CVP客户虚拟助理(CVA)故障排除

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相关信息

- 思科文档
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简介

本文档介绍如何对客户语音门户(CVP)CVA功能进行故障排除。

先决条件

要求

Cisco 建议您了解以下主题：

- 思科统一联络中心企业版(UCCE)版本12.5
- 思科套装联络中心企业版(PCCE)版本12.5
- CVP版本12.5

- 思科虚拟化语音浏览器(CVVB)12.5
- Google对话流

使用的组件

本文档中的信息基于以下软件版本：

- 思科套装联络中心企业版(PCCE)版本12.5
- CVP版本12.5
- 思科虚拟化语音浏览器（思科VVB）12.5
- Google对话流

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

背景

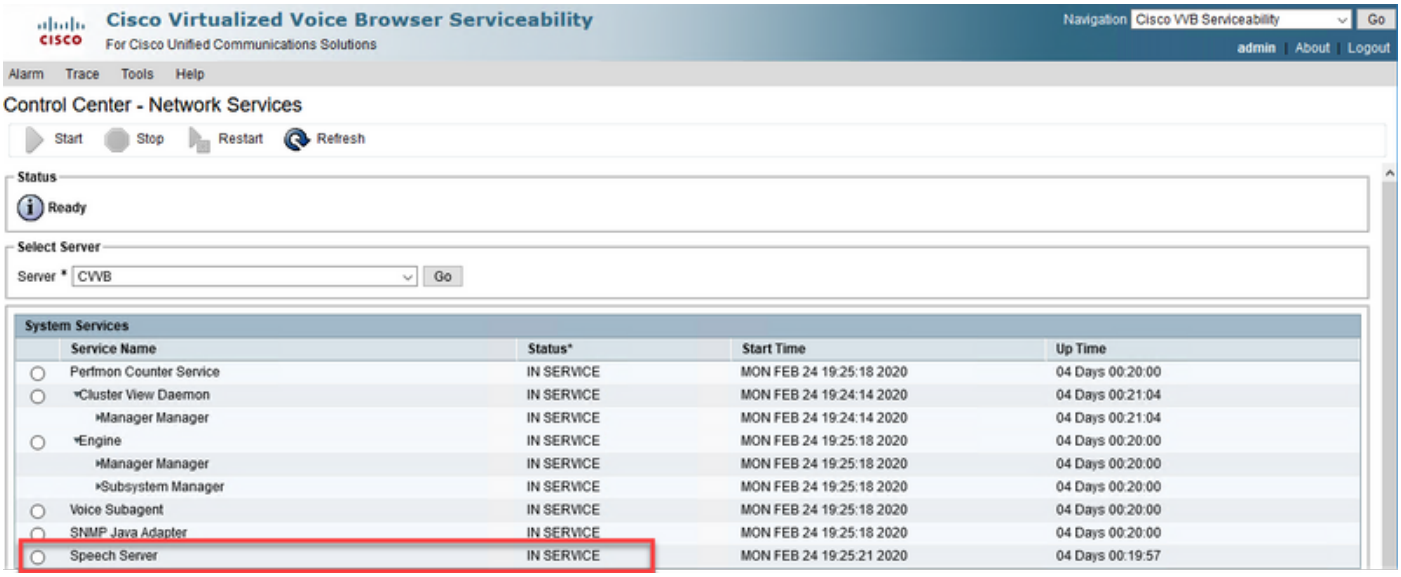
CVP 12.5引入了客户虚拟助理(CVA)功能，您可以在其中使用Google文本到语音转换(TTS)、自动语音识别(ASR)和自然语言处理(NLP)服务。此功能支持类似于人际的交互，使您能够使用自然语言处理在交互式语音应答(IVR)中更快更有效地解决问题。如果您想了解有关CVA配置的更多信息，本文档重点介绍故障排除。请查看本文档配置CVP客户虚拟助理(CVA)

故障排除

CVA部署中发现的大多数问题都可以通过语音服务器日志来识别。首先需要确保语音服务器处于活动状态。

步骤1.在CVVB上，导航至Cisco VVB Serviceability。

步骤2.在可维护性页面上，导航到Tools > Network Services。确保语音服务器处于服务状态。



其次，在启用跟踪和收集日志之前，可以测试并排除对Dialogflow虚拟代理的意图的Dialogflow响应的故障。

例如，尝试对默认欢迎消息的响应。

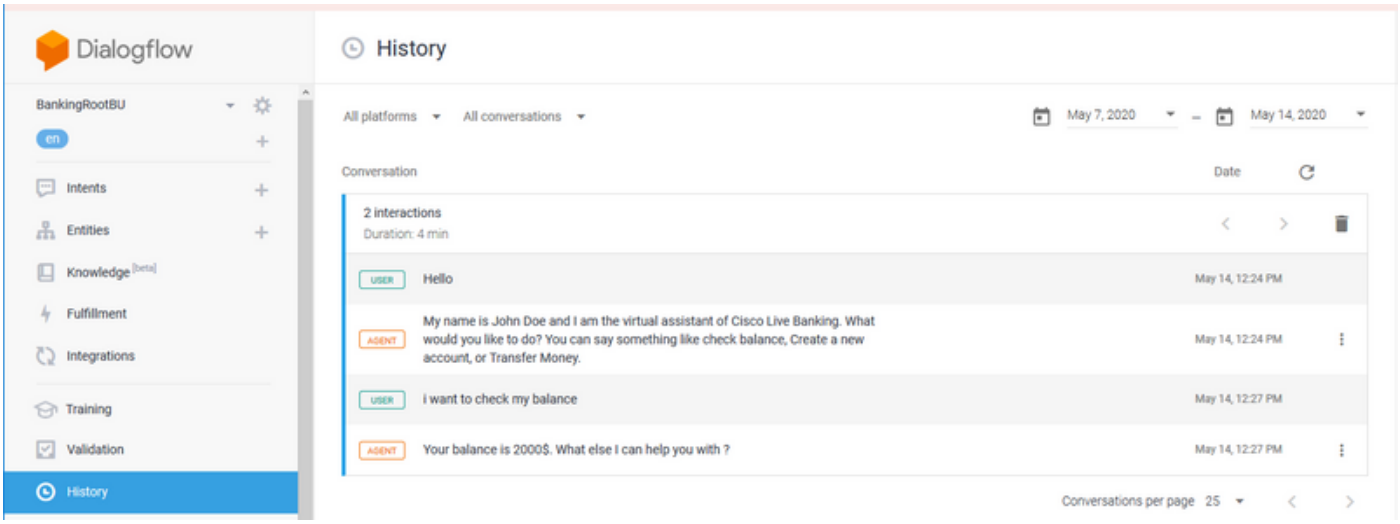
在右侧的Dialogflow virtual agent中，键入hello，然后输入Enter。您可以看到对欢迎消息的响应。



您还可以检查座席对话的历史记录。

步骤1.从Dialogflow虚拟代理中选择History。

步骤2.在历史记录页面中，选择最后一个会话。您将看到虚拟座席和主叫方之间的所有交互，如图所示。



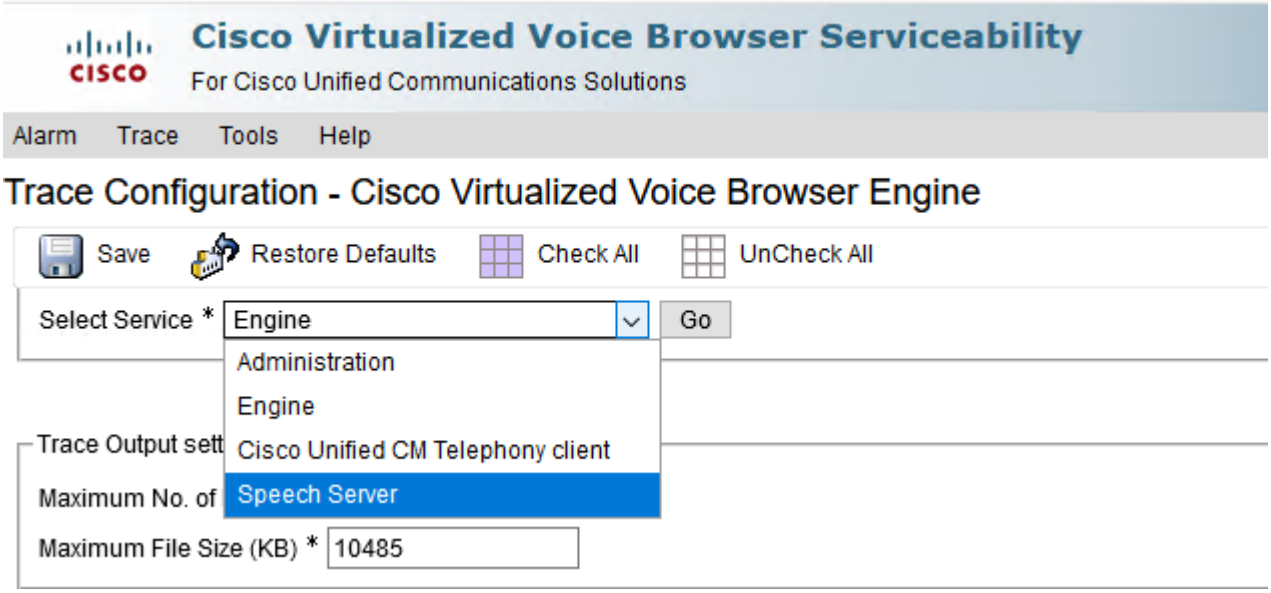
日志跟踪级别和收集

思科VVB语音服务器

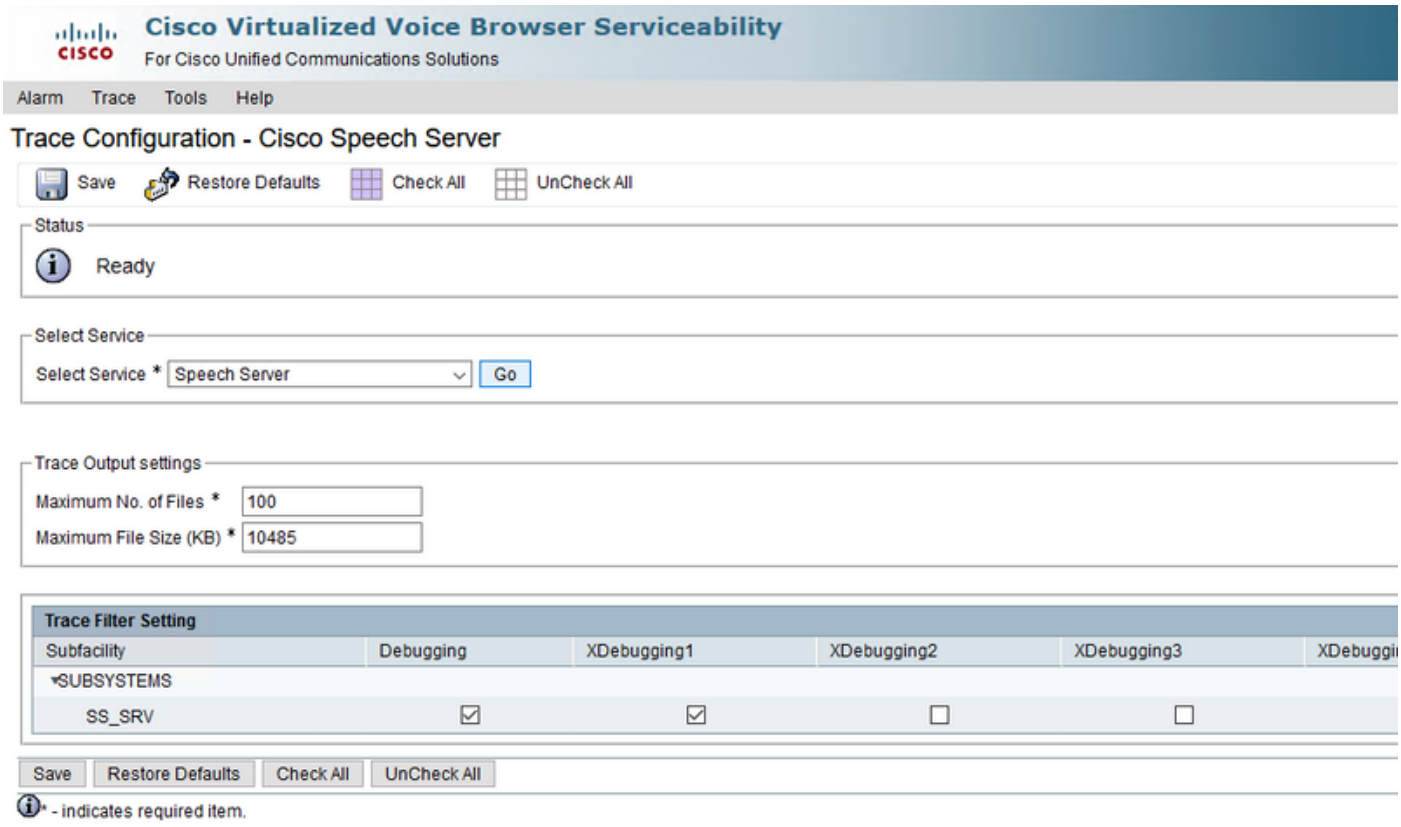
要启用语音服务器日志，请执行以下步骤：

步骤1.在Cisco VVB可维护性页面上，导航至：Trace > Configuration。

步骤2.选择Speech Server。

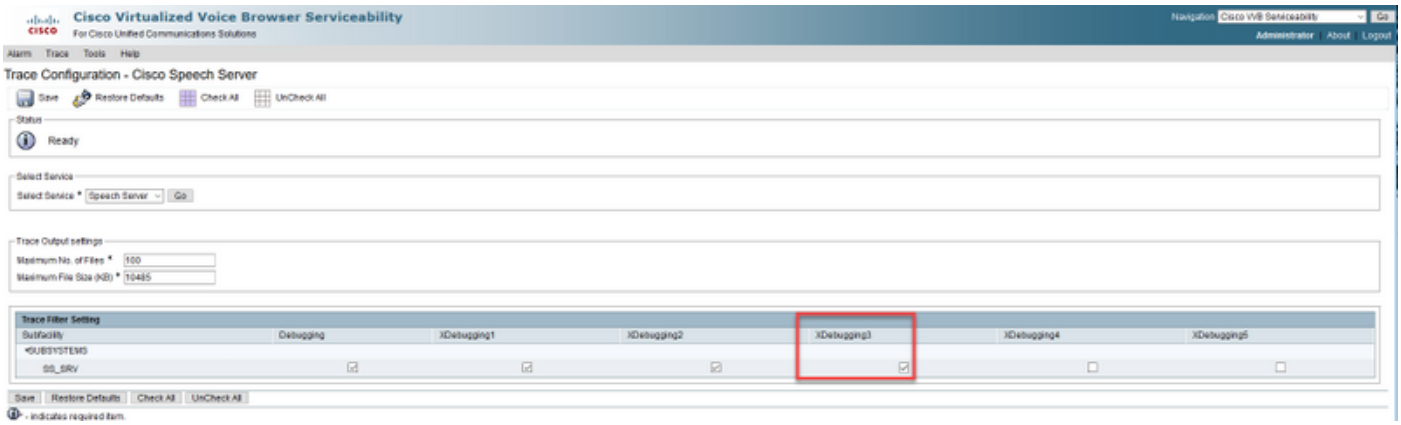


步骤3.现在，您将看到设置的跟踪的默认级别。



⚠ 警告：需要提高语音服务器跟踪级别，才能查看Cisco VVB Speech Server和Google Dialogflow之间的消息交换。但是，当您增加语音服务器跟踪级别时，系统可能会出现性能下降。确保在非生产时间或在实验室环境中执行此操作。

第4步将Speech Server跟踪级别增加到XDebuggin3，以便查看Cisco VVB Speech Server和Google Dialogflow之间的消息流。



语音服务器日志无法通过实时监控工具(RTMT)获取，因此您必须通过Cisco VVB命令行界面(CLI)下载日志。

```
file get activelog speechserver/logs/SpeechServer

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

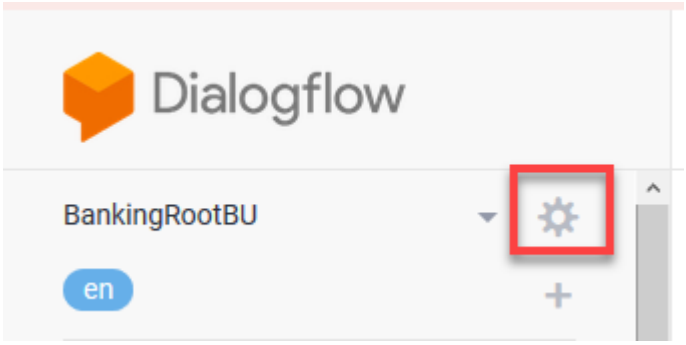
Google对话流

以下是可用于对Cisco CVA与Google Dialogflow的集成进行故障排除的两个主要日志：Google Stackdriver和活动日志。

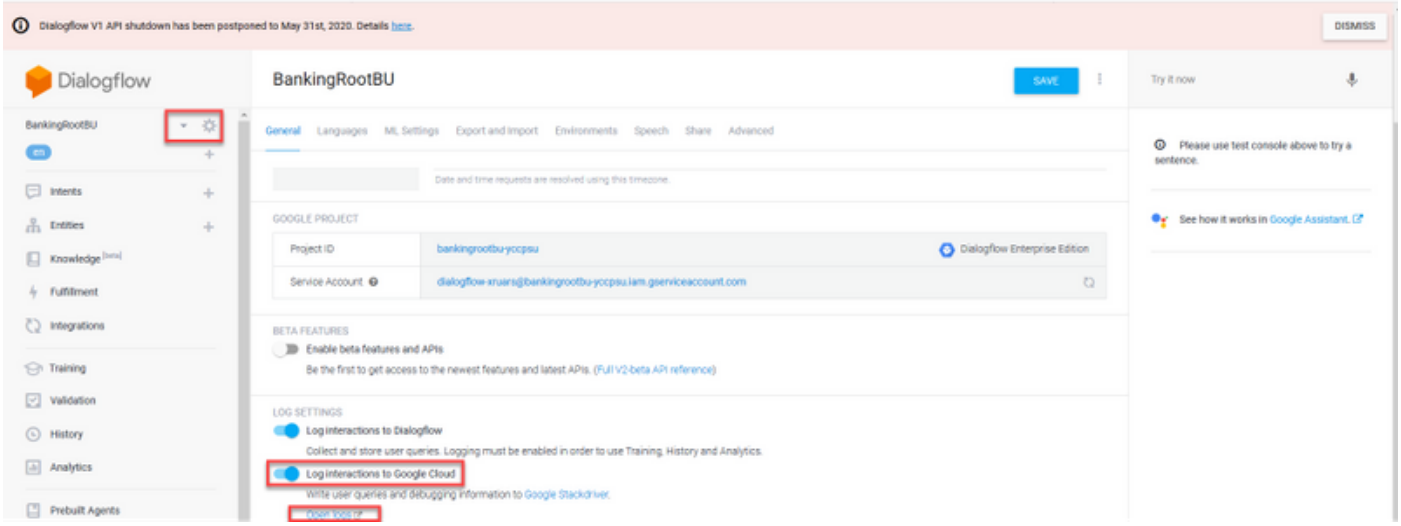
注意：启用Google日志会对API的使用收取额外费用。

Google Stackdriver可帮助您跟踪呼叫者向虚拟座席发出的请求以及相应的响应。以下是启用和收集Google Stackdriver日志的步骤。

步骤1.在Dialogflow虚拟代理上，点击设置图标。

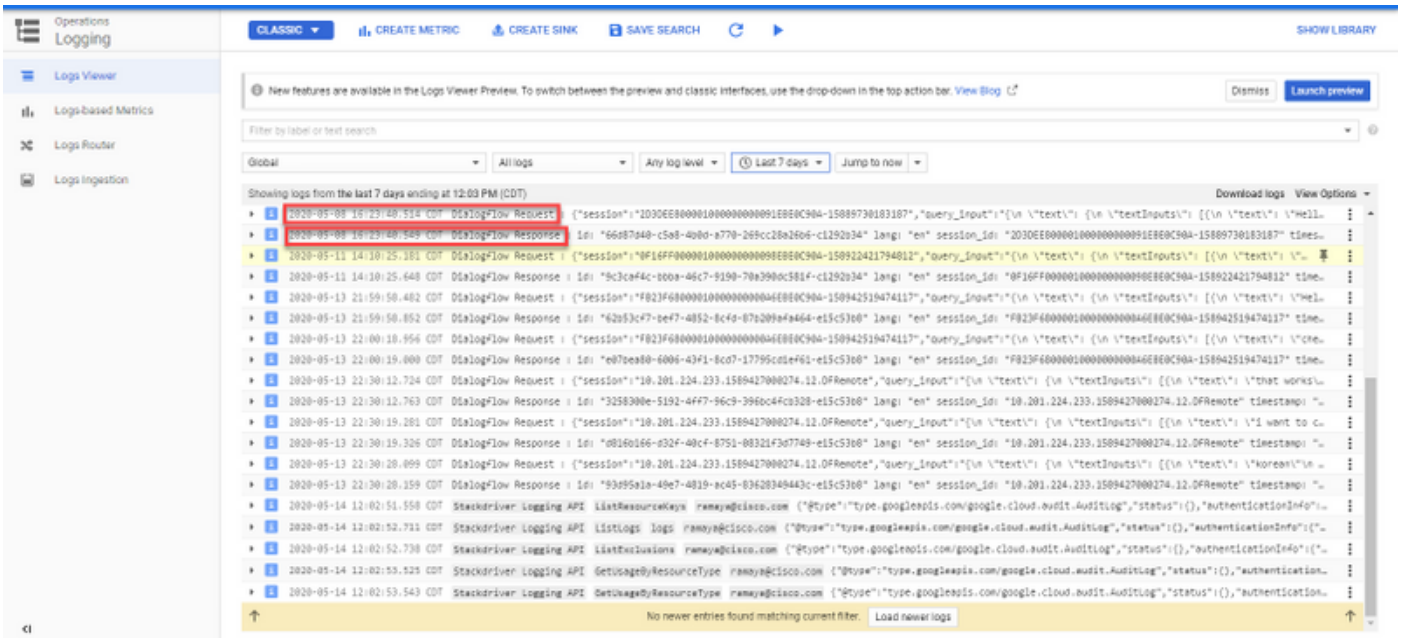


步骤2.在设置窗口中，将Log interactions to Google Cloud栏滑动到右侧，以便启用日志。您会看到Google Stackdriver已启用且有打开日志的选项。



步骤3.发出一些呼叫以重新创建问题，然后点击“打开日志”。您将看到对虚拟代理的请求和响应。

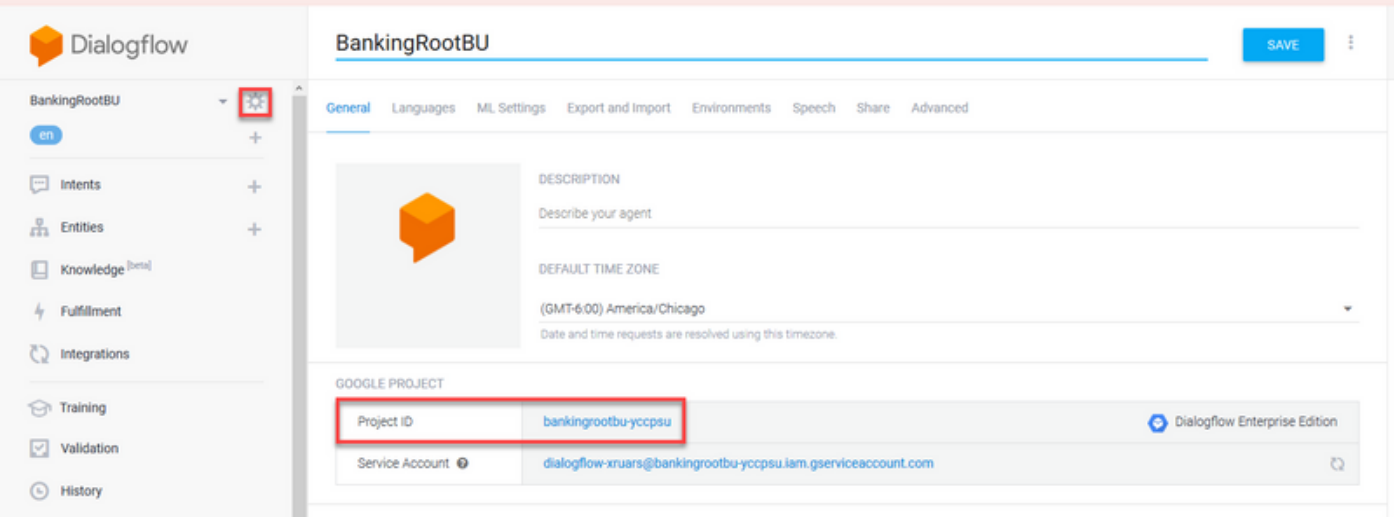
注意：您可以使用Strackdriver日志中的会话ID（与CVP日志中的CALLGUID相同）和Call studio应用活动日志中的呼叫相同，以跟踪从CVP到Dialogflow虚拟代理的端到端呼叫。



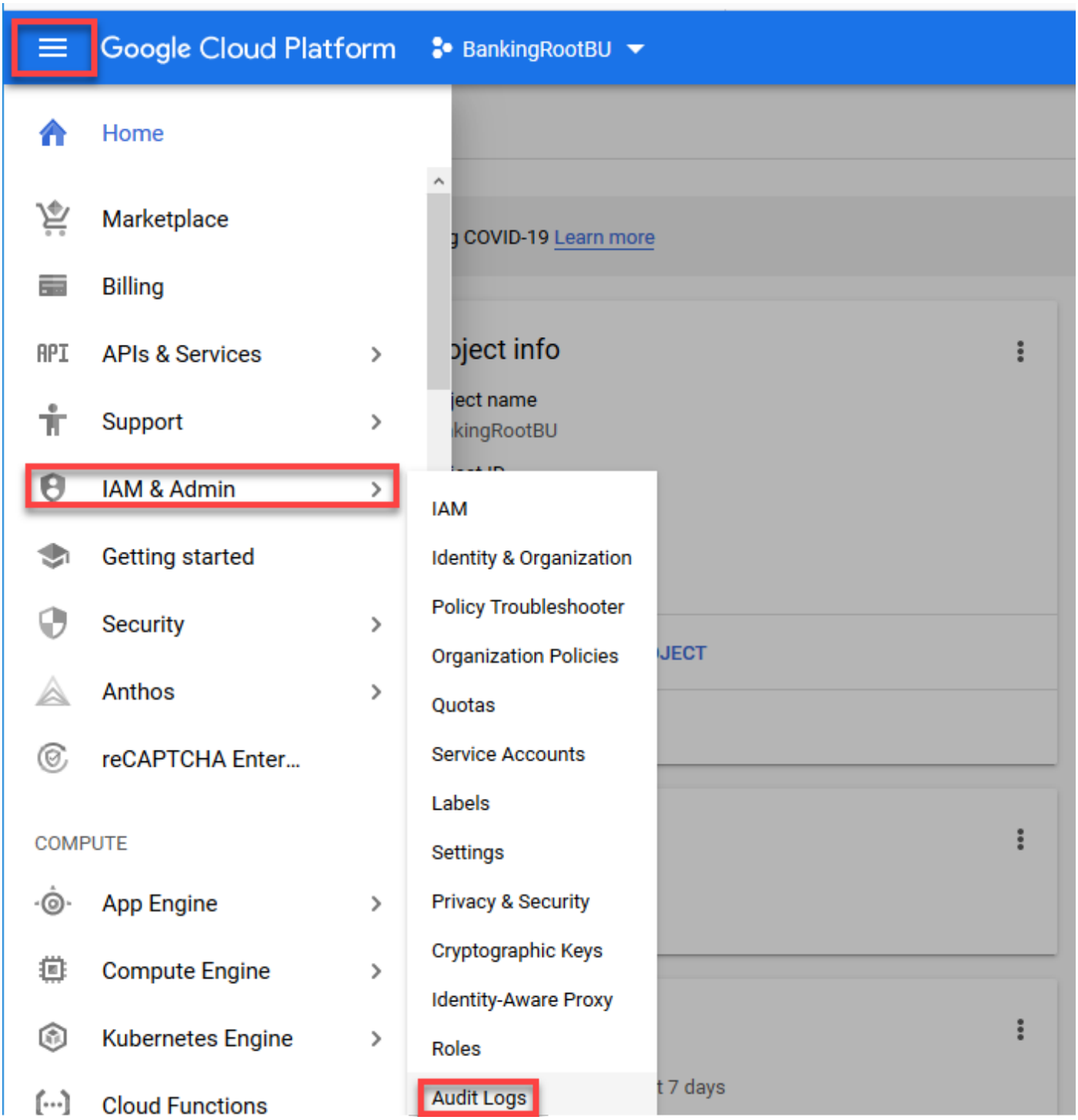
活动日志基本上记录了Google项目上发生的所有活动。CVA功能主要与Dialogflow活动相关。因此，要解决CVA问题，您只需启用Dialogflow活动。

以下是启用和收集Dialogflow活动日志的步骤

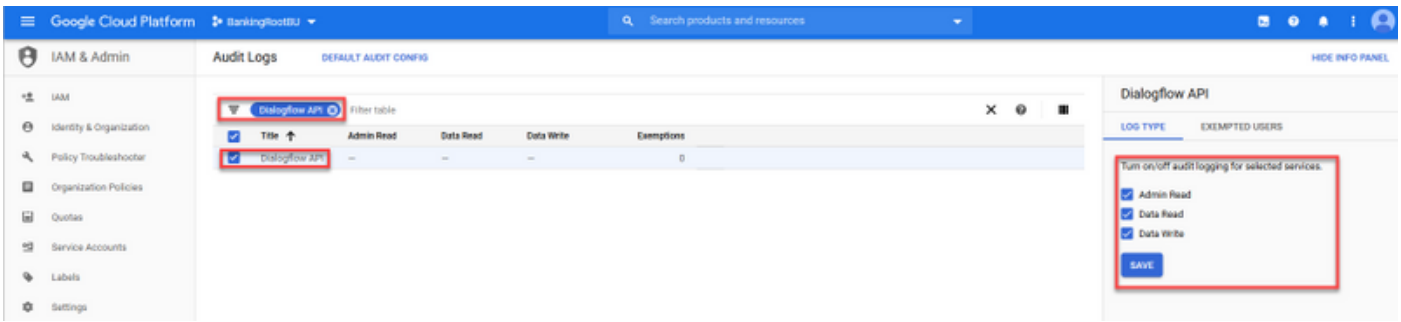
步骤1.在Dialogflow虚拟代理设置窗口中，单击项目ID，如图所示。



步骤2.在Google云平台上，点击左上角的设置栏。然后，导航到IAM & Admin > Audit Logs。

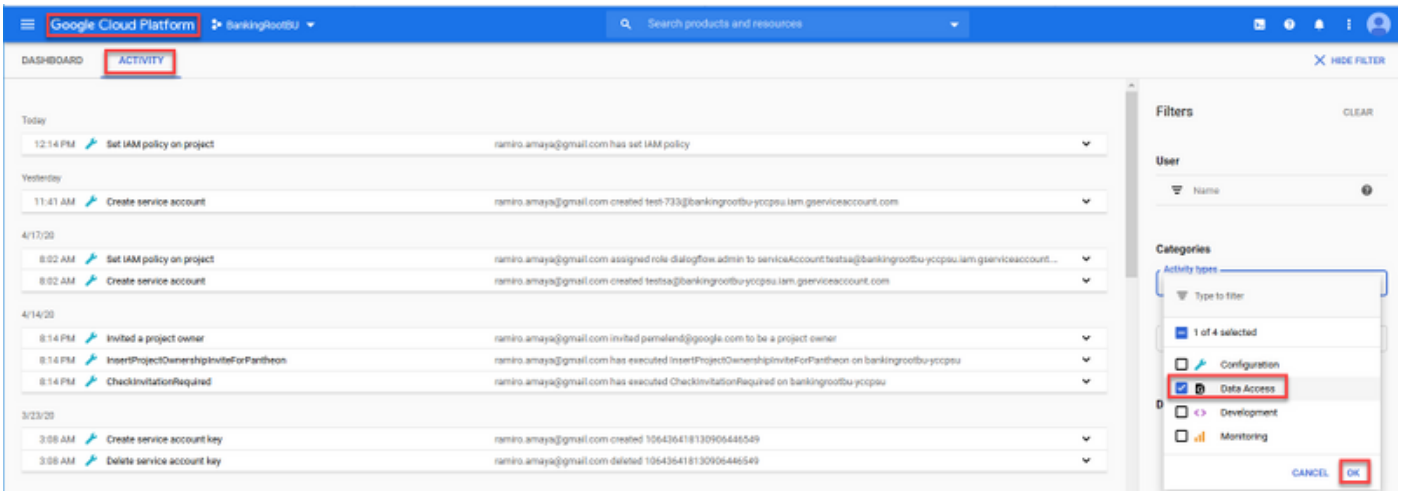


步骤3.在“审核日志”窗口中，键入Dialogflow以过滤所有日志。选中Dialogflow API框和右侧的所有权限，如图所示。

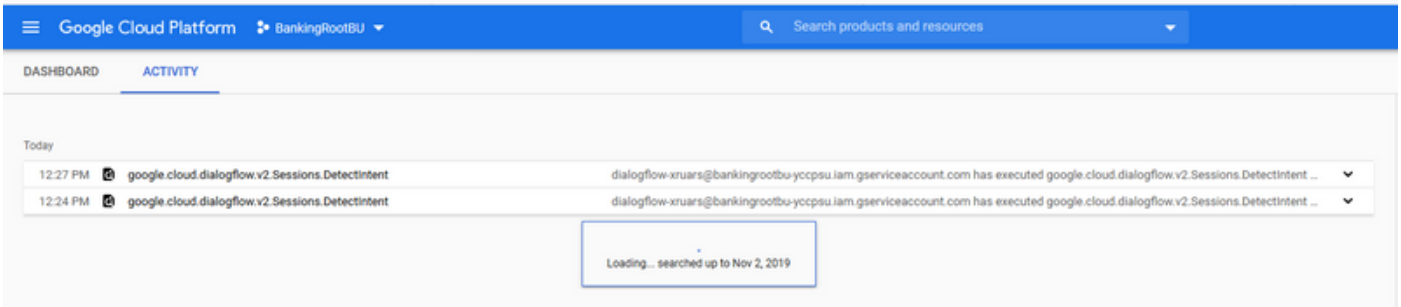


第 4 步： 点击Google Cloud Platform（Google云平台），然后选择Activity（活动）选项卡。

步骤5.在“类别”(Categories)部分的右侧，单击“活动”(Activity)类型。取消选中所有活动，仅选中Data Access，然后点击OK。



您现在可以在“活动”窗口中看到与Dialogflow相关的活动。

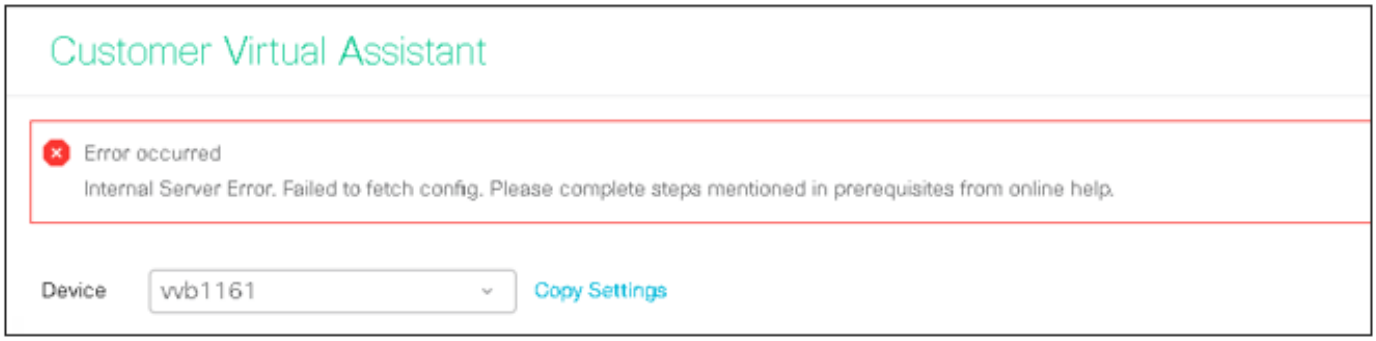


最常见问题

这些是思科CVA和Google集成中最常见的问题。

选择Cisco VVB时无法在NOAMP中查看详细信息

此问题主要与Cisco VVB和CVP操作管理器(OAMP)服务器之间通过新的OAMP(NOAMP)配置用户界面(UI)进行的证书交换有关。



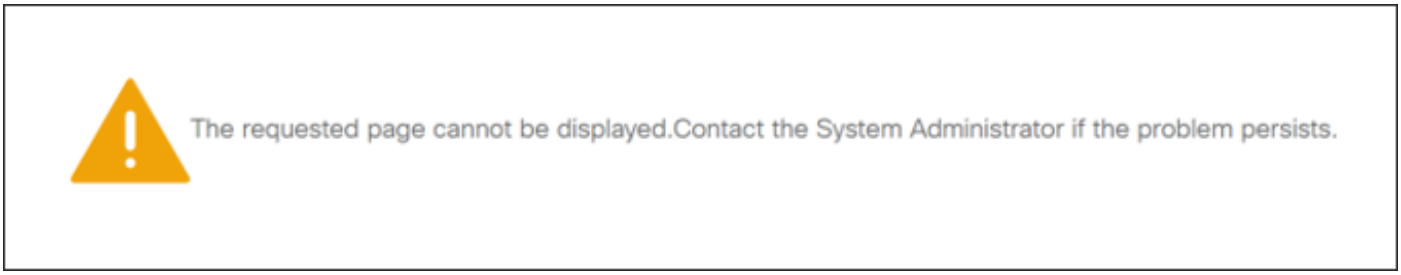
在OAMP日志中(C:\Cisco\CVP\Logs\OAMP\)

```
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
```

无法查看SPOG中的CVA功能

在PCCE管理工作站(AW)单一窗格(SPOG)中，您会看到此错误



在AW Tomcat日志(C"\icm\tomcat\logs\CCBU*)中，您会看到：

```
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
```

此问题主要与Cisco VVB添加到SPOG以及Cisco VVB和AW之间的证书交换有关。

当VVB/引擎启动时，语音服务器关闭

在此场景中，向主叫方播放错误消息(error.wav)。

如果缓存了文本到语音转换(TTS)或音频提示，则播放初始提示。

在Speech Server日志中，您可以看到：

```
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
```

在Call Studio应用程序活动日志中，您会看到：

```
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,
```

呼叫过程中VXML服务器发生故障

- 呼叫被丢弃。
- 由于VXML服务器已关闭，您在VXML应用程序中看不到任何日志。
- Speech Server日志显示来自Google的最后响应。
- 引擎日志show connection refused error when Engine尝试与VXML服务器通信

在Cisco VVB（引擎/MIVR）日志中，您可以看到：

```
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无法与Google Dialogflow通信

在Cisco VVB语音服务器日志中，您会看到：

```
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=<856B810000010000000000061EBE0C90A-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=<856B810000010000000000061EBE0C90A-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
```

在Call Studo应用程序活动日志中，您会看到No Resource（无资源）或Error（错误），具体取决于部署。对于DialogFlow元素，您会看到：

```
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,
```

对于DFIntent，您可以看到：

```
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,
```

无输入场景

在Call Studio应用程序活动日志中，您会看到：

```
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,
```

在Cisco VVB（引擎/MIVR）日志中，您可以看到：

```
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
```

Json密钥不正确

在Cisco VVB语音服务器日志中，您会看到：

```
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=<101921MGZlOGVjYjAyZjNmODYzZmU1YzViMTljNzBiMjg3ZGI>,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=<101921MGZlOGVjYjAyZjNmODYzZmU1YzViMTljNzBiMjg3ZGI>,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=101921MGZlOGVjYjAyZjNmODYzZmU1YzViMTljNzBiMjg3ZGI, 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)
```

服务帐户配置中的问题

在Cisco VVB语音服务器日志中，您会看到：

```
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)
```

CallStudio应用程序中的语言设置错误

在Cisco VVB语音服务器日志中，您会看到：

```
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=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzI>,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=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzI>,projectId=<ciscoss-dev-9gkv>::ResponseApiStreamingObserver:from Google:
language_code: "fr-FR"

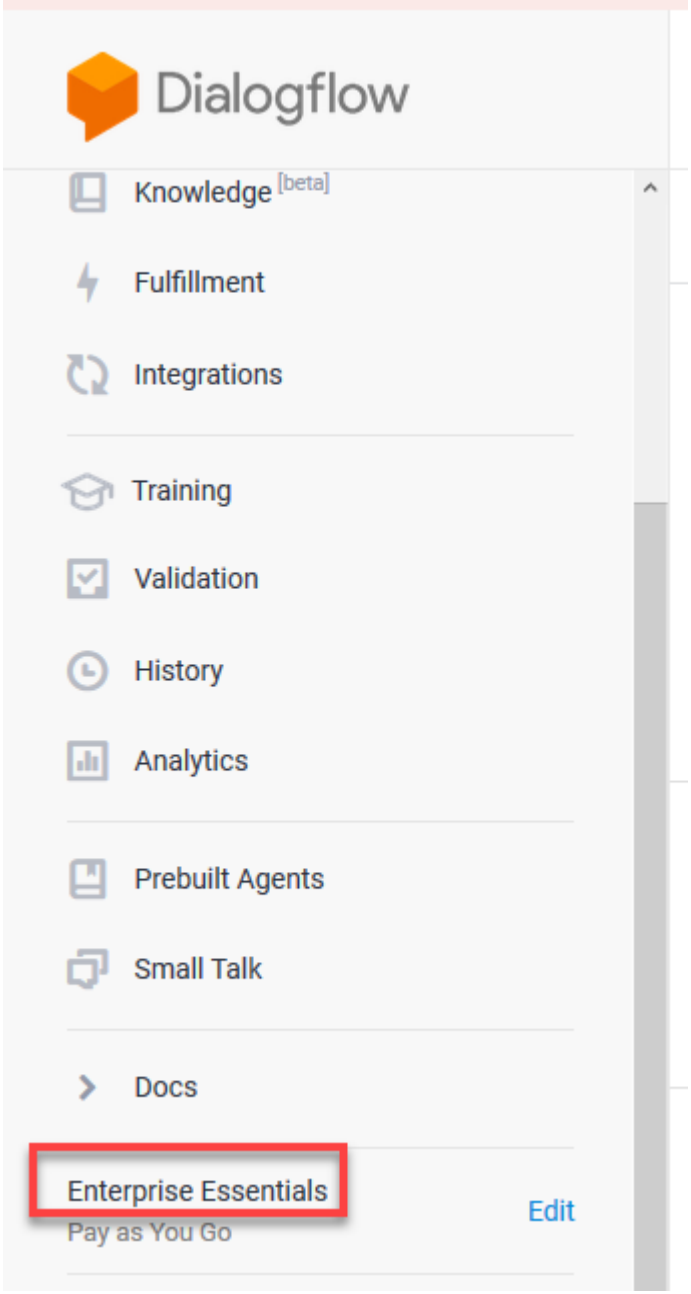
125: 10.64.82.185: Jan 07 2020 08:54:51.218 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG:  {Thrd=Gax-13} Recognition Service
:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzI>,projectId=<ciscoss-dev-9gkv>::onCompleted
126: 10.64.82.185: Jan 07 2020 08:54:51.219 +0530: %CCBU_12_5_SpeechServer-3-SS_ERROR:  Recognition Service
:sessionId=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzI>,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=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzI>,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=<101921N2EwYTNkZjM5MTU2MWI5YWZlMzA4NTIxOGNlMTAzMzI>,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)
```

DF项目中的单个语句问题

在Cisco VVB语音服务器日志中，您会看到：

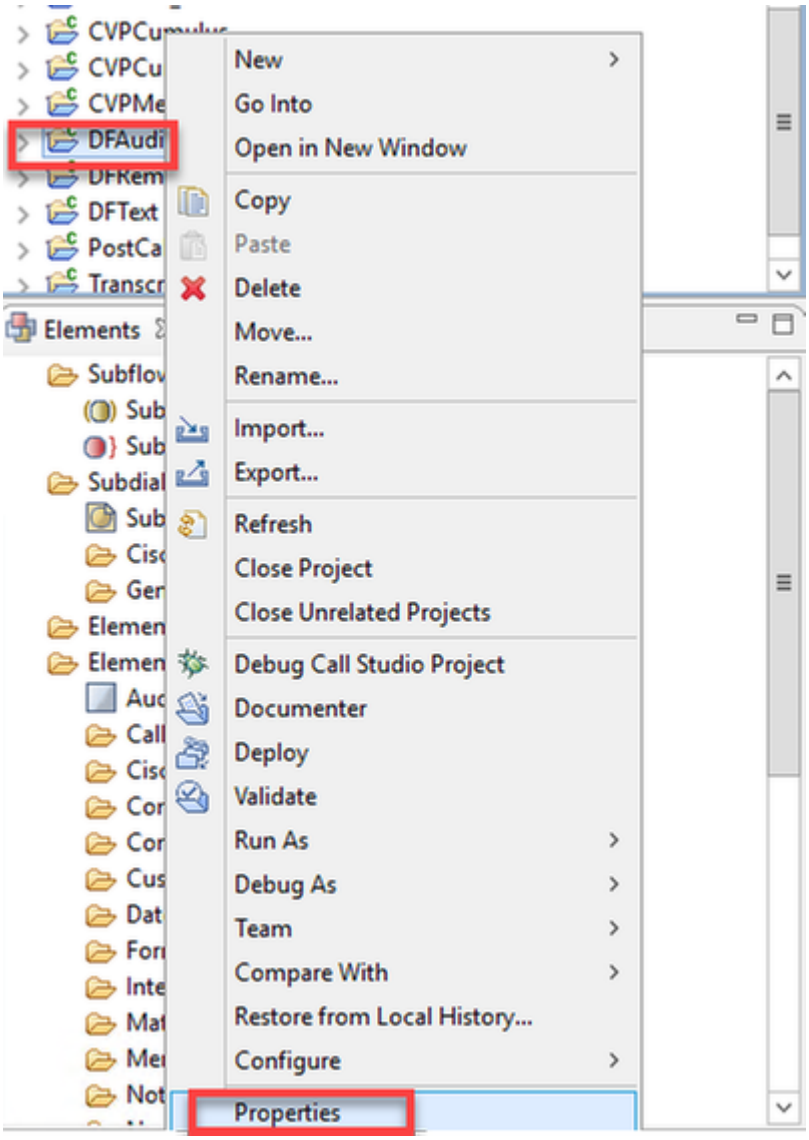
```
185: 10.64.82.185: Jan 07 2020 09:04:10.133 +0530: %CCBU_12_5_SpeechServer-7-SS_DEBUG:  {Thrd=grpc-default-executor-5}
Recognition Service :sessionId=<101921YmFlNzQzZWRhYWVlNmQxNTU0YTM2MDBjMTFmNDc2MGM>,projectId=<cvp-css-dev-s1mm>::closing the session
186: 10.64.82.185: Jan 07 2020 09:04:10.134 +0530: %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=<101921YmFlNzQzZWRhYWVlNmQxNTU0YTM2MDBjMTFmNDc2MGM>,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]
```

要解决与单个语句相关的问题，可以按照图中所示使用Enterprise Essentials计划，也可以修改call studio应用程序属性并将单个语句设置为false。

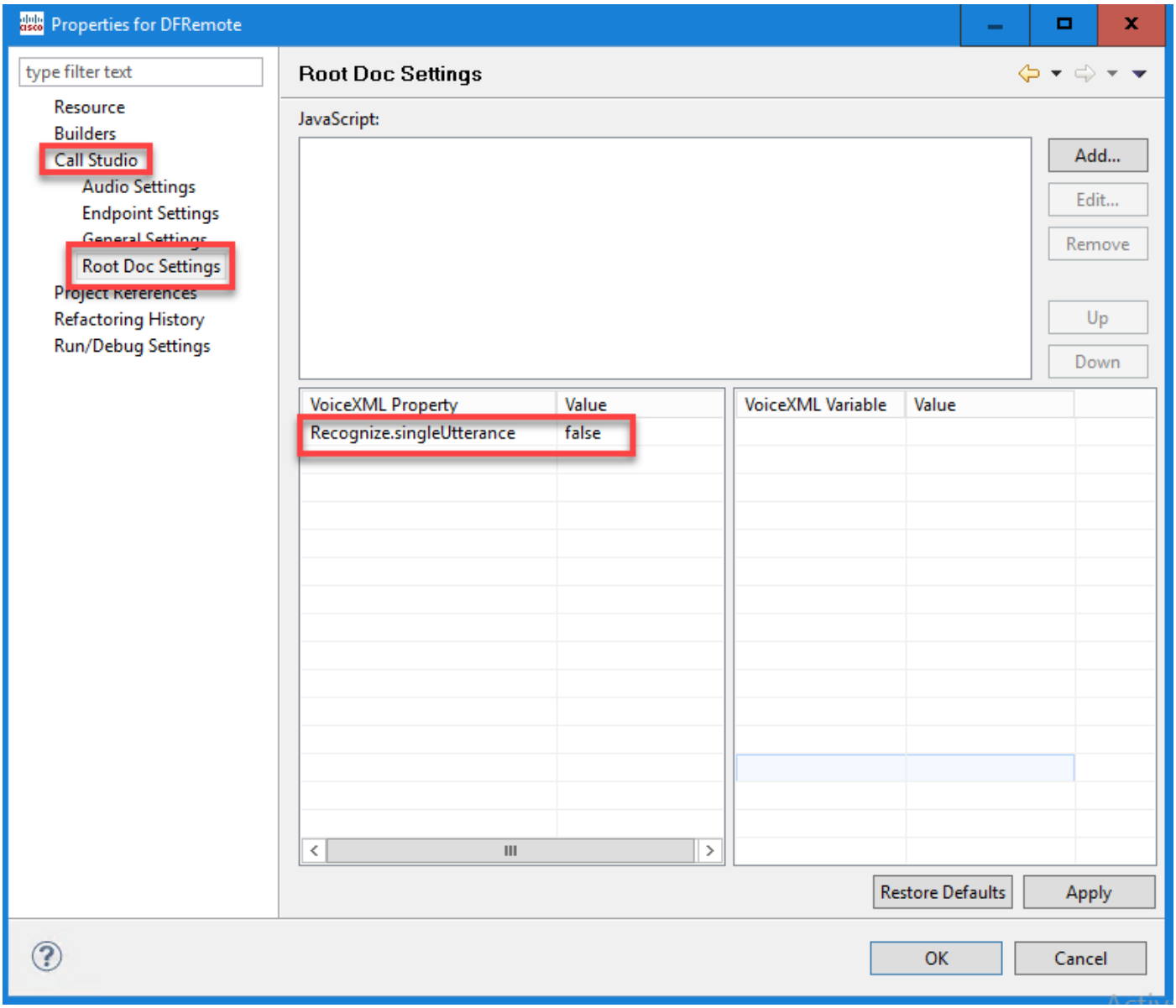


要更改Call Studio应用程序中的单个话语设置，请执行以下步骤：

步骤1.在Call Studio应用程序上，右键单击并选择属性。



步骤2.在属性窗口中，导航到Call Studio > Root Doc Settings，并在“VoiceXML属性”窗口中添加Recognize.singleUtrance并将其设置为false。



步骤3.点击Ok保存，然后验证应用程序并将其部署到VXML服务器。

NTP同步问题

在Cisco VVB语音服务器日志中，您会看到：

```
101: 10.64.82.185: Jan 07 2020 09:23:12.516 +0530: %CCBU_12_5_SpeechServer-3-EXCEPTION_INFO: %[build_date=Jan 01, 1970 5:30 AM][build_type=rel][
exception=com.google.api.gax.rpc.UnauthenticatedException: io.grpc.StatusRuntimeException:
UNAUTHENTICATED: Request had invalid authentication credentials. Expected OAuth 2 access token, login cookie or other valid authentication credential.
 See https://developers.google.com/identity/sign-in/web/devconsole-project.
                        at com.google.api.gax.rpc.ApiExceptionFactory.createException(ApiExceptionFactory.java:73)
                        at com.google.api.gax.grpc.GrpcApiExceptionFactory.create(GrpcApiExceptionFactory.java:72)
                        at com.google.api.gax.grpc.GrpcApiExceptionFactory.create(GrpcApiExceptionFactory.java:60)
                        at com.google.api.gax.grpc.ExceptionResponseObserver.onErrorImpl(ExceptionResponseObserver.java:82)
                        at com.google.api.gax.rpc.StateCheckingResponseObserver.onError(StateCheckingResponseObserver.java:86)
                        at com.google.api.gax.grpc.GrpcDirectStreamController$ResponseObserverAdapter.onClose(GrpcDirectStreamController.java:149)
                        at io.grpc.PartialForwardingClientCallListener.onClose(PartialForwardingClientCallListener.java:39)
                        at io.grpc.ForwardingClientCallListener.onClose(ForwardingClientCallListener.java:23)
                        at io.grpc.ForwardingClientCallListener$SimpleForwardingClientCallListener.onClose(ForwardingClientCallListener.java:40)
                        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)
Caused by: io.grpc.StatusRuntimeException: UNAUTHENTICATED: Request had invalid authentication credentials.
 Expected OAuth 2 access token, login cookie or other valid authentication credential. See https://developers.google.com/identity/sign-in/web/devconsole-project.
                        at io.grpc.Status.asRuntimeException(Status.java:530)
                        ... 22 more
][product_name=CCBU][subsystem_exception_info=][tid=Gax-3][version_number=CCBU_12_5_1_-1_-1_-1_-1]: Information associated with the following logged exception
[id:9007]
```

相关信息

思科文档

- 示例代码示例CVA应用
- CVA设计呼叫流和架构。
- 使用OAMP在UCCE中配置CVA服务。
- 使用PCCE Admin在PCCE中配置CVA服务。
- Dialogflow Call Studio元素规范
- DialogflowIntent Call Studio元素规范
- DialogflowParam Call Studio元素规范
- Transcript Call Studio元素规范

Google文档

- 启用Dialogflow API
- 启用云语音到文本API(可选)
- 启用云文本到语音API(可选)
- 启用Dialogflow计费
- 升级到Enterprise Edition，获得高级对话流功能。
- 启用增强型模型以获得最佳语音识别结果。
- 创建Dialogflow身份验证密钥
- 创建语音到文本密钥
- 创建文本到语音密钥
- Dialogflow基础
- 设置Dialogflow代理
- 创建Dialogflow代理

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