

Configuratie van Cisco Unified Customer Voice Portal (CVP) Ring op geen antwoord (RONA)

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Inleiding

In dit document wordt de configuratie van CVP RONA beschreven.

Voorwaarden

Vereisten

Cisco raadt kennis van de volgende onderwerpen aan:

- ICMScript-editor
- CVP uitgebreide Call Flow

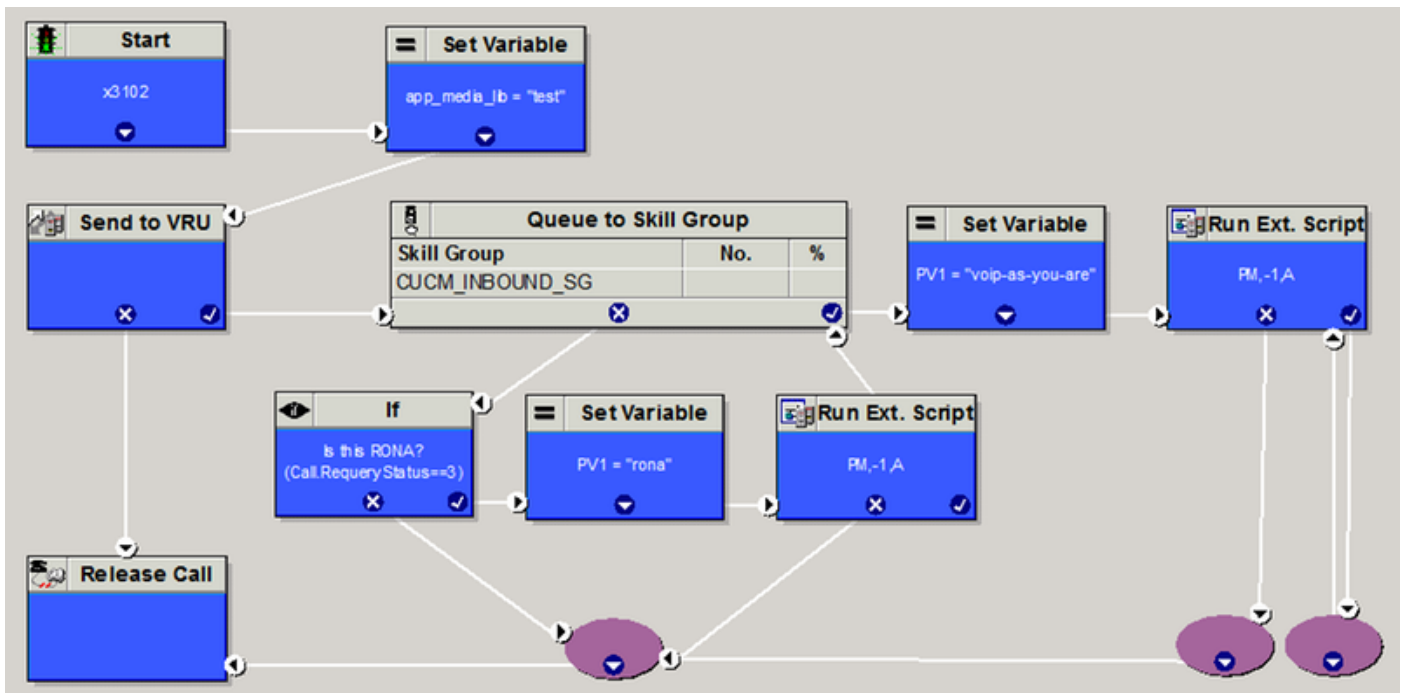
Gebruikte componenten

De informatie in dit document is gebaseerd op CVP 10.5.

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 live is, moet u de potentiële impact van elke opdracht begrijpen.

Configuratie

CVP RONA configuratie voorbeeld:



Opmerking: in een real-life scenario verhoogt u de prioriteit (Wachtrij prioriteitsknooppunt) voor RONA's oproep (Vereiste status van 3) naar rechts van de **Wachtrij tot het knooppunt Skill Group**.

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

Logs

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

Opmerking: CANCEL-bericht ontbreekt in log als DynamicSoft SIP stapel niet is ingeschakeld.

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

Opmerking: [OPNIEUW] OF [BUITEN]: "Beëindigd met Q.850;cause=16" is afhankelijk van de partij die opgehangen is.

Als DynamicSoft SIP Stack is ingeschakeld:

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=dSD3ec56bf
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=dSD3ec56bf
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=d3ec56bf
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

Nadat de CVP RNATimeout is verlopen, stuurt de VRU een EventReport met NoAntwoord op de router:

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..

RONA-timer ingesteld bij aankomen en geannuleerd wanneer de vraag wordt beantwoord:

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

Als RNA uitgaat:

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

Rapportage

Uitgebreide Call Flow (RCK=201) vs Comprehensive Call Flow met RONA (RCK=202)

DatumTijd routerCallKey

- -

2015-08-19 07:54

2015-08-19

(2 rij(en) betrokken)

DatumTijd routerCallKey per. DNIS CallDispositie CallDispositievlag

- - - - -

2015-08-19 07:54:26.247 201 CVP 88888888 13 1

2015-08-19 07:54:36:247 201 CUCM 1001 13 13

2015-08-19 07:54:38.247 201 CVP 3102 52 1

2015-08-19 08:00:09.260 202 CVP 88888888 13 1

2015-08-19 08:00:21.760 202 CUCM 1001 19 6

```
2015-08-19 08:00:32.260 202 CVP 88888888 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
```

(8 rij(en) aangetast)

Afwijkingen

Doelaanvraag uitgeschakeld, Call Router reageert direct met release voor EventReport met No/NoResponse en CVP houdt de oproep bij:

```
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).
```

bekende gebreken

Na CVP-RONA: [CSCuc72315](#) en [CSCuq74727](#)