

Answers to Questions

Friday, January 04, 2013
9:18 AM

1. In the logs provided, which channels are stuck?

I extracted what I believe are the debug entries in question and placed at the end of this document, they are color coded as such:

The **GREEN** log entries show the original login by Agent/2471 (notice the SIP BYE).

The **RED** log entries show the new login attempt by Agent/2471 (due to the softphone hanging up for some reason)

The **BLACK** in the incoming call trying to be delivered to the queue member Agent/2471.

BLUE is just log entries that involved Agent/2471 in some way.

These channels are the ones that are stuck

Channel: SIP/hq-ast-v06-user-000043ef (Second login attempt for Agent/2471 channel)

Channel: SIP/hq-ast-006-user-00004440 (Incoming call from a different Asterisk box)

2. What dialplan were they executing when they were left in memory? Can you provide the necessary portions of your dialplan and queues.conf from your databases?

Here is our agent dial plan, they just dial there agentID:

```
exten => _XXXX,1,Set(AGENTSTAT=${DB(Agent/${EXTEN})} = 1)
exten => _XXXX,n,NoOp(${EXTEN})
exten => _XXXX,n,GotoIf(${AGENTSTAT} = 1)?good:bad
exten => _XXXX,n(good),AgentLogin(${EXTEN})
exten => _XXXX,n(bad),Playback(/ceprompts/dialer/loginfirst)
```

Here is the basic dial plan for all our incoming toll free numbers:

1	Answer	1000
2	UserEvent	DID,Channel:\${CHANNEL},Exten:\${EXTEN},CallerIDNum:\${CALLERID(num)},CallerIDName:\${CALLERID(name)}
3	Set	CDR(userfield)=0,\${EXTEN}
4	Set	CDR(userfield)=\${CDR(userfield)},\${CEID}-\${STRFTIME(\${EPOCH},GMT+8,%C%y%m%d)}-INBOUND-THEQUEUE-\${UNIQUEID}.wav,THEQUEUE
5	Set	MONITOR_FILENAME=\${CEID}-\${STRFTIME(\${EPOCH},GMT+8,%C%y%m%d)}-INBOUND-THEQUEUE-\${UNIQUEID}
6	Set	DID=\${EXTEN}
7	Macro	holiday-check-standard,THEQUEUE
8	Gotoif	\${"\${ISHOLIDAY}"="YES"}?9:11
9	Playback	/ceprompts/dialer/inbound/<client>/<client>-holiday
10	Hangup	
11	Gotoiftime	7:00-22:00,mon-fri,*,*?default,\${EXTEN},14
12	Playback	/ceprompts/dialer/inbound/<client>/<client>-businesshours
13	Hangup	
14	Playback	/ceprompts/dialer/inbound/<client>/<client>-mandatory
15	MixMonitor	\${CEID}-\${STRFTIME(\${EPOCH},GMT+8,%C%y%m%d)}-INBOUND-THEQUEUE-\${UNIQUEID}.wav49
16	Playback	/ceprompts/dialer/inbound/recordingnotification
17	Macro	get-cpq-spygroup-queue,THEQUEUE
18	Queue	THEQUEUE,tT,,,360
19	Playback	/ceprompts/dialer/inbound/<client>/<client>-voicemail
20	Voicemail	999900@default,s
21	Hangup	

Queues.conf (we use the real time database for this and these are the entries for all queues)

```
Musiconhold = default
Monitor-format = wav49
Wrapuptime = 3
Strategy=rrmemory
JoinEmpty = yes
EventMemberStatus = 1
EventWhenCalled = 1
```

NOTE: Every other option would be the default because we have NULL in our database for them.

3. When a channel is stuck, is it always the same portions of dialplan? Is it different? Are the agents or callers doing particular actions?

It only happens when a call is sent to the Queue() application and the queue believes the agent is available when they are not. There are little differences in the dialplan on getting to the queue application, but this issue happens when in random queues.

Agents state that they are doing nothing, they are just waiting for a call, then their Eyebeam softphone would just disconnect. When they proceed to log back in they are telling me that they get the "agent already logged in message" (which is strange because the LOGIN event is generated indicating a successful login). But Asterisk must still believe they are logged in because calls are attempting to be connected to them and hence our issue.

DEBUG LOG FILE ENTRIES

Things to note:

1. The AgentLogoff from the first login by Agent/2471 is at the exact same second as the second login attempt from that agent.

```
[Dec 3 09:10:36] DEBUG[28088] manager.c: Examining event:
Event: Agentlogoff
Privilege: agent,all
Agent: 2471
Logintime: 3950
Uniqueid: 1354543471.29911
```

```
[Dec 3 09:10:36] DEBUG[28088] manager.c: Examining event:
Event: Agentlogin
Privilege: agent,all
Agent: 2471
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185
```

2. Every 30 seconds a "HangupRequest" is given for the second login attempts channel. But it can't hang up and the next incoming call will try and connect to the agent and then they both are generating a hang up request (BLACK).

FYI - I am not a 100% that the entries that have the same minutes and seconds that span colors are in the logged order. But everything is in chronological order if the seconds and minutes are different.

```
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: **** Received INVITE (5) - Command in SIP INVITE
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: Ignoring SIP message because of retransmit (INVITE Seqno 102, ours 102)
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: = Looking for Call ID: 677d164771af776555f41e6a0e1b5273@192.168.168.84:5060 (Checking From) --From tag
as6d021aab --To-tag as4ad09326
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: **** Received BYE (8) - Command in SIP BYE
[Dec 3 09:10:10] DEBUG[10159] netsock2.c: Splitting '192.168.168.84:5060' into...
[Dec 3 09:10:10] DEBUG[10159] netsock2.c: ...host '192.168.168.84' and port '5060'.
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: Setting SIP_ALREADYGONE on dialog 677d164771af776555f41e6a0e1b5273@192.168.168.84:5060
[Dec 3 09:10:10] DEBUG[10159] chan_agent.c: Asked for bridged channel on 'SIP/hq-ast-v06-user-00004142'/Agent/2471', returning 'Local/8887395820
@atxfer-000002ea;1'
[Dec 3 09:10:10] DEBUG[10159] chan_agent.c: Asked for bridged channel on 'SIP/hq-ast-v06-user-00004142'/Agent/2471', returning 'Local/8887395820
@atxfer-000002ea;1'
[Dec 3 09:10:10] DEBUG[10159] res_rtp_asterisk.c: Setting RTP address on RTP instance '0xb439d9c0'
[Dec 3 09:10:10] DEBUG[10159] chan_agent.c: Asked for bridged channel on 'SIP/hq-ast-v06-user-00004142'/Agent/2471', returning 'Local/8887395820
@atxfer-000002ea;1'
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: Received bye, issuing owner hangup
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: Trying to put 'SIP/2.0200' onto UDP socket destined for 192.168.168.84:5060
[Dec 3 09:10:10] DEBUG[10186] app_queue.c: Device 'SIP/hq-ast-v06-user' changed to state 'S' (Unavailable) but we don't care because they're not a member
of any queue.
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: = Looking for Call ID: 45d746193c2d4c7856686e6f48c103d9@192.168.168.45 (Checking From) --From tag
as170f2426 --To-tag
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: **** Received INVITE (5) - Command in SIP INVITE
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: Ignoring SIP message because of retransmit (INVITE Seqno 102, ours 102)
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: = Looking for Call ID: 677d164771af776555f41e6a0e1b5273@192.168.168.84:5060 (Checking From) --From tag
as6d021aab --To-tag as4ad09326
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: **** Received BYE (8) - Command in SIP BYE
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: Ignoring SIP message because of retransmit (BYE Seqno 104, ours 104)
[Dec 3 09:10:10] DEBUG[10159] netsock2.c: Splitting '192.168.168.84:5060' into...
[Dec 3 09:10:10] DEBUG[10159] netsock2.c: ...host '192.168.168.84' and port '5060'.
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: Setting SIP_ALREADYGONE on dialog 677d164771af776555f41e6a0e1b5273@192.168.168.84:5060
[Dec 3 09:10:10] DEBUG[10159] chan_agent.c: Asked for bridged channel on 'SIP/hq-ast-v06-user-00004142'/Agent/2471', returning 'Local/8887395820
@atxfer-000002ea;1'
[Dec 3 09:10:10] DEBUG[10159] chan_agent.c: Asked for bridged channel on 'SIP/hq-ast-v06-user-00004142'/Agent/2471', returning 'Local/8887395820
@atxfer-000002ea;1'
[Dec 3 09:10:10] DEBUG[10159] res_rtp_asterisk.c: Setting RTP address on RTP instance '0xb439d9c0'
[Dec 3 09:10:10] DEBUG[10159] chan_agent.c: Asked for bridged channel on 'SIP/hq-ast-v06-user-00004142'/Agent/2471', returning 'Local/8887395820
@atxfer-000002ea;1'
[Dec 3 09:10:10] DEBUG[10159] chan_sip.c: Received bye, issuing owner hangup
[Dec 3 09:10:10] DEBUG[32046] devicestate.c: device 'Agent/2471' state 'S'
[Dec 3 09:10:10] DEBUG[32046] channel.c: Didn't get a frame from channel: Agent/2471
[Dec 3 09:10:10] DEBUG[32046] channel.c: Bridge stops bridging channels Agent/2471 and Local/8887395820@atxfer-000002ea;1
[Dec 3 09:10:10] DEBUG[10186] app_queue.c: Device 'Agent/2471' changed to state 'S' (Unavailable)
[Dec 3 09:10:11] DEBUG[32046] pbx.c: Function result is 'Agent/2471'

[Dec 3 09:10:13] DEBUG[10159] chan_sip.c: SIP/hq-ast-v06-user-000043ef: New call is still down.... Trying...
[Dec 3 09:10:13] DEBUG[6129] chan_sip.c: SIP answering channel: SIP/hq-ast-v06-user-000043ef
[Dec 3 09:10:13] DEBUG[6129] channel.c: Set channel SIP/hq-ast-v06-user-000043ef to write format gsm

[Dec 3 09:10:14] DEBUG[6129] channel.c: Set channel SIP/hq-ast-v06-user-000043ef to write format ulaw
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[Dec 3 09:10:18] DEBUG[6129] channel.c: Set channel SIP/hq-ast-v06-user-000043ef to write format gsm

[Dec 3 09:10:19] DEBUG[6129] channel.c: Set channel SIP/hq-ast-v06-user-000043ef to write format ulaw
[Dec 3 09:10:19] DEBUG[6129] channel.c: Set channel SIP/hq-ast-v06-user-000043ef to write format slin
[Dec 3 09:10:19] DEBUG[6129] res_config_odbc.c: Parameter 2 ('callid') = '1354547413.31185'
[Dec 3 09:10:19] DEBUG[6129] res_config_odbc.c: Parameter 3 ('queuenam') = 'NONE'
[Dec 3 09:10:19] DEBUG[6129] res_config_odbc.c: Parameter 4 ('agent') = 'Agent/2471'
[Dec 3 09:10:19] DEBUG[6129] res_config_odbc.c: Parameter 5 ('event') = 'AGENTLOGIN'
[Dec 3 09:10:19] DEBUG[6129] res_config_odbc.c: Parameter 6 ('data1') = 'SIP/hq-ast-v06-user-000043ef'
[Dec 3 09:10:19] DEBUG[6129] chan_agent.c: Checking availability of '2471'
[Dec 3 09:10:19] DEBUG[6129] devicestate.c: device 'Agent/2471' state '1'
[Dec 3 09:10:19] DEBUG[6129] chan_agent.c: Wrapup time for 2471 expired!
[Dec 3 09:10:19] DEBUG[6129] devicestate.c: device 'Agent/2471' state '1'
[Dec 3 09:10:19] DEBUG[6129] chan_agent.c: Checking availability of '2471'

[Dec 3 09:10:26] DEBUG[32046] res_config_odbc.c: Parameter 3 ('queuenam') = 'REFLINE'
[Dec 3 09:10:26] DEBUG[32046] res_config_odbc.c: Parameter 4 ('agent') = 'Agent/2471'
[Dec 3 09:10:26] DEBUG[32046] res_config_odbc.c: Parameter 5 ('event') = 'COMPLETECALLER'
[Dec 3 09:10:26] DEBUG[32046] channel.c: Set channel SIP/hq-ast-v06-user-000043ef to write format ulaw
[Dec 3 09:10:26] DEBUG[10150] devicestate.c: Changing state for Agent/2471- state 0 (Unknown)
[Dec 3 09:10:26] DEBUG[10150] devicestate.c: device 'Agent/2471' state '0'
[Dec 3 09:10:26] DEBUG[32046] channel.c: Set channel SIP/hq-ast-v06-user-000043ef to write format slin
[Dec 3 09:10:26] DEBUG[19684] res_config_odbc.c: Parameter 4 ('agent') = 'Agent/2471'
[Dec 3 09:10:26] DEBUG[19684] res_config_odbc.c: Parameter 5 ('event') = 'AGENTLOGOFF'
[Dec 3 09:10:26] DEBUG[32046] res_config_odbc.c: Skip: 0; SQL: SELECT * FROM ast_dialplan_config_v05 WHERE exten = ? AND context = ? AND priority = ?
[Dec 3 09:10:26] DEBUG[19684] res_config_odbc.c: Parameter 6 ('data1') = 'SIP/hq-ast-v06-user-00004142'
[Dec 3 09:10:26] DEBUG[19684] pbx.c: Spawn extension (station,2471,4) exited non-zero on 'SIP/hq-ast-v06-user-00004142'
[Dec 3 09:10:26] DEBUG[19684] channel.c: Soft-Hanging up channel 'SIP/hq-ast-v06-user-00004142'
[Dec 3 09:10:26] DEBUG[32046] channel.c: Hanging up channel 'Agent/2471'
[Dec 3 09:10:26] DEBUG[19684] channel.c: Hanging up channel 'SIP/hq-ast-v06-user-00004142'
[Dec 3 09:10:26] DEBUG[19684] chan_sip.c: Hangup call SIP/hq-ast-v06-user-00004142, SIP callid 677d164771af776555f41e6a0e1b5273@192.168.168.84:5060

[Dec 3 09:10:31] DEBUG[28088] res_config_odbc.c: Parameter 3 ('queuenam') = QUEUE
[Dec 3 09:10:31] DEBUG[28088] res_config_odbc.c: Parameter 4 ('agent') = 'Agent/2471'
[Dec 3 09:10:31] DEBUG[28088] res_config_odbc.c: Parameter 5 ('event') = 'REMOVEMEMBER'

[Dec 3 09:10:35] DEBUG[28088] manager.c: Examining event:
Event: Newchannel
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
ChannelState: 0
ChannelStateDesc: Down
CallerIDNum: s2s304
CallerIDName: HQ-AST-V06
AccountCode:
Exten: 2471
Context: station
Uniqueid: 1354547413.31185

[Dec 3 09:10:35] DEBUG[28088] manager.c: Examining event:
Event: Newstate
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
ChannelState: 4
ChannelStateDesc: Ring
CallerIDNum: s2s304
CallerIDName: HQ-AST-V06
ConnectedLineNum:
ConnectedLineName:
Uniqueid: 1354547413.31185

[Dec 3 09:10:35] DEBUG[28088] manager.c: Examining event:
Event: Newstate
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
ChannelState: 6
ChannelStateDesc: Up
CallerIDNum: s2s304
CallerIDName: HQ-AST-V06
ConnectedLineNum:
ConnectedLineName:
Uniqueid: 1354547413.31185

[Dec 3 09:10:35] DEBUG[19684] pbx.c: Function result is '2012-12-03 08:04:31'
[Dec 3 09:10:35] DEBUG[19684] pbx.c: Function result is "'HQ-AST-V06' <s2s304>"
[Dec 3 09:10:35] DEBUG[19684] pbx.c: Function result is 'station'
[Dec 3 09:10:35] DEBUG[19684] pbx.c: Function result is 'SIP/hq-ast-v06-user-00004142'
[Dec 3 09:10:35] DEBUG[19684] pbx.c: Function result is '(null)'
[Dec 3 09:10:35] DEBUG[19684] pbx.c: Function result is 'AgentLogin'

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[Dec 3 09:10:35] DEBUG[19684] pbx.c: Function result is '2471'
[Dec 3 09:10:35] DEBUG[28088] manager.c: Examining event:

[Dec 3 09:10:35] DEBUG[19684] cdr_sqlite3_custom.c: About to log: INSERT INTO cdr (calldate,clid,dcontext,channel,dstchannel,lastapp,lastdata,duration,billsec,disposition,amaflags,accountcode,uniqueid,userfield,test) VALUES ('2012-12-03 08:04:31','"HQ-AST-V06" <s2s304>','station','SIP/hq-ast-v06-user-00004142','"AgentLogin','2471','3955','3955','ANSWERED','DOCUMENTATION','"','1354543471.29911','"')

[Dec 3 09:10:35] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-00004142
Uniqueid: 1354543471.29911

[Dec 3 09:10:35] DEBUG[28088] manager.c: Examining event:
Event: Bridge
Privilege: call,all
Bridgestate: Unlink
Bridgetype: core
Channel1: Agent/2471
Channel2: Local/8887395820@atxfer-000002ea;1
Uniqueid1: 1354546247.30711
Uniqueid2: 1354546426.30775
CallerID1: 8664298177
CallerID2:

[Dec 3 09:10:35] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-00004142
Uniqueid: 1354543471.29911

[Dec 3 09:10:35] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-00004142
Uniqueid: 1354543471.29911

[Dec 3 09:10:36] DEBUG[28088] manager.c: Examining event:
Event: AgentComplete
Privilege: agent,all
Queue: REFLINE
Uniqueid: 1354546223.30700
Channel: Agent/2471
Member: Agent/2471
MemberName: Agent/2471
HoldTime: 1
TalkTime: 1179
Reason: caller

[Dec 3 09:10:36] DEBUG[28088] manager.c: Examining event:
Event: Agentlogoff
Privilege: agent,all
Agent: 2471
Logintime: 3950
Uniqueid: 1354543471.29911

[Dec 3 09:10:36] DEBUG[28088] manager.c: Examining event:
Event: MusicOnHold
Privilege: call,all
State: Start
Channel: SIP/hq-ast-v06-user-000043ef
UniqueID: 1354547413.31185
Class: silence

[Dec 3 09:10:36] DEBUG[28088] manager.c: Examining event:
Event: Hangup
Privilege: call,all
Channel: Agent/2471
Uniqueid: 1354546247.30711
CallerIDNum: 8664298177
CallerIDName: <unknown>
ConnectedLineNum: 3186416400
ConnectedLineName: 3186416400
Cause: 0
Cause-txt: Unknown

[Dec 3 09:10:36] DEBUG[28088] manager.c: Examining event:

Event: Agentlogin
Privilege: agent,all
Agent: 2471
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185

[Dec 3 09:10:36] DEBUG[28088] manager.c: Examining event:
Event: MusicOnHold
Privilege: call,all
State: Start
Channel: SIP/hq-ast-v06-user-000043ef
UniqueID: 1354547413.31185
Class: silence

[Dec 3 09:10:36] DEBUG[28088] manager.c: Examining event:
Event: SoftHangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-00004142
Uniqueid: 1354543471.29911
Cause: 16

[Dec 3 09:10:36] DEBUG[28088] manager.c: Examining event:
Event: Hangup
Privilege: call,all
Channel: SIP/hq-ast-v06-user-00004142
Uniqueid: 1354543471.29911
CallerIDNum: s2s304
CallerIDName: HQ-AST-V06
ConnectedLineNum: <unknown>
ConnectedLineName: <unknown>
Cause: 0
Cause-txt: Unknown

[Dec 3 09:10:36] DEBUG[10186] app_queue.c: Device 'Agent/2471' changed to state '0' (Unknown)
[Dec 3 09:10:36] DEBUG[10186] app_queue.c: Device 'Agent/2471' changed to state '5' (Unavailable)

[Dec 3 09:11:14] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185

[Dec 3 09:11:19] DEBUG[10159] channel.c: Soft-Hanging up channel 'SIP/hq-ast-v06-user-000043ef'

[Dec 3 09:11:20] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185
Cause: 111

[Dec 3 09:11:49] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185
Cause: 111

[Dec 3 09:12:28] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185
Cause: 111

[Dec 3 09:13:03] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185
Cause: 111

[Dec 3 09:13:27] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185
Cause: 111

[Dec 3 09:13:59] DEBUG[28088] manager.c: Examining event:

Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185
Cause: 111

[Dec 3 09:14:29] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185
Cause: 111

[Dec 3 09:14:40] DEBUG[10159] chan_sip.c: SIP/hq-ast-006-user-00004440: New call is still down.... Trying...
[Dec 3 09:14:40] DEBUG[7566] chan_sip.c: SIP answering channel: SIP/hq-ast-006-user-00004440

Event: Newchannel
Privilege: call,all
Channel: SIP/hq-ast-006-user-00004440
ChannelState: 0
ChannelStateDesc: Down
CallerIDNum: 6467210513
CallerIDName: 6467210513
AccountCode:
Exten: 8664298177
Context: hq-ast-006-incoming
Uniqueid: 1354547680.31326

[Dec 3 09:14:41] DEBUG[28088] manager.c: Examining event:
Event: Newstate
Privilege: call,all
Channel: SIP/hq-ast-006-user-00004440
ChannelState: 4
ChannelStateDesc: Ring
CallerIDNum: 6467210513
CallerIDName: 6467210513
ConnectedLineNum:
ConnectedLineName:
Uniqueid: 1354547680.31326

[Dec 3 09:14:41] DEBUG[28088] manager.c: Examining event:
Event: Newstate
Privilege: call,all
Channel: SIP/hq-ast-006-user-00004440
ChannelState: 6
ChannelStateDesc: Up
CallerIDNum: 6467210513
CallerIDName: 6467210513
ConnectedLineNum:
ConnectedLineName:
Uniqueid: 1354547680.31326

[Dec 3 09:14:41] DEBUG[7566] channel.c: Didn't receive a media frame from SIP/hq-ast-006-user-00004440 within 1000 ms of answering. Continuing anyway
[Dec 3 09:14:41] DEBUG[7566] channel.c: Set channel SIP/hq-ast-006-user-00004440 to write format slin
[Dec 3 09:14:43] DEBUG[7566] channel.c: Set channel SIP/hq-ast-006-user-00004440 to write format ulaw
[Dec 3 09:14:43] DEBUG[7566] channel.c: Set channel SIP/hq-ast-006-user-00004440 to write format slin

[Dec 3 09:14:43] DEBUG[28088] manager.c: Examining event:
Event: QueueMemberPaused
Privilege: agent,all
Queue: LNGASST
Location: Agent/2471
MemberName: Agent/2471
Paused: 0

[Dec 3 09:14:55] DEBUG[7566] channel.c: Set channel SIP/hq-ast-006-user-00004440 to write format ulaw
[Dec 3 09:14:55] DEBUG[7566] pbx.c: Result of 'CHANNEL' is 'SIP/hq-ast-006-user-00004440'
[Dec 3 09:14:55] DEBUG[7566] channel.c: Set channel SIP/hq-ast-006-user-00004440 to write format slin

[Dec 3 09:14:57] DEBUG[28088] manager.c: Examining event:
Event: UserEvent
Privilege: user,all
UserEvent: DID
Uniqueid: 1354547680.31326
Channel: SIP/hq-ast-006-user-00004440
Exten: 8664298177
CallerIDNum: 6467210513
CallerIDName: 6467210513

[Dec 3 09:14:58] DEBUG[7566] channel.c: Set channel SIP/hq-ast-006-user-00004440 to write format ulaw

[Dec 3 09:14:59] DEBUG[7566] app_queue.c: Queue 'REFLINE' Join, Channel 'SIP/hq-ast-006-user-00004440', Position '1'

[Dec 3 09:14:59] DEBUG[7566] app_queue.c: It's our turn (SIP/hq-ast-006-user-00004440).

[Dec 3 09:14:59] DEBUG[7566] app_queue.c: SIP/hq-ast-006-user-00004440 is trying to call a queue member.

[Dec 3 09:14:59] DEBUG[7566] app_queue.c: Trying 'Agent/2471' with metric 1001003

[Dec 3 09:14:59] DEBUG[28088] manager.c: Examining event:

Event: Join

Privilege: call,all

Channel: SIP/hq-ast-006-user-00004440

CallerIDNum: 6467210513

CallerIDName: 6467210513

ConnectedLineNum: unknown

ConnectedLineName: unknown

Queue: REFLINE

Position: 1

Count: 1

Uniqueid: 1354547680.31326

[Dec 3 09:14:59] DEBUG[28088] manager.c: Examining event:

Event: MusicOnHold

Privilege: call,all

State: Start

Channel: SIP/hq-ast-006-user-00004440

UniqueID: 1354547680.31326

Class: 10001005-refline

[Dec 3 09:14:59] DEBUG[28088] manager.c: Examining event:

Event: Newchannel

Privilege: call,all

Channel: Agent/2471

ChannelState: 0

ChannelStateDesc: Down

CallerIDNum:

CallerIDName:

AccountCode:

Exten: 2471

Context: station

Uniqueid: 1354547699.31340

[Dec 3 09:15:01] DEBUG[28088] manager.c: Examining event:

Event: HangupRequest

Privilege: call,all

Channel: SIP/hq-ast-v06-user-000043ef

Uniqueid: 1354547413.31185

Cause: 11

[Dec 3 09:15:32] DEBUG[28088] manager.c: Examining event:

Event: HangupRequest

Privilege: call,all

Channel: SIP/hq-ast-v06-user-000043ef

Uniqueid: 1354547413.31185

Cause: 111

[Dec 3 09:15:59] DEBUG[10159] channel.c: Soft-Hanging up channel 'SIP/hq-ast-006-user-00004440'

[Dec 3 09:16:06] DEBUG[28088] manager.c: Examining event:

Event: HangupRequest

Privilege: call,all

Channel: SIP/hq-ast-v06-user-000043ef

Uniqueid: 1354547413.31185

Cause: 111

[Dec 3 09:16:36] DEBUG[28088] manager.c: Examining event:

Event: HangupRequest

Privilege: call,all

Channel: SIP/hq-ast-v06-user-000043ef

Uniqueid: 1354547413.31185

Cause: 111

[Dec 3 09:17:08] DEBUG[28088] manager.c: Examining event:

Event: HangupRequest

Privilege: call,all

Channel: SIP/hq-ast-v06-user-000043ef

Uniqueid: 1354547413.31185

Cause: 111

[Dec 3 09:17:15] DEBUG[28088] manager.c: Examining event:

Event: HangupRequest

Privilege: call,all

Channel: SIP/hq-ast-006-user-00004440
Uniqueid: 1354547680.31326

[Dec 3 09:17:42] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185
Cause: 111

[Dec 3 09:17:48] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-006-user-00004440
Uniqueid: 1354547680.31326
Cause: 111

[Dec 3 09:18:12] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185
Cause: 111

[Dec 3 09:18:19] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-006-user-00004440
Uniqueid: 1354547680.31326
Cause: 111

[Dec 3 09:18:47] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185
Cause: 111

[Dec 3 09:18:51] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-006-user-00004440
Uniqueid: 1354547680.31326
Cause: 111

[Dec 3 09:19:16] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185
Cause: 111

[Dec 3 09:19:23] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-006-user-00004440
Uniqueid: 1354547680.31326
Cause: 111

[Dec 3 09:19:48] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185
Cause: 111

[Dec 3 09:19:55] DEBUG[28088] manager.c: Examining event:
Event: HangupRequest
Privilege: call,all
Channel: SIP/hq-ast-006-user-00004440
Uniqueid: 1354547680.31326
Cause: 111