FAQ and Solutions

24 Apr 2024

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FAQ and Solutions

Enable SSH protocol to send configuration commands to Cisco routers

Applies from Application Suite 2011.6.1
to version Application Suite 201x (any version)

Applies to:

Description:

How to enable the ability of IVR Manager to send configuration commands to Cisco routers over SSH protocol.

Telnet is also supported.

How-to:

Please follow the list of instuctions below:

- Enable SSH access on each router first
- Apply the patch to IVR Manager
- Test SSH access with a third party terminal client such as putty before trying to send the configuration with IVR Manager.

How to apply the patch

Installation procedure:

1. Locate this folder **<StonevoiceAS>\Apps\Ivory\Component\Native**
2. Download here the patch and uncompress the contents in this folder.
3. Register the wodShh.dll component: from the command prompt, run:

   regsvr32 <StonevoiceAS>\Apps\Ivory\Component\Native\wodSSH.dll

Note: If you downloaded the patch from the internet, it is problaby marked as blocked. In windows explorer right click on the zip file and press the "unblock" button.

Troubleshooting tips

1. If the connection fails test it with putty
2. If SSH credentials fail, test the same using telnet
3. If connection succeeds but sending the configuration fails, set the log level to 6, retry, gather the log by copying to the clipboard and sent it to Imagicle technical support team. To set the log level, please refer to the included .ini reference file.

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IVR Manager and ISE authentication

Applies from Application Suite 201x (any version)
to version Application Suite 201x (any version)

Applies to

All Version

Description

"Send Configuration" in IVR Manager does not work and returns the error:
Error occured when trying to send configuration to Cisco voicegateway

Log file shows:

```
RESULTS:
StepsCount: 1
StepCurrent: 1
ResultLog:
08:09:47        Starting new log.
08:09:47             Thread Id: 48124
08:09:47        00,0000 Trying to reach 10.168.1.211:0 from 0.0.0.0
08:09:47        00,0000 Opening connection from 0.0.0.0 to 10.168.1.211:0
08:09:47        00,0000 Connection type: Telnet
08:09:47        00,0000 Connection successful
08:09:47        00,0781 Sending authentication information
08:09:47        00,0000 Waiting for router prompt...
08:09:48        00,9980 Sending username...
08:09:48        00,0000 Sending command: 'stonevoice'
08:09:48        00,0000 Pausing for 200 ms..
08:09:54        05,4609 -2147214328    !Command error         0
08:09:54        00,0000 Disconnecting (quit)...
08:09:54        00,0000 Pausing for 200 ms..
08:09:54        00,4355 Pausing for 200 ms..
08:09:55        00,4375 Pausing for 200 ms..
08:09:55        00,4375 Pausing for 200 ms..
08:09:55        00,2168 Connection has been shut down
```

Cause

The problem is caused by an unexpected username and password prompt.

Solution

Ensure that the prompt configured in ISE ends with a space, example:

Not "Username:" but "Username: " with ending space
Not "Password:" but "Password: " with ending space

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How to increase the maximum upload size for audio files in IVR Manager Enterprise

Applies from Application Suite 201x (any version)
to version Application Suite 201x (any version)

Description:

How to increase the maximum upload size for audio files in IVR Manager Enterprise

How-to:

1. Connect via RDP to the Imagicle Server
2. Create a new folder named "Settings" under \StonevoiceAS\Apps\Ivory\
3. Copy the attached file (IvorySettings.config) in the new folder \StonevoiceAS\Apps\Ivory\Settings
4. Edit IvorySettings.config with Notepad or Notepad++
5. Change the value
   <add key="MaxAudioFileLen" value="512000" />
   to
   <add key="MaxAudioFileLen" value="4000000" />

(In this example you can upload a file with a Maximum size of 4MB)