

# Begrijp hoe CVP fout Call Flow Works werkt

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## Inleiding

Dit document beschrijft hoe de Cisco Customer Voice Portal (CVP) foutmelding werkt.

## Voorwaarden

### Vereisten

Cisco raadt kennis van de volgende onderwerpen aan:

- CVP-server
- Cisco Unified Intelligent Contact Management (ICM)

- Cisco Unified Contact Center Enterprise (UCCE)

## Gebruikte componenten

De informatie in dit document is gebaseerd op deze softwareversies:

- CVP-server 11.5
- Cisco Virtual Voice browser (CVVB) 11.5
- Cisco Unified border-element (CUBE)
- Cisco Voice eXtensible Markup Language (VXML) gateway
- Cisco Unified Call Manager (CUCM) 11.0
- Session Initiation Protocol (SIP)

De informatie in dit document is gebaseerd op de apparaten in een specifieke laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk levend is, zorg er dan voor dat u de mogelijke impact van om het even welke opdracht begrijpt.

## Achtergrondinformatie

Wanneer overlevingservice niet in CUBE of Ingress Gateway is ingeschakeld, roept de CVP-foutstroom een cvperror.tcl op die is ingesteld in de Ingress Gateway/CUBE of in de VXML Gateway/CVVB. Deze TCL (Gereedschapsopdrachttaal) wordt geactiveerd wanneer een label van 929292 dat door CVP gegenereerd is, naar de Ingress Gateway/CUBE wordt verzonden in een SIP 302-bericht dat tijdelijk verplaatst is of een SIP-melding.

SIP REFER wordt alleen uitgevoerd wanneer CVP de oproep al heeft beantwoord. CVP voert een herleiding wanneer de oproep niet is beantwoord. In dat geval stuurt het een 302-account, tijdelijk naar de initiatiefnemer van het bericht ( Ingress Gateway/CUBE ), met onder meer een bestemming opnieuw sturen in de contactkop.

Ongeacht SIP REFER of 302 Verhuisd Tijdelijk bericht, is de belangrijkste taak van het script cvperror.tcl om een kritieke foutmelding te spelen die in flitser is opgeslagen op de Ingress Gateway/CUBE of VXML Gateway/CVVB.

## CVP fout Call Flow - 302 tijdelijk verplaatst

Gespreksstroom:

PSTN-telefoonnetwerk (PSTN)

Telefoon 4008 Dials 98041 — PSTN (CUCM)—SIP—CVP—ICM— (ICM is laag)

Overlevingsvermogen is in CUBE niet ingeschakeld

### Scenario 1: CVP fout TCL geconfigureerd in de gateway

Configuratie van CVP

In CVP kiesschema de 929292 labelpunten naar CUBE, zoals in de afbeelding weergegeven.

<input type="checkbox"/> 929292>	Error label
<input type="checkbox"/> * Local Static Route	IP Address/Hostname/Server Group Name: 10.201.198.21

## Relevante configuratie in CUBE

CUBE IP-adres: 10.201.198.21

CVVB IP-adres: 10.201.198.26

```
voice service voip
no ip address trusted authenticate
allow-connections sip to sip
no supplementary-service sip refer
supplementary-service media-renegotiate
redirect ip2ip
signaling forward unconditional
sip
bind control source-interface GigabitEthernet0/0
bind media source-interface GigabitEthernet0/0
rellxx disable
min-se 360 session-expires 360
header-passing
asymmetric payload full
midcall-signaling passthru
no call service stop

.....
application
service new-call flash:bootstrap.vxml
!
service survivability flash:survivability.tcl
paramspace callfeature med-inact-det enable
param ccb id:10.201.198.21;loc:CALO;trunks:2
!
service CVPSelfService flash:CVPSelfServiceBootstrap.vxml
!
service ringtone flash:ringtone.tcl
!
service cvperror flash:cvperror.tcl
paramspace english index 0
paramspace english language en
paramspace english location flash
paramspace english prefix en
.....
dial-peer voice 929292 voip
description CVP SIP error dial-peer
service cvperror
session protocol sipv2
session target ipv4:10.201.198.26
session transport tcp
incoming called-number 9292T
voice-class sip rellxx disable
dtmf-relay rtp-nte h245-signal h245-alphanumeric
codec g711ulaw
no vad
```

## Steen van logs

### Debugs ingeschakeld in de gateway: debug csip - bericht en debug voip ccapi - inout

--- After the error is identified on CVP, CVP sends a 302 Moved Temporarily to CUBE/Gateway

```
2444742: *May  2 19:30:45.956: //1575870/67C371000000/SIP/Msg/ccsipDisplayMsg:
Received:
SIP/2.0 302 Moved Temporarily
Via: SIP/2.0/UDP 10.201.198.21:5060;branch=z9hG4bK496B721A7
To: <sip:8041@10.201.198.7>;tag=dsa401be35
From: <sip:4008@10.201.198.18>;tag=21E92674-46A
Call-ID: AC32BE77-4D9711E8-91BCBF90-16BB0040@10.201.198.21
CSeq: 101 INVITE
Content-Length: 0
Cisco-Guid: 1740861696-0000065536-0000000041-0315017482
Contact: <sip:92929292@10.201.198.21>
Cisco-Gucid: 67C37100000100000000002912C6C90A
Session-ID: 00000000000000000000000000000000;remote=232199a11000016357f53ee8f467d218
```

--- Gateway responds with ACK

```
Sent:
ACK sip:8041@10.201.198.7:5060 SIP/2.0
Via: SIP/2.0/UDP 10.201.198.21:5060;branch=z9hG4bK496B721A7
From: sip:4008@10.201.198.18;tag=21E92674-46A
To: <sip:8041@10.201.198.7>;tag=dsa401be35
Date: Wed, 02 May 2018 23:30:45 GMT
Call-ID: AC32BE77-4D9711E8-91BCBF90-16BB0040@10.201.198.21
Max-Forwards: 70
CSeq: 101 ACK
Allow-Events: telephone-event
Content-Length: 0
```

-- Gateway forwards the Moved Temporarily message to the original party, in this case the PSTN (CUCM in this lab), since the supplementary service is enabled

```
Sent:
SIP/2.0 302 Moved Temporarily
Via: SIP/2.0/TCP 10.201.198.18:5065;branch=z9hG4bK7d54331a57
From: <sip:4008@10.201.198.18>;tag=88-d18302a7-aed7-454e-85f1-89e6650073de-20554954
To: <sip:98041@10.201.198.21>;tag=21E926A0-192
Date: Wed, 02 May 2018 23:30:45 GMT
Call-ID: 67c37100-aea14613-29-12c6c90a@10.201.198.18
CSeq: 101 INVITE
Allow-Events: telephone-event
Server: Cisco-SIPGateway/IOS-12.x
Diversion: <sip:8041@10.201.198.21>;reason=unconditional;counter=1
Contact: sip:92929292@10.201.198.21:5060
Content-Length: 0
```

--CUCM ACK the message---

```
Received:
ACK sip:98041@10.201.198.21:5060 SIP/2.0
Via: SIP/2.0/TCP 10.201.198.18:5065;branch=z9hG4bK7d54331a57
From: <sip:4008@10.201.198.18>;tag=88-d18302a7-aed7-454e-85f1-89e6650073de-20554954
To: <sip:98041@10.201.198.21>;tag=21E926A0-192
Date: Wed, 02 May 2018 23:13:23 GMT
```

Call-ID: 67c37100-aea14613-29-12c6c90a@10.201.198.18  
User-Agent: Cisco-CUCM11.0  
Max-Forwards: 70  
CSeq: 101 ACK  
Allow-Events: presence, kpml  
Content-Length: 0

--- Gateway received and Invite from PSTN (CUCM) related to the 929292 Error call flow

Received:

**INVITE sip:92929292@10.201.198.21:5060 SIP/2.0**

Via: SIP/2.0/UDP 10.201.198.18:5065;branch=z9hG4bK7e6f8e5100  
From: <sip:4008@10.201.198.18>;tag=88-d18302a7-aed7-454e-85f1-89e6650073de-20554954  
To: <sip:98041@10.201.198.21>  
Date: Wed, 02 May 2018 23:13:23 GMT  
Call-ID: 67c37100-aea14613-29-12c6c90a@10.201.198.18  
Supported: timer,resource-priority,replaces  
Min-SE: 1800  
User-Agent: Cisco-CUCM11.0  
Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY  
CSeq: 102 INVITE  
Diversion: <sip:8041@10.201.198.21>;reason=unconditional;counter=1  
Expires: 180  
Allow-Events: presence, kpml  
Supported: X-cisco-srtp-fallback,X-cisco-original-called  
Call-Info: <sip:10.201.198.18:5065>;method="NOTIFY;Event=telephone-event;Duration=500"  
Call-Info: <urn:x-cisco-remotecc:callinfo>;x-cisco-video-traffic-class=VIDEO\_UNSPECIFIED  
Session-ID: a8540c82a4e44c2eba3f04ba20554953;remote=00000000000000000000000000000000  
Cisco-Guid: 1740861696-0000065536-0000000041-0315017482  
Session-Expires: 1800  
P-Asserted-Identity: <sip:4008@10.201.198.18>  
Remote-Party-ID: <sip:4008@10.201.198.18>;party=calling;screen=yes;privacy=off  
Contact: <sip:4008@10.201.198.18:5065;transport=tcp>  
Max-Forwards: 70  
Content-Length: 0

---Match dial-peer 929292

2444797: \*May 2 19:30:45.988: //-1/67C371000000/CCAPI/cc\_api\_call\_setup\_ind\_common:  
Interface=0x4A3A8D84, Call Info(  
Calling Number=sip:4008@10.201.198.18, (Calling Name=) (TON=Unknown, NPI=Unknown,  
Screening=User, Passed, Presentation=Allowed),  
Called Number=sip:92929292@10.201.198.21:5060 (TON=Unknown, NPI=Unknown),  
Calling Translated=FALSE, Subscriber Type Str=Unknown, FinalDestinationFlag=TRUE,  
**Incoming Dial-peer=929292**, Progress Indication=NULL(0), Calling IE Present=TRUE,  
Source Trkgrp Route Label=, Target Trkgrp Route Label=, CLID Transparent=FALSE), Call  
Id=1575871

....  
....

-- Run cvperror.tcl

2444810: \*May 2 19:30:45.992: //1575871/67C371000000/CCAPI/cc\_process\_call\_setup\_ind:  
>>>>CCAPI handed cid 1575871 with tag 929292 to app "**\_ManagedAppProcess\_cvperror**"

-- Sent Trying and session progress to PSTN

Sent:  
SIP/2.0 100 Trying  
Via: SIP/2.0/UDP 10.201.198.18:5065;branch=z9hG4bK7e6f8e5100

From: <sip:4008@10.201.198.18>;tag=88-d18302a7-aed7-454e-85f1-89e6650073de-20554954  
To: <sip:98041@10.201.198.21>  
Date: Wed, 02 May 2018 23:30:45 GMT  
Call-ID: 67c37100-aea14613-29-12c6c90a@10.201.198.18  
CSeq: 102 INVITE  
Allow-Events: telephone-event  
Server: Cisco-SIPGateway/IOS-12.x  
Content-Length: 0

2444819: \*May 2 19:30:46.000: //1575871/67C371000000/SIP/Msg/ccsipDisplayMsg:  
Sent:  
SIP/2.0 183 Session Progress  
Via: SIP/2.0/UDP 10.201.198.18:5065;branch=z9hG4bK7e6f8e5100  
From: <sip:4008@10.201.198.18>;tag=88-d18302a7-aed7-454e-85f1-89e6650073de-20554954  
To: <sip:98041@10.201.198.21>;tag=21E926C0-EDA  
Date: Wed, 02 May 2018 23:30:45 GMT  
Call-ID: 67c37100-aea14613-29-12c6c90a@10.201.198.18  
CSeq: 102 INVITE  
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO,  
REGISTER  
Allow-Events: telephone-event  
Contact: <sip:92929292@10.201.198.21:5060;transport=tcp>  
Server: Cisco-SIPGateway/IOS-12.x  
Content-Length: 0

--Sent 200 OK

2444820: \*May 2 19:30:46.000: //1575871/67C371000000/SIP/Msg/ccsipDisplayMsg:  
Sent:  
SIP/2.0 200 OK  
Via: SIP/2.0/UDP 10.201.198.18:5065;branch=z9hG4bK7e6f8e5100  
From: <sip:4008@10.201.198.18>;tag=88-d18302a7-aed7-454e-85f1-89e6650073de-20554954  
To: <sip:98041@10.201.198.21>;tag=21E926C0-EDA  
Date: Wed, 02 May 2018 23:30:45 GMT  
Call-ID: 67c37100-aea14613-29-12c6c90a@10.201.198.18  
CSeq: 102 INVITE  
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO,  
REGISTER  
Allow-Events: telephone-event  
Contact: <sip:92929292@10.201.198.21:5060;transport=tcp>  
Supported: replaces  
Supported: sdp-anat  
Server: Cisco-SIPGateway/IOS-12.x  
Require: timer  
Session-Expires: 1800;refresher=uac  
Supported: timer  
Content-Type: application/sdp  
Content-Disposition: session;handling=required  
Content-Length: 250

v=0  
o=CiscoSystemsSIP-GW-UserAgent 7410 4830 IN IP4 10.201.198.21  
s=SIP Call  
c=IN IP4 10.201.198.21  
t=0 0  
m=audio 16526 RTP/AVP 0 101  
c=IN IP4 10.201.198.21  
a=rtpmap:0 PCMU/8000  
a=rtpmap:101 telephone-event/8000  
a=fmtp:101 0-16  
a=ptime:20

--Received ACK of the 200 OK message

```
2444823: *May  2 19:30:46.176: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
ACK sip:92929292@10.201.198.21:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.201.198.18:5065;branch=z9hG4bK7f4b18782f
From: <sip:4008@10.201.198.18>;tag=88-d18302a7-aed7-454e-85f1-89e6650073de-20554954
To: <sip:98041@10.201.198.21>;tag=21E926C0-EDA
Date: Wed, 02 May 2018 23:13:23 GMT
Call-ID: 67c37100-aea14613-29-12c6c90a@10.201.198.18
User-Agent: Cisco-CUCM11.0
Max-Forwards: 70
CSeq: 102 ACK
Allow-Events: presence, kpml
Session-ID: a8540c82a4e44c2eba3f04ba20554953;remote=4c37a896d7446e294d24d877668cab88
Content-Type: application/sdp
Content-Length: 244
```

```
v=0
o=CiscoSystemsCCM-SIP 88 1 IN IP4 10.201.198.18
s=SIP Call
c=IN IP4 10.152.234.20
b=TIAS:64000
b=CT:64
b=AS:64
t=0 0
m=audio 23062 RTP/AVP 0 101
a=ptime:20
a=rtpmap:0 PCMU/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
```

---Play critical error audio file located in flash on CUBE

## Toelichting scenario 1

In dit scenario, aangezien de **extra-service stap tijdelijk** is ingeschakeld, stuurt de gateway de oproep door naar de initiator, in dit geval het PSTN (in het lab, CUCM).

## Scenario 2: CVP-fout TCL geconfigureerd in de gateway en geen aanvullende service

### Configuratie van CVP

In CVP kiesschema de 929292 labelpunten naar CUBE, zoals in de afbeelding weergegeven.

<input type="checkbox"/> 929292>	Error label
<input type="checkbox"/> Local Static Route	IP Address/Hostname/Server Group Name: 10.201.198.21

### Relevante configuratie in CUBE

CUBE IP-adres: 10.201.198.21

CVVB IP-adres: 10.201.198.26

```
voice service voip
  no ip address trusted authenticate
  allow-connections sip to sip
no supplementary-service sip moved-temporarily
  no supplementary-service sip refer
  supplementary-service media-renegotiate
  redirect ip2ip
  signaling forward unconditional
  sip
  bind control source-interface GigabitEthernet0/0
  bind media source-interface GigabitEthernet0/0
  rellxx disable
  min-se 360 session-expires 360
  header-passing
  asymmetric payload full
  midcall-signaling passthru
  no call service stop

.....
application
  service new-call flash:bootstrap.vxml
  !
  service survivability flash:survivability.tcl
  paramspace callfeature med-inact-det enable
  param ccb id:10.201.198.21;loc:CALO;trunks:2
  !
  service CVPSelfService flash:CVPSelfServiceBootstrap.vxml
  !
  service ringtone flash:ringtone.tcl
  !
  service cvperror flash:cvperror.tcl
  paramspace english index 0
  paramspace english language en
  paramspace english location flash
  paramspace english prefix en
.....
dial-peer voice 929292 voip
  description CVP SIP error dial-peer
  service cvperror
  session protocol sipv2
  session target ipv4:10.201.198.26
  session transport tcp
  incoming called-number 9292T
  voice-class sip rellxx disable
  dtmf-relay rtp-nte h245-signal h245-alphanumeric
  codec g711ulaw
  no vad
```

## Steen van logs

Debugs ingeschakeld in de gateway: **debug csip - bericht en debug voip ccapi inout.**

--- After the error is identified on CVP, CVP sends a 302 Moved Temporarily to CUBE/Gateway

2452782: \*May 2 21:02:46.120: //1580163/41F099000000/SIP/Msg/ccsipDisplayMsg:



Received:

SIP/2.0 302 Moved Temporarily

Via: SIP/2.0/UDP 10.201.198.21:5060;branch=z9hG4bK4980BDED

To: <sip:8041@10.201.198.7>;tag=ds8369f9d4

From: <sip:4008@10.201.198.18>;tag=223D6198-B66

Call-ID: 8678DF8F-4DA411E8-A286BF90-16BB0040@10.201.198.21

CSeq: 101 INVITE

Content-Length: 0

Cisco-Guid: 1106286848-0000065536-0000000042-0315017482

Contact: <sip:92929292@10.201.198.21>

Cisco-Gucid: 41F09900000100000000002A12C6C90A

Session-ID: 00000000000000000000000000000000;remote=2375d4ec100001634a4a6be49573f76d

--- Gateway responds with ACK

Sent:

ACK sip:8041@10.201.198.7:5060 SIP/2.0

Via: SIP/2.0/UDP 10.201.198.21:5060;branch=z9hG4bK4980BDED

From: sip:4008@10.201.198.18;tag=223D6198-B66

To: <sip:8041@10.201.198.7>;tag=ds8369f9d4

Date: Thu, 03 May 2018 01:02:46 GMT

Call-ID: 8678DF8F-4DA411E8-A286BF90-16BB0040@10.201.198.21

Max-Forwards: 70

CSeq: 101 ACK

Allow-Events: telephone-event

Content-Length: 0

2452813: \*May 2 21:02:46.128: //1580163/41F099000000/CCAPI/cc\_api\_call\_disconnect\_done:

Disposition=0, Interface=0x4A3A8D84, Tag=0x0, Call Id=1580163,

Call Entry(Disconnect Cause=16, Voice Class Cause Code=0, Retry Count=0)

2452814: \*May 2 21:02:46.128: //1580163/41F099000000/CCAPI/cc\_api\_call\_disconnect\_done:

Call Disconnect Event Sent

2452815: \*May 2 21:02:46.128: //-1/xxxxxxxxxxxx/CCAPI/cc\_free\_feature\_vsa:

2452816: \*May 2 21:02:46.128: :cc\_free\_feature\_vsa freeing 4C79B7F8

2452817: \*May 2 21:02:46.128: //-1/xxxxxxxxxxxx/CCAPI/cc\_free\_feature\_vsa:

2452818: \*May 2 21:02:46.128: vsacount in free is 2

2452819: \*May 2 21:02:46.132: //1580162/41F099000000/CCAPI/ccCallDisconnect:

Cause Value=16, Tag=0x0, Call Entry(Previous Disconnect Cause=0, Disconnect Cause=0)

2452820: \*May 2 21:02:46.132: //1580162/41F099000000/CCAPI/ccCallDisconnect:

Cause Value=16, Call Entry(Responded=TRUE, Cause Value=16)

2452821: \*May 2 21:02:46.132: //-1/xxxxxxxxxxxx/CCAPI/ccMemPoolTDFreeHelper:

data = 4D0F39A4

2452822: \*May 2 21:02:46.132: ccMemPoolTDFreeHelper:mem\_mgr\_mempool\_free:

mem\_refcnt(4C6D2C38)=0 - mempool cleanup

2452823: \*May 2 21:02:46.132: //1580162/41F099000000/SIP/Msg/ccsipDisplayMsg:

--Since Moved Supplementary Service is disabled, Gateway reports an error and the call is disconnected:

Sent:

**SIP/2.0 500 Internal Server Error**

Via: SIP/2.0/TCP 10.201.198.18:5065;branch=z9hG4bK817c2f8cee

From: <sip:4008@10.201.198.18>;tag=90-d18302a7-aed7-454e-85f1-89e6650073de-20554956

To: <sip:98041@10.201.198.21>;tag=223D61C8-24D1

Date: Thu, 03 May 2018 01:02:46 GMT

Call-ID: 41f09900-aea15ba3-2a-12c6c90a@10.201.198.18

CSeq: 101 INVITE

Allow-Events: telephone-event

Server: Cisco-SIPGateway/IOS-12.x

Reason: Q.850;cause=16

## Toelichting scenario 2

In dit scenario, aangezien de **extra-service stap tijdelijk** wordt **verplaatst** in de gateway, wordt 302 tijdelijke bericht niet ondersteund en wordt een interne fout door de gateway aan CVP gemeld.

## Scenario 3: CVP-fout TCL geconfigureerd in de VXML-gateway/CVVB en geen aanvullende service

### Configuratie van CVP

In CVP kiesschema de 929292-label punten naar CVVB zoals in de afbeelding weergegeven.

929292>	Error label
Local Static Route	IP Address/Hostname/Server Group Name: 10.201.198.26

### Relevante configuratie in CUBE

CUBE IP-adres: 10.201.198.21

CVVB IP-adres: 10.201.198.26

```
voice service voip
  no ip address trusted authenticate
  allow-connections sip to sip
no supplementary-service sip moved-temporarily
no supplementary-service sip refer
supplementary-service media-renegotiate
redirect ip2ip
signaling forward unconditional
sip
bind control source-interface GigabitEthernet0/0
bind media source-interface GigabitEthernet0/0
rellxx disable
min-se 360 session-expires 360
header-passing
asymmetric payload full
midcall-signaling passthru
no call service stop

.....
application
service new-call flash:bootstrap.vxml
!
service survivability flash:survivability.tcl
param space callfeature med-inact-det enable
param ccb id:10.201.198.21;loc:CALO;trunks:2
!
service CVPSelfService flash:CVPSelfServiceBootstrap.vxml
!
service ringtone flash:ringtone.tcl
```

```
!  
service cvperror flash:cvperror.tcl  
paramspace english index 0  
paramspace english language en  
paramspace english location flash  
paramspace english prefix en  
.....  
dial-peer voice 929292 voip  
description CVP SIP error dial-peer  
service cvperror  
session protocol sipv2  
session target ipv4:10.201.198.26  
session transport tcp  
incoming called-number 9292T  
voice-class sip rellxx disable  
dtmf-relay rtp-nte h245-signal h245-alphanumeric  
codec g711ulaw  
no vad
```

## Steen van logs

Debugs ingeschakeld in de gateway: **debug csip - bericht en debug voip ccapi inout.**

Same behavior as Scenario 2

Received:

```
SIP/2.0 302 Moved Temporarily  
Via: SIP/2.0/UDP 10.201.198.21:5060;branch=z9hG4bK4984515FB  
To: <sip:8041@10.201.198.7>;tag=ds8848a4c6  
From: <sip:4008@10.201.198.18>;tag=224B0C80-11DA  
Call-ID: 9C5C461D-4DA611E8-A550BF90-16BB0040@10.201.198.21  
CSeq: 101 INVITE  
Content-Length: 0  
Cisco-Guid: 1476352256-0000065536-0000000044-0315017482  
Contact: <sip:92929292@10.201.198.26>  
Cisco-Gucid: 57FF590000010000000002C12C6C90A  
Session-ID: 00000000000000000000000000000000;remote=23837fd11000016394e369cb85ba7fea
```

Sent:

```
ACK sip:8041@10.201.198.7:5060 SIP/2.0  
Via: SIP/2.0/UDP 10.201.198.21:5060;branch=z9hG4bK4984515FB  
From: sip:4008@10.201.198.18;tag=224B0C80-11DA  
To: <sip:8041@10.201.198.7>;tag=ds8848a4c6  
Date: Thu, 03 May 2018 01:17:41 GMT  
Call-ID: 9C5C461D-4DA611E8-A550BF90-16BB0040@10.201.198.21  
Max-Forwards: 70  
CSeq: 101 ACK  
Allow-Events: telephone-event  
Content-Length: 0
```

Sent:

```
SIP/2.0 500 Internal Server Error  
Via: SIP/2.0/TCP 10.201.198.18:5065;branch=z9hG4bK83447b6e69  
From: <sip:4008@10.201.198.18>;tag=92-d18302a7-aed7-454e-85f1-89e6650073de-20554960  
To: <sip:98041@10.201.198.21>;tag=224B0CA0-E15
```

Date: Thu, 03 May 2018 01:17:41 GMT  
Call-ID: 57ff5900-aea15f23-2c-12c6c90a@10.201.198.18  
CSeq: 101 INVITE  
Allow-Events: telephone-event  
Server: Cisco-SIPGateway/IOS-12.x  
Reason: Q.850;cause=16  
Content-Length: 0

## Toelichting scenario 3

Hetzelfde gedrag als Scenarion 2, aangezien de **extra-service slop tijdelijk** wordt **verplaatst** in de poort, wordt 302 tijdelijk bericht verplaatst niet ondersteund en wordt een interne fout aan CVP gemeld door de gateway.

## Scenario 4: CVP fout TCL geconfigureerd in de VXML gateway/CVVB

### Configuratie van CVP

In CVP kiesschema de 929292-label punten naar CVVB zoals in de afbeelding weergegeven.

929292>	Error label
Local Static Route	IP Address/Hostname/Server Group Name: 10.201.198.26

### Relevante configuratie in CUBE

CUBE IP-adres: 10.201.198.21

CVVB IP-adres: 10.201.198.26

```
voice service voip
  no ip address trusted authenticate
  allow-connections sip to sip
no supplementary-service sip refer
supplementary-service media-renegotiate
redirect ip2ip
signaling forward unconditional
sip
bind control source-interface GigabitEthernet0/0
bind media source-interface GigabitEthernet0/0
rellxx disable
min-se 360 session-expires 360
header-passing
asymmetric payload full
midcall-signaling passthru
no call service stop

.....
application
  service new-call flash:bootstrap.vxml
```

```
!  
service survivability flash:survivability.tcl  
paramspace callfeature med-inact-det enable  
param ccb id:10.201.198.21;loc:CALO;trunks:2  
!  
service CVPSelfService flash:CVPSelfServiceBootstrap.vxml  
!  
service ringtone flash:ringtone.tcl  
!  
service cvperror flash:cvperror.tcl  
paramspace english index 0  
paramspace english language en  
paramspace english location flash  
paramspace english prefix en  
.....  
dial-peer voice 929292 voip  
description CVP SIP error dial-peer  
service cvperror  
session protocol sipv2  
session target ipv4:10.201.198.26  
session transport tcp  
incoming called-number 9292T  
voice-class sip rel1xx disable  
dtmf-relay rtp-nte h245-signal h245-alphanumeric  
codec g711ulaw  
no vad
```

## Steen van logs

### Debugs ingeschakeld in de gateway: debug csip - bericht en debug voip ccapi - inout

--- After the error is identified on CVP, CVP sends a 302 Moved Temporarily to CUBE/Gateway

```
2455061: *May  2 21:25:10.904: //1581217/639F4F800000/SIP/Msg/ccsipDisplayMsg:  
Received:  
SIP/2.0 302 Moved Temporarily  
Via: SIP/2.0/UDP 10.201.198.21:5060;branch=z9hG4bK4986321AD  
To: <sip:8041@10.201.198.7>;tag=ds2cb7f0a  
From: <sip:4008@10.201.198.18>;tag=2251E6B8-26BC  
Call-ID: A8087055-4DA711E8-A6C0BF90-16BB0040@10.201.198.21  
CSeq: 101 INVITE  
Content-Length: 0  
Cisco-Guid: 1671384960-0000065536-0000000046-0315017482  
Contact: <sip:92929292@10.201.198.26>  
Cisco-Gucid: 639F4F80000100000000002E12C6C90A  
Session-ID: 00000000000000000000000000000000;remote=238a5a0d100001633384b476d5df07da
```

--- Gateway responds with ACK

```
Sent:  
ACK sip:8041@10.201.198.7:5060 SIP/2.0  
Via: SIP/2.0/UDP 10.201.198.21:5060;branch=z9hG4bK4986321AD  
From: sip:4008@10.201.198.18;tag=2251E6B8-26BC  
To: <sip:8041@10.201.198.7>;tag=ds2cb7f0a  
Date: Thu, 03 May 2018 01:25:10 GMT  
Call-ID: A8087055-4DA711E8-A6C0BF90-16BB0040@10.201.198.21  
Max-Forwards: 70  
CSeq: 101 ACK  
Allow-Events: telephone-event  
Content-Length: 0
```

-- Gateway forward the Moved Temporarily message to the original party, in this case the PSTN (CUCM in this lab),  
since the supplementary service is enabled

Sent:

SIP/2.0 302 Moved Temporarily  
Via: SIP/2.0/TCP 10.201.198.18:5065;branch=z9hG4bK852a31e4f8  
From: <sip:4008@10.201.198.18>;tag=94-d18302a7-aed7-454e-85f1-89e6650073de-20554964  
To: <sip:98041@10.201.198.21>;tag=2251E6D4-23B1  
Date: Thu, 03 May 2018 01:25:10 GMT  
Call-ID: 639f4f80-aea160e4-2e-12c6c90a@10.201.198.18  
CSeq: 101 INVITE  
Allow-Events: telephone-event  
Server: Cisco-SIPGateway/IOS-12.x  
Diversion: <sip:8041@10.201.198.21>;reason=unconditional;counter=1  
Contact: sip:92929292@10.201.198.26:5060  
Content-Length: 0

---Received ACK form PSTN

Received:

ACK sip:98041@10.201.198.21:5060 SIP/2.0  
Via: SIP/2.0/TCP 10.201.198.18:5065;branch=z9hG4bK852a31e4f8  
From: <sip:4008@10.201.198.18>;tag=94-d18302a7-aed7-454e-85f1-89e6650073de-20554964  
To: <sip:98041@10.201.198.21>;tag=2251E6D4-23B1  
Date: Thu, 03 May 2018 01:07:48 GMT  
Call-ID: 639f4f80-aea160e4-2e-12c6c90a@10.201.198.18  
User-Agent: Cisco-CUCM11.0  
Max-Forwards: 70  
CSeq: 101 ACK  
Allow-Events: presence, kpml  
Content-Length: 0

At this moment the PSTN must sent a SIP Invite to the CVVB, since there is no SIP trunk between the PSTN and the CVVB,  
the critical error message is not played and the call disconnects.

## Toelichting scenario 4

In dit scenario, aangezien de **extra-service stap tijdelijk** is ingeschakeld, stuurt de gateway de oproep door naar de initiator, in dit geval het PSTN (in het lab, CUCM). Aangezien het PSTN echter geen SIP-romp aan de CVVB heeft, speelt de kritische foutmelding niet en de verbinding wordt verbroken.

Concluderend: het foutlabel 929292 moet worden geconfigureerd en gecontroleerd door de gateway. Het is niet relevant wat u hebt ingesteld in het sessiedoel op de 929292 inkomende dial-peer in de Gateway/CUBE, aangezien deze dial-peer niet gebruikt wordt voor een uitgaande gespreksbeen.