

Déploiement d'appels de l'Unity Connection TIMG/PIMG au message d'accueil d'ouverture

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Introduction

La passerelle de medias de t1 (TIMG) et de la passerelle de medias IP PBX des périphériques (PIMG) sont utilisées afin de permettre à des PBX pour utiliser l'Unity Connection en tant que leur système de messagerie vocale. La transmission de TIMG/PIMG à l'Unity Connection est par l'intermédiaire de Protocole SIP (Session Initiation Protocol). La transmission du PBX à l'Unity Connection est par l'intermédiaire du multiplexage temporel (TDM).

Ce document décrit une question qui pourrait être produite avec ce type d'intégration.

Problème

L'Unity Connection est configuré pour fonctionner avec TIMG afin d'intégrer avec le PBX. Quand vous appelez un PBX et sonnez le pas de réponse ou call forward all à la messagerie vocale, l'appel va au message d'accueil d'ouverture au lieu de au message d'accueil de messagerie vocale.

Exposition de suivis :

Remarque: Il a été réorganisé pour être plus faciles visualiser quelques parties du suivi.

TIMG compose une invitation parce qu'il a reçu l'appel physique. Cependant, en ce moment, TIMG n'a reçu aucune informations d'appel du PBX.

```
087:57.872 [VoIP      ] Prot    <----INVITE sip:Anonymous@14.48.13.103:5060 SIP/2.0
087:57.872 [VoIP      ] Prot    From: "Anonymous" <sip:Anonymous@14.48.13.115:5060;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
087:57.872 [VoIP      ] Prot    To: "Anonymous" <sip:Anonymous@14.48.13.103:5060>
087:57.872 [VoIP      ] Prot    Contact:<sip:14.48.13.115:5060>
087:57.872 [VoIP      ] Prot    Content-Type:application/sdp
087:57.872 [VoIP      ] Prot    Supported:replaces,early-session,100rel
087:57.872 [VoIP      ] Prot    Allow: INVITE,BYE,CANCEL,REFER,NOTIFY,OPTIONS,
REGISTER, INFO,ACK,PRACK
087:57.872 [VoIP      ] Prot    Expires:120
087:57.872 [VoIP      ] Prot    Call-ID:01B22816147E007E00000019@14.48.13.103
087:57.872 [VoIP      ] Prot    CSeq:1 INVITE
```

087:57.872 [VoIP] Prot Max-Forwards:70
087:57.872 [VoIP] Prot User-Agent:Voice Messaging
087:57.872 [VoIP] Prot Via:SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bKC
621E66EBDE4CB89FF423B472071147B
087:57.872 [VoIP] Prot Content-Length:219
087:57.872 [VoIP] Prot
087:57.872 [VoIP] Prot v=0
087:57.872 [VoIP] Prot o=phone 3397 20425 IN IP4 14.48.13.115
087:57.872 [VoIP] Prot s=-
087:57.872 [VoIP] Prot c=IN IP4 14.48.13.115
087:57.872 [VoIP] Prot t=0 0
087:57.872 [VoIP] Prot m=audio 18698 RTP/AVP 0 101 13
087:57.872 [VoIP] Prot a=rtpmap:0 PCMU/8000/1
087:57.872 [VoIP] Prot a=ptime:30
087:57.872 [VoIP] Prot a=rtpmap:101 telephone-event/8000
087:57.872 [VoIP] Prot a=fmtp:101 0-15
087:57.872 [VoIP] Prot a=rtpmap:13 CN/8000
087:57.872 [VoIP] Prot
087:57.872 [VoIP] Prot ---->SIP/2.0 100 Trying
087:57.872 [VoIP] Prot From: "Anonymous"<sip:Anonymous@14.48.13.115:5060;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
087:57.872 [VoIP] Prot To: "Anonymous"<sip:Anonymous@14.48.13.103:5060>;
tag=f0c09771bd2942e7a57794619f8efccd
087:57.872 [VoIP] Prot Via: SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bKC
621E66EBDE4CB89FF423B472071147B
087:57.872 [VoIP] Prot Expires: 120
087:57.872 [VoIP] Prot Call-ID: 01B22816147E007E00000019@14.48.13.103
087:57.872 [VoIP] Prot CSeq: 1 INVITE
087:57.872 [VoIP] Prot Allow: ACK,BYE,CANCEL,INVITE,NOTIFY,OPTIONS,REFER,
REGISTER,SUBSCRIBE
087:57.872 [VoIP] Prot Content-Length: 0
087:57.872 [VoIP] Prot
087:57.888 [VoIP] Prot 087:57.888 [VoIP] Prot ---->SIP/2.0 180 Ringing
087:57.888 [VoIP] Prot From: "Anonymous"<sip:Anonymous@14.48.13.115:5060;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
087:57.888 [VoIP] Prot To: "Anonymous"<sip:Anonymous@14.48.13.103:5060>;
tag=f0c09771bd2942e7a57794619f8efccd
087:57.888 [VoIP] Prot Via: SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bKC
621E66EBDE4CB89FF423B472071147B
087:57.888 [VoIP] Prot Expires: 120
087:57.888 [VoIP] Prot Call-ID: 01B22816147E007E00000019@14.48.13.103
087:57.888 [VoIP] Prot CSeq: 1 INVITE
087:57.888 [VoIP] Prot Allow: ACK,BYE,CANCEL,INVITE,NOTIFY,OPTIONS,REFER,
REGISTER,SUBSCRIBE
087:57.888 [VoIP] Prot Content-Length: 0
087:57.888 [VoIP] Prot
087:57.968 [VoIP] Prot 087:57.968 [VoIP] Prot ---->SIP/2.0 200 OK
087:57.968 [VoIP] Prot From: "Anonymous"<sip:Anonymous@14.48.13.115:5060;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
087:57.968 [VoIP] Prot To: "Anonymous"<sip:Anonymous@14.48.13.103:5060>;
tag=f0c09771bd2942e7a57794619f8efccd
087:57.968 [VoIP] Prot Via: SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bKC
621E66EBDE4CB89FF423B472071147B
087:57.968 [VoIP] Prot Contact: <sip:14.48.13.103:5060>
087:57.968 [VoIP] Prot Expires: 120
087:57.968 [VoIP] Prot Call-ID: 01B22816147E007E00000019@14.48.13.103
087:57.968 [VoIP] Prot CSeq: 1 INVITE
087:57.968 [VoIP] Prot Allow-Events: kpml
087:57.968 [VoIP] Prot Allow: ACK,BYE,CANCEL,INVITE,NOTIFY,OPTIONS,REFER,
REGISTER,SUBSCRIBE
087:57.968 [VoIP] Prot Content-Length: 224
087:57.968 [VoIP] Prot Content-Type: application/sdp
087:57.968 [VoIP] Prot

```

087:57.968 [VoIP      ] Prot    v=0
087:57.968 [VoIP      ] Prot    o=CiscoSystemsUCXN 399280213 399280214 IN IP4 14.
48.13.103
087:57.968 [VoIP      ] Prot    s=No Subject
087:57.968 [VoIP      ] Prot    c=IN IP4 14.48.13.103
087:57.968 [VoIP      ] Prot    t=0 0
087:57.968 [VoIP      ] Prot    m=audio 16716 RTP/AVP 0 101
087:57.968 [VoIP      ] Prot    a=rtpmap:0 PCMU/8000/1
087:57.968 [VoIP      ] Prot    a=ptime:30
087:57.968 [VoIP      ] Prot    a=rtpmap:101 telephone-event/8000
087:57.968 [VoIP      ] Prot    a=fmtp:101 0-15

```

En ce moment, l'appel a été répondu et l'appelant entend le message d'accueil d'ouverture.

```

087:58.448 [VoIP      ] Prot    ---->SIP/2.0 200 OK
087:58.448 [VoIP      ] Prot    From: "Anonymous"<sip:Anonymous@14.48.13.115:5060;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
087:58.448 [VoIP      ] Prot    To: "Anonymous"<sip:Anonymous@14.48.13.103:5060>;
tag=f0c09771bd2942e7a57794619f8efccd
087:58.448 [VoIP      ] Prot    Via: SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bKC
621E66EBDE4CB89FF423B472071147B
087:58.448 [VoIP      ] Prot    Contact: <sip:14.48.13.103:5060>
087:58.448 [VoIP      ] Prot    Expires: 120
087:58.448 [VoIP      ] Prot    Call-ID: 01B22816147E007E00000019@14.48.13.103
087:58.448 [VoIP      ] Prot    CSeq: 1 INVITE
087:58.448 [VoIP      ] Prot    Allow-Events: kpml
087:58.448 [VoIP      ] Prot    Allow: ACK,BYE,CANCEL,INVITE,NOTIFY,OPTIONS,REFER,
REGISTER,SUBSCRIBE
087:58.448 [VoIP      ] Prot    Content-Length: 224
087:58.448 [VoIP      ] Prot    Content-Type: application/sdp
087:58.448 [VoIP      ] Prot    v=0
087:58.448 [VoIP      ] Prot    o=CiscoSystemsUCXN 399280213 399280214 IN IP4 14.
48.13.103
087:58.448 [VoIP      ] Prot    s=No Subject
087:58.448 [VoIP      ] Prot    c=IN IP4 14.48.13.103
087:58.448 [VoIP      ] Prot    t=0 0
087:58.448 [VoIP      ] Prot    m=audio 16716 RTP/AVP 0 101
087:58.448 [VoIP      ] Prot    a=rtpmap:0 PCMU/8000/1
087:58.448 [VoIP      ] Prot    a=ptime:30
087:58.448 [VoIP      ] Prot    a=rtpmap:101 telephone-event/8000
087:58.448 [VoIP      ] Prot    a=fmtp:101 0-15

```

TIMG a reçu les informations d'appel du PBX. En ce moment, il est trop tard puisque l'appel a déjà conduit à l'Unity Connection.

```

087:58.384 [Tel-7     ] Event   Dtmf (#) On
087:58.384 [Tel-7     ] Event   Dtmf (#) Off
087:58.592 [Tel-7     ] Event   Dtmf (0) On
087:58.592 [Tel-7     ] Event   Dtmf (0) Off
087:58.768 [Tel-7     ] Event   Dtmf (2) On
087:58.768 [Tel-7     ] Event   Dtmf (2) Off
087:58.960 [Tel-7     ] Event   Dtmf (#) On
087:58.960 [Tel-7     ] Event   Dtmf (#) Off
087:59.168 [Tel-7     ] Event   Dtmf (5) On
087:59.168 [Tel-7     ] Event   Dtmf (5) Off
087:59.344 [Tel-7     ] Event   Dtmf (2) On
087:59.344 [Tel-7     ] Event   Dtmf (2) Off
087:59.408 [VoIP      ] Prot    087:59.536 [Tel-7     ] Event   Dtmf (8) On
087:59.536 [Tel-7     ] Event   Dtmf (8) Off
087:59.744 [Tel-7     ] Event   Dtmf (6) On
087:59.744 [Tel-7     ] Event   Dtmf (6) Off
087:59.920 [Tel-7     ] Event   Dtmf (#) On
087:59.920 [Tel-7     ] Event   Dtmf (#) Off

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088:00.112 [Tel-7] Event Dtmf (5) On
088:00.112 [Tel-7] Event Dtmf (5) Off
088:00.320 [Tel-7] Event Dtmf (5) On
088:00.320 [Tel-7] Event Dtmf (5) Off
088:00.496 [Tel-7] Event Dtmf (8) On
088:00.496 [Tel-7] Event Dtmf (8) Off
088:00.688 [Tel-7] Event Dtmf (8) On
088:00.688 [Tel-7] Event Dtmf (8) Off
088:00.896 [Tel-7] Event Dtmf (#) On
088:00.896 [Tel-7] Event Dtmf (#) Off
088:01.328 [VoIP] Prot 087:59.408 [VoIP] Prot ---->SIP/2.0 200 OK
087:59.408 [VoIP] Prot From: "Anonymous"<sip:Anonymous@14.48.13.115:5060;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
087:59.408 [VoIP] Prot To: "Anonymous"<sip:Anonymous@14.48.13.103:5060>;
tag=f0c09771bd2942e7a57794619f8efccd
087:59.408 [VoIP] Prot Via: SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bKC
621E66EBDE4CB89FF423B472071147B
087:59.408 [VoIP] Prot Contact: <sip:14.48.13.103:5060>
087:59.408 [VoIP] Prot Expires: 120
087:59.408 [VoIP] Prot Call-ID: 01B22816147E007E00000019@14.48.13.103
087:59.408 [VoIP] Prot CSeq: 1 INVITE
087:59.408 [VoIP] Prot Allow-Events: kpml
087:59.408 [VoIP] Prot Allow: ACK,BYE,CANCEL,INVITE,NOTIFY,OPTIONS,REFER,
REGISTER,SUBSCRIBE
087:59.408 [VoIP] Prot Content-Length: 224
087:59.408 [VoIP] Prot Content-Type: application/sdp
087:59.408 [VoIP] Prot
087:59.408 [VoIP] Prot v=0
087:59.408 [VoIP] Prot o=CiscoSystemsUCXN 399280213 399280214 IN IP4 14.48.
13.103
087:59.408 [VoIP] Prot s=No Subject
087:59.408 [VoIP] Prot c=IN IP4 14.48.13.103
087:59.408 [VoIP] Prot t=0 0
087:59.408 [VoIP] Prot m=audio 16716 RTP/AVP 0 101
087:59.408 [VoIP] Prot a=rtpmap:0 PCMU/8000/1
087:59.408 [VoIP] Prot a=ptime:30
087:59.408 [VoIP] Prot a=rtpmap:101 telephone-event/8000
087:59.408 [VoIP] Prot a=fmtp:101 0-15 088:01.328 [VoIP] Prot ---->SIP/2.0
200 OK
088:01.328 [VoIP] Prot From: "Anonymous"<sip:Anonymous@14.48.13.115:5060;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
088:01.328 [VoIP] Prot To: "Anonymous"<sip:Anonymous@14.48.13.103:5060>;
tag=f0c09771bd2942e7a57794619f8efccd
088:01.328 [VoIP] Prot Via: SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bKC
621E66EBDE4CB89FF423B472071147B
088:01.328 [VoIP] Prot Contact: <sip:14.48.13.103:5060>
088:01.328 [VoIP] Prot Expires: 120
088:01.328 [VoIP] Prot Call-ID: 01B22816147E007E00000019@14.48.13.103
088:01.328 [VoIP] Prot CSeq: 1 INVITE
088:01.328 [VoIP] Prot Allow-Events: kpml
088:01.328 [VoIP] Prot Allow: ACK,BYE,CANCEL,INVITE,NOTIFY,OPTIONS,REFER,
REGISTER,SUBSCRIBE
088:01.328 [VoIP] Prot Content-Length: 224
088:01.328 [VoIP] Prot Content-Type: application/sdp
088:01.328 [VoIP] Prot
088:01.328 [VoIP] Prot v=0
088:01.328 [VoIP] Prot o=CiscoSystemsUCXN 399280213 399280214 IN IP4 14.48.
13.103
088:01.328 [VoIP] Prot s=No Subject
088:01.328 [VoIP] Prot c=IN IP4 14.48.13.103
088:01.328 [VoIP] Prot t=0 0
088:01.328 [VoIP] Prot m=audio 16716 RTP/AVP 0 101
088:01.328 [VoIP] Prot a=rtpmap:0 PCMU/8000/1

```
088:01.328 [VoIP      ] Prot      a=ptime:30
088:01.328 [VoIP      ] Prot      a=rtpmap:101 telephone-event/8000
088:01.328 [VoIP      ] Prot      a=fmtp:101 0-15 088:01.920 [Tel-7      ] Event      Tone Detect
Enabled (0xFF)
```

Après avoir analysé les règles d'adepete, les informations d'appel du PBX sont organisées à cette déclaration. Ceci devrait avoir été reçu avant que l'invitation ainsi l'invitation pourrait se composer correctement.

```
088:01.920 [Tel-7      ] Event      Cpid (5286,->,->5588,) (NoAns)

088:01.920 [VoIP      ] Prot      <----ACK sip:14.48.13.103:5060 SIP/2.0
088:01.920 [VoIP      ] Prot      CSeq:1 ACK
088:01.920 [VoIP      ] Prot      To: "Anonymous" <sip:Anonymous@14.48.13.103:5060>;
tag=f0c09771bd2942e7a57794619f8efccd
088:01.920 [VoIP      ] Prot      From: "Anonymous" <sip:Anonymous@14.48.13.115:5060>;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
088:01.920 [VoIP      ] Prot      Call-ID:01B22816147E007E00000019@14.48.13.103
088:01.920 [VoIP      ] Prot      Max-Forwards:70
088:01.920 [VoIP      ] Prot      User-Agent:Voice Messaging
088:01.920 [VoIP      ] Prot      Via:SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bK3
032A56F55534D5407B2D30922E6F860
088:01.920 [VoIP      ] Prot      Content-Length:0
088:01.920 [VoIP      ] Prot
088:01.920 [VoIP      ] Prot
```

Ici tentatives TIMG d'agir sur les informations d'appel mises à jour. Cependant, ceci n'est pas reçu par l'Unity Connection.

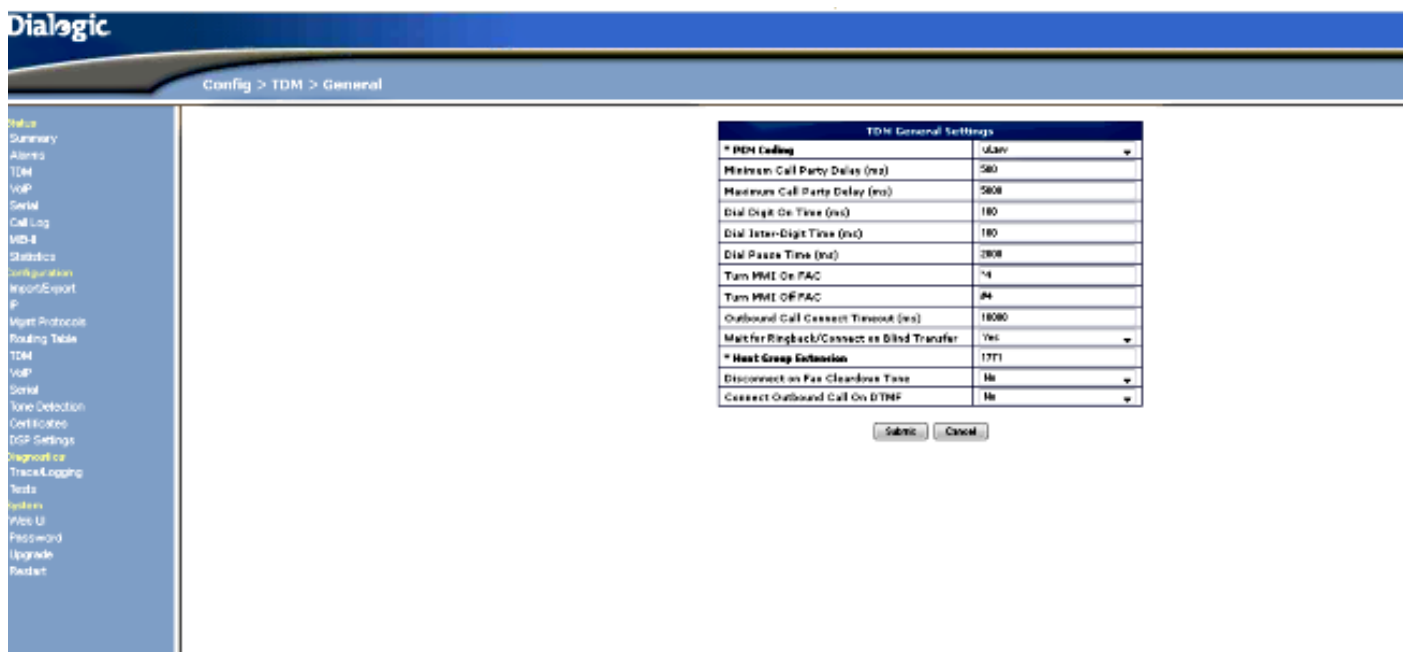
```
088:01.920 [VoIP      ] Prot      <----INFO sip:14.48.13.103:5060 SIP/2.0
088:01.920 [VoIP      ] Prot      Diversion: <tel:5588>;reason=no-answer
088:01.920 [VoIP      ] Prot      Content-Type:text/source-party
088:01.920 [VoIP      ] Prot      To: "Anonymous" <sip:Anonymous@14.48.13.103:5060>;
tag=f0c09771bd2942e7a57794619f8efccd
088:01.920 [VoIP      ] Prot      From: "Anonymous" <sip:Anonymous@14.48.13.115:5060>;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
088:01.920 [VoIP      ] Prot      Call-ID:01B22816147E007E00000019@14.48.13.103
088:01.920 [VoIP      ] Prot      CSeq:2 INFO
088:01.920 [VoIP      ] Prot      Max-Forwards:70
088:01.920 [VoIP      ] Prot      User-Agent:Voice Messaging
088:01.920 [VoIP      ] Prot      Via:SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bK6
EBB9CF7420BA1A393273882D5157413
088:01.920 [VoIP      ] Prot      Content-Length:6
088:01.920 [VoIP      ] Prot
088:01.920 [VoIP      ] Prot      5286
088:01.968 [VoIP      ] Prot      088:01.920 [VoIP      ] Prot      <----INFO
sip:14.48.13.103:5060 SIP/2.0
088:01.920 [VoIP      ] Prot      Diversion: <tel:5588>;reason=no-answer
088:01.920 [VoIP      ] Prot      Content-Type:text/source-party
088:01.920 [VoIP      ] Prot      To: "Anonymous" <sip:Anonymous@14.48.13.103:5060>;
tag=f0c09771bd2942e7a57794619f8efccd
088:01.920 [VoIP      ] Prot      From: "Anonymous" <sip:Anonymous@14.48.13.115:5060>;
user=phone>;vnd.pimg.port=7;tag=42B2324631353641000A6029
088:01.920 [VoIP      ] Prot      Call-ID:01B22816147E007E00000019@14.48.13.103
088:01.920 [VoIP      ] Prot      CSeq:2 INFO
088:01.920 [VoIP      ] Prot      Max-Forwards:70
088:01.920 [VoIP      ] Prot      User-Agent:Voice Messaging
088:01.920 [VoIP      ] Prot      Via:SIP/2.0/UDP 14.48.13.115:5060;branch=z9hG4bK6
EBB9CF7420BA1A393273882D5157413
088:01.920 [VoIP      ] Prot      Content-Length:6
088:01.920 [VoIP      ] Prot
088:01.920 [VoIP      ] Prot      5286
088:01.968 [VoIP      ] Prot
```

Remarque: Le reste du suivi a été tronqué.

Le problème principal ici est que les informations d'appel du PBX arrivent environ quatre secondes après l'appel physique qui a déclenché l'invitation à envoyer à l'Unity Connection est reçu. Ainsi l'appel a roulé au message d'accueil d'ouverture parce qu'aucun **transfert** : a été contenu dans l'initiale invitent à l'Unity Connection à dire l'Unity Connection à quelle boîte aux lettres pour conduire l'appel.

Solution

Afin de réparer cette question, naviguez vers la **configuration > le TDM > le général**, trouvent le **retard maximum d'interlocuteur d'appel (ms)**, et le changent à une valeur telle que 5,000 ms. Ceci ajoute un cinq-deuxième retard avant que l'initiale invitent se compose à l'Unity Connection, qui accorde l'heure pour que toutes les informations d'appel soient reçues du PBX.



The screenshot shows the Dialogic configuration interface. The breadcrumb navigation at the top reads "Config > TDM > General". On the left is a vertical navigation menu with various options. The main content area displays a table titled "TDM General Settings".

TDM General Settings	
* PH Callout	uLan
Minimum Call Party Delay (ms)	500
Maximum Call Party Delay (ms)	5000
Dial Digit On Time (ms)	100
Dial Inter-Digit Time (ms)	100
Dial Pause Time (ms)	2000
Turn PME On PAC	Y
Turn PME Off PAC	N
Outbound Call Connect Timeout (ms)	18000
Wait for Ringback/Connect on Blind Transfer	Yes
* Host Group Extension	1771
Disconnect on Fax Cleardown Tone	No
Connect Outbound Call On DTMF	No

At the bottom of the table are two buttons: "Submit" and "Cancel".