Troubleshoot CVP Customer Virtual Assistant (CVA)

Contents

Introduction

This document describes how to troubleshoot Customer Voice Portal (CVP) CVA feature.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE) Release 12.5
- Cisco Package Contact Center Enterprise (PCCE) Release 12.5
- CVP Release 12.5

- Cisco Virtualized Voice Browser (CVVB) 12.5
- Google Dialogflow

Components Used

The information in this document is based on these software versions:

- Cisco Package Contact Center Enterprise (PCCE) Release 12.5
- CVP Release 12.5
- Cisco Virtualized Voice Browser (Cisco VVB) 12.5
- Google Dialogflow

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Background

CVP 12.5 introduces the Customer Virtual Assistant (CVA) feature, in which you can use Google Text to Speech (TTS), Austomatic Speech recognition (ASR) and Natural Language Processing (NLP) services. This feature supports human-like interactions that enable you to resolve issues quickly and more efficiently within the Interactive Voice Response (IVR) with Natural Language Processing. This document focuses on troubleshoot, if you want to learn more about CVA configuration review this document [Configure CVP Customer Virtual Assistant (CVA)](#)

Troubleshoot

Most of the issues found in the CVA deployment can be identified via the Speech Server logs. First you need to ensure that the Speech Server is active.

Step 1. On the CVVB, navigate to Cisco VVB Serviceability.

Step 2. On the serviceability page, navigate to Tools > Network Services. Ensure that the Speech Server is IN SERVICE state.

Second, before you enable traces and collect logs, you can test and troubleshoot the Dialogflow response to intents from the Dialogflow virtual agent.

For example, try the response to the default welcome message.

On the Dialogflow virtual agent on the right-hand side, type hello and then Enter. You can see the response to the welcome message.

You can also check the history of the agent conversation.

Step 1. Select History from the Dialogflow virtual agent.

Step 2. In the history page, select the last conversation. You see all the interaction between the virtual agent and caller, as shown in the image.
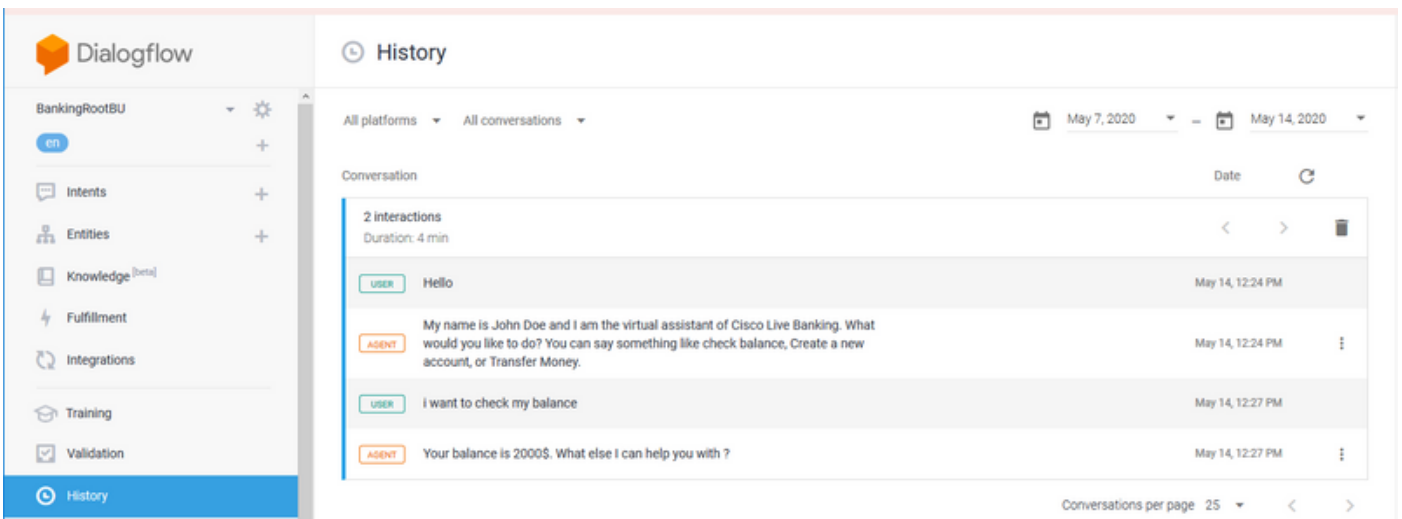
Log Trace Levels and Collection

Cisco VVB Speech Server

To enable the the Speech Server logs, follow these steps:

Step 1. On the Cisco VVB Serviceability page, navigate to: **Trace > Configuration** .

Step 2. Select Speech Server.

Step 3. Now, you see the default level of traces set.

Caution: The Speech Server trace level requires to be increased in order to see the message exchange between the Cisco VVB Speech Server and Google Dialogflow. However, when you Increase the Speech Server trace level, the system may experience performance degradation. Ensure to do this during non-production time or in a lab environment.

Step 4 Increase the Speech Server trace level to XDebuggin3 in order to see the message flow between the Cisco VVB Speech Server and Google Dialogflow.
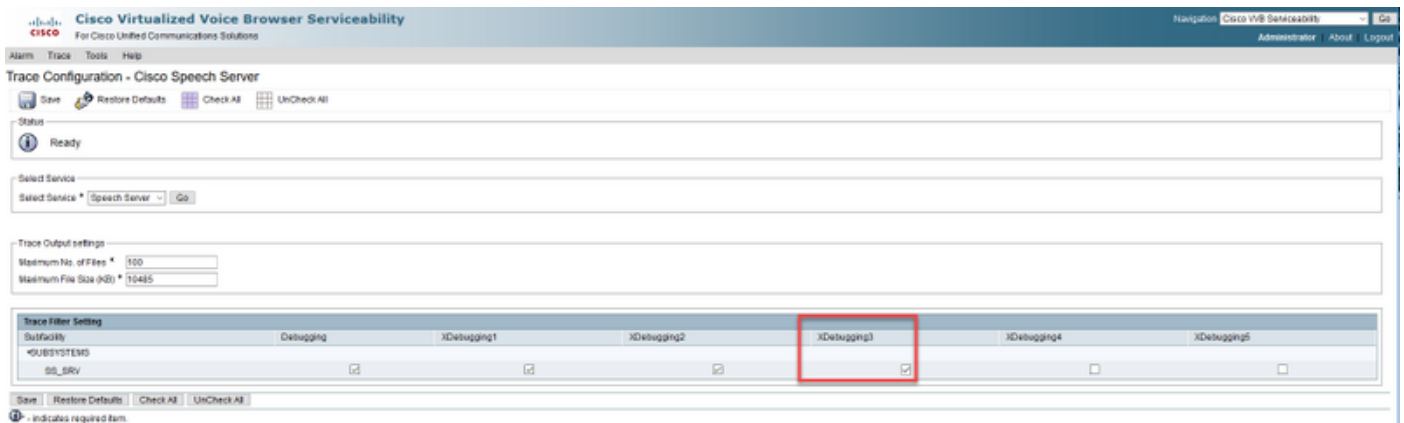
Speech server logs are not available via the Real Time Monitor Tool (RTMT), so you must download the logs via the Cisco VVB Comman Line Interface (CLI).

```
file get activelog speechserver/logs/SpeechServer
```

```
file view activelog speechserver/logs/SpeechServer/*.log
```

Google Dialogflow

These are two main logs that can be used to troubleshoot Cisco CVA integration with Google Dialogflow: Google Stackdriver and Activity logs.

> **Note**: Enable Google logs has an additional fee to the API usage.

Google Stackdriver helps you to follow the requests from the caller to the virtual agent and the respective responses. Here are the steps to enable and collect the Google Stackdriver logs.

Step 1. On the Dialogflow virtual agent click on the settings icon.
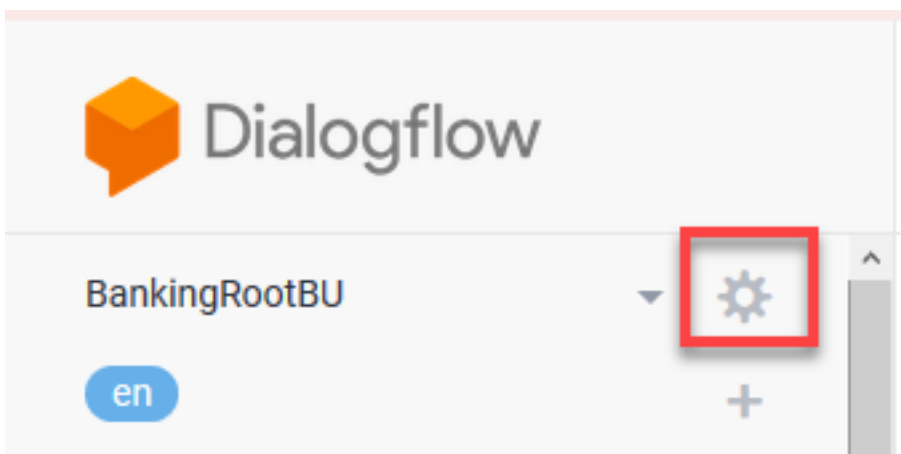
Step 2. On the setting window, slide the **Log interactions to Google Cloud** bar to the right so you enable the logs. You see the Google Stackdriver enabled and the option to open the logs.
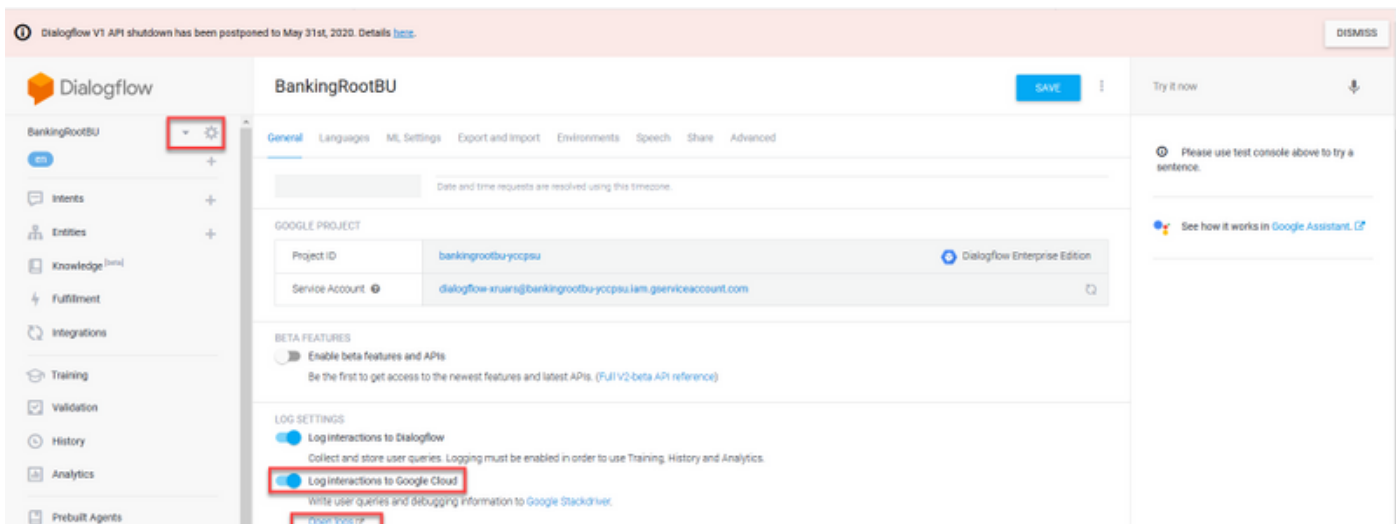
Step 3. Place some calls in order to recreate the issue and click on Open logs. You see the requests to the virtual agent and the responses.

> **Note**: You can use the session id in the Strackdriver logs, which is the same as the CALLGUID in CVP logs and callid in Call studio aplication Activity logs, to track the call end-to-end from CVP to Dialogflow virtual agent.
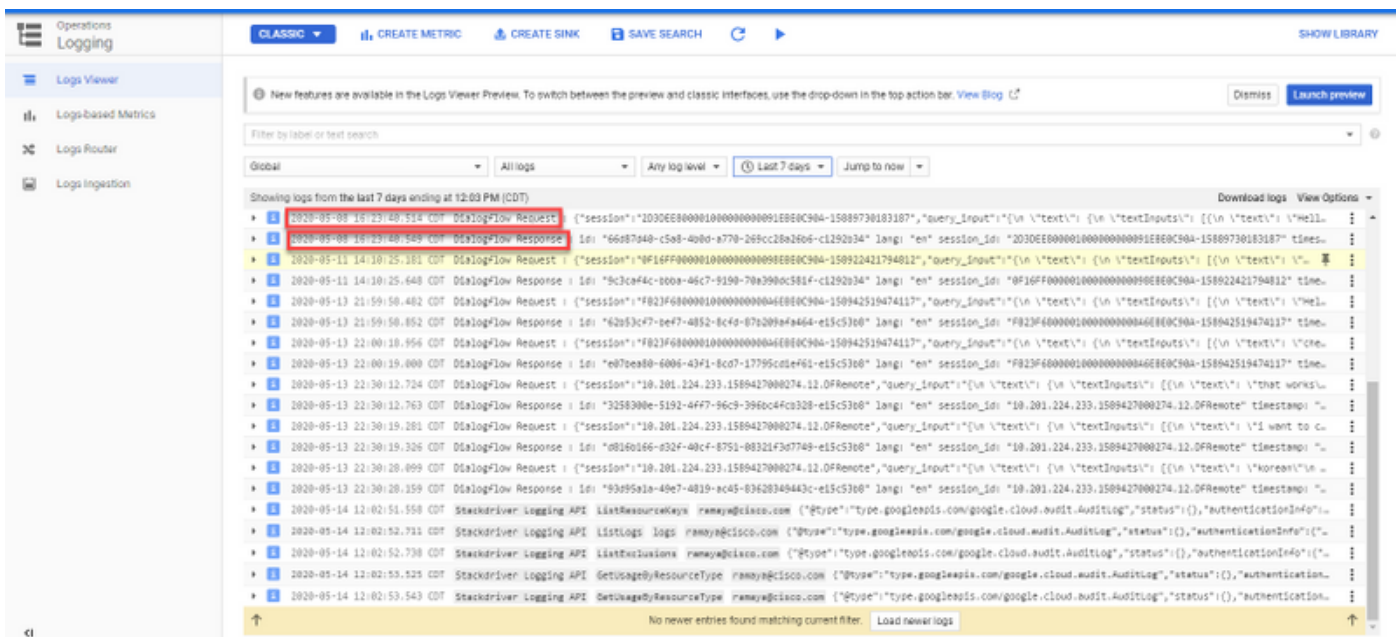
Activity logs basically register all the activities that happens on the Google project. CVA feature is mostly related to Dialogflow activities. Therefore, to troubleshoot CVA issues you only need to enable the Dialogflow activities.

Here are the steps to enable and collect the Dialogflow Activity logs

Step 1. On the Dialogflow virtual Agent settings window, click on the Project id, as shown in the image.
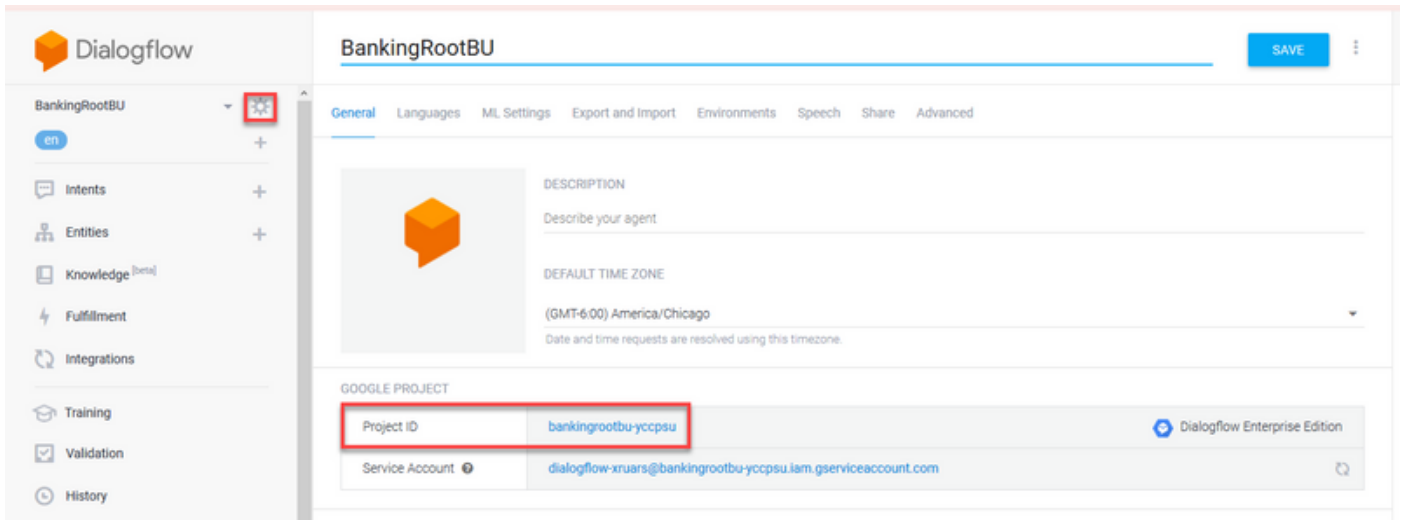
Step 2. On the Google Cloud Platform, click on the setting bars on the top left-hand side corner. Then, navigate to IAM & Admin > Audit Logs.
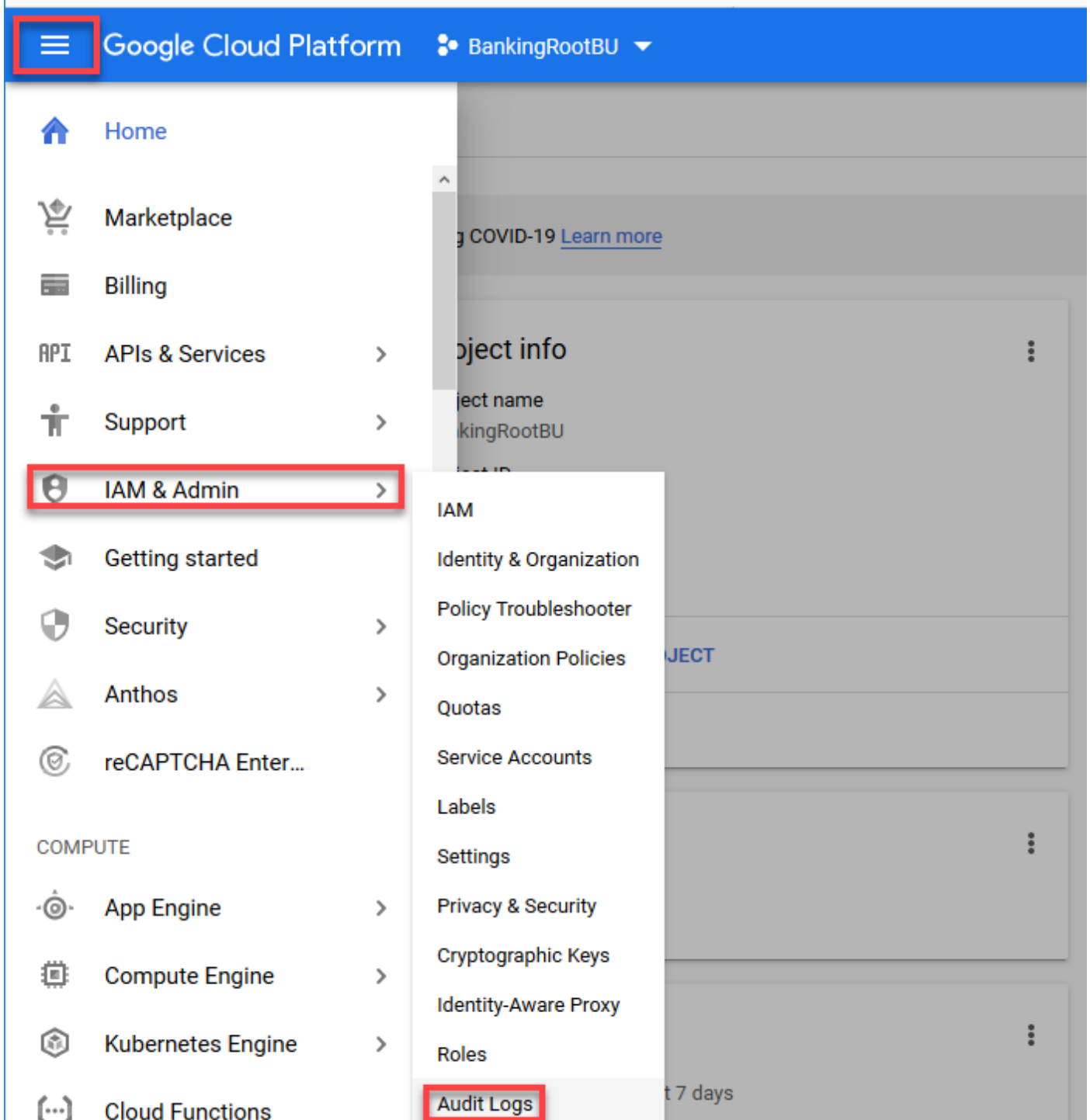
Step 3. On the Audit Logs window, type Dialogflow to filter all logs. Check the Dialogflow API box and all the permissions on the right-hand side as shown in the image.
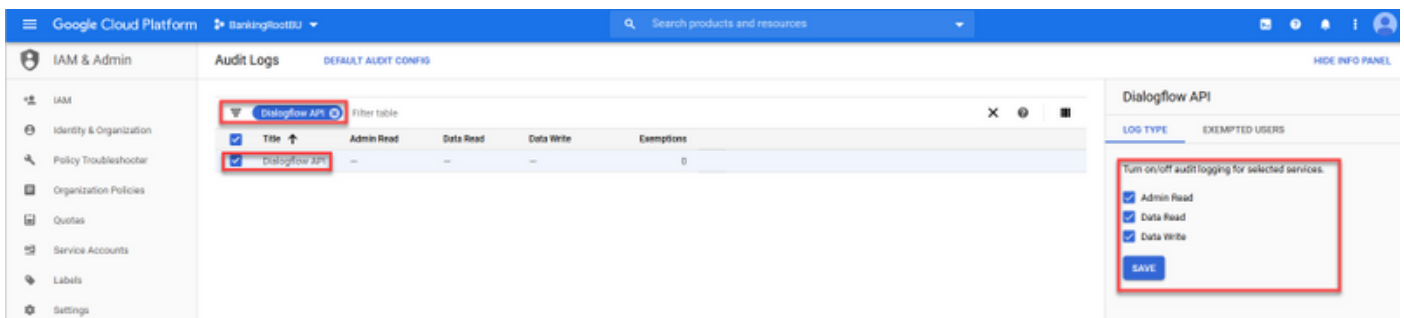
Step 4. Click on the Google Cloud Platform and select the Activity tab.

Step 5. On the right-hand side on the Categories section, click on the Activity types. Uncheck all activities, check only Data Access and click OK.
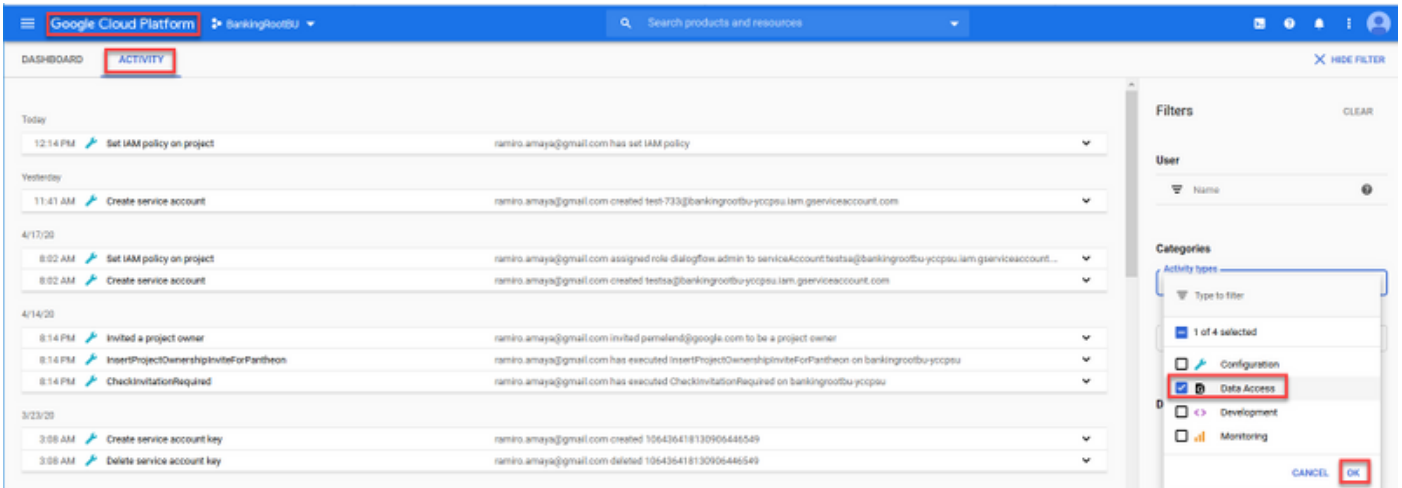
You see the activities related to Dialogflow now in the Activity window.
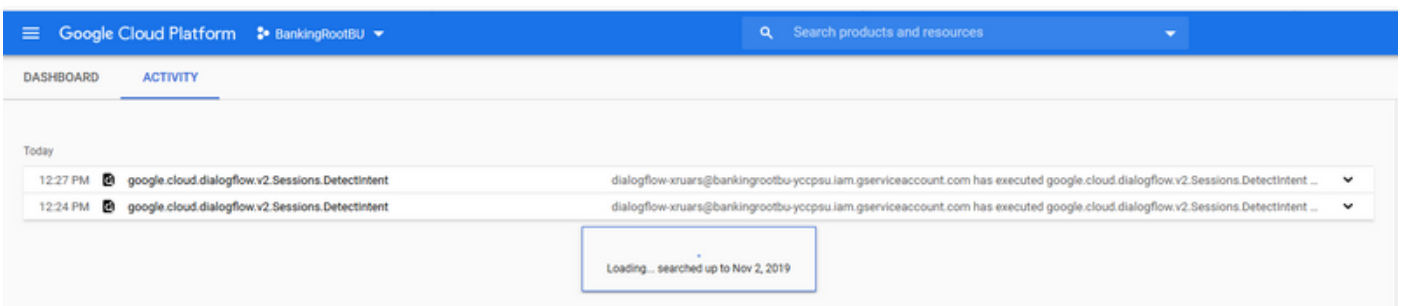
Most Common Issues

These are the most common issues found in the Cisco CVA and Google integration.

Unable to View Details in NOAMP When Cisco VVB Is Selected

This issue is mainly related to certificate exchange between the Cisco VVB and the CVP Operations Manager (OAMP) server via the New OAMP (NOAMP) configuration User interface (UI).
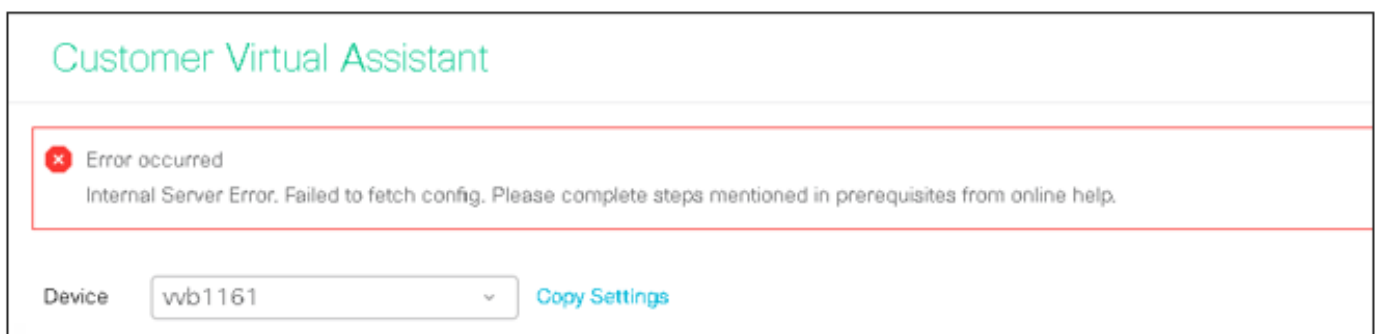
In the OAMP Logs (C:\Cisco\CVP\Logs\OAMP\)

```
32337: 10.64.82.199: Jan 06 2020 08:02:47.121 +0530: %CVP_12_5_OAMP-3-EXCEPTION_INFO: %[build_date=Nov 21, 2019 7:30
AM][build_type=rel][exception=javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed:
sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target
                    at sun.security.ssl.Alerts.getSSLException(Alerts.java:192)
                    at sun.security.ssl.SSLSocketImpl.fatal(SSLSocketImpl.java:1946)
                    at sun.security.ssl.Handshaker.fatalSE(Handshaker.java:316)
                    at sun.security.ssl.Handshaker.fatalSE(Handshaker.java:310)
                    at sun.security.ssl.ClientHandshaker.serverCertificate(ClientHandshaker.java:1639)
                    at sun.security.ssl.ClientHandshaker.processMessage(ClientHandshaker.java:223)
                    at sun.security.ssl.Handshaker.processLoop(Handshaker.java:1037)


32345: 10.64.82.199: Jan 06 2020 08:02:53.636 +0530: %CVP_12_5_OAMP-3-EXCEPTION_INFO: %[build_date=Nov 21, 2019 7:30
AM][build_type=rel][exception=java.net.UnknownHostException: vvb1161
```

Unable to View CVA Feature in SPOG

In the PCCE Admin Worksation (AW) Single Pane of Glass (SPOG) you see this error

⚠ The requested page cannot be displayed.Contact the System Administrator if the problem persists.

In the AW Tomcat logs (C"\icm\tomcat\logs\CCBU*), you see :

```
0000014128: 10.20.10.10: Jan 27 2020 18:57:16.842 -0500: %CCBU_ajp-nio-127.0.0.1-8009-exec-2-6-REQUEST_START:
%[ip.orig=10.10.10.211][method_name=GET][parameter_name={
}][port.orig=60957][protocol=HTTP/1.1][resource_name=/redirect/https:/cvvb.cc.lab/speechconfig/components/js/customerVirtualAssistant.bundle.js][usr
=]: Request start
0004199638: 10.20.10.10: Jan 27 2020 18:57:16.847 -0500: %CCBU_ajp-nio-127.0.0.1-8009-exec-2-6-REST_API_INFO: User name: , service:
redirect, role: Administrator, deployment type: CCEPACM1LAB, access: FULL
0004199639: 10.20.10.10: Jan 27 2020 18:57:16.847 -0500: %CCBU_ajp-nio-127.0.0.1-8009-exec-2-6-REST_API_INFO: URL to connect :
https://cvvb.cc.lab/speechconfig/components/js/customerVirtualAssistant.bundle.js
0004199642: 10.20.10.10: Jan 27 2020 18:57:16.891 -0500: %CCBU_ajp-nio-127.0.0.1-8009-exec-2-6-REST_API_INFO: IOException
sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid
certification path to requested target
0000014130: 10.20.10.10: Jan 27 2020 18:57:16.893 -0500: %CCBU_ajp-nio-127.0.0.1-8009-exec-2-6-REQUEST_END:
%[PARAM_TIME_ELAPSED=50]: Request complete
```
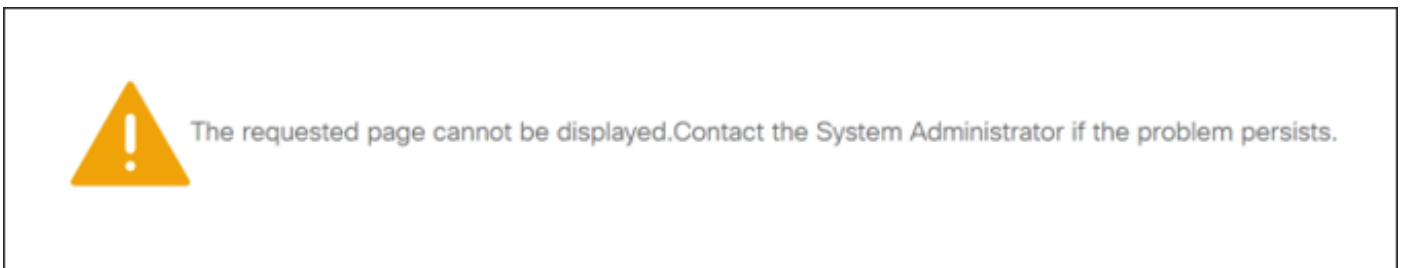
This issue is mainly related to the addition to the Cisco VVB into the SPOG and the certificate exchange beween the Cisco VVB and the AW.

Speech Sever is down while VVB/Engine is up

In this scenario, error message is played to the caller(error.wav).

If the Text to Speech (TTS) or audio prompts are cached, the initial prompt is played.

In the Speech Server logs you see:

```
88887: Dec 21 10:01:02.835 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: Start of getInitialAudio
88888: Dec 21 10:01:02.839 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: GRPC client Created Successfully
88889: Dec 21 10:01:02.840 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: Initial Audio waiting time: 5000
88891: Dec 21 10:01:02.949 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] GRPCClient:setErrorOccured: Error Occured In GRPC
88892: Dec 21 10:01:02.949 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: No response recieved from DF
88893: Dec 21 10:01:02.949 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] WFStreamingGatewayDialogServicesAdapterImpl: End of getInitialAudio
88894: Dec 21 10:01:02.950 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] Close GRPC client
88895: Dec 21 10:01:02.950 IST %MIVR-SS_VB-7-UNK:[CALLID=10Zju] playAndRecognize(): NO_RESOURCE
```

In the Call Studio application Activity logs you see:

```
10.64.82.200.1576902622823.4.DFAudio,12/21/2019 10:00:22.839,DialogFlow,enter,
10.64.82.200.1576902622823.4.DFAudio,12/21/2019 10:00:22.979,DialogFlow,element,error,error.noresource: NO_RESOURCE
10.64.82.200.1576902622823.4.DFAudio,12/21/2019 10:00:22.979,DialogFlow,exit,
10.64.82.200.1576902622823.4.DFAudio,12/21/2019 10:00:22.979,DialogFlow,exit,
```

VXML Server Goes Down in the Middle of the Call

- Calls is dropped.
- You don't see any logs in the VXML application as the VXML Server is down.
- Speech Server logs display the last response from Google.
- Engine logs show connection refused error when Engine tries to communicate with VXML Server

In the Cisco VVB (Engine/MIVR) logs you see:

```
51797: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-UNK:[CALLID=FEF5] Browser.fetchVxml(): got IOException e=:
Exception=java.net.ConnectException: Connection refused (Connection refused)
51798: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION:java.net.ConnectException: Connection refused (Connection refused)
51799: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION:          at java.net.PlainSocketImpl.socketConnect(Native Method)
51800: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION:          at java.net.AbstractPlainSocketImpl.doConnect(AbstractPlainSocketImpl.java:339)
51801: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION:          at java.net.AbstractPlainSocketImpl.connectToAddress(AbstractPlainSocketImpl.java:200)
51802: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION:          at java.net.AbstractPlainSocketImpl.connect(AbstractPlainSocketImpl.java:182)
51803: Jan 06 14:57:54.338 IST %MIVR-SS_VB-7-EXCEPTION:          at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:392)
51823: Jan 06 14:57:54.339 IST %MIVR-SS_VB-7-UNK:[CALLID=FEF5] VXMLDocumnet.loadbAndParse().aThread.run(): got vbe (VBEvent type) =
error.badfetch.http.404: Socket Error fetching req: http://10.64.82.200:7000/CVP/Server For details about Windows Sockets error codes,
please refer to Microsoft documentations; nested exception is:
          java.net.ConnectException: Connection refused (Connection refused)
```

Cisco VVB not Able to Communicate with Google Dialogflow

In the Cisco VVB Speech Server logs you see:

```
28: 10.201.224.234: May 02 2020 12:15:34.126 -0500: %CCBU_12_5_SpeechServer-7-SS_DEBUG:  {Thrd=grpc-default-executor-0} Recognition
Service :sessionId=<856B81000001000000000061EBE0C90A-158843973097070>,projectId=<cvatac-poc-d0q6>::sendText
29: 10.201.224.234: May 02 2020 12:15:34.263 -0500: %CCBU_12_5_SpeechServer-3-SS_EXCEPTION:
%[exception=com.google.api.gax.rpc.UnavailableException: io.grpc.StatusRuntimeException: UNAVAILABLE: io exception][message_string=Recognition
Service :sessionId=<856B81000001000000000061EBE0C90A-158843973097070>,projectId=<cvatac-poc-d0q6>::Error from DF]: Server has caught an
exception
30: 10.201.224.234: May 02 2020 12:15:34.270 -0500: %CCBU_12_5_SpeechServer-3-EXCEPTION_INFO: %[build_date=Dec 31, 1969 6:00
PM][build_type=rel][exception=com.google.api.gax.rpc.UnavailableException: io.grpc.StatusRuntimeException: UNAVAILABLE: io exception
....
Caused by: io.grpc.netty.shaded.io.netty.channel.AbstractChannel$AnnotatedNoRouteToHostException: No route to host: /172.18.108.60:80
```

In the Call Studo application Activity logs you see either No Reource or Error depending on the deployment. For DialogFlow element you see:

```
10.201.224.233.1588439731111.57.DFAudio,05/02/2020 12:15:31.142,DialogFlow,enter,
10.201.224.233.1588439731111.57.DFAudio,05/02/2020 12:15:36.158,DialogFlow,element,error,error.noresource: NO_RESOURCE
10.201.224.233.1588439731111.57.DFAudio,05/02/2020 12:15:36.158,DialogFlow,exit,
```

For DFIntent you see:

```
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:03.121,DFIntent,enter,
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:20.981,DFIntent,element,error,
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:20.981,DFIntent,exit,
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:20.981,DFIntent,exit,
10.64.82.200.1576936323089.24.DFRemote,12/21/2019 19:22:20.981,,element,error,
```

No Input Scenario

In the Call Studio application Activity logs you see:

```
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:05.465,DialogFlow,enter,
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:18.272,DialogFlow,interaction,noinput,1
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:18.273,DialogFlow,interaction,audio_group,noinput_audio_group
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:31.081,DialogFlow,interaction,noinput,2
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:31.082,DialogFlow,interaction,audio_group,noinput_audio_group
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:43.892,DialogFlow,interaction,noinput,3
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:43.892,DialogFlow,interaction,audio_group,noinput_audio_group
10.64.82.200.1576918983543.21.DFAudio,12/21/2019 14:33:45.478,DialogFlow,exit,
```

In the Cisco VVB (Engine/MIVR) logs you see:

```
115069: Dec 21 14:33:45.857 IST %MIVR-SS_VB-7-UNK:[CALLID=MjI3] WFStreamingGatewayDialogServicesAdapterImpl: Start of getInitialAudio
115070: Dec 21 14:33:45.857 IST %MIVR-SS_VB-7-UNK:[CALLID=MjI3] WFStreamingGatewayDialogServicesAdapterImpl: Initial Audio is Empty
115071: Dec 21 14:33:45.857 IST %MIVR-SS_VB-7-UNK:[CALLID=MjI3] WFStreamingGatewayDialogServicesAdapterImpl: trimLeadingSilence = 1
silenceSensitivity=5 trailingSilence=2000
115072: Dec 21 14:33:45.857 IST %MIVR-SS_VB-7-UNK:[CALLID=MjI3] WFStreamingGatewayDialogServicesAdapterImpl: bargin status = false
115073: Dec 21 14:33:45.857 IST %MIVR-SS_VB-7-UNK:[CALLID=MjI3] WFStreamingGatewayDialogServicesAdapterImpl: Wait for barge-in
115085: Dec 21 14:33:58.402 IST %MIVR-SS_VB-7-UNK:[CALLID=MjI3] StreamingUtterance: Stopped Streaming Utterance
115086: Dec 21 14:33:58.652 IST %MIVR-SS_VB-7-UNK:[CALLID=MjI3] WFStreamingGatewayDialogServicesAdapterImpl: EXITING playAndRecognize()
115087: Dec 21 14:33:58.652 IST %MIVR-SS_VB-7-UNK:[CALLID=101921MjI3NDZiMjVjMjk3Y2E5ZWJjNTAxYzc2YjU0YjdmZDA] Heard:   noinput
115088: Dec 21 14:33:58.652 IST %MIVR-SS_VB-7-UNK:[CALLID=101921MjI3NDZiMjVjMjk3Y2E5ZWJjNTAxYzc2YjU0YjdmZDA] playAndRecognize done.
115089: Dec 21 14:33:58.652 IST %MIVR-SS_VB-7-UNK:[CALLID=101921MjI3NDZiMjVjMjk3Y2E5ZWJjNTAxYzc2YjU0YjdmZDA]
VBEventHandler::handleEvent event: noinput: noinput - recognition failed; nested exception is:
        com.cisco.dialogservices.RecNoInputException
```

Incorrect Json Key

In the Cisco VVB Speech Server logs you see:

```
704: 10.64.82.185: Dec 21 2019 13:47:32.346 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG: {Thrd=grpc-default-executor-13}
RecognizeServiceImpl:sessionId=<101921MGZIOGVjYjAyZjNmODYzZmU1YzViMTljNzBiMjg3ZGI>,projectId=<ciscoss-dev-9gkv>:: createClient...
705: 10.64.82.185: Dec 21 2019 13:47:32.347 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG: {Thrd=grpc-default-executor-13} Recognition Service
:sessionId=<101921MGZIOGVjYjAyZjNmODYzZmU1YzViMTljNzBiMjg3ZGI>,projectId=<ciscoss-dev-9gkv>::initializing with config: com.cisco.language=en-US,
com.cisco.codec=ULAW, com.cisco.grammarId=field3@field.grammar, com.cisco.projectId=ciscoss-dev-9gkv, com.cisco.secureLogging=false,
com.cisco.sessionId=101921MGZIOGVjYjAyZjNmODYzZmU1YzViMTljNzBiMjg3ZGI, com.cisco.initialAudio=Hello, com.cisco.grammarString=nlp@dialogflow,
com.cisco.outputAudioSupport=true, confidence.level=0.4, inputmodes=voice
706: 10.64.82.185: Dec 21 2019 13:47:32.389 +0530: %CCBU_12_5_SpeechServer-3-SS_EXCEPTION: %[exception=java.io.IOException: Unexpected exception
reading PKCS#8 data][message_string=Unable to get the credential Provider for Google Speech Service]: Server has caught an exception
707: 10.64.82.185: Dec 21 2019 13:47:32.391 +0530: %CCBU_12_5_SpeechServer-3-EXCEPTION_INFO: %[build_date=Jan 01, 1970 5:30
AM][build_type=rel][exception=java.io.IOException: Unexpected exception reading PKCS#8 data
        at com.google.auth.oauth2.ServiceAccountCredentials.privateKeyFromPkcs8(ServiceAccountCredentials.java:309)
        at com.google.auth.oauth2.ServiceAccountCredentials.fromPkcs8(ServiceAccountCredentials.java:286)
        at com.google.auth.oauth2.ServiceAccountCredentials.fromJson(ServiceAccountCredentials.java:210)
        at com.google.auth.oauth2.ServiceAccountCredentials.fromStream(ServiceAccountCredentials.java:350)
        at com.google.auth.oauth2.ServiceAccountCredentials.fromStream(ServiceAccountCredentials.java:322)
```

Issue in Service Account Configuration

In the Cisco VVB Speech Server logs you see:

```
463: 10.64.82.185: Dec 21 2019 13:22:13.215 +0530: %CCBU_12_5_SpeechServer-3-SS_EXCEPTION:
%[exception=com.cisco.speechserver.config.ConfigurationNotAvailableException: Configuration entry not available for service:NLP,provider:ciscoss-dev-
9gkv1][message_string=Recognition Service :sessionId=<101921Yzg3OTZiZGM1Y2FlYjRjYjk1MzdjMGRhMThhMGYxMjU>,projectId=<ciscoss-dev-9gkv1>::]:
Server has caught an exception
464: 10.64.82.185: Dec 21 2019 13:22:13.216 +0530: %CCBU_12_5_SpeechServer-3-EXCEPTION_INFO: %[build_date=Jan 01, 1970 5:30
AM][build_type=rel][exception=com.cisco.speechserver.config.ConfigurationNotAvailableException: Configuration entry not available for
service:NLP,provider:ciscoss-dev-9gkv1
        at com.cisco.speechserver.config.ConfigurationManager.getServiceAccountConfigOrThrow(ConfigurationManager.java:164)
        at com.cisco.speechserver.providers.google.GoogleCredentialProvider.getServiceAccountKey(GoogleCredentialProvider.java:54)
        at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.createSession(DialogFlowStreamingImpl.java:116)
        at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.<init>(DialogFlowStreamingImpl.java:86)
        at com.cisco.speechserver.SpeechServerFactory.getStreamingClientInstance(SpeechServerFactory.java:67)
        at com.cisco.speechserver.grpc.server.RecognizeServiceImpl$1.createClient(RecognizeServiceImpl.java:211)
        at com.cisco.speechserver.grpc.server.RecognizeServiceImpl$1.onNext(RecognizeServiceImpl.java:87)
        at com.cisco.speechserver.grpc.server.RecognizeServiceImpl$1.onNext(RecognizeServiceImpl.java:65)
        at io.grpc.stub.ServerCalls$StreamingServerCallHandler$StreamingServerCallListener.onMessage(ServerCalls.java:248)
        at io.grpc.internal.ServerCallImpl$ServerStreamListenerImpl.messagesAvailable(ServerCallImpl.java:263)
        at io.grpc.internal.ServerImpl$JumpToApplicationThreadServerStreamListener$1MessagesAvailable.runInContext(ServerImpl.java:687)
        at io.grpc.internal.ContextRunnable.run(ContextRunnable.java:37)
        at io.grpc.internal.SerializingExecutor.run(SerializingExecutor.java:123)
        at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1128)
        at java.base/java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:628)
        at java.base/java.lang.Thread.run(Thread.java:834)
```

Wrong Language Set in CallStudio Application

In the Cisco VVB Speech Server logs you see:

```
123: 10.64.82.185: Jan 07 2020 08:54:50.693 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG: {Thrd=grpc-default-executor-2} Recognition Service
:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzl>,projectId=<ciscoss-dev-9gkv>::onCompleted::saying DF that I am onCompleted
124: 10.64.82.185: Jan 07 2020 08:54:51.218 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG: {Thrd=Gax-13} Recognition Service
:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzl>,projectId=<ciscoss-dev-9gkv>::ResponseApiStreamingObserver:from Google:
language_code: "fr-FR"

125: 10.64.82.185: Jan 07 2020 08:54:51.218 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG: {Thrd=Gax-13} Recognition Service
:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzl>,projectId=<ciscoss-dev-9gkv>::onCompleted
126: 10.64.82.185: Jan 07 2020 08:54:51.219 +0530: %CCBU_12_5_SpeechServer-3-SS_ERROR: Recognition Service
:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzl>,projectId=<ciscoss-dev-9gkv>::No response from dialogflow
127: 10.64.82.185: Jan 07 2020 08:54:51.220 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG: {Thrd=grpc-default-executor-2} Recognition Service
:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzl>,projectId=<ciscoss-dev-9gkv>::closing the session
128: 10.64.82.185: Jan 07 2020 08:54:51.220 +0530: %CCBU_12_5_SpeechServer-3-SS_EXCEPTION: %[exception=io.grpc.StatusRuntimeException: ABORTED:
No response from
dialogflow][message_string=RecognizeServiceImpl:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzl>,projectId=<ciscoss-dev-
9gkv>::onCompleted:: internal error ]: Server has caught an exception
129: 10.64.82.185: Jan 07 2020 08:54:51.221 +0530: %CCBU_12_5_SpeechServer-3-EXCEPTION_INFO: %[build_date=Jan 01, 1970 5:30
AM][build_type=rel][exception=io.grpc.StatusRuntimeException: ABORTED: No response from dialogflow
        at io.grpc.Status.asRuntimeException(Status.java:530)
        at com.cisco.speechserver.providers.google.df.DialogFlowResponseHandler.checkResponseStatus(DialogFlowResponseHandler.java:138)
        at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.getFinalResponse(DialogFlowStreamingImpl.java:267)
        at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.onCompleted(DialogFlowStreamingImpl.java:176)
        at com.cisco.speechserver.grpc.server.RecognizeServiceImpl$1.onCompleted(RecognizeServiceImpl.java:129)
```

Single Utterance Issue with DF Project

In the Cisco VVB Speech Server logs you see:

```
185: 10.64.82.185: Jan 07 2020 09:04:10.133 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG: {Thrd=grpc-default-executor-5}
Recognition Service :sessionId=<101921YmFINzQzZWRhYWVlNmQxNTU0YTM2MDBjMTFmNDc2MGM>,projectId=<cvp-css-dev-s1mm>::closing the session
186: 10.64.82.185: Jan 07 2020 09:04:10.134 +0530: %CCBU_12_5_SpeechServer-3-SS_EXCEPTION: %[exception=io.grpc.StatusRuntimeException:
INTERNAL: io.grpc.StatusRuntimeException: INVALID_ARGUMENT: While calling Cloud Speech API: Invalid recognition 'config': single_utterance=true not supported for this
model.
][message_string=RecognizeServiceImpl:sessionId=<101921YmFINzQzZWRhYWVlNmQxNTU0YTM2MDBjMTFmNDc2MGM>,projectId=<cvp-css-dev-s1mm>::onCompleted::
internal error ]: Server has caught an exception
187: 10.64.82.185: Jan 07 2020 09:04:10.136 +0530: %CCBU_12_5_SpeechServer-3-EXCEPTION_INFO: %[build_date=Jan 01, 1970 5:30 AM][build_type=rel]
[exception=io.grpc.StatusRuntimeException: INTERNAL: io.grpc.StatusRuntimeException:
INVALID_ARGUMENT: While calling Cloud Speech API: Invalid recognition 'config': single_utterance=true not supported for this model.
                at io.grpc.Status.asRuntimeException(Status.java:521)
                at com.cisco.speechserver.providers.google.df.DialogFlowResponseHandler.checkForDFError(DialogFlowResponseHandler.java:149)
                at com.cisco.speechserver.providers.google.df.DialogFlowResponseHandler.checkResponseStatus(DialogFlowResponseHandler.java:122)
                at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.getFinalResponse(DialogFlowStreamingImpl.java:267)
                at com.cisco.speechserver.providers.google.df.DialogFlowStreamingImpl.onCompleted(DialogFlowStreamingImpl.java:176)
                at com.cisco.speechserver.grpc.server.RecognizeServiceImpl$1.onCompleted(RecognizeServiceImpl.java:129)
                at io.grpc.stub.ServerCalls$StreamingServerCallHandler$StreamingServerCallListener.onHalfClose(ServerCalls.java:259)
                at io.grpc.internal.ServerCallImpl$ServerStreamListenerImpl.halfClosed(ServerCallImpl.java:283)
                at io.grpc.internal.ServerImpl$JumpToApplicationThreadServerStreamListener$1HalfClosed.runInContext(ServerImpl.java:711)
                at io.grpc.internal.ContextRunnable.run(ContextRunnable.java:37)
                at io.grpc.internal.SerializingExecutor.run(SerializingExecutor.java:123)
                at java.base/java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1128)
                at java.base/java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:628)
                at java.base/java.lang.Thread.run(Thread.java:834)
][product_name=CCBU][subsystem_exception_info=][tid=grpc-default-executor-5][version_number=CCBU_12_5_1_-1_-1_-1_-1]:
Information associated with the following logged exception [id:9007]
```

To solve the issue related to single utterance, you either have Enterprise Essentials plan, as shown in the picture or modify the call studio application properties and set single utterance to false.
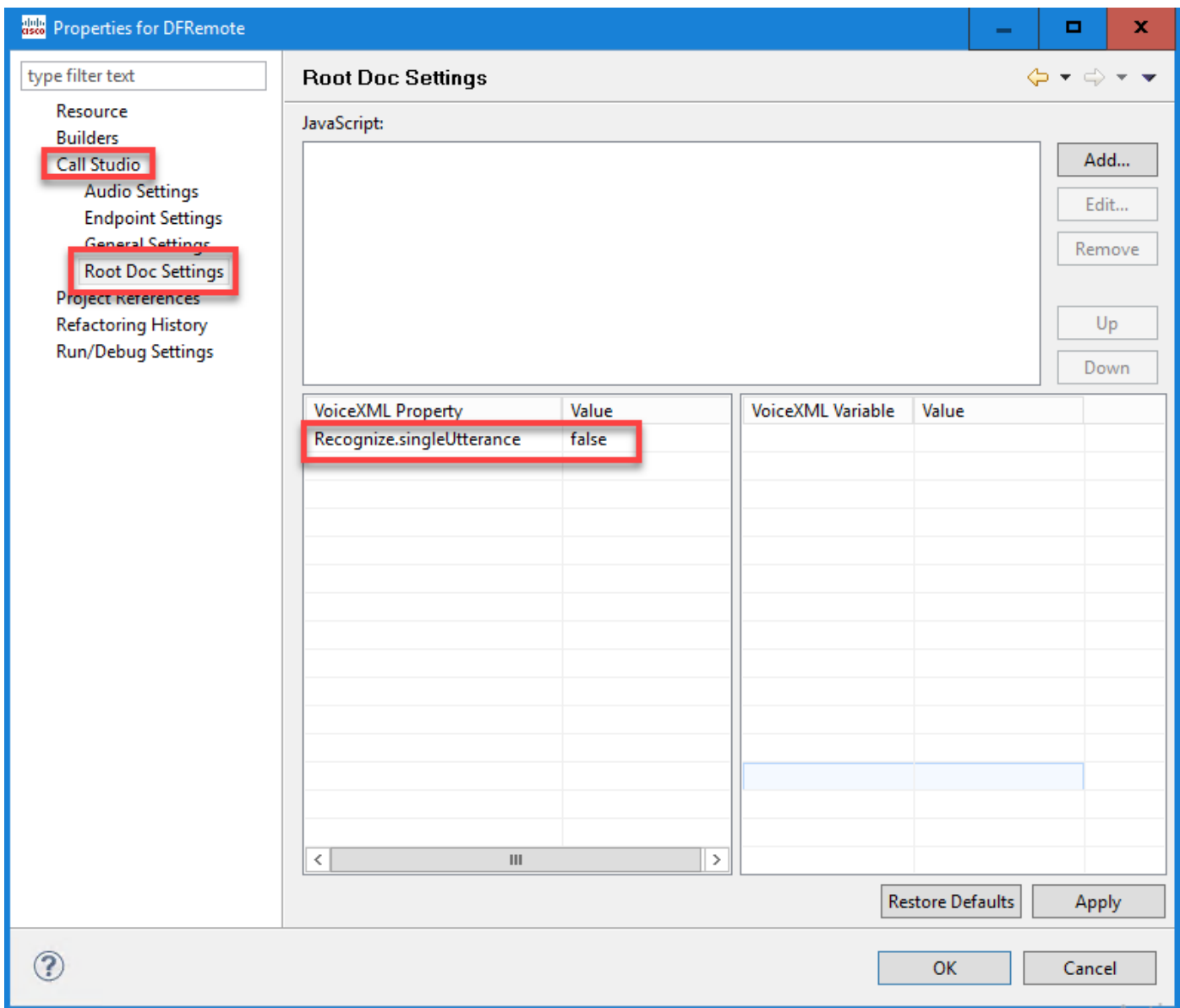
In order to change the single utterance settings in the Call Studio application follow these steps:

Step 1. On the Call Studio application, right-click and select properties.
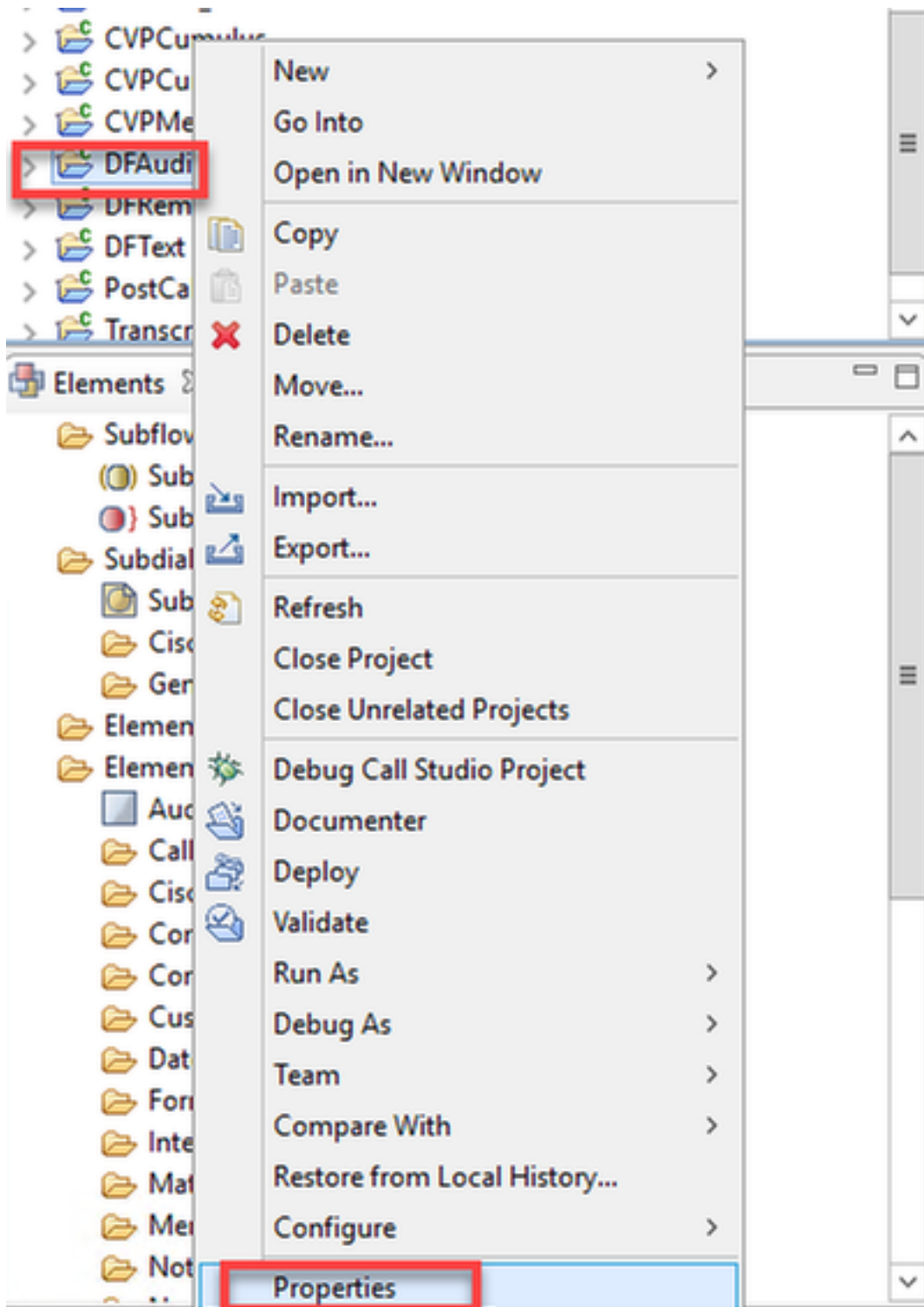
Step 2. On the properties window, navigate to Call Studio > Root Doc Settings and on the VoiceXML Property window add **Recognize.singleUtterance** and set it to **false**.

Step 3. Click Ok to save it and then validate and deploy the application to the VXML Server.

NTP Sync Issue

In the Cisco VVB Speech Server logs you see:

Related Information

Cisco Documentation

- Sample Code Sample CVA Applications
- CVA Design Callflows and Architecture.
- Configure CVA Services in UCCE using OAMP.
- Configure CVA Services in PCCE using PCCE Admin.
- Dialogflow Call Studio Element Specification
- DialogflowIntent Call Studio Element Specification
- DialogflowParam Call Studio Element Specification
- Transcribe Call Studio Element Specification

Google Documentation

- Enable Dialogflow API
- Enable Cloud Speech-to-Text API (Optional)
- Enable Cloud Text-to-Speech API (Optional)
- Enable Dialogflow Billing
- Upgrade to Enterprise Edition for advanced Dialogflow features.
- Enable Enhanced Models for best speech recognition results.
- Create Dialogflow Authentication Key
- Create Speech-to-Text Key
- Create Text-to-Speech Key
- Dialogflow Basics
- Setting up Dialogflow Agent
- Creating a Dialogflow Agent

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