

Cisco Unified Customer Voice Portal (CVP) (RONA) ةباجإل مدع ىلع ةقلىح نيوكت

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ةمدقمل

CVP RONA نيوكت دن تسمل اذه فصوي

ةيساسأل تابلطتم

تابلطتم

ةيلاتل عيضاوملاب ةفرعم كي دل نوكت نأب Cisco ي صوت:

- ICM صوصن ررحم
- CVP لماشل تاملكم لق فدت

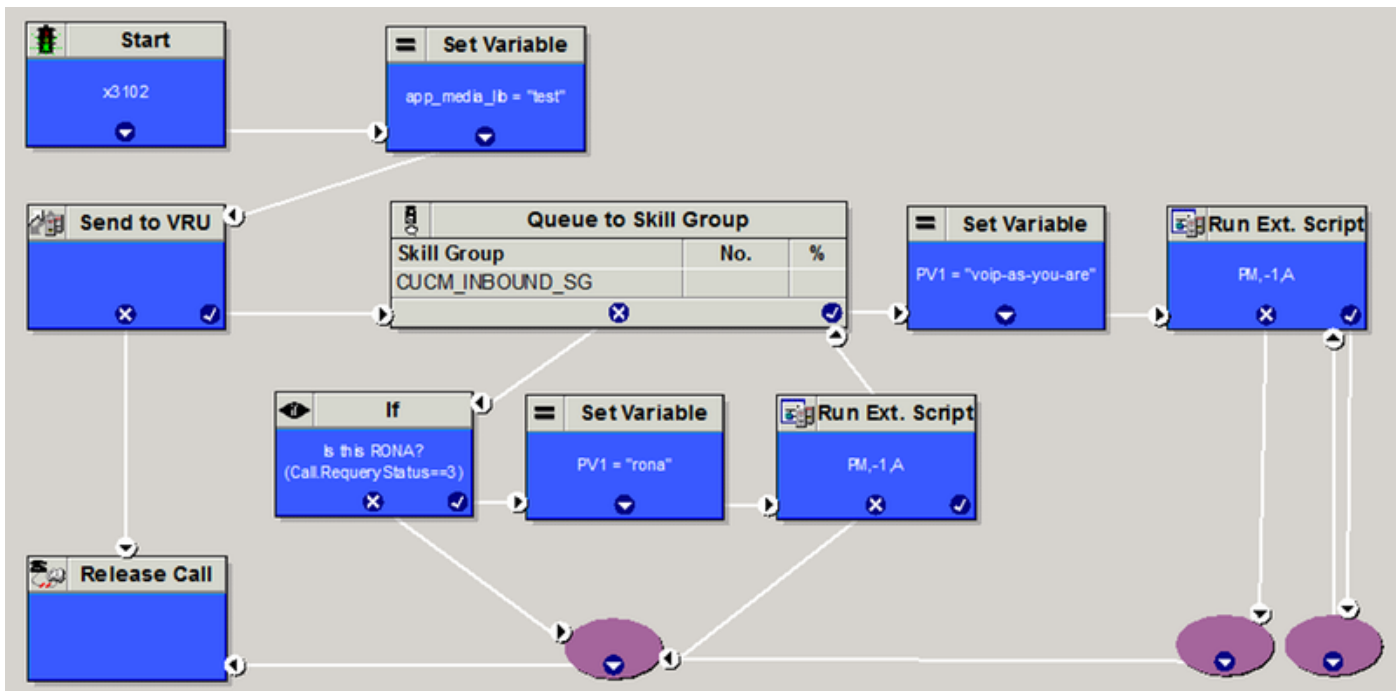
ةمدختسمل تانوكمل

CVP 10.5 ىل دن تسمل اذه يف ةدراول تامولعمل دن تست

ةصاخ ةيلمعم ةئيبي يف ةدوجومل ةزهجال نم دن تسمل اذه يف ةدراول تامولعمل عاشنإ مت تناك اذإ. (يضا رتفا) حوسمم نيوكتب دن تسمل اذه يف ةمدختسمل ةزهجال عيمج تادب رما يال لم تحمل ريثأتلل كمهف نم دكأتف، ةرشابم كتكباش

نيوكتل

CVP RONA نيوكت لاثم



عمىاق ءىولوا ءءقء) ءىولوالا ءءاز كئكئمى؁ ءىقءقاولا ءاىءل وىرانىس ىف: ءظءالم راءءءنال ءمىاق ءءقء نم نىمىللى لىل (3 ءارشلل بلط ءلء) RONA ءاعءءسال (راءءءنال) ءاراهملا ءءومءم لىل

Table 2: RequeryStatus Variables

Requery Status Variable	Description
REQUERY_ANSWER (0)	CallRouter internal use. Script ends and the call was successfully sent to the chosen target. Not visible to users.
REQUERY_ROUTE_SELECT_FAILURE (1)	Routing client generated an error code from ReRouteReq msg indicating a Route Select failure
REQUERY_CALLED_PARTY_BUSY (2)	Routing client generated error code from ReRouteReq msg indicating the called party is busy
REQUERY_NO_ANSWER (3)	Routing client generated an error code from ReRouteReq msg indicating no answer
REQUERY_ERROR (4)	CallRouter generated an error code. The attempt to send the call to target failed because the target was not reachable (i.e., busy, ring no answer).
REQUERY_TIMED_OUT (5)	CallRouter internal use. Script ends. The attempt to send the call to target failed because the Routing Client did not respond within the DivertOnBusyCallTimeout period. Not visible to users.
REQUERY_ABORTED (6)	CallRouter internal use. Script ends. The attempt to send the call to target failed because the caller hung up or the call was lost. Not visible to users. In the case of ABANDON and DISCONNECT, the CallRouter assumes the call has ended and ends the script. The RequeryStatus value is set to 6, indicating REQUERY_ABORTED. This is used for the internal workings of the CallRouter but is not visible to users. Which Nodes Support Target

1014: 10.48.52.114: Aug 19 2015 08:00:08.677 +0200: %CVP_10_5_SIP-7-CALL: {Thrd=pool-1-thread-483-SIP-7271} CALLGUID = 898D530000010000000000052A2F300A LEGID = 898D530000010000000000052A2F300A-143996400867730 - [OUTBOUND]: INVITE TO <sip:1001@cucm.mpagacz.local;transport=tcp> FROM 1003 <sip:1003@10.48.52.114:5060> EXPIRES[12] 100REL[Unsupported]

1012: 10.48.52.114: Aug 19 2015 08:00:08.677 +0200: %CVP_10_5_SIP-7-CALL: {Thrd=pool-1-thread-483-SIP-7271} RONA matched 1001 to TimeoutMatcher: patterns like 1> will use RONA of 12

ل SIP س دكم ني كمت متي مل اذا ل ج س ل ا ي ف ة دوق فم رم أ ل ا ع ا غ ل ا ة ل اسر : ة ط ح ا ل م DynamicSoft.

1019: 10.48.52.114: Aug 19 2015 08:00:20.751 +0200: %CVP_10_5_SIP-7-CALL: {Thrd=DIALOG_CALLBACK.10} CALLGUID = 898D530000010000000000052A2F300A LEGID = 898D530000010000000000052A2F300A-143996400867730 - [OUTBOUND] - DsSipInviteDialog - <sip:1001@cucm.mpagacz.local;transport=tcp>;tag=12868~2cbe41d3-abc7-445a-80dc-5c5aa0183504-21359299 - 1 REJECTED WITH 487 - Request Terminated

1103: 10.48.52.114: Aug 19 2015 08:00:31.437 +0200: %CVP_10_5_SIP-7-CALL: {Thrd=pool-1-thread-523-SIP-7289} CALLGUID = 898D530000010000000000052A2F300A LEGID = 898D530000010000000000052A2F300A-143996403143734 - [OUTBOUND]: INVITE TO <sip:1001@cucm.mpagacz.local;transport=tcp> FROM 1003 <sip:1003@10.48.52.114:5060> EXPIRES[12] 100REL[Unsupported]

1122: 10.48.52.114: Aug 19 2015 08:00:34.323 +0200: %CVP_10_5_SIP-7-CALL: {Thrd=pool-1-thread-1-SIP-7296} CALLGUID = 898D530000010000000000052A2F300A LEGID = 898D530000010000000000052A2F300A-143996403143734 - [OUTBOUND]: Acked the invite.

1131: 10.48.52.114: Aug 19 2015 08:00:43.746 +0200: %CVP_10_5_SIP-7-CALL: {Thrd=pool-1-thread-16-SIP-7298} CALLGUID = 898D530000010000000000052A2F300A LEGID = 4C536E9D-456B11E5-AAB9925E-21C1F61E - [INBOUND]: Terminated with Q.850;cause=16

ي ذ ل ا فر ط ل ا ل ع د م ت ع ي " Q.850:CAUSE=16 ب END [OUTBOUND] و [INBOUND] : ة ط ح ا ل م ه ق ي ل ع ت م ت .

اذا ل SIP س دكم ني كمت مت اذ ا DynamicSoft:

61430: 10.48.52.114: Aug 19 2015 08:00:08.677 +0200: %_Connection-7-com.dynamicsoft.DsLibs.DsUALibs.DsSipLlApi.Connection: Sending Message (NB): INVITE sip:1001@cucm.mpagacz.local;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.48.52.114:5060;branch=z9hg4bKEVEl2Ph9elc3OUAEfEUWtw~~34931
To: <sip:1001@cucm.mpagacz.local;transport=tcp>
From: 1003 <sip:1003@10.48.52.114:5060>;tag=d3ec56bf
Call-ID: 898D530000010000000000052A2F300A-143996400867730@10.48.52.114
CSeq: 1 INVITE
Expires: 12

61508: 10.48.52.114: Aug 19 2015 08:00:20.689 +0200: %_Connection-7-com.dynamicsoft.DsLibs.DsUALibs.DsSipLlApi.Connection: Sending Message (NB): CANCEL sip:1001@cucm.mpagacz.local;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.48.52.114:5060;branch=z9hg4bKEVEl2Ph9elc3OUAEfEUWtw~~34931
To: <sip:1001@cucm.mpagacz.local;transport=tcp>
From: 1003 <sip:1003@10.48.52.114:5060>;tag=d3ec56bf
Call-ID: 898D530000010000000000052A2F300A-143996400867730@10.48.52.114
CSeq: 1 CANCEL

61527: 10.48.52.114: Aug 19 2015 08:00:20.736 +0200: %_Connection-7-
com.dynamicsoft.DsLibs.DsUALibs.DsSipLlApi.Connection: Composed Message:
SIP/2.0 487 Request Cancelled
Via: SIP/2.0/TCP 10.48.52.114:5060;branch=z9hG4bKEVEl2Ph9elc3OUAEfEUWtw~~34931
From: 1003 <sip:1003@10.48.52.114:5060>;tag=dsd3ec56bf
To: <sip:1001@cucm.mpagacz.local;transport=tcp>;tag=12868~2cbe41d3-abc7-445a-80dc-5c5aa0183504-21359299
Call-ID: 898D53000001000000000052A2F300A-143996400867730@10.48.52.114
CSeq: 1 INVITE

ثدح ريرقت (VRU) ةيره اظلال ةصاخلا هي جوتلال ةدحو لسرت ، CVP ريرقت ةي حالص ةاهتنا دعب
w/NoResponse لىل ةوملا ةل:

08:00:21:862 PG1A-pim3 Trace: VRU->PG:EVENT_REPORT(16 bytes):DID=23 SendSeq#=3
EventCode=NoAnswer(3).
08:00:21:862 PG1A-pim3 Trace: ToRouter_ReRouteReq:REROUTE_REQ RCID=5004 PID=5000 GrpDelKey=0
Reason=3.
08:00:21:706 ra-rtr Trace: (23 24 27 : 0 0) ReRoute: Reason=3 CallState=15..

ةملا ةملا لىل ةرلا دن ةاؤاغل ةملا ةملا لوصو دن ة RONA تقوم نيي ةمت

08:00:10:012 PG1A-pim1 Trace: ScheduleAgentTimer: type = agentTimerRingTimeout, seconds = 10,
callback = 16787226.
08:00:21:850 PG1A-pim1 Trace: CancelAgentTimer: type = agentTimerRingTimeout.

انرلا ةطقنا اذ:

08:00:19:996 PG1A-pim1 Trace: ProcessRingTimeout: Agent failed to answer alerting line.
AgentID=1 DeviceNetworkTargetID=100003 NumAcidCalls: 0.

غالبال

RONA (RCK=202) عم لماشلا تاملا ةملا قفدت لباقم (RCK=201) لماشلا تاملا ةملا قفدت

DateTime RouterCallKey

- -

2015-08-19 07:54:32,180 201
2015-08-19 08:00:35.187 202

(ن افص) ن افص رثأت)

DateTime RouterCallKey لىل ةملا DNIS CallDisposition

- - - - -

2015-08-19 07:54:26.247 201 CVP 888888 13 1
2015-08-19 07:54:36.247 201 CUCM 1001 13 1
2015-08-19 07:54:38.247 201 CVP 3102 52 1
2015-08-19 08:00:09.260 202 CVP 888888 13 1
2015-08-19 08:00:21.760 202 CUCM 1001 19 6

2015-08-19 08:00:32.260 202 CVP 888888 13 1
2015-08-19 08:00:42.760 202 CUCM 1001 13 1
2015-08-19 08:00:44.760 202 CVP 3102 52 1

(ةرثأتم فوفص 8)

تافارحنإ

EventReport رادصإ عم روفلا ىلع تاملكملا هجوم بيحتسيو، فدهلا بلط لي طعت مت
w/NoResponse قلعو CVP ملاملا:

```
10:17:47:505 PG1A-pim3 Trace: VRU->PG:EVENT_REPORT(16 bytes):DID=31 SendSeq#=3  
EventCode=NoAnswer(3).  
10:17:47:509 PG1A-pim3 Trace: PG->VRU:RELEASE(16 bytes):DID=31 SendSeq#=3 Cause=1.  
10:17:47:511 PG1A-pim3 Trace: VRU->PG:EVENT_REPORT(22 bytes):DID=31 SendSeq#=4  
EventCode=Disconnect(6) CauseCode=NormalComplete(1).
```

ةفورعمل بويعلا

دعب ةزهجك ليكولا ةلاحب ظافتحال CSCuc72315 و CSCuq74727

ةمچرتل هذه ل و ح

ةلأل تاي نقتل ن م ة و مچ م ادخت ساب دن تسم ل ا ذه Cisco ت مچرت
م ل ا ل اء ان ا ع مچ ي ف ن م دخت س م ل ل م عد و ت ح م م ي دقت ل ة ي ر ش ب ل و
امك ة ق ي ق د ن و ك ت ن ل ة ي ل ا ة مچرت ل ض ف ا ن ا ة ظ ح ال م ي ج ر ي . ة ص ا خ ل ا م ه ت غ ل ب
Cisco ي ل خ ت . ف ر ت ح م مچرت م ا ه م د ق ي ي ت ل ا ة ي ف ا ر ت ح ال ا ة مچرت ل ا ع م ل ا ح ل ا و ه
ي ل ا م اء ا د ع و ج ر ل ا ب ي ص و ت و ت ا مچرت ل ا هذه ة ق د ن ع ا ه ت ي ل و ئ س م Cisco
Systems (ر ف و ت م ط ب ا ر ل ا) ي ل ص ا ل ا ي ز ي ل ج ن ا ل ا دن ت س م ل ا