tel\_task\_manager.pcs> line <8150> conn\_id <0> --dialing debtor

08 08:27:08,917192: 2185. Bytes send <21>, data <CALL 810885201944 14

> via connection 0 [192.9.202.56] [7755] socket [6]

08 08:27:08,917211: ----------Change in Task [14] ----------

08 08:27:08,917225: TaskDescriptor NEW [1] OLD [0]

08 08:27:08,917238: TaskStatus NEW [D] OLD [^@]

08 08:27:08,917251: Refdoss NEW [2001150006] OLD []

08 08:27:08,917265: SesID NEW [E0065] OLD []

08 08:27:08,917278: RefCategorie NEW [DIRECT] OLD []

08 08:27:08,917291: ExtNumber NEW [810885201944] OLD []

08 08:27:08,917304: ExtNumberDB NEW [0885201944] OLD []

08 08:27:08,917317: GestNumber NEW [8080313] OLD []

08 08:27:08,917330: ParentTask NEW [14] OLD [0]

08 08:27:08,917391: Is RDV Flag NEW [N] OLD [^@]

08 08:27:08,917423: iTransferred NEW [14] OLD [0]

08 08:27:08,917440: iTaskType NEW [2] OLD [0]

08 08:27:08,917475: RefTelOut NEW [827242] OLD []

08 08:27:08,917489: iDuration NEW [1615184828] OLD [0]

08 08:27:08,917502: RefType NEW [DB] OLD []

08 08:27:08,917515: isAuto NEW [O] OLD [^@]

08 08:27:08,917528: iHold NEW [14] OLD [0]

08 08:27:08,917540: iThirdTask NEW [14] OLD [0]

08 08:27:08,917553: iIsOutbound NEW [1] OLD [0]

08 08:27:08,917567: acServer NEW [LOCAL] OLD []

08 08:27:08,917580: acWasDialed NEW [N] OLD []

08 08:27:08,917592: iGestLine NEW [29] OLD [0]

08 08:27:08,917605: acRefIndividu NEW [A8003UJG] OLD []

08 08:27:08,917618: iNextEvent NEW [-1] OLD [0]

08 08:27:08,917632: acTransfer NEW [T] OLD []

08 08:27:08,917644: iSecondOL NEW [14] OLD [0]

08 08:27:08,917658: iRepLine NEW [-1] OLD [0]

08 08:27:08,917670: ++++++++++++ TelIVR [14] +++++++++++++++++++++

08 08:27:08,917688: ----------End of [14] ----------

08 08:27:08,917702: ...........Change in SplTrace Line [14] ..........

08 08:27:08,917715: acDateStart NEW [2021-03-08] OLD []

08 08:27:08,917728: acHeurStart NEW [08:27:08] OLD []

08 08:27:08,917741: ............End of [14] ..........

08 08:27:09,023540: ----------Change in Task [14] ----------

08 08:27:09,023603: TaskStatus NEW [W] OLD [D]

08 08:27:09,023633: ++++++++++++ TelIVR [14] +++++++++++++++++++++

08 08:27:09,023653: ----------End of [14] ----------

08 08:27:09,023670: ++++++++++Change in Card Line [14] ++++++++++

08 08:27:09,023685: Line Status NEW [O], OLD [F]

08 08:27:09,023701: Last Line Status NEW [O], OLD [F]

08 08:27:09,023716: Number NEW [810885201944], OLD [0]

08 08:27:09,023732: Seisure Time NEW [1615184828], OLD [0]

08 08:27:09,023764: Release Time NEW [0], OLD [1615184753]

08 08:27:09,023781: ++++++++++End of [14] ++++++++++

08 08:27:10,081194: ++++++++++Change in Card Line [14] ++++++++++

08 08:27:10,081231: Line Status NEW [A], OLD [O]

08 08:27:10,081239: Last Line Status NEW [A], OLD [O]

08 08:27:10,081246: Alerting Time NEW [1615184830], OLD [0]

08 08:27:10,081252: ++++++++++End of [14] ++++++++++

08 08:27:19,553361: 2222. line 14, CONNECTED 08:27:19

08 08:27:19,561971: 3134. insertStat: 1 rows: 1

08 08:27:19,562005: 3400. 14 Rendezvous1 [LOCAL] [N]

08 08:27:19,562015: 2415. ts\_findLineFromGestTel 8080313 LOCAL

08 08:27:19,562024: 2416. Found Gest Task 29 8080313 14

08 08:27:19,562032: 2218. 29 14 1cpy. CONNECTED

08 08:27:19,562039: 2219. 2cpy. 08:27:19

08 08:27:19,562046: 2220. 3cpy. 2021-03-08

08 08:27:19,562052: 2221. 4cpy. 08:27:08

08 08:27:19,562059: 3402. 14 Rendezvous2 [LOCAL][N] [][]

08 08:27:19,674591: 3403. 14 Signal 2001150006 (DIRECT-8080313)

08 08:27:19,674668: 2183. Sending message to client - message=<TRANSFER 14 29

> file <tel\_task\_manager.pcs> line <8416> conn\_id <0> -- CITS make full duplex connection

08 08:27:19,674746: 2185. Bytes send <15>, data <TRANSFER 14 29

> via connection 0 [192.9.202.56] [7755] socket [6]

08 08:27:19,674796: 2225. line 14, TRANSFERRED 08:27:19

08 08:27:19,674828: 3246. 14 OnDBGestCompleted [CONNECTED]

08 08:27:19,686605: 3246. 14 task details = [8080313][810885201944][0885201944][2001150006], [E0065][][DIRECT][],[],[827242]

08 08:27:19,693778: 3247. 14 Connected: direct update tel\_liste: 1 lines [0885201944] [8080313]

08 08:27:19,693813: ----------Change in Task [14] ----------

08 08:27:19,693819: TaskStatus NEW [F] OLD [W]

08 08:27:19,693825: iTransferred NEW [29] OLD [14]

08 08:27:19,693829: iDuration NEW [1615184839] OLD [1615184828]

08 08:27:19,693836: ++++++++++++ TelIVR [14] +++++++++++++++++++++

08 08:27:19,693842: ----------End of [14] ----------

08 08:27:19,693847: ++++++++++Change in Card Line [14] ++++++++++

08 08:28:31,904288: ++++++++++Change in Card Line [14] ++++++++++

08 08:28:31,904295: Error Status NEW [D], OLD [^@]

08 08:28:31,904303: ++++++++++End of [14] ++++++++++

08 08:28:32,009196: 3269. Wait to drop 14 5 1 10

08 08:28:32,009271: ----------Change in Task [14] ----------

08 08:28:32,009301: ++++++++++++ TelIVR [14] +++++++++++++++++++++

08 08:28:32,009324: ----------End of [14] ----------

08 08:28:32,009340: ++++++++++Change in Card Line [14] ++++++++++

08 08:28:32,009358: Line Status NEW [d], OLD [T]

08 08:28:32,009375: Last Line Status NEW [d], OLD [V]

08 08:28:32,009392: ++++++++++End of [14] ++++++++++

08 08:28:32,115072: 3421. Drop 5 14 GestLine 29, 29

08 08:28:32,115151: 2183. Sending message to client - message=<DROP 29

> file <tel\_task\_manager.pcs> line <8803> conn\_id <0>

08 08:28:32,115228: 2185. Bytes send <8>, data <DROP 29

> via connection 0 [192.9.202.56] [7755] socket [6]

08 08:28:32,115248: 3260. 14 TerminateTask [SUCCESS];

08 08:28:32,115278: 3095. ts\_finSplTraceTelTask 14 2 [N] [73]

08 08:28:32,119270: 3097. Task 14, ref\_category[DIRECT] category [DIRECT] dial\_mode[A]

08 08:28:32,119326: 3100. 14 sql\_lr\_categid: [DIRECT] sql\_lr\_numero: [0885201944] sql\_lr\_poste: [8080313], sql\_lr\_refdoss: [2001150006], sql\_lr\_ref\_tel: [], sql\_lr\_reftype: [DB]

08 08:28:32,122877: 14 3099. refindividu [A8003UJG], SesID[E0065], Login[mmihalev], ref\_perso [858] old\_status=[OCCUPE] in\_call=[O]

08 08:28:32,127900: 3103. 14 [A8003UJG] Rows Affected 1

08 08:28:32,127945: 3107. 14 [DIRECT] [2001150006] []

08 08:28:32,129128: 3108. 14 Gest name [MIHALEV]

08 08:28:32,129160: 3110. 14 report\_file: [${IMX\_TRACE}/spl\_trace/Campagne\_DIRECT\_20210308\_]

08 08:28:32,129180: 3111. 14 CUST\_STATE [CONNECTED] : CHRONO sql\_lr\_chrono [TEL\_TRAIT]

08 08:28:32,129186: 3112. 14 GEST\_STATE [TRANSFERRED] : CHRONO sql\_lr\_chrono [TEL\_TRAIT]

08 08:28:32,129197: 3481. 14 HST 08:27:08

08 08:28:32,129203: HCR 08:27:19

08 08:28:32,129208: HCT CONNECTED

08 08:28:32,129213: HGR 08:27:19

08 08:28:32,129218: HGT TRANSFERRED

08 08:28:32,129223: 3113. 14 HD 73

08 08:28:32,129251: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask Campagne\_DIRECT\_20210308\_

08 08:28:32,129299: 2214. No file /hnid/intra/imx/trace/spl\_trace/Campagne\_DIRECT\_20210308\_

08 08:28:32,129305: 2215. pipe file: []

08 08:28:32,129313: 2216. file - new name: [/hnid/intra/imx/trace/spl\_trace/Campagne\_DIRECT\_20210308\_082832.txt]

08 08:28:32,129486: 3076. 14 Task type, determines if an information is to be inserted in Chrono:[DIRECT],[CONNECTED],[08:27:19] [2001150006]

08 08:28:32,130457: 2227. Oracle to Unix Diff: 0

08 08:28:32,130479: 3077. Evenment Request 14, [TEL\_TRAIT]

08 08:28:32,214707: 3083. 14 RefPerso [858] SesID [E0065]

08 08:28:32,214771: 3084. 14 Eventment bef inserted: Num: [17], Date: [2021-03-08 08:27:08], CName: [DIRECT]

Crit: [], Doss: [2001150006], Numero: [0885201944], Type: [GSM], Prty: [2], Resultat: [S13]

08 08:28:32,437490: 3085. 14 Eventment inserted: Num: [17] 1

08 08:28:32,446718: 3086. [14] Eventment inserted: Num: [11], Date: [2021-03-08 08:27:19], CName: [DIRECT]

Crit: [], Doss: [2001150006], Numero: [0885201944], Type: [GSM], Prty: [2], Resultat: [S13]

08 08:28:32,452041: 3087. 14 Eventment inserted: Num: [12], Date: [2021-03-08 08:27:19], CName: [DIRECT]

Crit: [], Doss: [2001150006], Numero: [0885201944], Type: [GSM], Prty: [2], Resultat: [S15]

08 08:28:32,452166: 3114. 14 Evenment result: (0)

08 08:28:32,452187: 2152. Task: [14]. Duration calculated:[]. Seconds total:[73]

08 08:28:32,460771: 3121. 14 update t\_appel 1 73, [2001150006] [0885201944] [] [DIRECT] [827242]

08 08:28:32,468468: 2001. sql error: NOTFOUND: checking in ts\_isNumerRDV if there is RDV created in tel\_liste for doss[2001150006] sql: ORA-01403: no data found

08 08:28:32,472524: 3116. 14 otl\_newref [A60058YJ]

08 08:28:32,472546: 3475 14 sql\_lr\_chrono[TEL\_TRAITD] sql\_lr\_refdoss1[] sql\_lr\_refdoss[2001150006]

08 08:28:33,220356: 3117. 14 affected rows 1, values [TEL\_TRAITD] [ DIRECT ] [0885201944] [DB] [2001150006] [] -- insert in t\_select

08 08:28:33,673333: 3118. 14 affected rows 1, values [TEL\_TRAITD] [ DIRECT ] [0885201944] [DB] [2001150006] [] -- insert in g\_information

08 08:28:33,676596: 2880. sqUniq[] sqRefInfo[TEL\_TRAITD] sqRefdoss[2001150006]

08 08:28:33,676639: 3261. 14 \*\*\*FinSplTrace\*\*\* (0)

08 08:28:33,676650: 3262. 14 TerminateTask Task Status F: Line Status (F) ErrorStatus : ^@ SendSMS []

08 08:28:33,676665: 3263. 14 acErrorCode: [SUC]

08 08:28:33,676676: 2619. there is no entry in hash table for key DIRECT.STRAT

08 08:28:33,676692: 3156. 14 serveOccupeModifGroupe: [DIRECT][][2001150006][DB][3][1]

08 08:28:33,706359: 3155. 14 serveNRPModifGroupe: [DIRECT] [] [2001150006] [DB] [2] [1]

08 08:28:33,718749: 2047. Reset Task: [14], Parent Task[14], Transferred [29], iGestLine 29, TaskType [2].

08 08:28:33,718782: 2603. Try Mutex lock 14

08 08:28:33,718790: 2606. Mutex unlocked 14

08 08:28:33,719886: 3420. Drop 4 29 Parent Tasks 29, 29

08 08:28:33,719907: 3260. 29 TerminateTask [SUCCESS];

08 08:28:33,719914: 3095. ts\_finSplTraceTelTask 29 1 [N] [85]

08 08:28:33,720034: 3097. Task 29, ref\_category[DIRECT] category [DIRECT] dial\_mode[A]

08 08:28:33,720048: 3100. 29 sql\_lr\_categid: [DIRECT] sql\_lr\_numero: [0885201944] sql\_lr\_poste: [8080313], sql\_lr\_refdoss: [2001150006], sql\_lr\_ref\_tel: [], sql\_lr\_reftype: [DB]

08 08:28:33,720171: 29 3099. refindividu [A8003UJG], SesID[E0065], Login[mmihalev], ref\_perso [858] old\_status=[] in\_call=[]

08 08:28:33,720260: 3103. 29 [A8003UJG] Rows Affected 1

08 08:28:33,720273: 3107. 29 [DIRECT] [2001150006] []

08 08:28:33,720386: 3108. 29 Gest name [MIHALEV]

08 08:28:33,720405: 3110. 29 report\_file: [${IMX\_TRACE}/spl\_trace/Campagne\_DIRECT\_20210308\_]

08 08:28:33,720414: 3111. 29 CUST\_STATE [CONNECTED] : CHRONO sql\_lr\_chrono [TEL\_TRAIT]

08 08:28:33,720420: 3112. 29 GEST\_STATE [CONNECTED] : CHRONO sql\_lr\_chrono [TEL\_TRAIT]

08 08:28:33,720429: 3481. 29 HST 08:27:08

08 08:28:33,720434: HCR 08:27:19

08 08:28:33,720438: HCT CONNECTED

08 08:28:33,720453: HGR 08:27:08

08 08:28:33,720459: HGT CONNECTED

08 08:28:33,720463: 3113. 29 HD 85

08 08:28:33,720487: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask Campagne\_DIRECT\_20210308\_

08 08:28:33,720536: 2213. File /hnid/intra/imx/trace/spl\_trace/Campagne\_DIRECT\_20210308\_082832.txt, time 1615184912, entry 1444943697

08 08:28:33,720561: 2215. pipe file: [/hnid/intra/imx/trace/spl\_trace/Campagne\_DIRECT\_20210308\_082832.txt]

08 08:28:33,720638: 3076. 29 Task type, determines if an information is to be inserted in Chrono:[DIRECT],[CONNECTED],[08:27:08] [2001150006]

08 08:28:33,720753: 2227. Oracle to Unix Diff: 0

08 08:28:33,720766: 3077. Evenment Request 29, [TEL\_TRAIT]

08 08:28:33,722170: 3083. 29 RefPerso [858] SesID [E0065]

08 08:28:33,722189: 3084. 29 Eventment bef inserted: Num: [17], Date: [2021-03-08 08:27:08], CName: [DIRECT]

Crit: [], Doss: [2001150006], Numero: [0885201944], Type: [GSM], Prty: [2], Resultat: [S14]

08 08:28:33,729191: 3085. 29 Eventment inserted: Num: [17] 1

08 08:28:33,729298: 3114. 29 Evenment result: (0)

08 08:28:33,729317: 3261. 29 \*\*\*FinSplTrace\*\*\* (0)

08 08:28:33,729325: 3262. 29 TerminateTask Task Status F: Line Status (F) ErrorStatus : ^@ SendSMS []

08 08:28:33,729333: 3263. 29 acErrorCode: [SUC]

08 08:28:33,729342: 2619. there is no entry in hash table for key DIRECT.STRAT

08 08:28:33,729353: 3156. 29 serveOccupeModifGroupe: [DIRECT][][2001150006][DB][3][1]

08 08:28:33,729526: 3155. 29 serveNRPModifGroupe: [DIRECT] [] [2001150006] [DB] [2] [1]

08 08:28:33,729675: 2047. Reset Task: [29], Parent Task[29], Transferred [29], iGestLine 29, TaskType [1].

08 08:28:33,729693: 2603. Try Mutex lock 29

**tel\_drop\_admin.log**

08 08:28:31,887481: 1210. 0 Recievd message header [26 56301 21-03-08 08:28:31 1379873938]

08 08:28:31,887681: 1252. DropDirectCall Message from refindividu [A8003UJG], for call [827242]

08 08:28:31,887723: 2573. task 14, ref\_tel\_out [827242] [827242][]

08 08:28:31,887744: 2183. Sending message to client - message=<DROP 14

> file <tel\_shared.pcs> line <17886> conn\_id <0>

08 08:28:31,887768: 2185. Bytes send <8>, data <DROP 14

> via connection 0 [192.9.202.56] [7755] socket [6]

tel\_listener.log

08 08:27:03,373000: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 29 OPEN 8080313

]

08 08:27:03,373062: 2049. 4014.dispatching: [101 LINE 29 OPEN 8080313

]

08 08:27:03,373087: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

08 08:27:03,373110: 4044. line 29 set to O (O), tel n=[8080313] [8080313], 2

08 08:27:03,373127: 4231. After loop gSOCKETCITSCONNBUFFER []

08 08:27:03,473263: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 29 ALERTING 8080313

]

08 08:27:03,473333: 2049. 4014.dispatching: [101 LINE 29 ALERTING 8080313

]

08 08:27:03,473370: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

08 08:27:03,473403: 4044. line 29 set to A (A), tel n=[8080313] [8080313], 2

08 08:27:03,473426: 4231. After loop gSOCKETCITSCONNBUFFER []

08 08:27:08,779419: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 29 CONNECTED 8080313

]

08 08:27:08,779499: 2049. 4014.dispatching: [101 LINE 29 CONNECTED 8080313

]

08 08:27:08,779516: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

08 08:27:08,779534: 4044. line 29 set to C (C), tel n=[8080313] [8080313], 2

08 08:27:08,779546: 4231. After loop gSOCKETCITSCONNBUFFER []

08 08:27:08,979776: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 14 OPEN 810885201944

]

08 08:27:08,979840: 2049. 4014.dispatching: [101 LINE 14 OPEN 810885201944

]

08 08:27:08,979862: 2020. CITS line 14 from connection 0 is converted to iMX TEL line 14

08 08:27:08,979883: 4044. line 14 set to O (O), tel n=[810885201944] [810885201944], 1

08 08:27:08,979899: 4231. After loop gSOCKETCITSCONNBUFFER []

08 08:27:10,080991: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 14 ALERTING 810885201944

]

08 08:27:10,081041: 2049. 4014.dispatching: [101 LINE 14 ALERTING 810885201944

08 08:27:10,081041: 2049. 4014.dispatching: [101 LINE 14 ALERTING 810885201944

]

08 08:27:10,081052: 2020. CITS line 14 from connection 0 is converted to iMX TEL line 14

08 08:27:10,081062: 4044. line 14 set to A (A), tel n=[810885201944] [810885201944], 1

08 08:27:10,081070: 4231. After loop gSOCKETCITSCONNBUFFER []

08 08:27:19,491714: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 14 CONNECTED 810885201944

]

08 08:27:19,491789: 2049. 4014.dispatching: [101 LINE 14 CONNECTED 810885201944

]

08 08:27:19,491812: 2020. CITS line 14 from connection 0 is converted to iMX TEL line 14

08 08:27:19,491835: 4044. line 14 set to C (C), tel n=[810885201944] [810885201944], 1

08 08:27:19,491852: 4231. After loop gSOCKETCITSCONNBUFFER []

08 08:27:19,892836: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 14 TRANSFERRED 29

101 LINE 29 TRANSFERRED 14

] --full duplex connection between lines 14 and 19 is ready

08 08:27:19,892903: 2049. 4014.dispatching: [101 LINE 14 TRANSFERRED 29

]

08 08:27:19,892945: 2020. CITS line 14 from connection 0 is converted to iMX TEL line 14

08 08:27:19,892968: 4044. line 14 set to T (T), tel n=[29] [29], 1

08 08:**27:19**,892985: 2049. 4014.dispatching: [101 LINE 29 TRANSFERRED 14

08 08:**28:31**,973198: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 14 DROPPING 810885201944

] –tel\_drop\_admin has send a drop command

08 08:28:31,973268: 2049. 4014.dispatching: [101 LINE 14 DROPPING 810885201944

]

08 08:28:31,973290: 2020. CITS line 14 from connection 0 is converted to iMX TEL line 14

08 08:28:31,973312: 4044. line 14 set to d (d), tel n=[810885201944] [810885201944], 1

08 08:28:31,973329: 4231. After loop gSOCKETCITSCONNBUFFER []

08 08:28:32,073490: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 14 FREE 0 810885201944

]

08 08:28:32,073553: 2049. 4014.dispatching: [101 LINE 14 FREE 0 810885201944

]

08 08:28:32,073574: 2020. CITS line 14 from connection 0 is converted to iMX TEL line 14

08 08:28:32,073592: 4000. Task: [14] has no valid Record ID: [0]. Returning.

08 08:28:32,073607: 2468. Release\_in\_call\_Flag( 14 ) : iTaskType=[2] : SesID=[E0065] : acGestNumber=[8080313]

08 08:28:32,073627: 4044. line 14 set to F (F), tel n=[0] [0], 1

08 08:28:32,073643: 4231. After loop gSOCKETCITSCONNBUFFER []

08 08:28:32,173776: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 29 DROPPING 8080313

08 08:28:32,274055: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 29 FREE 0 8080313

]

08 08:28:32,274114: 2049. 4014.dispatching: [101 LINE 29 FREE 0 8080313

]

08 08:28:32,274138: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

08 08:28:32,274158: 4000. Task: [29] has no valid Record ID: [0]. Returning.

08 08:28:32,274174: 2468. Release\_in\_call\_Flag( 29 ) : iTaskType=[1] : SesID=[E0065] : acGestNumber=[8080313]

08 08:28:32,282975: 2469, Calls affected 0

08 08:28:32,283037: 4044. line 29 set to F (F), tel n=[0] [0], 2

**How to trace successful automatic call?** All outgoing calls are initiated in tel\_admin, than processed by FSM in tel\_task\_manger and receive notifications for call progress in tel\_listener. So we have to look in $IMX\_TRACE/spl\_trace/tel\_admin.log, $IMX\_TRACE/spl\_trace/tel\_task\_manager.log and $IMX\_TRACE/spl\_trace/tel\_listener.log.

**tel\_admin.log**

09 11:22:18,732283: 1201. MAIN LOOP LENGTH 5005 [0]

09 11:22:18,732346: 2067. Find Free Task ref\_categorie [], server [LOCAL]

09 11:22:18,732367: 2054. ref\_categorie [], nLow 0, nHigh 29

09 11:22:18,732383: 2055. ref\_categorie [], nFree 16, nUsed 0, PerCateg 0, PerVoiceMail 0

09 11:22:18,732399: 2077. Found line 29 for server [LOCAL] and ref\_categorie []

09 11:22:18,732412: 2631. Found free line 29 for server LOCAL

09 11:22:18,732932: 1009. AllGestLibres=1

09 11:22:18,741172: 1203. Before Rappels Preview

09 11:22:18,742051: 1204. Before Automatic Rappels

09 11:22:18,743757: 1205. Before Rappels

09 11:22:18,744717: 1206. Before ServeCampaigns

09 11:22:18,745467: 1125. ServeCampaign [A40000OP], [A], [tous], [1]

09 11:22:18,745502: 1101. IsAvoidRappel A40000OP, tous

09 11:22:18,745515: 1104. Partage ALL

09 11:22:18,745941: 1126. Not a rappel process caategory [A40000OP]

09 11:22:18,746771: 1009. AllGestLibres=1

09 11:22:18,748094: 1005. GestLibres: [A40000OP][E0065][8080313][0]

09 11:22:18,748572: 1006: Categorie with priority call []

09 11:22:18,749120: 1007. GestLibres [A40000OP] SesID: [E0065] [1]

09 11:22:18,749249: 1008. GestLibres [A40000OP] 1.000000

09 11:22:18,749266: 1048. CampaignManager (A40000OP,1)

09 11:22:18,749271: 1049. qiCampaignSurnCoef[0] qiCampaignSurnCoefA[0] viDBTempsDeReponse[0] iRecherchesDBEnCours[0] dGestLibres[1.000000] qiMaxMcr[0]

09 11:22:18,749280: 1030. StartCallsDBAutomatic [A40000OP][1]

09 11:22:18,749899: 1031. [O] [LOCAL] [827311] [0885201944] [2001150006] [A8003UJG] [N] [T] dyn.select [2513] bytes

09 11:22:18,750896: 1000. categ [A40000OP] doss [2001150006] inc\_etat\_pb:[O] critere:[%], critere\_lang:[], nomfichier:[RALI.TXT] qstrCritereDetails[]

09 11:22:18,750916: 2056. Find Free Task ref\_categorie [A40000OP], server [LOCAL]

09 11:22:18,750925: 2881. there is no entry in hash table for key LOCAL.BASE\_MAX\_OUT

09 11:22:18,750933: 2888. server [A40000OP] maxLow[-1] maxMax[-1]

09 11:22:18,750938: 2054. ref\_categorie [A40000OP], nLow 0, nHigh 29

09 11:22:18,750945: 2055. ref\_categorie [A40000OP], nFree 16, nUsed 0, PerCateg 0, PerVoiceMail 0

09 11:22:18,750953: 2107. Try Mutex lock 29

09 11:22:18,750966: 2110. (3) Mutex unlocked 29

09 11:22:18,750970: 2066. Found line 29 for server [LOCAL] and ref\_categorie [A40000OP]

09 11:22:18,753889: 1021. update TEL\_LISTE EN COURS: 1 lines, Doss: [2001150006], Category [A40000OP]

09 11:22:18,753911: 1012. UpdateStatusGestAlpha [E0065][OCCUPE]

09 11:22:18,756715: 1013. UpdateStatusGestAlpha: update tel\_gest\_info : status=[OCCUPE] : in\_call='O' : SesID=[E0065] : 1 lines

09 11:22:18,756738: 2247. 29 ts\_StartConnectDBAuto([A40000OP], [0885201944], [8080313], [2001150006], [E0065], [827311], [LOCAL], **[O]**, [N], [T]) -- manager is in opened line

09 11:22:18,757825: 2242. TEL\_PREFIX with check [0885201944]

09 11:22:18,757843: 2244. [0885201944] : acRes=[81]

09 11:22:18,757849: 2596. Returning pcNumber[810885201944]

09 11:22:18,757863: 2128. Ref\_catgory [A40000OP]

09 11:22:18,758074: 2129. Call wav [] for ref\_catgory A40000OP

09 11:22:18,758090: 2248. Ok

09 11:22:23,761611: 1201. MAIN LOOP LENGTH 5029 [0]

**tel\_task\_manager.log**

09 11:22:18,803343: 2575. 29 ts\_reportLine: [A40000OP][8080313][E0065]

09 11:22:18,803886: 2148. Sending alert refindividu A8003UJG, mode 0, file <tel\_shared.pcs>, line <10129>, message INTERNAL . 1 0885201944 -- inform att\_tel a dialing is in progres

09 11:22:18,809840: 2183. Sending message to client - message=<CALL 810885201944 29

> file <tel\_task\_manager.pcs> line <8150> conn\_id <0>

09 11:22:18,809882: 2185. Bytes send <21>, data <CALL 810885201944 29

> via connection 0 [192.9.202.56] [7755] socket [6]

09 11:22:18,809894: ----------Change in Task [29] ----------

09 11:22:18,809901: TaskDescriptor NEW [1] OLD [0]

09 11:22:18,809907: TaskStatus NEW [D] OLD [^@]

09 11:22:18,809913: Refdoss NEW [2001150006] OLD []

09 11:22:18,809920: SesID NEW [E0065] OLD []

09 11:22:18,809926: RefCategorie NEW [A40000OP] OLD []

09 11:22:18,809932: ExtNumber NEW [810885201944] OLD []

09 11:22:18,809938: ExtNumberDB NEW [0885201944] OLD []

09 11:22:18,809945: GestNumber NEW [8080313] OLD []

09 11:22:18,809951: ParentTask NEW [29] OLD [0]

09 11:22:18,809958: Is RDV Flag NEW [N] OLD [^@]

09 11:22:18,809964: iTransferred NEW [29] OLD [0]

09 11:22:18,809995: iTaskType NEW [2] OLD [0]

09 11:22:18,810004: RefTelOut NEW [827311] OLD []

09 11:22:18,810011: iDuration NEW [1615281738] OLD [0]

09 11:22:18,810018: RefType NEW [DB] OLD []

09 11:22:18,810025: isAuto NEW [O] OLD [^@]

09 11:22:18,810031: iHold NEW [29] OLD [0]

09 11:22:18,810038: iThirdTask NEW [29] OLD [0]

09 11:22:18,810045: iIsOutbound NEW [1] OLD [0]

09 11:22:18,810052: acServer NEW [LOCAL] OLD []

09 11:22:18,810058: acWasDialed NEW [O] OLD []

09 11:22:18,810065: iGestLine NEW [29] OLD [0]

09 11:22:18,810071: acRefIndividu NEW [A8003UJG] OLD []

09 11:22:18,810078: iNextEvent NEW [-1] OLD [0]

09 11:22:18,810085: acTransfer NEW [T] OLD []

09 11:22:18,810092: iSecondOL NEW [29] OLD [0]

09 11:22:18,810099: iRepLine NEW [-1] OLD [0]

09 11:22:18,810105: ++++++++++++ TelIVR [29] +++++++++++++++++++++

09 11:22:18,810115: ----------End of [29] ----------

09 11:22:18,810122: ...........Change in SplTrace Line [29] ..........

09 11:22:18,810129: acDateStart NEW [2021-03-09] OLD []

09 11:22:18,810136: acHeurStart NEW [11:22:18] OLD []

09 11:22:18,810142: ............End of [29] ..........

09 11:22:18,915880: ----------Change in Task [29] ----------

09 11:22:18,915931: TaskStatus NEW [W] OLD [D]

09 11:22:18,915954: ++++++++++++ TelIVR [29] +++++++++++++++++++++

09 11:22:18,915973: ----------End of [29] ----------

09 11:22:18,915988: ++++++++++Change in Card Line [29] ++++++++++

09 11:22:18,916002: Line Status NEW [O], OLD [F]

09 11:22:18,916016: Last Line Status NEW [O], OLD [F]

09 11:22:18,916030: Number NEW [810885201944], OLD [0]

09 11:22:18,916044: Seisure Time NEW [1615281738], OLD [0]

09 11:22:18,916058: Release Time NEW [0], OLD [1615281624]

09 11:22:18,916072: ++++++++++End of [29] ++++++++++

09 11:22:20,078264: ++++++++++Change in Card Line [29] ++++++++++

09 11:22:20,078353: Line Status NEW [A], OLD [O]

09 11:22:20,078374: Last Line Status NEW [A], OLD [O]

09 11:22:20,078391: Alerting Time NEW [1615281739], OLD [0]

09 11:22:20,078408: ++++++++++End of [29] ++++++++++

09 11:22:31,258311: 2222. line 29, CONNECTED 11:22:31

09 11:22:31,263717: 3134. insertStat: 1 rows: 1

09 11:22:31,263752: 3400. 29 Rendezvous1 [LOCAL] [O]

09 11:22:31,263778: 2712. ts\_findOpenedLineFromGestTel 8080313 LOCAL

09 11:22:31,263792: 2713. Found Gest Task 0 8080313 0

09 11:22:31,263803: 2218. 0 29 1cpy. CONNECTED

09 11:22:31,263812: 2219. 2cpy. 11:22:31

09 11:22:31,263820: 2220. 3cpy. 2021-03-09

09 11:22:31,263828: 2221. 4cpy. 11:22:18

09 11:22:31,263836: 3402. 29 Rendezvous2 [LOCAL][O] [][]

09 11:22:31,268596: 3403. 29 Signal 2001150006 (A40000OP-8080313)

09 11:22:31,268634: 2183. Sending message to client - message=<PLAY 0 c:\\cits\_wav\\beep.wav

> file <tel\_task\_manager.pcs> line <8439> conn\_id <0> -- play short beep signal to manager

09 11:22:31,268678: 2185. Bytes send <30>, data <PLAY 0 c:\\cits\_wav\\beep.wav

> via connection 0 [192.9.202.56] [7755] socket [6]

09 11:22:31,268713: 3404. 29 Query Params:[8080313], [E0065]

09 11:22:31,269133**: 2148. Sending alert refindividu A8003UJG, mode 1, file <tel\_task\_manager.pcs>, line <8473>, message $827311 2001150006 A40000OP 1 0885201944** -- send command to open a case.

09 11:22:31,271835: 3405. 29 Query Results:[A8003UJG], [2001150006], [A40000OP], [0885201944]

09 11:22:31,271857: ----------Change in Task [29] ----------

09 11:22:31,271864: TaskStatus NEW [T] OLD [W]

09 11:22:31,271871: iDuration NEW [1615281751] OLD [1615281738]

09 11:22:31,271878: iIsOpenCaseAlertSent NEW [1] OLD [0]

09 11:22:31,271884: iGestBeepPlayed NEW [1] OLD [0]

09 11:22:31,271890: ++++++++++++ TelIVR [29] +++++++++++++++++++++

09 11:22:31,271898: ----------End of [29] ----------

09 11:22:31,271905: ++++++++++Change in Card Line [29] ++++++++++

09 11:22:31,271910: Line Status NEW [C], OLD [A]

09 11:22:31,271916: Last Line Status NEW [C], OLD [A]

09 11:22:31,271921: Answer Time NEW [1615281751], OLD [0]

09 11:22:31,271927: ++++++++++End of [29] ++++++++++

09 11:22:31,271933: ...........Change in SplTrace Line [29] ..........

09 11:22:31,271938: acCustState NEW [CONNECTED] OLD []

09 11:22:31,271944: acHeurCustRcv NEW [11:22:31] OLD []

09 11:22:31,271950: ............End of [29] ..........

09 11:22:31,373429: ----------Change in Task [0] ----------

09 11:22:31,373511: ParentTask NEW [29] OLD [0]

09 11:22:31,373528: RefTelOut NEW [827311] OLD []

09 11:22:31,373543: RefType NEW [DB] OLD []

09 11:22:31,373559: ++++++++++++ TelIVR [0] +++++++++++++++++++++

09 11:22:31,373577: ----------End of [0] ----------

09 11:22:31,373592: ...........Change in SplTrace Line [0] ..........

09 11:22:31,373605: acDateStart NEW [2021-03-09] OLD []

09 11:22:31,373618: acHeurStart NEW [11:22:18] OLD []

09 11:22:31,373631: acCustState NEW [CONNECTED] OLD []

09 11:22:31,373644: acHeurCustRcv NEW [11:22:31] OLD []

09 11:22:31,373657: ............End of [0] ..........

09 11:22:32,007506: 2712. ts\_findOpenedLineFromGestTel 8080313 LOCAL

09 11:22:32,007576: 2713. Found Gest Task 0 8080313 29 -- we found opened line of manager

09 11:22:32,007603: 2183. Sending message to client - message=<TRANSFER 29 0

> file <tel\_task\_manager.pcs> line <8101> conn\_id <0> -- make full duplex connection

09 11:22:32,007654: 2185. Bytes send <14>, data <TRANSFER 29 0

> via connection 0 [192.9.202.56] [7755] socket [6]

09 11:22:32,007684: 2225. line 29, TRANSFERRED 11:22:31

09 11:22:32,007710: 3246. 29 OnDBGestCompleted [CONNECTED]

09 11:22:32,008728: 3246. 29 task details = [8080313][810885201944][0885201944][2001150006], [E0065][][A40000OP][],[1],[827311]

09 11:22:32,008900: 3248. 29 OnDBGest: Commit bef update1 tel\_gest: 1 lines

09 11:22:32,013295: 3251. 29 After Query. Rows Updated: [1] SesID [E0065]

09 11:22:32,016955: 3254. 29 OnDBGest:update2 tel\_liste: 1 lines ref\_tel\_out[827311]

09 11:22:32,016994: 3255. 29 Query Params:[E0065], [CONNECTED], [0885201944], [2001150006], [A40000OP], [DB], []

09 11:22:32,020581: 3256. 29 OnDBGest. Rows Updated: [1] [2001150006] [A40000OP], [827311]

09 11:22:32,021093: 3257. 29 OnDBGest:update3arap tel\_liste: 0 lines [A40000OP] [2001150006] [0885201944] [DB]

09 11:22:32,021126: ----------Change in Task [29] ----------

09 11:22:32,021134: TaskStatus NEW [F] OLD [T]

09 11:22:32,021143: iTransferred NEW [0] OLD [29]

09 11:22:32,021152: iGestBeepPlayed NEW [2] OLD [1]

09 11:22:32,021160: ++++++++++++ TelIVR [29] +++++++++++++++++++++

09 11:22:32,021169: ----------End of [29] ----------

09 11:22:32,021177: ...........Change in SplTrace Line [29] ..........

09 11:22:32,021184: acGestState NEW [TRANSFERRED] OLD []

09 11:22:32,021191: acHeurGestRcv NEW [11:22:32] OLD []

09 11:22:32,021198: ............End of [29] ..........

09 11:22:32,122649: ----------Change in Task [0] ----------

09 11:22:32,122711: iTransferred NEW [29] OLD [0]

09 11:22:32,122731: ++++++++++++ TelIVR [0] +++++++++++++++++++++

09 11:22:32,122749: ----------End of [0] ----------

09 11:22:32,122763: ++++++++++Change in Card Line [0] ++++++++++

09 11:22:32,122776: Line Status NEW [T], OLD [C]

09 11:22:32,122788: Last Line Status NEW [T], OLD [C]

09 11:22:32,122801: Number NEW [29], OLD [0]

09 11:22:32,122814: Transfer Time NEW [1615281752], OLD [0]

09 11:22:32,122827: ++++++++++End of [0] ++++++++++

09 11:22:32,126678: ++++++++++Change in Card Line [29] ++++++++++

09 11:22:32,126724: Line Status NEW [T], OLD [C]

09 11:22:32,126738: Last Line Status NEW [T], OLD [C]

09 11:22:32,126751: Number NEW [0], OLD [810885201944]

09 11:22:32,126764: Transfer Time NEW [1615281752], OLD [0]

09 11:22:32,126777: ++++++++++End of [29] ++++++++++

09 11:22:40,657114: 2183. Sending message to client - message=<HOLD 29

> file <tel\_task\_manager.pcs> line <9187> conn\_id <0>

09 11:22:40,657224: 2185. Bytes send <8>, data <HOLD 29

> via connection 0 [192.9.202.56] [7755] socket [6]

09 11:22:40,657248: ----------Change in Task [29] ----------

09 11:22:40,657263: TaskDescriptor NEW [8] OLD [1]

09 11:22:40,657278: TaskStatus NEW [L] OLD [F]

09 11:22:40,657299: RefTelOut NEW [827314] OLD [827311]

09 11:22:40,657322: RefPrimary NEW [827311] OLD []

09 11:22:40,657351: ++++++++++++ TelIVR [29] +++++++++++++++++++++

09 11:22:40,657377: ----------End of [29] ----------

09 11:22:40,657396: ++++++++++Change in Card Line [29] ++++++++++

09 11:22:40,657410: Line Status NEW [N], OLD [T]

09 11:22:40,657426: ++++++++++End of [29] ++++++++++

09 11:22:40,879113: 3008. iTask[29]. HOLD OK 1 record updated

09 11:22:40,879164: 2126. ts\_iSendOrgGestAlert 827314, 103.

09 11:22:40,887607: 2148. Sending alert refindividu A8003UJG\_TA, mode 1, file <tel\_shared.pcs>, line <4351>, message 103 827314

09 11:22:40,889917: ----------Change in Task [29] ----------

09 11:22:40,889939: TaskStatus NEW [N] OLD [L]

09 11:22:40,889949: ++++++++++++ TelIVR [29] +++++++++++++++++++++

09 11:22:40,889956: ----------End of [29] ----------

09 11:22:40,889961: ++++++++++Change in Card Line [29] ++++++++++

09 11:22:40,889966: Line Status NEW [H], OLD [N]

09 11:22:40,889970: Last Line Status NEW [H], OLD [T]

09 11:22:40,889975: Number NEW [810885201944], OLD [0]

09 11:22:40,889980: Hold Time NEW [1615281760], OLD [0]

09 11:22:40,889984: ++++++++++End of [29] ++++++++++

09 11:22:59,752095: 2183. Sending message to client - message=<RETRIEVE 29

> file <tel\_task\_manager.pcs> line <9242> conn\_id <0>

09 11:22:59,752179: 2185. Bytes send <12>, data <RETRIEVE 29

> via connection 0 [192.9.202.56] [7755] socket [6]

09 11:22:59,752199: ----------Change in Task [29] ----------

09 11:22:59,752211: TaskStatus NEW [E] OLD [N]

09 11:22:59,752229: ++++++++++++ TelIVR [29] +++++++++++++++++++++

09 11:22:59,752244: ----------End of [29] ----------

09 11:22:59,752256: ++++++++++Change in Card Line [29] ++++++++++

09 11:22:59,752300: Line Status NEW [N], OLD [H]

09 11:22:59,752317: ++++++++++End of [29] ++++++++++

09 11:22:59,973251: 3014. iTask[29] ttm\_iRetrieveOk 1 record updated. RetrievTime [1615281779], HoldTime[1615281760]

09 11:22:59,973294: 2126. ts\_iSendOrgGestAlert 827314, 107.

09 11:22:59,973531: 2148. Sending alert refindividu A8003UJG\_TA, mode 1, file <tel\_shared.pcs>, line <4351>, message 107 827314

09 11:22:59,978988: TaskDescriptor NEW [1] OLD [8]

09 11:22:59,978998: TaskStatus NEW [F] OLD [E]

09 11:22:59,979008: RefTelOut NEW [827311] OLD [827314]

09 11:22:59,979016: RefPrimary NEW [] OLD [827311]

09 11:22:59,979028: ++++++++++++ TelIVR [29] +++++++++++++++++++++

09 11:22:59,979038: ----------End of [29] ----------

09 11:22:59,979047: ++++++++++Change in Card Line [29] ++++++++++

09 11:22:59,979055: Line Status NEW [T], OLD [N]

09 11:22:59,979062: Last Line Status NEW [V], OLD [H]

09 11:22:59,979070: Retrieve Time NEW [1615281779], OLD [0]

09 11:22:59,979078: ++++++++++End of [29] ++++++++++

09 11:23:07,259334: 2183. Sending message to client - message=<CALL 810887099162 28

> file <tel\_task\_manager.pcs> line <9440> conn\_id <0> -- we are dialing manager to transfer call to

09 11:23:07,259410: 2185. Bytes send <21>, data <CALL 810887099162 28

> via connection 0 [192.9.202.56] [7755] socket [6]

09 11:23:07,259430: ----------Change in Task [28] ----------

09 11:23:07,259465: TaskDescriptor NEW [10] OLD [0]

09 11:23:07,259481: TaskStatus NEW [D] OLD [^@]

09 11:23:07,259494: SesID NEW [ppp] OLD []

09 11:23:07,259508: RefCategorie NEW [TRANSFER] OLD []

09 11:23:07,259521: ExtNumber NEW [810887099162] OLD []

09 11:23:07,259534: ExtNumberDB NEW [0887099162] OLD []

09 11:23:07,259547: GestNumber NEW [0xx] OLD []

09 11:23:07,259560: ParentTask NEW [29] OLD [0]

09 11:23:07,259574: Is RDV Flag NEW [N] OLD [^@]

09 11:23:07,259587: iTransferred NEW [28] OLD [0]

09 11:23:07,259600: iTaskType NEW [1] OLD [0]

09 11:23:07,259614: RefTelOut NEW [827315] OLD []

09 11:23:07,259627: iDuration NEW [1615281787] OLD [0]

09 11:23:07,259640: isAuto NEW [N] OLD [^@]

09 11:23:07,259654: iHold NEW [28] OLD [0]

09 11:23:07,259667: iThirdTask NEW [28] OLD [0]

09 11:23:07,259679: iIsOutbound NEW [1] OLD [0]

09 11:23:07,259707: acServer NEW [LOCAL] OLD []

09 11:23:07,259720: acWasDialed NEW [N] OLD []

09 11:23:07,259734: iNextEvent NEW [-1] OLD [0]

09 11:23:07,259759: acTransfer NEW [T] OLD []

09 11:23:07,259773: iRepLine NEW [-1] OLD [0]

09 11:23:07,259786: ++++++++++++ TelIVR [28] +++++++++++++++++++++

09 11:23:07,259803: ----------End of [28] ----------

09 11:23:07,259817: ++++++++++Change in Card Line [28] ++++++++++

09 11:23:07,259830: Line Status NEW [N], OLD [F]

09 11:23:07,259844: ++++++++++End of [28] ++++++++++

09 11:23:07,259857: ...........Change in SplTrace Line [28] ..........

09 11:23:07,260057: ----------Change in Task [29] ----------

09 11:23:07,260089: TaskDescriptor NEW [8] OLD [1]

09 11:23:07,260104: TaskStatus NEW [N] OLD [F]

09 11:23:07,260120: RefTelOut NEW [827315] OLD [827311]

09 11:23:07,260134: RefPrimary NEW [827311] OLD []

09 11:23:07,260148: iHold NEW [0] OLD [29]

09 11:23:07,260161: iThirdTask NEW [28] OLD [29]

09 11:23:07,260178: ++++++++++++ TelIVR [29] +++++++++++++++++++++

09 11:23:07,260194: ----------End of [29] ----------

09 11:23:07,364318: ++++++++++Change in Card Line [28] ++++++++++

09 11:23:07,364357: Line Status NEW [O], OLD [N]

09 11:23:07,364369: Last Line Status NEW [O], OLD [F]

09 11:23:07,364379: Number NEW [810887099162], OLD [0]

09 11:23:07,364390: Seisure Time NEW [1615281787], OLD [0]

09 11:23:07,364400: Release Time NEW [0], OLD [1615281624]

09 11:23:07,364411: ++++++++++End of [28] ++++++++++

09 11:23:08,522269: ++++++++++Change in Card Line [28] ++++++++++

09 11:23:08,522336: Line Status NEW [A], OLD [O]

09 11:23:08,522355: Last Line Status NEW [A], OLD [O]

09 11:23:08,522372: Alerting Time NEW [1615281788], OLD [0]

09 11:23:08,522387: ++++++++++End of [28] ++++++++++

09 11:23:17,582792: 3021. iTask [29] ttm\_iFinalizePreviousCall ref\_tel\_out [827311]

09 11:23:17,590899: 3022. Task 29, Redoss for hrono [] for ref\_tel\_out [827311]

09 11:23:17,590943: 2152. Task: [29]. Duration calculated:[]. Seconds total:[45]

09 11:23:17,602227: 3023. iTask 29, Task refdoss 2001150006 tel\_liste refdoss 2001150006, ref perso 858

09 11:23:17,621531: 2679. Nom[mmihalev]

09 11:23:17,626383: 2153. Inserting in chrono: refInfo:[TEL\_TRAIT], Creator: [TELEPHONIE], refDoss:[2001150006], Amount [], RefPerso [858], Rest [ DB 11:23 0885201944:TEST VG]

09 11:23:17,635078: 2154. Lines inserted in chrono: [1]

09 11:23:17,641424: 2154.(1) Lines inserted in chrono: [1]

09 11:23:17,641731: 2880. sqUniq[] sqRefInfo[TEL\_TRAIT] sqRefdoss[2001150006]

09 11:23:17,641755: 3066. Add file report line for refdoss:[2001150006], line:[29], Task Type:[0].

09 11:23:17,650608: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask Campagne\_TEST\_VG\_20210309\_

09 11:23:17,650664: 2214. No file /hnid/intra/imx/trace/spl\_trace/Campagne\_TEST\_VG\_20210309\_

09 11:23:17,650670: 2215. pipe file: []

09 11:23:17,650678: 2216. file - new name: [/hnid/intra/imx/trace/spl\_trace/Campagne\_TEST\_VG\_20210309\_112317.txt]

09 11:23:17,650816: 3034. Transfer debtor 29 with anyone 28, gest number [0xx], SesID [ppp], RefIndividu [], was status 0

09 11:23:17,650827: 2183. Sending message to client - message=<TRANSFER 0 0

> file <tel\_task\_manager.pcs> line <1491> conn\_id <0> -- parck opened line chanel so will not listen transferred debtor

09 11:23:17,650855: 2185. Bytes send <13>, data <TRANSFER 0 0

> via connection 0 [192.9.202.56] [7755] socket [6]

09 11:23:17,650861: 2218. 28 29 1cpy. CONNECTED

09 11:23:17,650866: 2219. 2cpy. 11:22:31

09 11:23:17,650871: 2220. 3cpy. 2021-03-09

09 11:23:17,650875: 2221. 4cpy. 11:22:18

09 11:23:17,650884: 2183. Sending message to client - message=<TRANSFER 29 28

> file <tel\_task\_manager.pcs> line <1514> conn\_id <0> -- transfer debtor on line 29 with manager called on line 28

09 11:23:17,650895: 2185. Bytes send <15>, data <TRANSFER 29 28

> via connection 0 [192.9.202.56] [7755] socket [6]

09 11:23:17,659047: 2001. sql error: Task[29] ttm\_iGetHoldRefTelOut, ref\_primary 827311 sql: ORA-01403: no data found

09 11:23:17,660490: ----------Change in Task [28] ----------

09 11:23:17,660512: TaskStatus NEW [W] OLD [D]

09 11:23:17,660519: iTransferred NEW [29] OLD [28]

09 11:23:17,660524: RefPrimary NEW [827311] OLD []

09 11:23:17,660529: RefType NEW [DB] OLD []

09 11:23:17,660537: ++++++++++++ TelIVR [28] +++++++++++++++++++++

09 11:23:17,660543: ----------End of [28] ----------

09 11:23:17,660549: ++++++++++Change in Card Line [28] ++++++++++

09 11:23:17,660554: Line Status NEW [N], OLD [A]

09 11:23:17,660558: Last Line Status NEW [C], OLD [A]

09 11:23:17,660563: Answer Time NEW [1615281797], OLD [0]

09 11:23:17,660568: ++++++++++End of [28] ++++++++++

09 11:23:17,660573: ...........Change in SplTrace Line [28] ..........

09 11:23:17,660577: acHeurStart NEW [11:22:18] OLD [11:23:07]

09 11:23:17,660582: acCustState NEW [CONNECTED] OLD []

09 11:23:17,660587: acHeurCustRcv NEW [11:22:31] OLD []

09 11:23:17,660592: ............End of [28] ..........

09 11:23:17,660676: ----------Change in Task [29] ----------

09 11:23:17,660689: iTransferred NEW [28] OLD [0]

09 11:23:17,660696: ++++++++++++ TelIVR [29] +++++++++++++++++++++

09 11:23:17,660703: ----------End of [29] ----------

09 11:23:17,762214: ----------Change in Task [0] ----------

09 11:23:17,762284: ParentTask NEW [0] OLD [29]

09 11:23:17,762302: iTransferred NEW [0] OLD [29]

09 11:23:17,762321: ++++++++++++ TelIVR [0] +++++++++++++++++++++

09 11:23:17,762340: ----------End of [0] ----------

09 11:23:17,762355: ++++++++++Change in Card Line [0] ++++++++++

09 11:23:17,762369: Number NEW [0], OLD [29]

09 11:23:17,762383: Transfer Time NEW [1615281797], OLD [1615281752]

09 11:23:17,762398: ++++++++++End of [0] ++++++++++

09 11:23:17,879550: 3026. iTask[28]. TRANSFER OK 1 record updated

09 11:23:17,886122: 2126. ts\_iSendOrgGestAlert 827315, 115.

09 11:23:17,886335: 2148. Sending alert refindividu A8003UJG\_TA, mode 1, file <tel\_shared.pcs>, line <4351>, message 115 827315 -- inform screen of initiating manager transfer is ok

09 11:23:17,888669: ----------Change in Task [28] ----------

09 11:23:17,888690: TaskStatus NEW [F] OLD [W]

09 11:23:17,888700: ++++++++++++ TelIVR [28] +++++++++++++++++++++

09 11:23:17,888707: ----------End of [28] ----------

09 11:23:17,888713: ++++++++++Change in Card Line [28] ++++++++++

09 11:23:17,888718: Line Status NEW [T], OLD [N]

09 11:23:17,888723: Last Line Status NEW [T], OLD [C]

09 11:23:17,888728: Number NEW [29], OLD [810887099162]

09 11:23:17,888741: Transfer Time NEW [1615281797], OLD [0]

09 11:23:17,888747: ++++++++++End of [28] ++++++++++

09 11:23:17,888818: ----------Change in Task [29] ----------

09 11:23:17,888829: TaskDescriptor NEW [1] OLD [8]

09 11:23:17,888834: TaskStatus NEW [F] OLD [N]

09 11:23:17,888839: RefCategorie NEW [TRANSFER] OLD [A40000OP]

09 11:23:17,888844: ExtNumberDB NEW [0887099162] OLD [0885201944]

09 11:23:17,888849: ParentTask NEW [28] OLD [29]

09 11:23:17,888855: RefPrimary NEW [] OLD [827311]

09 11:23:17,888862: ++++++++++++ TelIVR [29] +++++++++++++++++++++

09 11:23:17,888868: ----------End of [29] ----------

09 11:23:17,888873: ++++++++++Change in Card Line [29] ++++++++++

09 11:23:17,888878: Last Line Status NEW [T], OLD [V]

09 11:23:17,888883: Number NEW [28], OLD [810885201944]

09 11:23:17,888888: Transfer Time NEW [1615281797], OLD [1615281752]

09 11:23:17,888893: ++++++++++End of [29] ++++++++++

09 11:23:35,896547: 3260. 29 TerminateTask [SUCCESS];

09 11:23:35,896666: 3095. ts\_finSplTraceTelTask 29 2 [O] [64]

09 11:23:35,901288: 3476. Task 29, Redoss for hrono [] for ref\_tel\_out [827315], categ [TRANSFER]

09 11:23:35,901734: 3097. Task 29, ref\_category[TRANSFER] category [TRANSFER] dial\_mode[]

09 11:23:35,901762: 3100. 29 sql\_lr\_categid: [TRANSFER] sql\_lr\_numero: [0887099162] sql\_lr\_poste: [8080313], sql\_lr\_refdoss: [2001150006], sql\_lr\_ref\_tel: [], sql\_lr\_reftype: [DB]

09 11:23:35,902132: 29 3099. refindividu [A8003UJG], SesID[E0065], Login[mmihalev], ref\_perso [858] old\_status=[] in\_call=[]

09 11:23:35,902288: 3103. 29 [A8003UJG] Rows Affected 1

09 11:23:35,902670: 3108. 29 Gest name [MIHALEV]

09 11:23:35,902701: 3110. 29 report\_file: [${IMX\_TRACE}/spl\_trace/Campagne\_TRANSFER\_20210309\_]

09 11:23:35,902714: 3111. 29 CUST\_STATE [CONNECTED] : CHRONO sql\_lr\_chrono [TEL\_TRAIT]

09 11:23:35,902722: 3112. 29 GEST\_STATE [TRANSFERRED] : CHRONO sql\_lr\_chrono [TEL\_TRAIT]

09 11:23:35,902738: 3481. 29 HST 11:22:18

09 11:23:35,902746: HCR 11:22:31

09 11:23:35,902753: HCT CONNECTED

09 11:23:35,902760: HGR 11:22:32

09 11:23:35,902768: HGT TRANSFERRED

09 11:23:35,902775: 3113. 29 HD 64

09 11:23:35,902806: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask Campagne\_TRANSFER\_20210309\_

09 11:23:35,902866: 2214. No file /hnid/intra/imx/trace/spl\_trace/Campagne\_TRANSFER\_20210309\_

09 11:23:35,902875: 2215. pipe file: []

09 11:23:35,902887: 2216. file - new name: [/hnid/intra/imx/trace/spl\_trace/Campagne\_TRANSFER\_20210309\_112335.txt]

09 11:23:35,903062: 3076. 29 Task type, determines if an information is to be inserted in Chrono:[TRANSFER],[CONNECTED],[11:22:32] [2001150006]

09 11:23:35,903374: 2227. Oracle to Unix Diff: 0

09 11:23:35,903395: 3077. Evenment Request 29, [TEL\_TRAIT]

09 11:23:35,905981: 3088. 29 Eventment bef inserted: Num: [18], Date: [2021-03-09 11:22:18], CName: [TRANSFER]

Crit: [], Doss: [2001150006], Numero: [0887099162], Type: [], Prty: [], Resultat: [S13]

09 11:23:35,956397: 3089. 29 Eventment inserted: Num: [18] 1

09 11:23:35,957249: 3092. 29 Refperso [858] SesID [E0065]

09 11:23:35,960338: 3093. 29 Eventment inserted: Num: [11] Date: [2021-03-09 11:22:32] CName: [TRANSFER]

Crit: [] Doss: [2001150006] Numero: [0887099162] Type: [] Prty: [] Resultat: [S13]

09 11:23:35,963503: 3094. 29 Eventment inserted: Num: [12] Date: [2021-03-09 11:22:32] CName: [TRANSFER]

Crit: [] Doss: [2001150006] Numero: [0887099162] Type: [] Prty: [] Resultat: [S15]

09 11:23:35,963707: 3114. 29 Evenment result: (0)

09 11:23:35,963746: 2152. Task: [29]. Duration calculated:[]. Seconds total:[18]

09 11:23:35,966561: 3121. 29 update t\_appel 1 18, [2001150006] [0887099162] [] [TRANSFER] [827315]

09 11:23:35,967275: 2001. sql error: NOTFOUND: checking in ts\_isNumerRDV if there is RDV created in tel\_liste for doss[2001150006] sql: ORA-01403: no data found

09 11:23:35,967715: 3116. 29 otl\_newref [A600590C]

09 11:23:35,967759: 3475 29 sql\_lr\_chrono[TEL\_TRAITY] sql\_lr\_refdoss1[] sql\_lr\_refdoss[2001150006]

09 11:23:35,969801: 3117. 29 affected rows 1, values [TEL\_TRAITY] [ TRANSFER ] [0887099162] [DB] [2001150006] []

09 11:23:35,973747: 3118. 29 affected rows 1, values [TEL\_TRAITY] [ TRANSFER ] [0887099162] [DB] [2001150006] []

09 11:23:35,973942: 2880. sqUniq[] sqRefInfo[TEL\_TRAITY] sqRefdoss[2001150006]

09 11:23:35,973965: 3261. 29 \*\*\*FinSplTrace\*\*\* (0)

09 11:23:35,973975: 3262. 29 TerminateTask Task Status F: Line Status (F) ErrorStatus : ^@ SendSMS []

09 11:23:35,973988: 3263. 29 acErrorCode: [SUC]

09 11:23:35,974001: 2619. there is no entry in hash table for key TRANSFER.STRAT

09 11:23:35,974016: 3156. 29 serveOccupeModifGroupe: [TRANSFER][][2001150006][DB][3][1]

09 11:23:35,974572: 3155. 29 serveNRPModifGroupe: [TRANSFER] [] [2001150006] [DB] [2] [1]

09 11:23:35,975046: 2047. Reset Task: [29], Parent Task[28], Transferred [28], iGestLine 29, TaskType [2].

09 11:23:35,975070: 2603. Try Mutex lock 29

09 11:23:35,975098: 2606. Mutex unlocked 29

**tel\_direct\_admin.log**

09 11:22:40,533746: 1227. 0 Recievd message header [15 56702 21-03-09 11:22:40 874107790]

09 11:22:40,534129: 1235. HoldCall Message from refindividu [A8003UJG], for call [827314]

09 11:22:40,560359: 1154. HOLD A8003UJG;827314;827311;[AAATyvAAFAAAFBsAAD]

09 11:22:40,560406: 2114. task 29, ref\_tel\_out 827311

09 11:22:40,565342: 1157. Process HOLD 1 record updated

09 11:22:40,565377: 2148. Sending alert refindividu A8003UJG\_TA, mode 1, file <tel\_admin.pcs>, line <6244>, message 100 827314 – let screen know hold is initiated

09 11:22:40,569814: 1225. Pipe LOOP. [tel\_direct\_admin][LOCAL] is going to wait on pipe

09 11:22:59,670011: 1227. 0 Recievd message header [16 56703 21-03-09 11:22:59 331338376]

09 11:22:59,670188: 1237. RetrieveCall Message from refindividu [A8003UJG], for call [827314]

09 11:22:59,678048: 1160. RETRIEVE A8003UJG;827314;827311;[AAATyvAAFAAAFBsAAD]

09 11:22:59,678082: 2114. task 29, ref\_tel\_out 827314

09 11:22:59,683580: 1163. Process RETRIEVE 1 record updated on ref\_tel\_out 827314

09 11:22:59,683640: 2148. Sending alert refindividu A8003UJG\_TA, mode 1, file <tel\_admin.pcs>, line <6385>, message 104 827314 -- let screen know retrieve is initiated

09 11:22:59,691431: 1225. Pipe LOOP. [tel\_direct\_admin][LOCAL] is going to wait on pipe

09 11:23:07,153909: 1227. 0 Recievd message header [13 56704 21-03-09 11:23:07 1203854737]

09 11:23:07,154070: 1232. Transfer call Message from refindividu [A8003UJG], for call [827315]

09 11:23:07,160496: 1166. TRANSFER A8003UJG;827315;827311;[AAATyvAAFAAAFBsAAJ];0887099162;PPP;LOCAL

09 11:23:07,160522: 2116. task 0, ref\_tel\_out 827311

09 11:23:07,165328: 1171. Process TRANSFER 1 record updated on ref\_tel\_out 827315

09 11:23:07,165356: 2056. Find Free Task ref\_categorie [TRANSFER], server [LOCAL]

09 11:23:07,165370: 2881. there is no entry in hash table for key LOCAL.BASE\_MAX\_OUT

09 11:23:07,165377: 2888. server [TRANSFER] maxLow[-1] maxMax[-1]

09 11:23:07,165383: 2054. ref\_categorie [TRANSFER], nLow 0, nHigh 29

09 11:23:07,165390: 2055. ref\_categorie [TRANSFER], nFree 15, nUsed 1, PerCateg 0, PerVoiceMail 0

09 11:23:07,165398: 2107. Try Mutex lock 28

09 11:23:07,165412: 2110. (3) Mutex unlocked 28

09 11:23:07,165418: 2066. Found line 28 for server [LOCAL] and ref\_categorie [TRANSFER]

09 11:23:07,166456: 2242. TEL\_PREFIX with check [0887099162]

09 11:23:07,166475: 2244. [0887099162] : acRes=[81]

09 11:23:07,166480: 2596. Returning pcNumber[810887099162]

09 11:23:07,166501: 2267. ts\_StartConnectAnyone(0887099162, 0xx, ppp, 810887099162, 28, 29, 827315, 827311, LOCAL)

09 11:23:07,166510: 2268. Ok

09 11:23:07,166514: 1181. TRANSFER INITIATED Other Post 810887099162. [827311][827315]

09 11:23:07,166520: 2148. Sending alert refindividu A8003UJG\_TA, mode 1, file <tel\_admin.pcs>, line <6794>, message 112 827315

09 11:23:07,170564: 1225. Pipe LOOP. [tel\_direct\_admin][LOCAL] is going to wait on pipe

**tel\_listener.log**

09 11:22:15,775657: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[181 DNIS 0 8094123

180 ANI 0 8080313

101 LINE 0 CONNECTED

]

09 11:22:15,775728: 2049. 4014.dispatching: [181 DNIS 0 8094123

]

09 11:22:15,775754: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

09 11:22:15,775785: 2207. 0 DNIS: [8094123], WasDialed, [O]

09 11:22:15,777633: 2211. 0 Categorie [A40001EP] for DNIS: [8094123], server [LOCAL] wasDialed [O] categDoss[], Transfer Prefix [T]

09 11:22:15,777704: 2621. Lines for server [LOCAL] category [A40001EP]: are 6

09 11:22:15,777727: 2622. Find Used Lines: 0

09 11:22:15,777746: 2628. Check Entrant call! DialGest is 8, WaitedLines 14, ActiveGests 0, ActiveEntrant 0, server LOCAL, ref\_categorie A40001EP

09 11:22:15,778647: 2206. 0 Start node: 14, type S for dnis 8094123

09 11:22:15,780061: 2809. 0 IVR Refprogram: 14, Old IVR start node 542

09 11:22:15,780104: 4079. Line Status 0: O [] [8094123]

09 11:22:15,780123: 2049. 4014.dispatching: [180 ANI 0 8080313

]

09 11:22:15,780142: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

09 11:22:15,780157: Start iRepateInbound

09 11:22:15,780173: 4249. NEW IVR 0 14, StateWait: [1]

09 11:22:15,780188: 4059. Starting ANI checks on line [0]: ANI received: [8080313], StateWait: [1]

09 11:22:15,780846: 4061. 0 DBnum:[] acToken: [8080313]

09 11:22:15,780892: 4062. Status for line [0]: acExtNumberDB set to: [8080313]

09 11:22:15,780910: 4063. 0 DBnum[8080313] acToken: [8080313] theme:[14]

09 11:22:15,780938: 2303. 0 ts\_CheckGestNumberDB() 8080313 called

09 11:22:15,781774: 2304. [0] [8080313] [1] [E0065], [LOCAL]

09 11:22:15,781830: 4064. 0 GESTIONNERE number detected. acExtNumberDB: [8080313] acToken: [8080313]

09 11:22:15,781863: 2311. Gest Connected: 0 8080313, TaskStatus W, LineStatus O

09 11:22:15,781886: 2312 Try Mutex lock 0

09 11:22:15,781929: 2315. Mutex unlocked 0

09 11:22:15,781951: 2316. 0 [8080313]

09 11:22:15,782806: 2317. 0 [E0065], [LOCAL], [A8003UJG] [T]

09 11:22:15,782848: 2318. 0 [8080313], [E0065], [A8003UJG]

09 11:22:15,789983: 2148. Sending alert refindividu A8003UJG, mode 1, file <tel\_shared.pcs>, line <11962>, message #GESTIN#

09 11:22:15,793269: 2319. Ok

09 11:22:15,793292: 4067. DBnum: acToken: 8080313

09 11:22:15,793303: 2183. Sending message to client - message=<INBJUMP 0 123

> file <tel\_listener.pc> line <1988> conn\_id <0>

09 11:22:15,793330: 2185. Bytes send <14>, data <INBJUMP 0 123

> via connection 0 [192.9.202.56] [7755] socket [6]

09 11:22:15,793340: 2049. 4014.dispatching: [101 LINE 0 CONNECTED

]

09 11:22:15,793358: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

09 11:22:15,793368: 4044. line 0 set to C (C), tel n=[0] [], 2

09 11:22:15,793376: 4231. After loop gSOCKETCITSCONNBUFFER []

09 11:22:18,897314: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 29 OPEN 810885201944

]

09 11:22:18,897419: 2049. 4014.dispatching: [101 LINE 29 OPEN 810885201944

]

09 11:22:18,897484: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

09 11:22:18,897509: 4044. line 29 set to O (O), tel n=[810885201944] [810885201944], 1

09 11:22:18,897526: 4231. After loop gSOCKETCITSCONNBUFFER []

09 11:22:19,998651: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 29 ALERTING 810885201944

]

09 11:22:19,998726: 2049. 4014.dispatching: [101 LINE 29 ALERTING 810885201944

]

09 11:22:19,998750: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

09 11:22:19,998772: 4044. line 29 set to A (A), tel n=[810885201944] [810885201944], 1

09 11:22:19,998790: 4231. After loop gSOCKETCITSCONNBUFFER []

09 11:22:31,210924: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 29 CONNECTED 810885201944

]

09 11:22:31,210980: 2049. 4014.dispatching: [101 LINE 29 CONNECTED 810885201944

]

09 11:22:31,210997: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

09 11:22:31,211012: 4044. line 29 set to C (C), tel n=[810885201944] [810885201944], 1

09 11:22:31,211024: 4231. After loop gSOCKETCITSCONNBUFFER []

09 11:22:31,311152: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 0 PLAY START

]

09 11:22:31,311256: 2049. 4014.dispatching: [101 LINE 0 PLAY START

]

09 11:22:31,311279: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

09 11:22:31,311301: 4044. line 0 set to C (C), tel n=[0] [START], 2

09 11:22:31,311317: 4231. After loop gSOCKETCITSCONNBUFFER []

09 11:22:31,912548: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 0 PLAY FINISH

]

09 11:22:31,912581: 2049. 4014.dispatching: [101 LINE 0 PLAY FINISH

]

09 11:22:31,912589: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

09 11:22:31,912598: 4044. line 0 set to C (C), tel n=[0] [FINISH], 2

09 11:22:31,912604: 4231. After loop gSOCKETCITSCONNBUFFER []

09 11:22:32,112802: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 0 TRANSFERRED 29

101 LINE 29 TRANSFERRED 0

]

09 11:22:32,112908: 2049. 4014.dispatching: [101 LINE 0 TRANSFERRED 29

]

09 11:22:32,112929: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

09 11:22:32,112948: 4044. line 0 set to T (T), tel n=[29] [29], 2

09 11:22:32,112962: 2049. 4014.dispatching: [101 LINE 29 TRANSFERRED 0

]

09 11:22:32,112976: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

09 11:22:32,112990: 4044. line 29 set to T (T), tel n=[0] [0], 1

09 11:22:32,113002: 4231. After loop gSOCKETCITSCONNBUFFER []

09 11:22:40,823797: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 29 HOLD 810885201944

]

09 11:22:40,823898: 2049. 4014.dispatching: [101 LINE 29 HOLD 810885201944

]

09 11:22:40,823928: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

09 11:22:40,823953: 4000. Task: [29] has no valid Record ID: [0]. Returning.

09 11:22:40,823976: 4044. line 29 set to H (H), tel n=[810885201944] [810885201944], 8

09 11:22:40,823996: 4231. After loop gSOCKETCITSCONNBUFFER []

09 11:22:59,952253: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 29 RETRIEVE 810885201944

]

09 11:22:59,952331: 2049. 4014.dispatching: [101 LINE 29 RETRIEVE 810885201944

]

09 11:22:59,952354: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

09 11:22:59,952378: 4044. line 29 set to V (V), tel n=[810885201944] [810885201944], 8

09 11:22:59,952396: 4231. After loop gSOCKETCITSCONNBUFFER []

09 11:23:07,361174: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 28 OPEN 810887099162

]

09 11:23:07,361220: 2049. 4014.dispatching: [101 LINE 28 OPEN 810887099162

]

09 11:23:07,361236: 2020. CITS line 28 from connection 0 is converted to iMX TEL line 28

09 11:23:07,361253: 4044. line 28 set to O (O), tel n=[810887099162] [810887099162], 10

09 11:23:07,361266: 4231. After loop gSOCKETCITSCONNBUFFER []

09 11:23:08,462473: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 28 ALERTING 810887099162

]

09 11:23:08,462531: 2049. 4014.dispatching: [101 LINE 28 ALERTING 810887099162

]

09 11:23:08,462545: 2020. CITS line 28 from connection 0 is converted to iMX TEL line 28

09 11:23:08,462558: 4044. line 28 set to A (A), tel n=[810887099162] [810887099162], 10

09 11:23:08,462567: 4231. After loop gSOCKETCITSCONNBUFFER []

09 11:23:17,575404: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 28 CONNECTED 810887099162

]

09 11:23:17,575495: 2049. 4014.dispatching: [101 LINE 28 CONNECTED 810887099162

]

09 11:23:17,575519: 2020. CITS line 28 from connection 0 is converted to iMX TEL line 28

09 11:23:17,575541: 4044. line 28 set to C (C), tel n=[810887099162] [810887099162], 10

09 11:23:17,575557: 4231. After loop gSOCKETCITSCONNBUFFER []

09 11:23:17,675672: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 0 TRANSFERRED 0

]

09 11:23:17,675717: 2049. 4014.dispatching: [101 LINE 0 TRANSFERRED 0

]

09 11:23:17,675736: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

09 11:23:17,675753: 4044. line 0 set to T (T), tel n=[0] [0], 2

09 11:23:17,675767: 4231. After loop gSOCKETCITSCONNBUFFER []

09 11:23:17,775900: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 28 TRANSFERRED 29

101 LINE 29 TRANSFERRED 28

]

09 11:23:17,775970: 2049. 4014.dispatching: [101 LINE 28 TRANSFERRED 29

]

09 11:23:17,775994: 2020. CITS line 28 from connection 0 is converted to iMX TEL line 28

09 11:23:17,776019: 4044. line 28 set to T (T), tel n=[29] [29], 10

09 11:23:17,776038: 2049. 4014.dispatching: [101 LINE 29 TRANSFERRED 28

]

09 11:23:17,776053: 2020. CITS line 29 from connection 0 is converted to iMX TEL line 29

09 11:23:17,776068: 4044. line 29 set to T (T), tel n=[28] [28], 8

09 11:23:17,776082: 4231. After loop gSOCKETCITSCONNBUFFER []

09 **11:23:35**,796307: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 29 FREE 5800 810885201944

] -- ☺☺ tester forgot to close phone on line 28.

09 **12:13:18**,413284: 4231. After loop gSOCKETCITSCONNBUFFER []

09 12:14:31,496028: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 28 FREE 5800 810887099162

]

09 12:14:31,496106: 2049. 4014.dispatching: [101 LINE 28 FREE 5800 810887099162

]

09 12:14:31,496130: 2020. CITS line 28 from connection 0 is converted to iMX TEL line 28

09 12:14:31,496167: 4000. Task: [28] has no valid Record ID: [0]. Returning.

09 12:14:31,496185: 2468. Release\_in\_call\_Flag( 28 ) : iTaskType=[1] : SesID=[ppp] : acGestNumber=[0xx]

09 12:14:31,496995: 2469, Calls affected 0

09 12:14:31,497050: 4044. line 28 set to F (F), tel n=[5800] [5800], 10

09 12:14:31,497070: 4231. After loop gSOCKETCITSCONNBUFFER []

**How to trace inbound call?** Inbound calls are initiated in telecommunication network behind PBX. CITS is the first iMX TEL module which answers inbound call, than retrieve some information about the call. Next an unsolicited event is send to tel\_listener. So we start our inbound call hunting from tel\_listener.

**tel\_listener.log**

08 08:28:32,283057: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:05,736085: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[181 DNIS 0 8094123 -- what number has been dialed

180 ANI 0 0885201944 -- who is calling

101 LINE 0 CONNECTED -- inbound call connected on line 0

]

08 09:22:05,736112: 2049. 4014.dispatching: [181 DNIS 0 8094123

]

08 09:22:05,736121: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:05,736133: 2207. 0 DNIS: [8094123], WasDialed, [O]

08 09:22:05,760954: 2211. 0 Categorie [A40001EP] for DNIS: [8094123], server [LOCAL] wasDialed [O] categDoss[], Transfer Prefix [RT]

08 09:22:05,760988: 2621. Lines for server [LOCAL] category [A40001EP]: are 6

08 09:22:05,761004: 2622. Find Used Lines: 0

08 09:22:05,761011: 2628. Check Entrant call! DialGest is 8, WaitedLines 14, ActiveGests 0, ActiveEntrant 0, server LOCAL, ref\_categorie A40001EP

08 09:22:05,762607: 2206. 0 Start node: 14, type S for dnis 8094123

08 09:22:05,765494: 2809. 0 IVR Refprogram: 14, Old IVR start node 542

08 09:22:05,765519: 4079. Line Status 0: O [] [8094123]

08 09:22:05,765527: 2049. 4014.dispatching: [180 ANI 0 0885201944

]

08 09:22:05,765535: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:05,765541: Start iRepateInbound

08 09:22:05,765554: 4249. NEW IVR 0 14, StateWait: [1]

08 09:22:05,765559: 4059. Starting ANI checks on line [0]: ANI received: [0885201944], StateWait: [1]

08 09:22:05,766775: 4061. 0 DBnum:[] acToken: [0885201944]

08 09:22:05,766800: 4062. Status for line [0]: acExtNumberDB set to: [0885201944]

08 09:22:05,766806: 4063. 0 DBnum[0885201944] acToken: [0885201944] theme:[14]

08 09:22:05,766817: 2303. 0 ts\_CheckGestNumberDB() 0885201944 called

08 09:22:05,768674: 2001. sql error: NOT FOUND DB number as GEST from tel\_gest\_info in ts\_CheckGestNumberDB with poste: 0885201944. sql: ORA-01403: no data found

08 09:22:05,768697: 4069. 0 Debtor detected. actoken: [0885201944]: tani: 1

08 09:22:05,769909: 2192. Find Active Inb: 1

08 09:22:05,925311: 2788. ts\_iFindPureDossFromTelEx 0 14

08 09:22:05,925438: 2279. ts\_iFindPureDossFromTelInCC 0 [0885201944 0885201944 A40001EP]

08 09:22:06,802276: 2601. TS\_FDFTPG: 1608120001, A8001UH5, 0885201944, 1

08 09:22:06,825979: 2282. 0 sqNumAll: 1 --only one individual identified

08 09:22:06,826015: 2791. 0 ts\_iFindPureDossFromTelEx 1 [1608120001] 1 0

08 09:22:06,826023: 2755. ts\_ReplaceDnis: Result from acRefdoss [1608120001]

08 09:22:06,829000: 4070. Line Status 0: O [0885201944] [0885201944]

08 09:22:06,833868: 2200. Time check 1 for categ A40001EP

08 09:22:06,838842: 2201. It's working time

08 09:22:06,838872: 2183. Sending message to client - message=<INBJUMP 0 123

> file <tel\_listener.pc> line <2262> conn\_id <0>

08 09:22:06,838897: 2185. Bytes send <14>, data <INBJUMP 0 123

> via connection 0 [192.9.202.56] [7755] socket [6]

08 09:22:06,838905: 2049. 4014.dispatching: [101 LINE 0 CONNECTED

]

08 09:22:06,838912: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:06,838929: 2222. line 0, CONNECTED 09:22:06

08 09:22:06,838941: 4044. line 0 set to C (C), tel n=[0] [], 5

08 09:22:06,838946: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:07,139241: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[403 PLAY 0 -- CITS isready to process IVR commands on line 0

]

08 09:22:07,139278: 2049. 4014.dispatching: [403 PLAY 0

]

08 09:22:07,139286: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:07,139293: 4046. Line Status 0: C

08 09:22:07,139299: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:07,339527: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 0 PLAY START

]

08 09:22:07,339586: 2049. 4014.dispatching: [101 LINE 0 PLAY START

]

08 09:22:07,339607: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:07,339629: 4044. line 0 set to C (C), tel n=[0] [START], 3

08 09:22:07,339646: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:12,345541: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 0 PLAY FINISH

]

08 09:22:12,345608: 2049. 4014.dispatching: [101 LINE 0 PLAY FINISH

]

08 09:22:12,345628: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:12,345648: 4044. line 0 set to C (C), tel n=[0] [FINISH], 3

08 09:22:12,345663: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:12,545867: 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[441 COLLECT\_DIGITS 0 1

]

08 09:22:12,545907: 4014.dispatching: [441 COLLECT\_DIGITS 0 1

]

08 09:22:12,545918: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:12,545927: 4246. Line Status 0: LS: C, TD: 3 [1]

08 09:22:12,545934: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:12,746204: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 0 PLAY START

]

08 09:22:12,746319: 2049. 4014.dispatching: [101 LINE 0 PLAY START

]

08 09:22:12,746351: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:12,746374: 4044. line 0 set to C (C), tel n=[0] [START], 3

08 09:22:12,746390: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:12,846523: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[442 IVR\_STOP 0

]

08 09:22:12,846583: 2049. 4014.dispatching: [442 IVR\_STOP 0

]

08 09:22:12,846605: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:12,846622: 4000. Task: [0] has no valid Record ID: [0]. Returning.

08 09:22:12,846638: 4248. Line Status 0: LS: C, TD: 3

08 09:22:12,846707: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:12,946820: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 0 PLAY INTERRUPTED

]

08 09:22:12,946867: 2049. 4014.dispatching: [101 LINE 0 PLAY INTERRUPTED

]

08 09:22:12,946878: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:12,946889: 4044. line 0 set to C (C), tel n=[0] [INTERRUPTED], 3

08 09:22:12,946897: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:13,047024: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 14 OPEN 8080313 -- tel\_task\_manages dialing manager

]

08 09:22:13,047097: 2049. 4014.dispatching: [101 LINE 14 OPEN 8080313

]

08 09:22:13,047131: 2020. CITS line 14 from connection 0 is converted to iMX TEL line 14

08 09:22:13,047163: 4044. line 14 set to O (O), tel n=[8080313] [8080313], 2

08 09:22:13,047189: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:13,147322: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 14 ALERTING 8080313 -- manager’s phone is ringing

]

08 09:22:13,147378: 2049. 4014.dispatching: [101 LINE 14 ALERTING 8080313

]

08 09:22:13,147400: 2020. CITS line 14 from connection 0 is converted to iMX TEL line 14

08 09:22:13,147421: 4044. line 14 set to A (A), tel n=[8080313] [8080313], 2

08 09:22:13,147437: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:16,652789: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 14 CONNECTED 8080313 --manager pick up the phone

]

08 09:22:16,652879: 2049. 4014.dispatching: [101 LINE 14 CONNECTED 8080313

]

08 09:22:16,652897: 2020. CITS line 14 from connection 0 is converted to iMX TEL line 14

08 09:22:16,652913: 4044. line 14 set to C (C), tel n=[8080313] [8080313], 2

08 09:22:16,652925: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:16,853188: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[190 RECORDING 0 14 20210308\_092216\_0\_0885201944\_14\_8080313.wav

101 LINE 0 TRANSFERRED 14

101 LINE 14 TRANSFERRED 0

] --manger and debtor are now in conversation

08 09:22:16,853249: 2049. 4014.dispatching: [190 RECORDING 0 14 20210308\_092216\_0\_0885201944\_14\_8080313.wav

] -- conversations is recorded

08 09:22:16,853276: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:16,853293: 2020. CITS line 14 from connection 0 is converted to iMX TEL line 14

08 09:22:16,859562: 4080. Processing 190 RECORDING Recording ID [19348] Line1 [0], Line2 [14]

Recording File 20210308\_092216\_0\_0885201944\_14\_8080313.wav

08 09:22:16,864135: 4020. IP address [192.9.202.56] for server [LOCAL]

08 09:22:16,869484: 4024, Creating Recording Gest Task [14], Debitor task [0]. RecId [19348], refperso [858], refdoss[1608120001], ref\_categorie [A40001EP]

tel\_db [0885201944], tel\_gest[8080313], rec\_file[20210308\_092216\_0\_0885201944\_14\_8080313.wav], server [192.9.202.56]

08 09:22:17,163930: 4016. 1 records in tel\_liste were affected

08 09:22:17,163982: 4017. Bind tel\_liste with tel\_recording, rec\_id [19348], ref\_tel\_out [827244], ref\_tel [], ref\_categorie [], refdoss [], numero []

08 09:22:17,165631: 2049. 4014.dispatching: [101 LINE 0 TRANSFERRED 14

]

08 09:22:17,165667: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:17,165683: 4044. line 0 set to T (T), tel n=[14] [14], 5

08 09:22:17,165695: 2049. 4014.dispatching: [101 LINE 14 TRANSFERRED 0

]

08 09:22:17,165706: 2020. CITS line 14 from connection 0 is converted to iMX TEL line 14

08 09:22:17,165718: 4044. line 14 set to T (T), tel n=[0] [0], 2

**08 09:22:17**,165729: 4231. After loop gSOCKETCITSCONNBUFFER []

**08 09:22:21**,971034: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 0 DROPPING

] --tel\_drop\_admin received a command for drop and send DROP command

08 09:22:21,971065: 2049. 4014.dispatching: [101 LINE 0 DROPPING

]

08 09:22:21,971075: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:21,971086: 4044. line 0 set to d (d), tel n=[14] [], 5

08 09:22:21,971100: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:22,271424: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 0 FREE 0

]

08 09:22:22,271521: 2049. 4014.dispatching: [101 LINE 0 FREE 0

]

08 09:22:22,271542: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:22,271560: 2601. iMXTEL Line 0 is set for WAIT --line 0 is ready to accept next call

08 09:22:22,271574: 4001. Found the other Recordinfg task:[14].Truncating it's RecID:[19348]

08 09:22:22,271600: 2152. Task: [0]. Duration calculated:[]. Seconds total:[5]

08 09:22:22,285836: 4002. Updated: [1] rows in tel\_recording. RecID: [19348]

08 09:22:22,285878: 2468. Release\_in\_call\_Flag( 0 ) : iTaskType=[2] : SesID=[E0065] : acGestNumber=[8080313]

08 09:22:22,285895: 4044. line 0 set to F (F), tel n=[0] [0], 5

08 09:22:22,285908: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:22,486331: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 14 DROPPING 8080313

101 LINE 14 FREE 0 8080313

] –line 14 was dropped by tel\_task\_manager.

08 09:22:22,486397: 2049. 4014.dispatching: [101 LINE 14 DROPPING 8080313

]

08 09:22:22,486421: 2020. CITS line 14 from connection 0 is converted to iMX TEL line 14

08 09:22:22,486466: 4044. line 14 set to d (d), tel n=[8080313] [8080313], 2

08 09:22:22,486532: 2049. 4014.dispatching: [101 LINE 14 FREE 0 8080313

]

08 09:22:22,486561: 2020. CITS line 14 from connection 0 is converted to iMX TEL line 14

08 09:22:22,486579: 4000. Task: [14] has no valid Record ID: [0]. Returning.

08 09:22:22,486600: 2468. Release\_in\_call\_Flag( 14 ) : iTaskType=[1] : SesID=[E0065] : acGestNumber=[8080313]

08 09:22:22,487380: 2469, Calls affected 0

08 09:22:22,487428: 4044. line 14 set to F (F), tel n=[0] [0], 2

08 09:22:22,487470: 4231. After loop gSOCKETCITSCONNBUFFER []

08 09:22:23,688775: 2049. 4014. recv from: ConnId 0, socket [6] [192.9.202.56] 7755.

[101 LINE 0 OPEN

101 LINE 0 WAIT

] – CITS has set line 0 WAIT

08 09:22:23,688841: 2049. 4014.dispatching: [101 LINE 0 OPEN

]

08 09:22:23,688862: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:23,688883: 4044. line 0 set to O (O), tel n=[0] [], 5

08 09:22:23,688900: 2049. 4014.dispatching: [101 LINE 0 WAIT

]

08 09:22:23,688915: 2020. CITS line 0 from connection 0 is converted to iMX TEL line 0

08 09:22:23,688931: 4044. line 0 set to O (O), tel n=[0] [], 5

08 09:22:23,688946: 4231. After loop gSOCKETCITSCONNBUFFER []

tel\_task\_manager.log

08 08:28:33,730038: acHeurGestRcv NEW [] OLD [08:27:08]

08 08:28:33,730043: ............End of [29] ..........

08 09:22:05,770979: ----------Change in Task [0] ----------

08 09:22:05,771036: RefCategorie NEW [A40001EP] OLD []

08 09:22:05,771056: ExtNumberDB NEW [0885201944] OLD []

08 09:22:05,771133: Status Wait NEW [1] OLD [0]

08 09:22:05,771151: External number RDV NEW [0885201944] OLD []

08 09:22:05,771167: Language Code NEW [-1] OLD [0]

08 09:22:05,771183: Start RDV Flag NEW [0] OLD [1]

08 09:22:05,771198: Start Node NEW [14] OLD [0]

08 09:22:05,771213: iTaskType NEW [2] OLD [0]

08 09:22:05,771229: ExtNumberDBRDV NEW [0885201944] OLD []

08 09:22:05,771246: acServer NEW [LOCAL] OLD []

08 09:22:05,771262: iNewIvr NEW [1] OLD [0]

08 09:22:05,771277: iStartNodeOldIvr NEW [542] OLD [0]

08 09:22:05,771292: iIvrTimeout NEW [240] OLD [0]

08 09:22:05,771307: iStartIvr NEW [1615188125] OLD [0]

08 09:22:05,771322: acInbDnis NEW [8094123] OLD []

08 09:22:05,771337: acTransfer NEW [RT] OLD [T]

08 09:22:05,771353: ++++++++++++ TelIVR [0] +++++++++++++++++++++

08 09:22:05,771372: ----------End of [0] ----------

08 09:22:06,924853: 3281. 0 TD\_WAITINBOUND Doss : [1608120001] [A40001EP]

08 09:22:06,924951: 2222. line 0, CONNECTED 09:22:06

08 09:22:06,960614: **3283. 0 TD\_WAITINBOUND** Ref\_Tel: [**827244**] [A40001EP] –line in tel\_liste inserted

08 09:22:06,960668: ----------Change in Task [0] ----------

08 09:22:06,960682: TaskDescriptor NEW [3] OLD [5]

08 09:22:06,960694: TaskStatus NEW [S] OLD [W]

08 09:22:06,960706: Refdoss NEW [1608120001] OLD []

08 09:22:06,960718: Tel Reference NEW [827244] OLD []

08 09:22:06,960730: Dossier Counter NEW [1] OLD [0]

08 09:22:06,960742: RefTelOut NEW [827244] OLD []

08 09:22:06,960753: iDuration NEW [1615188126] OLD [1615184812]

08 09:22:06,960766: acDebtRefIndividu NEW [A8001UH5] OLD []

08 09:22:06,960778: iIndivCounter NEW [1] OLD [0]

08 09:22:06,960789: ++++++++++++ TelIVR [0] +++++++++++++++++++++

08 09:22:06,960804: ----------End of [0] ----------

08 09:22:06,960816: ++++++++++Change in Card Line [0] ++++++++++

08 09:22:06,960827: Line Status NEW [C], OLD [O]

08 09:22:06,960838: Last Line Status NEW [C], OLD [O]

08 09:22:06,960849: Answer Time NEW [1615188126], OLD [0]

08 09:22:06,960860: ++++++++++End of [0] ++++++++++

08 09:22:06,960911: ...........Change in SplTrace Line [0] ..........

08 09:22:06,960928: acDateStart NEW [2021-03-08] OLD []

08 09:22:06,960940: acHeurStart NEW [09:22:06] OLD []

08 09:22:06,960950: acCustState NEW [CONNECTED] OLD []

08 09:22:06,960961: acHeurCustRcv NEW [09:22:06] OLD []

08 09:22:06,960972: ............End of [0] ..........

08 09:22:07,065849: 2183. Sending message to client - message=<INBJUMP 0 123

> file <tel\_task\_manager.pcs> line <9777> conn\_id <0>

08 09:22:07,065988: 2185. Bytes send <14>, data <INBJUMP 0 123

> via connection 0 [192.9.202.56] [7755] socket [6]

08 09:22:07,066044: 2183. Sending message to client - message=<STARTIVR 0

> file <tel\_task\_manager.pcs> line <9781> conn\_id <0>

08 09:22:07,066084: 2185. Bytes send <11>, data <STARTIVR 0

> via connection 0 [192.9.202.56] [7755] socket [6]

08 09:22:07,081161: 3468. 0 tel\_liste: 1 lines

08 09:22:07,081202: ----------Change in Task [0] ----------

08 09:22:07,081209: TaskStatus NEW [W] OLD [S]

08 09:22:07,081220: ++++++++++++ TelIVR [0] +++++++++++++++++++++

08 09:22:07,081229: ----------End of [0] ----------

08 09:22:07,189541: 8043. 0 RefPogrram: 14, Starting RefNode: [W505n6171], Refperso: -1 timeout [10]

--IVR engine starts IVR program on line 0

08 09:22:07,189612: 8076. 0 ti\_iEngineLoadNode RefNode: [W505n6171] Node: [NCI\_IVR\_BEGIN]

08 09:22:07,189654: 3491. 0 enter ti\_iProcessTaskNode ECI\_EC\_ON\_NODE\_LOAD

08 09:22:07,189668: 8070. 0 Processing [NCI\_IVR\_BEGIN], RefNode [W505n6171][W505n6171] Event [ECI\_EC\_ON\_NODE\_LOAD], DTMF [],[]

08 09:22:07,189682: 8073. 0 ti\_iProcessTaskNode EvaluatedEvent [ECI\_EC\_ON\_NODE\_LOAD], Is Masked 0

08 09:22:07,189734: 8071. 0 [NCI\_IVR\_BEGIN] Event [ECI\_EC\_ON\_NODE\_LOAD] Processed, Next Event [ECI\_NONE]

08 09:22:07,189814: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask IVRPorgram\_14\_20210308

08 09:22:07,190017: 8330. No file /hnid/intra/imx/trace/spl\_trace/IVRPorgram\_14\_20210308

08 09:22:07,190051: 8331. file - new name: [/hnid/intra/imx/trace/spl\_trace/IVRPorgram\_14\_20210308092207.txt]

08 09:22:07,190284: 8072. 0 Go On Next Node via exit [W505x6174], Event [ECI\_EC\_ON\_NODE\_LOAD], Next Event [ECI\_EC\_ON\_NODE\_LOAD], NextNode [W505n5CD9]

08 09:22:07,190307: 8076. 0 ti\_iEngineLoadNode RefNode: [W505n5CD9] Node: [NCI\_CHECK\_WORKING\_TIME]

08 09:22:07,190333: 8070. 0 Processing [NCI\_CHECK\_WORKING\_TIME], RefNode [W505n5CD9][W505n5CD9] Event [ECI\_EC\_ON\_NODE\_LOAD], DTMF [],[]

08 09:22:07,190346: 8073. 0 ti\_iProcessTaskNode EvaluatedEvent [ECI\_EC\_ON\_NODE\_LOAD], Is Masked 0

08 09:22:07,191553: 2200. Time check 1 for categ A40001EP

08 09:22:07,192364: 2201. It's working time

08 09:22:07,192409: 8071. 0 [NCI\_CHECK\_WORKING\_TIME] Event [ECI\_EC\_ON\_NODE\_LOAD] Processed, Next Event [ECI\_EC\_ON\_WORKING\_TIME]

08 09:22:07,192524: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask IVRPorgram\_14\_20210308

08 09:22:07,192599: 2213. File /hnid/intra/imx/trace/spl\_trace/IVRPorgram\_14\_20210308092207.txt, time 1615188127, entry -145576647

08 09:22:07,192727: 8070. 0 Processing [NCI\_CHECK\_WORKING\_TIME], RefNode [W505n5CD9][W505n5CD9] Event [ECI\_EC\_ON\_WORKING\_TIME], DTMF [],[]

08 09:22:07,192757: 8073. 0 ti\_iProcessTaskNode EvaluatedEvent [ECI\_EC\_ON\_WORKING\_TIME], Is Masked 0

08 09:22:07,192771: 8071. 0 [NCI\_CHECK\_WORKING\_TIME] Event [ECI\_EC\_ON\_WORKING\_TIME] Processed, Next Event [ECI\_NONE]

08 09:22:07,192819: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask IVRPorgram\_14\_20210308

08 09:22:07,192889: 2213. File /hnid/intra/imx/trace/spl\_trace/IVRPorgram\_14\_20210308092207.txt, time 1615188127, entry -145576647

08 09:22:07,193056: 8072. 0 Go On Next Node via exit [W505x5CDF], Event [ECI\_EC\_ON\_WORKING\_TIME], Next Event [ECI\_EC\_ON\_NODE\_LOAD], NextNode [W505n5CF3]

08 09:22:07,193079: 8076. 0 ti\_iEngineLoadNode RefNode: [W505n5CF3] Node: [NCI\_FUNCTION\_CHOICE]

08 09:22:07,193122: 8070. 0 Processing [NCI\_FUNCTION\_CHOICE], RefNode [W505n5CF3][W505n5CF3] Event [ECI\_EC\_ON\_NODE\_LOAD], DTMF [],[]

08 09:22:07,193136: 8073. 0 ti\_iProcessTaskNode EvaluatedEvent [ECI\_EC\_ON\_NODE\_LOAD], Is Masked 0

08 09:22:07,193155: 8452. 0 Function to be executed [hashIvrCaseInCCorBD\_LECT]

08 09:22:07,193178: 8071. 0 [NCI\_FUNCTION\_CHOICE] Event [ECI\_EC\_ON\_NODE\_LOAD] Processed, Next Event [ECI\_EC\_ON\_MC\_1]

08 09:22:07,193225: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask IVRPorgram\_14\_20210308

08 09:22:07,193283: 2213. File /hnid/intra/imx/trace/spl\_trace/IVRPorgram\_14\_20210308092207.txt, time 1615188127, entry -145576647

08 09:22:07,193380: 8070. 0 Processing [NCI\_FUNCTION\_CHOICE], RefNode [W505n5CF3][W505n5CF3] Event [ECI\_EC\_ON\_MC\_1], DTMF [],[]

08 09:22:07,193399: 8073. 0 ti\_iProcessTaskNode EvaluatedEvent [ECI\_EC\_ON\_MC\_1], Is Masked 0

08 09:22:07,193412: 8071. 0 [NCI\_FUNCTION\_CHOICE] Event [ECI\_EC\_ON\_MC\_1] Processed, Next Event [ECI\_NONE]

08 09:22:07,193482: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask IVRPorgram\_14\_20210308

08 09:22:07,193543: 2213. File /hnid/intra/imx/trace/spl\_trace/IVRPorgram\_14\_20210308092207.txt, time 1615188127, entry -145576647

08 09:22:07,193643: 8072. 0 Go On Next Node via exit [W505x5CFF], Event [ECI\_EC\_ON\_MC\_1], Next Event [ECI\_EC\_ON\_NODE\_LOAD], NextNode [W505n6185]

08 09:22:07,193662: 8076. 0 ti\_iEngineLoadNode RefNode: [W505n6185] Node: [NCI\_FUNCTION\_CHOICE]

08 09:22:07,193714: 8070. 0 Processing [NCI\_FUNCTION\_CHOICE], RefNode [W505n6185][W505n6185] Event [ECI\_EC\_ON\_NODE\_LOAD], DTMF [],[]

08 09:22:07,193728: 8073. 0 ti\_iProcessTaskNode EvaluatedEvent [ECI\_EC\_ON\_NODE\_LOAD], Is Masked 0

08 09:22:07,193740: 8452. 0 Function to be executed [hashIvrCheckDirectRespons\_LECT]

08 09:22:07,261359: 2238. checkDirectResponsability: 0 [1608120001]

08 09:22:07,261421: 8071. 0 [NCI\_FUNCTION\_CHOICE] Event [ECI\_EC\_ON\_NODE\_LOAD] Processed, Next Event [ECI\_EC\_ON\_WRONG\_CHOICE]

08 09:22:07,261533: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask IVRPorgram\_14\_20210308

08 09:22:07,261623: 2213. File /hnid/intra/imx/trace/spl\_trace/IVRPorgram\_14\_20210308092207.txt, time 1615188127, entry -145576647

08 09:22:07,261825: 8070. 0 Processing [NCI\_FUNCTION\_CHOICE], RefNode [W505n6185][W505n6185] Event [ECI\_EC\_ON\_WRONG\_CHOICE], DTMF [],[]

08 09:22:07,261854: 8073. 0 ti\_iProcessTaskNode EvaluatedEvent [ECI\_EC\_ON\_WRONG\_CHOICE], Is Masked 0

08 09:22:07,261871: 8071. 0 [NCI\_FUNCTION\_CHOICE] Event [ECI\_EC\_ON\_WRONG\_CHOICE] Processed, Next Event [ECI\_NONE]

08 09:22:07,261933: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask IVRPorgram\_14\_20210308

08 09:22:07,262004: 2213. File /hnid/intra/imx/trace/spl\_trace/IVRPorgram\_14\_20210308092207.txt, time 1615188127, entry -145576647

08 09:22:07,262130: 8072. 0 Go On Next Node via exit [W505x6190], Event [ECI\_EC\_ON\_WRONG\_CHOICE], Next Event [ECI\_EC\_ON\_NODE\_LOAD], NextNode [W505n5E55]

08 09:22:07,262177: 8076. 0 ti\_iEngineLoadNode RefNode: [W505n5E55] Node: [NCI\_MENU]

08 09:22:07,262276: 8108. 0 Node [NCI\_MENU] has timeout property set 45

08 09:22:07,262291: 8070. 0 Processing [NCI\_MENU], RefNode [W505n5E55][W505n5E55] Event [ECI\_EC\_ON\_NODE\_LOAD], DTMF [],[]

08 09:22:07,262306: 8073. 0 ti\_iProcessTaskNode EvaluatedEvent [ECI\_EC\_ON\_NODE\_LOAD], Is Masked 0

08 09:22:07,262332: 2183. Sending message to client - message=<WPLAYLIST 0 1 0 A-CC-FE-13a.wav

> file <tel\_ivr.pcs> line <1260> conn\_id <0>

08 09:22:07,262393: 2185. Bytes send <32>, data <WPLAYLIST 0 1 0 A-CC-FE-13a.wav

> via connection 0 [192.9.202.56] [7755] socket [6]

08 09:22:07,262412: 8071. 0 [NCI\_MENU] Event [ECI\_EC\_ON\_NODE\_LOAD] Processed, Next Event [ECI\_NONE]

08 09:22:07,262515: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask IVRPorgram\_14\_20210308

08 09:22:07,262584: 2213. File /hnid/intra/imx/trace/spl\_trace/IVRPorgram\_14\_20210308092207.txt, time 1615188127, entry -145576647

08 09:22:07,262720: ----------Change in Task [0] ----------

08 09:22:07,262741: TaskStatus NEW [N] OLD [W]

08 09:22:07,262759: acRefNode NEW [W505n5E55] OLD []

08 09:22:07,262907: iIvrTimeout NEW [600] OLD [240]

08 09:22:07,262935: iStartIvr NEW [1615188127] OLD [1615188125]

08 09:22:07,262951: ++++++++++++ TelIVR [0] +++++++++++++++++++++

08 09:22:07,262964: acRefNode NEW [W505n5E55] OLD []

08 09:22:07,262978: iCodeId NEW [4] OLD [0]

08 09:22:07,262991: tLoadTime NEW [1615188127] OLD [0]

08 09:22:07,263004: iTimeout NEW [45] OLD [0]

08 09:22:07,263017: iLng NEW [-1] OLD [0]

08 09:22:07,263030: acDnis NEW [8094123] OLD []

08 09:22:07,263044: iTtsType NEW [-1] OLD [0]

08 09:22:07,263058: ----------End of [0] ----------

08 09:22:12,435816: 3494. 0 enter ti\_iProcessTaskNode Event ID [4]

08 09:22:12,435884: 8070. 0 Processing [NCI\_MENU], RefNode [W505n5E55][W505n5E55] Event [ECI\_MC\_ON\_MSG\_PLAYED], DTMF [],[]

08 09:22:12,435906: 8073. 0 ti\_iProcessTaskNode EvaluatedEvent [ECI\_MC\_ON\_MSG\_PLAYED], Is Masked 0

08 09:22:12,435958: 2183. Sending message to client - message=<GETDIGITS 0 1 10 35 1 0

> file <tel\_ivr.pcs> line <1296> conn\_id <0>

08 09:22:12,436003: 2185. Bytes send <24>, data <GETDIGITS 0 1 10 35 1 0

> via connection 0 [192.9.202.56] [7755] socket [6]

08 09:22:12,436022: 8071. 0 [NCI\_MENU] Event [ECI\_MC\_ON\_MSG\_PLAYED] Processed, Next Event [ECI\_NONE]

08 09:22:12,436119: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask IVRPorgram\_14\_20210308

08 09:22:12,436251: 2213. File /hnid/intra/imx/trace/spl\_trace/IVRPorgram\_14\_20210308092207.txt, time 1615188127, entry -145576647

08 09:22:12,436429: ++++++++++Change in Card Line [0] ++++++++++

08 09:22:12,436485: iMCEventCodeId NEW [4], OLD [0]

08 09:22:12,436500: ++++++++++End of [0] ++++++++++

08 09:22:12,644900: 3494. 0 enter ti\_iProcessTaskNode Event ID [7]

08 09:22:12,644934: 8070. 0 Processing [NCI\_MENU], RefNode [W505n5E55][W505n5E55] Event [ECI\_MC\_ON\_DIGITS], DTMF [1],[]

08 09:22:12,644944: 8060. RegexSource [1], Regex Pattern [^1$]

08 09:22:12,645007: 8098. Regex Source[1], match from [1], len [1], so[0], eo [1]

08 09:22:12,645020: 8073. 0 ti\_iProcessTaskNode EvaluatedEvent [ECI\_EC\_ON\_MC\_1], Is Masked 0

08 09:22:12,645027: 8071. 0 [NCI\_MENU] Event [ECI\_EC\_ON\_MC\_1] Processed, Next Event [ECI\_NONE]

08 09:22:12,645062: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask IVRPorgram\_14\_20210308

08 09:22:12,645094: 2213. File /hnid/intra/imx/trace/spl\_trace/IVRPorgram\_14\_20210308092207.txt, time 1615188132, entry -145576647

08 09:22:12,645149: 8072. 0 Go On Next Node via exit [W505x61EA], Event [ECI\_EC\_ON\_MC\_1], Next Event [ECI\_EC\_ON\_NODE\_LOAD], NextNode [W505n5EFF]

08 09:22:12,645179: 8076. 0 ti\_iEngineLoadNode RefNode: [W505n5EFF] Node: [NCI\_ENABLE\_TRANSFER\_TO\_AGENT]

08 09:22:12,645197: 8070. 0 Processing [NCI\_ENABLE\_TRANSFER\_TO\_AGENT], RefNode [W505n5EFF][W505n5EFF] Event [ECI\_EC\_ON\_NODE\_LOAD], DTMF [],[1]

08 09:22:12,645203: 8073. 0 ti\_iProcessTaskNode EvaluatedEvent [ECI\_EC\_ON\_NODE\_LOAD], Is Masked 0

08 09:22:12,649797: 2428. ts\_setFileAttente updated 1

08 09:22:12,649835: 8071. 0 [NCI\_ENABLE\_TRANSFER\_TO\_AGENT] Event [ECI\_EC\_ON\_NODE\_LOAD] Processed, Next Event [ECI\_NONE]

08 09:22:12,649884: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask IVRPorgram\_14\_20210308

08 09:22:12,649927: 2213. File /hnid/intra/imx/trace/spl\_trace/IVRPorgram\_14\_20210308092207.txt, time 1615188132, entry -145576647

08 09:22:12,650000: 8072. 0 Go On Next Node via exit [W505x5F02], Event [ECI\_EC\_ON\_NODE\_LOAD], Next Event [ECI\_EC\_ON\_NODE\_LOAD], NextNode [W505n5F1D]

08 09:22:12,650011: 8076. 0 ti\_iEngineLoadNode RefNode: [W505n5F1D] Node: [NCI\_REPEAT]

08 09:22:12,650036: 8108. 0 Node [NCI\_REPEAT] has timeout property set 150

08 09:22:12,650043: 8070. 0 Processing [NCI\_REPEAT], RefNode [W505n5F1D][W505n5F1D] Event [ECI\_EC\_ON\_NODE\_LOAD], DTMF [],[1]

08 09:22:12,650050: 8073. 0 ti\_iProcessTaskNode EvaluatedEvent [ECI\_EC\_ON\_NODE\_LOAD], Is Masked 0

08 09:22:12,650065: 2183. Sending message to client - message=<WPLAYLIST 0 1 0 A-CC-FE-14a.wav

> file <tel\_ivr.pcs> line <1260> conn\_id <0>

08 09:22:12,650099: 2185. Bytes send <32>, data <WPLAYLIST 0 1 0 A-CC-FE-14a.wav

> via connection 0 [192.9.202.56] [7755] socket [6]

08 09:22:12,650108: 8071. 0 [NCI\_REPEAT] Event [ECI\_EC\_ON\_NODE\_LOAD] Processed, Next Event [ECI\_NONE]

08 09:22:12,650133: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask IVRPorgram\_14\_20210308

08 09:22:12,650165: 2213. File /hnid/intra/imx/trace/spl\_trace/IVRPorgram\_14\_20210308092207.txt, time 1615188132, entry -145576647

08 09:22:12,651833: 2726. 0 ts\_iFindGestFromDoss 542 [1608120001][A40001EP]

08 09:22:12,651863: 2715. 0 ts\_GetLangues 0885201944

08 09:22:12,654357: 2716. 0 Lanquage: [FR], [FR]

08 09:22:12,741505: 2727. 0 Query Results:[1608120001], [A8003UJG], [8080313], [1]

08 09:22:12,741544: 2728. 0 Gest found [A8003UJG] [8080313]

08 09:22:12,741552: 3460. 0 TD\_IVR [A8003UJG][827244][1608120001][8080313][0885201944][0][0]

08 09:22:12,742680: 3461. 0 TD\_IVR SesID [E0065] status[LIBRE]

**08 09:22:12,765906: 2148. Sending alert refindividu A8003UJG, mode 1, file <tel\_task\_manager.pcs>, line <10020>, message $827244 1608120001 INBOUND 1 0885201944**

--Command to open screen of the case has been to att\_tel.

08 09:22:12,774267: 3463. 0 TD\_IVR OnDBGest:updateX6 tel\_liste: 1 lines [827244][1608120001]

08 09:22:12,774299: 3498. 0 enter ti\_iProcessTaskNode ECI\_EC\_ON\_GEST\_FOUND

08 09:22:12,774311: 8070. 0 Processing [NCI\_REPEAT], RefNode [W505n5F1D][W505n5F1D] Event [ECI\_EC\_ON\_GEST\_FOUND], DTMF [],[1]

08 09:22:12,774322: 8073. 0 ti\_iProcessTaskNode EvaluatedEvent [ECI\_EC\_ON\_GEST\_FOUND], Is Masked 0

08 09:22:12,774332: 8071. 0 [NCI\_REPEAT] Event [ECI\_EC\_ON\_GEST\_FOUND] Processed, Next Event [ECI\_NONE]

08 09:22:12,774386: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask IVRPorgram\_14\_20210308

08 09:22:12,774436: 2213. File /hnid/intra/imx/trace/spl\_trace/IVRPorgram\_14\_20210308092207.txt, time 1615188132, entry -145576647

08 09:22:12,774544: 2183. Sending message to client - message=<STOPIVR 0

> file <tel\_task\_manager.pcs> line <10066> conn\_id <0>

08 09:22:12,774581: 2185. Bytes send <10>, data <STOPIVR 0

> via connection 0 [192.9.202.56] [7755] socket [6]

08 09:22:12,778764: 2749. ts\_setFileAttente updated 1

08 09:22:12,778787: ----------Change in Task [0] ----------

08 09:22:12,778793: TaskStatus NEW [W] OLD [N]

08 09:22:12,778798: SesID NEW [E0065] OLD []

08 09:22:12,778803: GestNumber NEW [8080313] OLD []

08 09:22:12,778808: Status Wait NEW [0] OLD [1]

08 09:22:12,778813: Is task special NEW [1] OLD [0]

08 09:22:12,778818: iDuration NEW [1615188132] OLD [1615188126]

08 09:22:12,778824: iIsOpenCaseAlertSent NEW [1] OLD [0]

08 09:22:12,778829: acRefIndividu NEW [A8003UJG] OLD []

08 09:22:12,778833: iNextEvent NEW [1] OLD [-1]

08 09:22:12,778838: acRefNode NEW [W505n5F1D] OLD [W505n5E55]

08 09:22:12,778843: iLastLookForGest NEW [1615188132] OLD [1615184812]

08 09:22:12,778848: ++++++++++++ TelIVR [0] +++++++++++++++++++++

08 09:22:12,778853: acRefNode NEW [W505n5F1D] OLD [W505n5E55]

08 09:22:12,778858: iCodeId NEW [3] OLD [4]

08 09:22:12,778863: tLoadTime NEW [1615188132] OLD [1615188127]

08 09:22:12,778867: iTimeout NEW [150] OLD [45]

08 09:22:12,778872: acInputBuffer NEW [1] OLD []

08 09:22:12,778878: ----------End of [0] ----------

08 09:22:12,778883: ++++++++++Change in Card Line [0] ++++++++++

08 09:22:12,778888: iMCEventCodeId NEW [7], OLD [4]

08 09:22:12,778893: acDtmfDigits NEW [1], OLD []

08 09:22:12,778897: ++++++++++End of [0] ++++++++++

08 09:22:12,881812: 3459. acGestNumber: [8080313] Task: 0 RepCallType [0] iRepLine[0] acRepRefTelOut[] --trying to find gest line

08 09:22:12,881875: 2712. ts\_findOpenedLineFromGestTel 8080313 LOCAL

08 09:22:12,881912: ----------Change in Task [0] ----------

08 09:22:12,881945: TaskStatus NEW [T] OLD [W]

08 09:22:12,881964: iNewIvr NEW [0] OLD [1]

08 09:22:12,881978: iNextEvent NEW [-1] OLD [1]

08 09:22:12,881991: acRefNode NEW [] OLD [W505n5F1D]

08 09:22:12,882004: iGestBeepPlayed NEW [2] OLD [0]

08 09:22:12,882019: ++++++++++++ TelIVR [0] +++++++++++++++++++++

08 09:22:12,882036: ----------End of [0] ----------

08 09:22:12,882050: ++++++++++Change in Card Line [0] ++++++++++

08 09:22:12,882064: iMCEventCodeId NEW [-1], OLD [7]

08 09:22:12,882077: acDtmfDigits NEW [], OLD [1]

08 09:22:12,882090: ++++++++++End of [0] ++++++++++

08 09:22:12,987884: 3465. 0 acGestNumber: [8080313] RepCallType [0] iRepLine[0] acRepRefTelOut[], ref\_tel\_out [827244]

08 09:22:12,987950: 2056. Find Free Task ref\_categorie [], server [LOCAL]

08 09:22:12,987972: 2881. there is no entry in hash table for key LOCAL.BASE\_MAX\_OUT

08 09:22:12,987986: 2888. server [] maxLow[-1] maxMax[-1]

08 09:22:12,988000: 2054. ref\_categorie [], nLow 0, nHigh 29

08 09:22:12,988032: 2064. Last Wait is on line 13, Low 0, High 29

08 09:22:12,988046: 2107. Try Mutex lock 14

08 09:22:12,988060: 2110. (3) Mutex unlocked 14

08 09:22:12,988073: 2065. Found line 14 for server [LOCAL] and ref\_categorie []

08 09:22:12,988112: 2261. ts\_StartConnectGest([N], [A40001EP], [0885201944], [8080313], [1608120001], [E0065], 14, 0, [827244], [LOCAL]) Parent isSpecial: [1], Task isSpecial: [0], [RT]

08 09:22:12,989873: 2242. TEL\_PREFIX with check [0885201944]

08 09:22:12,989922: 2244. [0885201944] : acRes=[81]

08 09:22:12,989939: 2596. Returning pcNumber[810885201944]

08 09:22:12,989963: 2262. Ok

08 09:22:12,989980: ----------Change in Task [0] ----------

08 09:22:12,989993: TaskDescriptor NEW [5] OLD [3]

08 09:22:12,990006: TaskStatus NEW [A] OLD [T]

08 09:22:12,990023: iGestLine NEW [14] OLD [0]

08 09:22:12,990037: iGestBeepPlayed NEW [0] OLD [2]

08 09:22:12,990051: ++++++++++++ TelIVR [0] +++++++++++++++++++++

08 09:22:12,990069: ----------End of [0] ----------

08 09:22:12,990083: ++++++++++Change in Card Line [0] ++++++++++

08 09:22:12,990096: iMCEvent NEW [1], OLD [0]

08 09:22:12,990110: iMCEventCodeId NEW [6], OLD [-1]

08 09:22:12,990122: ++++++++++End of [0] ++++++++++

08 09:22:12,992741: 2218. 14 0 1cpy. CONNECTED

08 09:22:12,992778: 2219. 2cpy. 09:22:06

08 09:22:12,992797: 2220. 3cpy. 2021-03-08

08 09:22:12,992815: 2221. 4cpy. 09:22:06

08 09:22:12,992855: 2183. Sending message to client - message=<CALL 8080313 14

> file <tel\_task\_manager.pcs> line <8190> conn\_id <0>

08 09:22:12,992927: 2185. Bytes send <16>, data <CALL 8080313 14

> via connection 0 [192.9.202.56] [7755] socket [6]

08 09:22:12,992945: 3487. 0 useTRANSWAV[0] TaskType[2] acTRANSWAV\_FILE[c:\\cits\_wav\\ringback.wav ]

08 09:22:12,992961: ----------Change in Task [14] ----------

08 09:22:12,992975: TaskDescriptor NEW [2] OLD [0]

08 09:22:12,992987: TaskStatus NEW [D] OLD [^@]

08 09:22:12,993000: Refdoss NEW [1608120001] OLD []

08 09:22:12,993013: SesID NEW [E0065] OLD []

08 09:22:12,993026: RefCategorie NEW [A40001EP] OLD []

08 09:22:12,993039: ExtNumber NEW [810885201944] OLD []

08 09:22:12,993052: ExtNumberDB NEW [0885201944] OLD []

08 09:22:12,993065: GestNumber NEW [8080313] OLD []

08 09:22:12,993078: ParentTask NEW [0] OLD [14]

08 09:22:12,993092: Is RDV Flag NEW [N] OLD [^@]

08 09:22:12,993105: iTaskType NEW [1] OLD [0]

08 09:22:12,993118: RefTelOut NEW [827244] OLD []

08 09:22:12,993131: iDuration NEW [1615188132] OLD [0]

08 09:22:12,993144: isAuto NEW [N] OLD [^@]

08 09:22:12,993158: iIsOutbound NEW [1] OLD [0]

08 09:22:12,993171: acServer NEW [LOCAL] OLD []

08 09:22:12,993184: acWasDialed NEW [N] OLD []

08 09:22:12,993197: acRefIndividu NEW [A8003UJG] OLD []

08 09:22:12,993210: iNextEvent NEW [-1] OLD [0]

08 09:22:12,993224: acTransfer NEW [RT] OLD []

08 09:22:12,993237: iSecondOL NEW [14] OLD [0]

08 09:22:12,993250: iRepLine NEW [-1] OLD [0]

08 09:22:12,993263: ++++++++++++ TelIVR [14] +++++++++++++++++++++

08 09:22:12,993279: ----------End of [14] ----------

08 09:22:12,993320: ...........Change in SplTrace Line [14] ..........

08 09:22:12,993399: acDateStart NEW [2021-03-08] OLD []

08 09:22:12,993428: acHeurStart NEW [09:22:06] OLD []

08 09:22:12,993469: acCustState NEW [CONNECTED] OLD []

08 09:22:12,993483: acHeurCustRcv NEW [09:22:06] OLD []

08 09:22:12,993496: ............End of [14] ..........

08 09:22:13,099158: ----------Change in Task [14] ----------

08 09:22:13,099215: TaskStatus NEW [W] OLD [D]

08 09:22:13,099239: ++++++++++++ TelIVR [14] +++++++++++++++++++++

08 09:22:13,099258: ----------End of [14] ----------

08 09:22:13,099273: ++++++++++Change in Card Line [14] ++++++++++

08 09:22:13,099288: Line Status NEW [O], OLD [F]

08 09:22:13,099313: Last Line Status NEW [O], OLD [F]

08 09:22:13,099327: Number NEW [8080313], OLD [0]

08 09:22:13,099341: Seisure Time NEW [1615188133], OLD [1615184828]

08 09:22:13,099354: Alerting Time NEW [0], OLD [1615184830]

08 09:22:13,099368: Answer Time NEW [0], OLD [1615184839]

08 09:22:13,099380: Transfer Time NEW [0], OLD [1615184839]

08 09:22:13,099393: Release Time NEW [0], OLD [1615184912]

08 09:22:13,099406: ++++++++++End of [14] ++++++++++

08 09:22:13,205166: ++++++++++Change in Card Line [14] ++++++++++

08 09:22:13,205225: Line Status NEW [A], OLD [O]

08 09:22:13,205244: Last Line Status NEW [A], OLD [O]

08 09:22:13,205259: Alerting Time NEW [1615188133], OLD [0]

08 09:22:13,205273: ++++++++++End of [14] ++++++++++

08 09:22:16,666259: 3409. Values: iTask: 14, iLine: 0,acRefTelOut: [827244], acReTel [] iparenttask: 0

08 09:22:16,666341: 2225. line 14, TRANSFERRED 09:22:06

08 09:22:16,666368: 2225. line 0, TRANSFERRED 09:22:06

08 09:22:16,666384: 3246. 0 OnDBGestCompleted [CONNECTED]

08 09:22:16,666813: 3246. 0 task details = [8080313][][0885201944][1608120001], [E0065][][A40001EP][827244],[],[827244]

08 09:22:16,667017: 3248. 0 OnDBGest: Commit bef update1 tel\_gest: 1 lines

08 09:22:16,674290: 3251. 0 After Query. Rows Updated: [1] SesID [E0065]

08 09:22:16,683660: 3253. 0 OnDBGest:updateX2 tel\_liste: 1 lines [827244]

08 09:22:16,683719: 2183. Sending message to client - message=<RTRANSFER 0 14

> file <tel\_task\_manager.pcs> line <8664> conn\_id <0>

**--we tell CITS to build conversation between line0 and line 14 and to start recording.**

08 09:22:16,683773: 2185. Bytes send <15>, data <RTRANSFER 0 14

> via connection 0 [192.9.202.56] [7755] socket [6]

08 09:22:16,683851: ----------Change in Task [14] ----------

08 09:22:16,683867: TaskStatus NEW [F] OLD [W]

08 09:22:16,683882: Tel Reference NEW [827244] OLD []

08 09:22:16,683897: iTransferred NEW [0] OLD [14]

08 09:22:16,683910: iDuration NEW [1615188136] OLD [1615188132]

08 09:22:16,683928: ++++++++++++ TelIVR [14] +++++++++++++++++++++

08 09:22:16,683946: ----------End of [14] ----------

08 09:22:16,683961: ++++++++++Change in Card Line [14] ++++++++++

08 09:22:16,683974: Line Status NEW [C], OLD [A]

08 09:22:16,683987: Last Line Status NEW [C], OLD [A]

08 09:22:16,684001: Answer Time NEW [1615188136], OLD [0]

08 09:22:16,684014: ++++++++++End of [14] ++++++++++

08 09:22:16,684027: ...........Change in SplTrace Line [14] ..........

08 09:22:16,684057: acGestState NEW [TRANSFERRED] OLD []

08 09:22:16,684071: acHeurGestRcv NEW [09:22:16] OLD []

08 09:22:16,684084: ............End of [14] ..........

08 09:22:16,787717: ----------Change in Task [0] ----------

08 09:22:16,787771: iTransferred NEW [14] OLD [0]

08 09:22:16,787791: ++++++++++++ TelIVR [0] +++++++++++++++++++++

08 09:22:16,787809: ----------End of [0] ----------

08 09:22:16,787824: ...........Change in SplTrace Line [0] ..........

08 09:22:16,787838: acGestState NEW [TRANSFERRED] OLD []

08 09:22:16,787853: acHeurGestRcv NEW [09:22:16] OLD []

08 09:22:16,787867: ............End of [0] ..........

08 09:22:16,893470: ----------Change in Task [0] ----------

08 09:22:16,893498: iRecid NEW [19348] OLD [0]

08 09:22:16,893508: ++++++++++++ TelIVR [0] +++++++++++++++++++++

08 09:22:16,893516: ----------End of [0] ----------

08 09:22:16,894437: ----------Change in Task [14] ----------

08 09:22:16,894477: iRecid NEW [19348] OLD [0]

08 09:22:16,894486: ++++++++++++ TelIVR [14] +++++++++++++++++++++

08 09:22:16,894493: ----------End of [14] ----------

08 09:22:17,208261: ++++++++++Change in Card Line [0] ++++++++++

08 09:22:17,208320: Line Status NEW [T], OLD [C]

08 09:22:17,208337: Last Line Status NEW [T], OLD [C]

08 09:22:17,208351: Number NEW [14], OLD [0]

08 09:22:17,208365: Transfer Time NEW [1615188137], OLD [0]

08 09:22:17,208379: ++++++++++End of [0] ++++++++++

08 09:22:17,210467: ++++++++++Change in Card Line [14] ++++++++++

08 09:22:17,210508: Line Status NEW [T], OLD [C]

08 09:22:17,210522: Last Line Status NEW [T], OLD [C]

08 09:22:17,210535: Number NEW [0], OLD [8080313]

08 09:22:17,210549: Transfer Time NEW [1615188137], OLD [0]

08 09:22:17,210562: ++++++++++End of [14] ++++++++++

08 09:22:17,208365: Transfer Time NEW [1615188137], OLD [0]

08 09:22:22,385058: 3480. 0 GestTask 14 Drop Gest closed line from inbound call

08 09:22:22,385176: 2183. Sending message to client - message=<DROP 14

> file <tel\_task\_manager.pcs> line <7792> conn\_id <0>

--as line 0 is closed we send drop command to manager line 14

08 09:22:22,385290: 2185. Bytes send <8>, data <DROP 14

> via connection 0 [192.9.202.56] [7755] socket [6]

08 09:22:22,385313: 3260. 0 TerminateTask [SUCCESS];

08 09:22:22,385339: 2524. finalizeLostCall: A40001EP, 0885201944, 827244, 1608120001

08 09:22:22,385362: 2526. not necessary

08 09:22:22,392666: 2001. sql error: NOT FOUND when updating TEL\_LISTE in ts\_finalizeLostCall() ref\_tel 827244 sql: ORA-01403: no data found

08 09:22:22,393124: 3101. 0 finalizeLostCall returned: (2)

08 09:22:22,399972: 3095. ts\_finSplTraceTelTask 0 2 [O] [10]

08 09:22:22,407815: 3096. Task 0, Redoss for hrono [] for ref\_tel 827244

08 09:22:22,407990: 3097. Task 0, ref\_category[A40001EP] category [BOCCHIO ENTRANT] dial\_mode[E]

08 09:22:22,408015: 3100. 0 sql\_lr\_categid: [A40001EP] sql\_lr\_numero: [0885201944] sql\_lr\_poste: [8080313], sql\_lr\_refdoss: [1608120001], sql\_lr\_ref\_tel: [827244], sql\_lr\_reftype: []

08 09:22:22,408178: 0 3099. refindividu [A8003UJG], SesID[E0065], Login[mmihalev], ref\_perso [858] old\_status=[] in\_call=[O]

08 09:22:22,414189: 3103. 0 [A8003UJG] Rows Affected 1

08 09:22:22,414394: 3108. 0 Gest name [MIHALEV]

08 09:22:22,414426: 3110. 0 report\_file: [${IMX\_TRACE}/spl\_trace/Campagne\_BOCCHIO ENTRANT\_20210308\_]

08 09:22:22,414460: 3111. 0 CUST\_STATE [CONNECTED] : CHRONO sql\_lr\_chrono [TEL\_TRAIT]

08 09:22:22,414469: 3112. 0 GEST\_STATE [TRANSFERRED] : CHRONO sql\_lr\_chrono [TEL\_TRAIT]

08 09:22:22,414481: 3481. 0 HST 09:22:06

08 09:22:22,414488: HCR 09:22:06

08 09:22:22,414494: HCT CONNECTED

08 09:22:22,414500: HGR 09:22:16

08 09:22:22,414506: HGT TRANSFERRED

08 09:22:22,414512: 3113. 0 HD 10

08 09:22:22,414547: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask Campagne\_BOCCHIO\_ENTRANT\_20210308\_

08 09:22:22,414594: 2214. No file /hnid/intra/imx/trace/spl\_trace/Campagne\_BOCCHIO\_ENTRANT\_20210308\_

08 09:22:22,414601: 2215. pipe file: []

08 09:22:22,414611: 2216. file - new name: [/hnid/intra/imx/trace/spl\_trace/Campagne\_BOCCHIO\_ENTRANT\_20210308\_092222.txt]

08 09:22:22,414771: 3076. 0 Task type, determines if an information is to be inserted in Chrono:[A40001EP],[CONNECTED],[09:22:16] [1608120001]

08 09:22:22,414942: 2227. Oracle to Unix Diff: 0

08 09:22:22,414960: 3077. Evenment Request 0, [TEL\_TRAIT]

08 09:22:22,416268: 3090. 0 Eventment bef inserted: Num: [10] Date: [2021-03-08 09:22:06] CName: [BOCCHIO ENTRANT]

Crit: [%] Doss: [1608120001] Numero: [0885201944] Type: [GSM] Prty: [1] Resultat: [S13]

08 09:22:22,515211: 3091. 0 Eventment inserted: Num: [10] 1

08 09:22:22,518632: 3092. 0 Refperso [858] SesID [E0065]

08 09:22:22,521420: 3093. 0 Eventment inserted: Num: [11] Date: [2021-03-08 09:22:16] CName: [BOCCHIO ENTRANT]

Crit: [%] Doss: [1608120001] Numero: [0885201944] Type: [GSM] Prty: [1] Resultat: [S13]

08 09:22:22,528766: 3094. 0 Eventment inserted: Num: [12] Date: [2021-03-08 09:22:16] CName: [BOCCHIO ENTRANT]

Crit: [%] Doss: [1608120001] Numero: [0885201944] Type: [GSM] Prty: [1] Resultat: [S15]

08 09:22:22,528871: 3114. 0 Evenment result: (0)

08 09:22:22,528890: 2152. Task: [0]. Duration calculated:[]. Seconds total:[5]

08 09:22:22,530670: 3121. 0 update t\_appel 1 5, [1608120001] [0885201944] [827244] [A40001EP] [827244]

08 09:22:22,530831: 2001. sql error: NOTFOUND: checking in ts\_isNumerRDV if there is RDV created in tel\_liste for doss[1608120001] sql: ORA-01403: no data found

08 09:22:22,531163: 3116. 0 otl\_newref [A60058YK]

08 09:22:22,531184: **3475 0 sql\_lr\_chrono[TEL\_ETRAIT]** sql\_lr\_refdoss1[] sql\_lr\_refdoss[1608120001]

08 09:22:22,620717: 3117. 0 affected rows 1, values [TEL\_ETRAIT] [] [0885201944] [DB] [1608120001] [] –insert into t\_elements

08 09:22:22,624497: 3118. 0 affected rows 1, values [TEL\_ETRAIT] [] [0885201944] [DB] [1608120001] [] --insert into g\_information

08 09:22:22,624769: 2880. sqUniq[] sqRefInfo[TEL\_ETRAIT] sqRefdoss[1608120001]

08 09:22:22,624802: 3261. 0 \*\*\*FinSplTrace\*\*\* (0)

08 09:22:22,624815: 3262. 0 TerminateTask Task Status A: Line Status (F) ErrorStatus : ^@ SendSMS []

08 09:22:22,624828: 3263. 0 acErrorCode: [SUC]

08 09:22:22,624842: 2619. there is no entry in hash table for key A40001EP.STRAT

08 09:22:22,624856: 3156. 0 serveOccupeModifGroupe: [A40001EP][][1608120001][][3][1]

08 09:22:22,625113: 3155. 0 serveNRPModifGroupe: [A40001EP] [] [1608120001] [] [2] [1]

08 09:22:22,625395: 2047. Reset Task: [0], Parent Task[0], Transferred [14], iGestLine 14, TaskType [2].

08 09:22:22,625427: 2603. Try Mutex lock 0

08 09:22:22,625441: 2606. Mutex unlocked 0

08 09:22:22,627503: 3420. Drop 4 14 Parent Tasks 14, 14 --dropping of manager task

08 09:22:22,627523: 3260. 14 TerminateTask [SUCCESS];

08 09:22:22,627530: 3095. ts\_finSplTraceTelTask 14 1 [N] [6]

08 09:22:22,627642: 3097. Task 14, ref\_category[A40001EP] category [BOCCHIO ENTRANT] dial\_mode[E]

08 09:22:22,627658: 3100. 14 sql\_lr\_categid: [A40001EP] sql\_lr\_numero: [0885201944] sql\_lr\_poste: [8080313], sql\_lr\_refdoss: [1608120001], sql\_lr\_ref\_tel: [827244], sql\_lr\_reftype: []

08 09:22:22,627794: 14 3099. refindividu [A8003UJG], SesID[E0065], Login[mmihalev], ref\_perso [858] old\_status=[] in\_call=[]

08 09:22:22,627874: 3103. 14 [A8003UJG] Rows Affected 1

08 09:22:22,627997: 3108. 14 Gest name [MIHALEV]

08 09:22:22,628018: 3110. 14 report\_file: [${IMX\_TRACE}/spl\_trace/Campagne\_BOCCHIO ENTRANT\_20210308\_]

08 09:22:22,628029: 3111. 14 CUST\_STATE [CONNECTED] : CHRONO sql\_lr\_chrono [TEL\_TRAIT]

08 09:22:22,628035: 3112. 14 GEST\_STATE [TRANSFERRED] : CHRONO sql\_lr\_chrono [TEL\_TRAIT]

08 09:22:22,628045: 3481. 14 HST 09:22:06

08 09:22:22,628051: HCR 09:22:06

08 09:22:22,628056: HCT CONNECTED

08 09:22:22,628062: HGR 09:22:16

08 09:22:22,628067: HGT TRANSFERRED

08 09:22:22,628072: 3113. 14 HD 6

08 09:22:22,628098: 2212. Directory /hnid/intra/imx/trace/spl\_trace/, mask Campagne\_BOCCHIO\_ENTRANT\_20210308\_

08 09:22:22,628138: 2213. File /hnid/intra/imx/trace/spl\_trace/Campagne\_BOCCHIO\_ENTRANT\_20210308\_092222.txt, time 1615188142, entry -1336791445

08 09:22:22,628168: 2215. pipe file: [/hnid/intra/imx/trace/spl\_trace/Campagne\_BOCCHIO\_ENTRANT\_20210308\_092222.txt]

08 09:22:22,628211: 3076. 14 Task type, determines if an information is to be inserted in Chrono:[A40001EP],[CONNECTED],[09:22:16] [1608120001]

08 09:22:22,628346: 2227. Oracle to Unix Diff: 0

08 09:22:22,628361: 3077. Evenment Request 14, [TEL\_TRAIT]

08 09:22:22,629536: 3090. 14 Eventment bef inserted: Num: [10] Date: [2021-03-08 09:22:06] CName: [BOCCHIO ENTRANT]

Crit: [%] Doss: [1608120001] Numero: [0885201944] Type: [GSM] Prty: [1] Resultat: [S13]

08 09:22:22,631590: 3091. 14 Eventment inserted: Num: [10] 1

08 09:22:22,631727: 3092. 14 Refperso [858] SesID [E0065]

08 09:22:22,633881: 3093. 14 Eventment inserted: Num: [11] Date: [2021-03-08 09:22:16] CName: [BOCCHIO ENTRANT]

Crit: [%] Doss: [1608120001] Numero: [0885201944] Type: [GSM] Prty: [1] Resultat: [S13]

08 09:22:22,642747: 3094. 14 Eventment inserted: Num: [12] Date: [2021-03-08 09:22:16] CName: [BOCCHIO ENTRANT]

Crit: [%] Doss: [1608120001] Numero: [0885201944] Type: [GSM] Prty: [1] Resultat: [S15]

08 09:22:22,642818: 3114. 14 Evenment result: (0)

08 09:22:22,642830: 3261. 14 \*\*\*FinSplTrace\*\*\* (0)

08 09:22:22,642835: 3262. 14 TerminateTask Task Status F: Line Status (F) ErrorStatus : ^@ SendSMS []

08 09:22:22,642840: 3263. 14 acErrorCode: [SUC]

08 09:22:22,642846: 2619. there is no entry in hash table for key A40001EP.STRAT

08 09:22:22,642852: 3156. 14 serveOccupeModifGroupe: [A40001EP][][1608120001][][3][1]

08 09:22:22,642969: 3155. 14 serveNRPModifGroupe: [A40001EP] [] [1608120001] [] [2] [1]

08 09:22:22,643081: 2047. Reset Task: [14], Parent Task[14], Transferred [14], iGestLine 14, TaskType [1].

08 09:22:22,643094: 2603. Try Mutex lock 14

08 09:22:22,643100: 2606. Mutex unlocked 14

tel\_drop\_admin.log

08 09:22:14,704627: 1210. 0 Recievd message header [20 56304 21-03-08 09:22:14 936601481]

08 09:22:14,704847: 1229. CASE OPEN from refindividu [A8003UJG], refdoss [1608120001], ref\_tel\_out [827244], ref\_Categ [INBOUND], phone [0885201944]

08 09:22:14,704879: 2574. Debtor task not found for ref\_tel\_out [827244] –because case is opened before conversation is made

08 09:22:14,704888: 2780. No Transfered debtor for 827244

08 09:22:14,706060: 1223. Pipe LOOP. [tel\_drop\_admin][LOCAL] is going to wait on pipe

08 09:22:21,920543: 1210. 0 Recievd message header [1 56305 21-03-08 09:22:21 1624670476]

08 09:22:21,920928: 1213. DropCall Message from refindividu [A8003UJG], for call [827244]

08 09:22:21,920974: 2573. task 0, ref\_tel\_out [827244] [827244][]

08 09:22:21,920996: 2183. Sending message to client - message=<DROP 0

> file <tel\_shared.pcs> line <17886> conn\_id <0>

08 09:22:21,921047: 2185. Bytes send <7>, data <DROP 0

> via connection 0 [192.9.202.56] [7755] socket [6]

08 09:22:21,921074: 2570. Manager reset on task 14, [A8003UJG]

08 09:22:21,922351: 1223. Pipe LOOP. [tel\_drop\_admin][LOCAL] is going to wait on pipe

08 09:22:45,747582: 1210. 0 Recievd message header [1 56306 21-03-08 09:22:45 1917284124]

08 09:22:45,747936: 1213. DropCall Message from refindividu [A8003UJG], for call [827244]

08 09:22:45,747979: 2574. Debtor task not found for ref\_tel\_out [827244] -- conversation already dropped

08 09:22:45,747996: 2571. No Transfered debtor for [827244], [A8003UJG]

08 09:22:45,749251: 1223. Pipe LOOP. [tel\_drop\_admin][LOCAL] is going to wait on pipe

08 09:22:46,962617: 1210. 0 Recievd message header [21 56308 21-03-08 09:22:46 1567421539]

08 09:22:46,962839: 1230. CASE CLOSE from refindividu [A8003UJG], refdoss [1608120001], ref\_tel\_out [827244], ref\_Categ [INBOUND], phone [0885201944]

08 09:22:46,962882: 2574. Debtor task not found for ref\_tel\_out [827244]

08 09:22:46,962893: 2781. No Transfered debtor for 827244

08 09:22:46,964129: 1223. Pipe LOOP. [tel\_drop\_admin][LOCAL] is going to wait on pipe