

How to Change the CVP Unreachable Destination Timeout

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Introduction

This document describes how to change the Unreachable Destination timeout value in a Cisco Unified Customer Voice Portal (CVP) Call Server.

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CVP Server
- Wireshark

Components Used

The information in this document is based on these software versions:

- CVP Call server 8.5 or higher
- Wireshark

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem

When CVP Call Server configuration has multiple SIP (Session Initiation Protocol) Elements in a SIP Server group, CVP sends out the INVITE to the server with the highest priority. If the SIP element is down, CVP adds the SIP Element to an Unreachable Destination table. If SIP heart

beats(OPTIONS Ping) are not enabled, then SIP element stays in the Unreachable table for 180 seconds.

Sample srv.xml Configuration

In this SIP Server group configuration, SIP Server 192.168.1.1 is the primary and 192.168.1.2 is the secondary server. If the primary server is down, CVP will place it in the Unreachable table for 180 seconds and route all calls to the secondary server. Once 180 seconds are over, CVP will remove the primary server from the Unreachable table and route calls to it.

```
- <host name="cusp.cisco.com">
  <record weight="50" priority="1" destination="192.168.1.1" port="5060" />
  <record weight="50" priority="2" destination="192.168.1.2" port="5060" />
</host>
```

CVP Call Server Log Analysis

```
SIP Element 10.17.120.5 added to Unreachable Table
250274141: 10.73.33.15: Jul 24 2012 09:21:13.244 -0500: %_ConnectionManagement-7-
com.dynamicsoft.DsLibs.DsUALibs.DsSipLlApi.ConnectionManagement: UnreachableDestinationTable -
add (10.17.120.5:5060:2). Current count: 2
(3 minutes later)
```

```
SIP Element 10.17.120.5 removed from Unreachable Table 250285352: 10.73.33.15: Jul 24 2012
09:24:13.244 -0500: %_ConnectionManagement-7-
com.dynamicsoft.DsLibs.DsUALibs.DsSipLlApi.ConnectionManagement: UnreachableDestinationTable -
remove (10.17.120.5:5060:2). Current count: 2
```

Change the UnreachableTable Destination Timeout

The UnreachableTable Destination timeout is configurable only in Java Virtual Machine (JVM) level. This timeout is not configurable in CVP Operations Console (OAMP).

Step 1. Open a remote desktop session into the CVP Call Server.

Step 2. Open the Registry Editor (Start > Run > regedit).

Step 3. Browse to HKEY_LOCAL_MACHINE\SOFTWARE\Apache Software Foundation\Procrun 2.0\CallServer\Parameters\Java.

Step 4. Double-click on multi-string **Options**.

Step 5. Add **"-Dcom.dynamicsoft.DsLibs.DsSipLlApi.unreachDestTimeout=360"**. (Unreachable destination timeout in the following example would be set to 360 seconds).

Step 6. Restart the Call Server from OAMP (or use Windows services.msc to restart the Call Server service) .