VXML网关在文件成功加载后无法缓存音频文件

目录

简介

本文档介绍如何在成功加载后对语音可扩展标记语言(VXML)网关中的音频文件缓存问题进行故障排 除。

先决条件

要求

Cisco 建议您了解以下主题:

思科统一联系中心企业版(UCCE)综合呼叫流程

使用的组件

本文档不限于特定的软件和硬件版本。

问题

呼叫者拨打联系中心号码时,会听到几秒钟的静默声,然后出现音频提示。

验证VXML网关后,来自主Cisco Voice Portal(CVP)媒体服务器的音频文件不在缓存中,与来自辅助CVP媒体服务器缓存的音频文件相同。

手动从CVP主媒体服务器加载音频文件,它显示成功,但文件列为非缓存条目。

```
Non-cached entries
```

Ref Size

1 17810

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故障排除

启用dubug http client all,并进行测试调用。

从日志中,有一个属性

Cache-Control:no-cache

```
Jan 10 03:05:13.949 UTC: //1268364//HTTPC:/httpc_msg_read: Start processing 536 bytes data
Jan 10 03:05:13.949 UTC: //1268364//HTTPC:/httpc_msg_read: Stored msg. body: len=536
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_socket_read: socket readable fd: 0
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_socket_read:
Jan 10 03:05:13.953 UTC: read data from the socket 0 : first 400 bytes of data:
<?xpacket end="w"?> Cr8rT(Unprintable
4E464F494352441A000323031362D30332D30315431353A32303A30332D30363A30300494152540000494E414D0000
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_msg_read: Start processing 492 bytes data
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_msg_read: Stored msg. body: len=492
Jan 10 03:05:13.953 UTC: //1268364//HTTPC:/httpc_socket_read: MSG_COMPLETE:
rsp_code(200),msg(185FD39C)URL:http://media/en-us/app/Beacon/ROS_Monitor.wav, fd(0)
Jan 10 03:05:13.953 UTC: processing server rsp msg: msg(185FD39C)URL:http://media/en-
us/app/Beacon/xxxxx.wav, fd(0):
Jan 10 03:05:13.953 UTC: Request msg: GET /en-us/app/Beacon/ROS_Monitor.wav HTTP/1.1
Jan 10 03:05:13.953 UTC: Message Response Code: 200
Jan 10 03:05:13.953 UTC: Message Rsp Decoded Headers:
Jan 10 03:05:13.953 UTC: Cache-Control:no-cache
Jan 10 03:05:13.953 UTC: Date:Wed, 10 Jan 2018 03:05:09 GMT
Jan 10 03:05:13.953 UTC: Content-Length:114386
Jan 10 03:05:13.953 UTC: Content-Type:audio/wav
Jan 10 03:05:13.953 UTC: ETag: "e9d02a87074d11:0"
Jan 10 03:05:13.953 UTC: Last-Modified:Tue, 01 Mar 2016 21:22:58 GMT
Jan 10 03:05:13.953 UTC: headers:
Jan 10 03:05:13.953 UTC: HTTP/1.1 200 OK
Cache-Control: no-cache
Content-Type: audio/wav
Last-Modified: Tue, 01 Mar 2016 21:22:58 GMT
Accept-Ranges: bytes
ETag: "e9d02a87074d11:0"
Server: Microsoft-IIS/7.5
X-Powered-By: ASP.NET
Date: Wed, 10 Jan 2018 03:05:09 GMT
Content-Length: 114386
```

解决方案

在实验室休闲后发现问题的根本原因。为了重新创建场景,我们采取了以下步骤:

步骤1.在CVP媒体服务器下,在此文件路径中创建了测试文件夹:

C: inetpub wwwroot en-us app

步骤2.在IIS管理器下,找到刚创建的文件夹,然后双击该文件夹



步骤3.双击HTTP响应报头,如下图所示

8 <u>-</u>	Internet Information Services (IIS) Manager	
COL115CVPCAL	.01 → Sites → Default Web Site → en-us → app → test →	🐱 🛛 🏠 🕡 🗸
File View Help		
Connections Start Page Start Page COL115CVPCALL01 (COL115C) Application Pools Image: Colling Creeting_FTP Image: Colling Cree	Filter: • • • • • • • • • • • • • • • • • • •	Actions Open Feature
Ready		₩ .:
UISCO		A A A / A / A A

步骤4.点击右面板上的添加,然后输入如下图所示的属性

名称: 缓存控制

值:无缓存

PCAL	LO1 → Sites → I	Default Web Site 🕨 e	en-us ▶ app ▶ test)	•	🐱 🖄 🕼
	<u></u> итт		Actions		
1150	Use this feature	to configure HTTP he	Add Set Common Headers		
	Group by: Ent	ту Туре 🔹	🕡 Help		
	Name 📩	Value	Entry Type		
[P	Local			^	

Edit Custom HTTP Response Header	?	x
Name:		
Cache-Control		
Value:		
no-cache		
ОК	Cancel	

验证

步骤1.在IIS测试文件夹中添加属性之前,加载音频文件CVP媒体服务器IP address/enus/app/test1.wav

Cached entries _____ entry 150, 1 entries Ref FreshTime Age Size context ---- ----____ _____ 360 2 86400 17810 0 url: http://10.66.75.48/en-us/app/test/1.wav 步骤2.使用值no-cache添加缓存控制并从测试文件夹加载音频文件 10.66.75.48/en-us/app/test/2.wav 10.66.75.48/en-us/app/test/3.wav 这两个音频文件现在列在非缓存条目中: Cached entries _____ entry 150, 1 entries Ref FreshTime Age Size context _____ ___ ____ _ _ _ _____ 86400 360 0 17810 2 url: http://10.66.75.48/en-us/app/test/1.wav Non-cached entries _____ Ref Size ____ ___ 17810 1 url: http://10.66.75.48/en-us/app/test/2.wav 17810 1 url: http://10.66.75.48/en-us/app/test/3.wav

步骤3.从其他文件夹加载音频文件

10.66.75.48/en-us/app/whisper.wav

它仅显示受属性影响的测试文件夹。

Maximum memory pool allowed for HTTP Client caching = 15000 K-bytes Maximum file size allowed for caching = 500 K-bytes Total memory used up for Cache = 36901 Bytes Message response timeout = 30 secs Total cached entries = 2 Total non-cached entries = 2 Cached entries _____ entry 150, 1 entries Size context Ref FreshTime Age ---- ----____ _____ 86400 360 17810 0 2 url: http://10.66.75.48/en-us/app/test/1.wav entry 166, 1 entries Ref FreshTime Age Size context --- ---- ---____ _____ 4691902 2495 17810 0 1 url: http://10.66.75.48/en-us/app/whisper.wav Non-cached entries Ref Size ____ ____ 17810 1 url: http://10.66.75.48/en-us/app/test/2.wav

相关信息

17810

url: http://10.66.75.48/en-us/app/test/3.wav

1

https://support.microsoft.com/en-au/help/247404/how-to-modify-the-cache-control-http-header-when-you-use-iis