

Troubleshooting

If your IVR script doesn't start or doesn't work as expected, you can open the Asterisk CLI and set the "Agi debug mode" in order to check step-by-step what is wrong in your script.

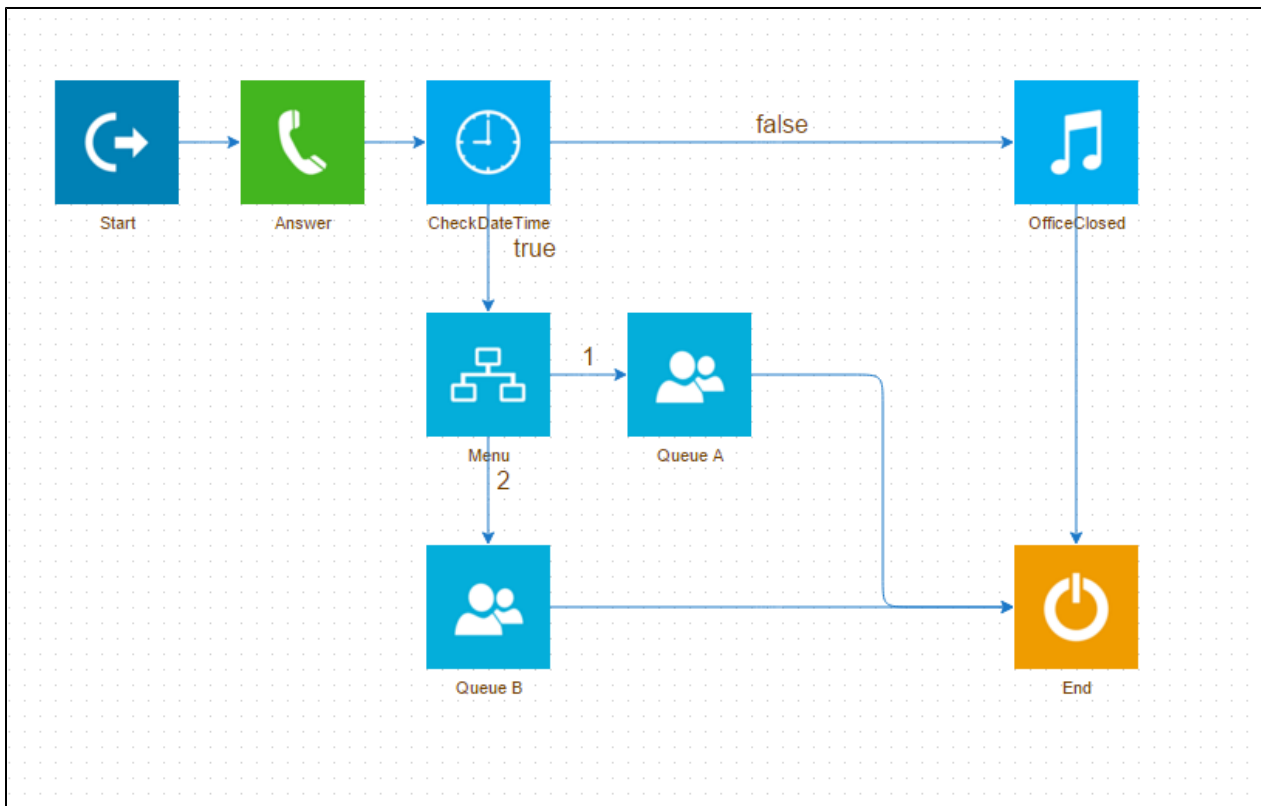
How to open the Asterisk CLI

1. Connect to the ssh console of xCally server
2. Run the command `asterisk -r` to open the Asterisk CLI
3. Type `agi set debug on` to enable IVR debug console

```
localhost*CLI> agi set debug on  
AGI Debugging Enabled
```

Now you are able to check what happens in every block of your IVR script.

For example, we have a script as follow:



On incoming call, we can check the entire call flow in the asterisk CLI, here is the main useful information:

```

<SIP/my.xcally-00000001>AGI Tx >> agi_request: agi://127.0.0.1/square
...
...
<SIP/my.xcally-00000001>AGI Tx >> agi_arg_1: project=31
<SIP/my.xcally-00000001>AGI Tx >>
<SIP/my.xcally-00000001>AGI Rx << ANSWER
...
<SIP/my.xcally-00000001>AGI Tx >> 200 result=0
<SIP/my.xcally-00000001>AGI Rx << VERBOSE "Start" 1
  agi://127.0.0.1/square,project=31: Start
<SIP/my.xcally-00000001>AGI Tx >> 200 result=1
<SIP/my.xcally-00000001>AGI Rx << EXEC Wait 0
  -- AGI Script Executing Application: (Wait) Options: (0)
<SIP/my.xcally-00000001>AGI Tx >> 200 result=0
<SIP/my.xcally-00000001>AGI Rx << ANSWER
<SIP/my.xcally-00000001>AGI Tx >> 200 result=0
<SIP/my.xcally-00000001>AGI Rx << VERBOSE "Date 2015-12-29 Weekday 2 Hour 10:00 Interval true" 1
//Check the time interval
  agi://127.0.0.1/square,project=31: Date 2015-12-29 Weekday 2 Hour 10:00 Interval true
<SIP/my.xcally-00000001>AGI Tx >> 200 result=1
<SIP/my.xcally-00000001>AGI Rx << GET DATA /var/www/html/files/sounds/88968aa34fb66b89146f26324fb27718 10000 1
//Execute the menu block
  -- <SIP/my.xcally-00000001> Playing '/var/www/html/files/sounds/88968aa34fb66b89146f26324fb27718.slin'
(language 'en')
...
[Dec 29 10:00:08] DTMF[5250][C-00000001]: channel.c:4128 __ast_read: DTMF end '1' received on SIP/my.xcally-
00000001, duration 0 ms //The caller pressed 1
[Dec 29 10:00:08] DTMF[5250][C-00000001]: channel.c:4187 __ast_read: DTMF end accepted without begin '1' on SIP
/my.xcally-00000001
[Dec 29 10:00:08] DTMF[5250][C-00000001]: channel.c:4198 __ast_read: DTMF end passthrough '1' on SIP/my.xcally-
00000001
<SIP/my.xcally-00000001>AGI Tx >> 200 result=1
<SIP/my.xcally-00000001>AGI Rx << EXEC Macro bar,XCALLY_QUEUE,Support //The call has been sent to the
Support Queue
...
...

```

To turn off the agi debug mode, type *agi set debug off*



```

localhost*CLI> agi set debug off
AGI Debugging Disabled

```