

Compreenda como o fluxo de chamadas do erro CVP trabalha

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Introdução

Este documento descreve como o fluxo de chamadas portal do erro da Voz de cliente Cisco (CVP) trabalha.

Pré-requisitos

Requisitos

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Server CVP
- Cisco unificou o Intelligent Contact Management (o ICM)
- Cisco Unified Contact Center Enterprise (UCCE)

Componentes Utilizados

As informações neste documento são baseadas nestas versões de software:

- Server 11.5 CVP
- Navegador de voz virtual de Cisco (CVVB) 11.5
- Elemento da beira de Cisco Unfied (CUBO)
- Cisco exprime o gateway do linguagem de marcação extensível (VXML)
- Cisco unificou o gerenciador de chamada (CUCM) 11.0
- Iniciação de sessão Protocl (SORVO)

As informações neste documento foram criadas a partir de dispositivos em um ambiente de laboratório específico. Todos os dispositivos utilizados neste documento foram iniciados com uma configuração (padrão) inicial. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

Informações de Apoio

Quando o serviço do Survivability não é permitido no CUBO ou no gateway de ingresso, o fluxo do erro CVP invoca um `cvperror.tcl` configurado no ingresso Gateway/CUBE ou VXML Gateway/CVVB. Este Tool Command Language (TCL) é provocado quando uma etiqueta 92929292 gerada pelo CVP é enviada ao ingresso Gateway/CUBE em um SORVO 302 movido temporariamente ou SORVO CONSULTA a mensagem.

O SORVO REFER é executado somente quando o CVP tem respondido já ao atendimento. O CVP faz uma reorientação quando o atendimento não foi respondido. Neste caso, envia uns 302 movidos temporariamente para o iniciador do atendimento (ingresso Gateway/CUBE), que inclui um destino da reorientação no encabeçamento do contato.

Apesar do SORVO CONSULTE ou 302 movidos temporariamente mensagem, as tarefas principal do script `cvperror.tcl` são jogar uma mensagem de erro crítico armazenada no flash no ingresso Gateway/CUBE ou VXML Gateway/CVVB.

Fluxo de chamadas do erro CVP - 302 movidos temporariamente

Fluxo de chamadas:

Rede telefônica pública do interruptor (PSTN)

Seletores 98041 do telefone 4008 ----- PSTN (CUCM)-----SORVO-----CVP-----ICM----- (o ICM está para baixo)

O Survivability não é permitido no CUBO

Cenário 1: Erro TCL CVP configurado no gateway

Configuração no CVP

No Plano de discagem CVP os 929292 pontos da etiqueta CUBAR, segundo as indicações da imagem.

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

Configuração relevante no CUBO

Endereço IP de Um ou Mais Servidores Cisco ICM NT do CUBO: 10.201.198.21

Endereço IP de Um ou Mais Servidores Cisco ICM NT CVVB: 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
```

Snippet dos logs

Debugs permitiu no gateway: debugar o mensagem de ccsip e debugar o inout do ccapi do voip

--- 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: 67C3710000010000000002912C6C90A
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-remotec: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

Encenação 1 da explicação

Nesta encenação desde que o **servo do serviço complementar movido-provisório** é permitido à revelia, o gateway para a frente o atendimento ao autor, neste caso o PSTN (no laboratório, CUCM).

Cenário 2: Erro TCL CVP configurado no gateway e em nenhum serviço complementar

Configuração no CVP

No Plano de discagem CVP os 929292 pontos da etiqueta CUBAR, segundo as indicações da imagem.

9292>	Error label
Local Static Route	IP Address/Hostname/Server Group Name: 10.201.198.21

Configuração relevante no CUBO

Endereço IP de Um ou Mais Servidores Cisco ICM NT do CUBO: 10.201.198.21

Endereço IP de Um ou Mais Servidores Cisco ICM NT CVVB: 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

```

Snippet dos logs

Debugs permitiu no gateway: debugar o mensagem de ccsip e debugar o inout do ccapi do voip.

--- 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
Content-Length: 0

Encenação 2 da explicação

Nesta encenação desde que o sorvo do serviço suplementar movido-provisório é desabilitado no gateway, a mensagem temporariamente movida 302 não é apoiada, e um erro interno é relatado ao CVP pelo gateway.

Cenário 3: Erro TCL CVP configurado no VXML Gateway/CVVB e nenhum serviço suplementar

Configuração no CVP

No Plano de discagem CVP os 929292 pontos da etiqueta a CVVB segundo as indicações da imagem.

<input type="checkbox"/>	9292>	Error label
<input type="checkbox"/>	Local Static Route	IP Address/Hostname/Server Group Name: 10.201.198.26

Configuração relevante no CUBO

Endereço IP de Um ou Mais Servidores Cisco ICM NT do CUBO: 10.201.198.21

Endereço IP de Um ou Mais Servidores Cisco ICM NT CVVB: 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
param space english index 0
param space english language en
param space english location flash
param space 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

```

Snippet dos logs

Debugs permitiu no gateway: **debugar o mensagem de ccsip e debugar o inout do ccapi do voip.**

```

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

```

Encenação 3 da explicação

Mesmo comportamento que Scenarion 2, desde que o **servo do serviço suplementar movido-provisório** é desabilitado no gateway, mensagem temporariamente movida 302 não é apoiado, e um erro interno é relatado ao CVP pelo gateway.

Cenário 4 : Erro TCL CVP configurado no VXML Gateway/CVVB

Configuração no CVP

No Plano de discagem CVP os 929292 pontos da etiqueta a CVVB segundo as indicações da imagem.

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

Configuração relevante no CUBO

Endereço IP de Um ou Mais Servidores Cisco ICM NT do CUBO: 10.201.198.21

Endereço IP de Um ou Mais Servidores Cisco ICM NT CVVB: 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

```

Snippet dos logs

Debugs permitiu no gateway: **debugar o mensagem de ccsip e debugar o inout do ccapi do voip**

```

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
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
param space english index 0
param space english language en
param space english location flash
param space 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
```

Encenação 4 da explicação

Nesta encenação desde que o **servo do serviço suplementar movido-provisório** é permitido à revelia, o gateway para a frente o atendimento ao autor, neste caso o PSTN (no laboratório, CUCM). Contudo, desde que o PSTN não tem um tronco do SORVO ao CVVB, a mensagem de erro crítico não joga e as desconexões do atendimento.

Em conclusão, a etiqueta de 929292 erros deve ser configurada e controlado pelo gateway. Não é relevante o que você configurou no destino de sessão no dial peer de entrada 929292 no Gateway/CUBE, desde que este dial-peer não é usado para nenhum trecho de chamada de saída.