

## IVR Ports hang up after receiving DTMF tone in menu activity

### PROBLEM

After a caller enters a DTMF digit during a menu activity, the IVR Port hangs up the call.

### SYMPTOMS

Below is an example of output from the Port Log when this occurs:

```
Info: 12/08/2013 11:11:54 AM [LineControl] - DriverEvent Received : TelEventDTMF - Digit Pressed (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:54 AM [MediaControl] - DriverEvent Received : TelEventDTMF - Digit Pressed (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:54 AM Dequeue ActivityEvent - activityMenu1, wflInstanceId: a6b23983-34d5-4f7d-8019-00587703a82d , data: TelEventDTMF - Digit Pressed (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:54 AM [9502-10.10.0.1] - <activityMenu1:stPlay:Instr> - Processing Event [TelEventDTMF - Digit Pressed] (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:54 AM [9502-10.10.0.1] - <activityMenu1:stPlay:Instr> - DTMF Received . (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:54 AM [MIAUDIO_DRIVER(9502-10.10.0.1) - Stopping Playback. (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:54 AM [9502:10.10.0.1] - Stopped playback. (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:55 AM Dequeue ActivityEvent - activityMenu1, wflInstanceId: a6b23983-34d5-4f7d-8019-00587703a82d , data: ActivityTimeoutEvent[1000ms[9502-10.10.0.1] - <activityMenu1:stPlay:Instr>] (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:55 AM [9502-10.10.0.1] - <activityMenu1:stPlay:Instr> - Processing Event [ActivityTimeoutEvent[1000ms[9502-10.10.0.1] - <activityMenu1:stPlay:Instr>]] (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:55 AM [MIAUDIO_DRIVER(9502-10.10.0.1) - Stopping Playback. (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:55 AM FireCompletedEvent - activityMenu1, wflInstanceId: a6b23983-34d5-4f7d-8019-00587703a82d, Args: prairieFyre.Ivr.Workflow.Activities.StateMachineCompletedEventArgs (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:55 AM Dequeue ActivityEvent - activityMenu1, wflInstanceId: a6b23983-34d5-4f7d-8019-00587703a82d , data: prairieFyre.Ivr.Workflow.Activities.StateMachineCompletedEventArgs (9502 - 10.10.0.1)
Warning: 12/08/2013 11:11:55 AM [9502-10.10.0.1] - <activityMenu1> - Complete. Evaluating conditions. (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:55 AM [9502-10.10.0.1] - <activityMenu1> - Evaluating Condition (1) (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:55 AM [9502-10.10.0.1] - <activityMenu1> - Evaluating Condition (Timeout) (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:55 AM [9502-10.10.0.1] - <activityMenu1> - Evaluating Condition (Invalid) (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:55 AM [9502-10.10.0.1] - <activityMenu1> - Evaluating Condition (Failure) (9502 - 10.10.0.1)
Warning: 12/08/2013 11:11:55 AM [9502-10.10.0.1] - <activityMenu1> - Resetting return code (9502 - 10.10.0.1)
Info: 12/08/2013 11:11:55 AM ActivityAsyncBase::Execute - activityHangup1, wflInstanceId:
```

a6b23983-34d5-4f7d-8019-00587703a82d (9502 - 10.10.0.1)

**Info: 12/08/2013 11:11:55 AM [9502-10.10.0.1] - <activityHangup1> - Hanging up the call. (9502 - 10.10.0.1)**

**Info: 12/08/2013 11:11:56 AM [MITAI\_PROXY\_DRIVER(DN=9502, No\_padeID=1)] - Executing command [HANGUP\_HARD] (9502 - 10.10.0.1)**

Warning: 12/08/2013 11:11:56 AM [9502-10.10.0.1] - Hanging up the call using MiAUDIO by Pressing cancel button. (9502 - 10.10.0.1)

Warning: 12/08/2013 11:11:56 AM [9502:10.10.0.1] - Pressed Cancel Button. (9502 - 10.10.0.1)

The caller presses **1** during the menu. The lines in bold indicate that IVR proceeded to the HangUp activity at the bottom of the call flow.

## CAUSE

This issue was caused by data corruption in the Variables table inside of SQL, causing the IVR system to evaluate conditions incorrectly.

## RESOLUTION

Re-run the Contact Center Management Configuration Wizard. You do not need to change any values, simply let the wizard run. It will rebuild the needed table to correct the issue.

**NOTE:** Running the Configuration Wizard will stop all prairieFyre services for approximately 30 minutes. In order to avoid service interruption, we recommend doing this after hours or during a scheduled maintenance window.

## APPLIES TO

IVR 6.0.X.X

**Keywords:** ivr port ports hangup hang up dtmf menu

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<http://micc.mitel.com/kb/KnowledgebaseArticle52057.aspx>

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