



FAQ and Solutions

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FAQ and Solutions

How to remove the ringback tone for calls landing to QME/IVR SIP trunk

Applies to:

- Queue Manager Enterprise (CISCO UC)
- IVR for QME (CISCO UC)

Description:

The CUCM will play a ringback tone for incoming calls to ACD. To remove this ringback tone, a SIP Normalization Script must be used. The script will process any SIP messages coming from QME and will discard any 180 ringing.

How-to:

1. Log in into CUCM
2. Create SIP Normalization script
 1. Go to Device -> device settings -> SIP normalization script
 2. Click AddNew
 3. Click Import File and upload the attached file
 4. Enter a name, such as "DiscardIncoming180Ringing"
 5. Click Save
3. Go to Device -> Trunk
4. Find and edit SIP Trunk for QME
5. Within "SIP Information" section, find "Normalization Script"
6. Choose the script "DiscardIncoming180Ringing"
7. Save and Reset trunk



IVR Module for QME - Scheduled Reports Export Error

Applies from Application Suite 2018.1.1
to version Application Suite 2018.1.1

Applies to

Imagicle Application Suite 2018.1.1

Description

In Auto Attendant | Scheduled Reports | "Last message" field shows "Export Error" and the scheduled report is not sent.

In the log file (<StonevoiceAS>\Var\Log\ApplicationSuite.Core.Service\QME.log) you can find the error:

```
0116 00:42:06.177 ERROR { 49} [ScheduledReportTaskBase] Unable to complete report  
System.ArgumentOutOfRangeException: Unexpected report name: TimePeriodAnalysisReport  
Parameter name: dataSetName  
at QME.Data.Plugins.IvrReport.GetReportData(String dataSetName, ReportFilterBuilder filters, GroupByTimeInterval gro  
at QME.Data.Plugins.IvrReport.GetDataTable(String dataSourceName, ReportDescriptor reportDescriptor, IReportBuilder :  
at FW.Scheduler.Service.ScheduledReportTaskBase.GetDataTables(IEnumerable`1 dataSourceNames, ICollection`1 detailsDa  
at FW.Scheduler.Service.ScheduledReportTaskBase.GetDataTables(IReportBuilder reportBuilder, ReportDescriptor reportD  
at FW.Scheduler.Service.ScheduledReportTaskBase.ProcessReport(IasScheduledReport task, CultureInfo cultureInfo, ISvM  
at FW.Scheduler.Service.ScheduledReportTaskBase.Execute(IasSchedule offlineSchedule)
```

Cause

Bug in the Application Suite version 2018.1.1

Solution

Apply the patch in attachment:

1. Stop "Imagicle Service Host" Windows service
2. Unzip the content into <StonevoiceAS>, overwriting existing files
3. Restart the service

IVR Module for QME reports "Unable to retrieve list of users" error when trying to add a manager user

Applies from Application Suite 2017.6.1
to version Application Suite 2017.6.1

Applies to

Application Suite 2017.6.1

Description

When you try to add a manager user to an IVR service, you can see this error "Unable to retrieve list of users"

Add new managers

Use this section to add new manager for the current IVR service

Rechercher un utilisateur

Chercher

	NOM D'UTILISATEUR	PRÉNOM	NOM	POSTE	DÉPARTEMENT
Unable to retrieve list of users					

Ajouter

Annuler

Cause

Bug of version 2017.6.1

You can find this exception in the log files <StonevoiceAS>\Var\Log\w3wp\ApplicationSuite.log.txt

```
ERROR {373} [ReverseProxy] Exception while proxying the request: Original URI {https://192.168.1.51/fw/Apps/ApplicationSuite}
{
  Exception Type {System.Net.WebException}
  Message {Le serveur distant a retourné une erreur : (400) Demande incorrecte.}
  StackTrace {
    a System.Net.HttpWebRequest.GetResponse()
    ApplicationSuite.Web.Apps.ApplicationSuite.HttpProxy.ReverseProxy.ProcessRequest(HttpContext context)
  }
}
```

Solution

No patch available, please upgrade the application suite to a newer version