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## Introdução

O Cisco Unified Mobile Agent permite um agente que use todo o telefone da rede telefônica pública comutada (PSTN) e uma conexão de VPN de faixa larga (para comunicações da área de trabalho do agente) para funcionar como um agente situado em um centro de chamadas formal que use um Cisco IP Phone que é monitorado e controlado pelo Java Telephony Application Programming Interface do gerente das comunicações unificadas de Cisco (CUCM) (JTAPI). O Cisco Unified Mobile Agent permite que os administradores de sistema configurem agentes para usar o call-by-call que disca ou uma conexão pregada. No modo do call-by-call, o telefone do agente móvel é discado para cada chamada recebida. Quando o atendimento termina, o telefone do agente móvel está desligado antes que esteja feito pronto para o atendimento seguinte. Este documento segue uma chamada recebida a um agente móvel do call-by-call no JTapi Gateway

(JGW) e nos logs CUCM. Isto envolve dois trechos de chamada, um do cliente à porta CTI local (LCP) e um da porta CTI remota (RCP) ao agente. O objetivo é capturar como o JGW consegue CUCM construir uma ponte sobre os dois trechos de chamada.

## Pré-requisitos

### Requisitos

Não existem requisitos específicos para este documento.

### Componentes Utilizados

As informações neste documento são baseadas nestas versões de software e hardware:

- Versão de empreendimento unificada 10.0 do centro de contato
- Versão 10.0 CUCM

## Visão geral

### Detalhes da chamada

Os telefones do agente e do cliente são Ramais em um expresso do Gerenciador de Comunicações (CME) conectado com ISDN PRI ao gateway CUCM-conectado.

### Fluxo de chamadas de nível elevado

1. O chamador 2001 no CME disca 9001, que aponta ao gateway (GW) (10.106.61.162). O dial peer GW aponta ao portal da Voz de cliente (CVP).
2. O CVP envia uma solicitação de rota ao gerente de contato inteligente (ICM), e o ICM retorna a etiqueta móvel do agente, que é o número discado da porta LCP (DN) 6001.
3. O CVP envia convida a CUCM. Quando a porta LCP soar, o JTapi Gateway (JGW) instrui CUCM chamar o telefone 2001 do agente de RCP 6101.
4. Uma vez que as respostas do agente, o pé do agente são Música-em-posse conectada (MoH).
5. O JGW instrui CUCM para responder à chamada recebida essa anéis na porta LCP.
6. Uma vez que o pé LCP é conectado, o JGW instrui CUCM para recuperar o pé do agente.
7. O JGW passa sobre os detalhes da /porta do endereço IP de Um ou Mais Servidores Cisco ICM NT do Real-Time Transport Protocol (RTP) do pé do cliente ao pé do agente e vice-versa.
8. CUCM constrói uma ponte sobre os dois pés e estabelece o trajeto RTP entre o agente e o cliente.

Esta análise parte de etapa 3, quando o atendimento aterra na porta CUCM LCP. Cada snippet JGW é seguido imediatamente pelo snippet do log CUCM que corresponde identificado pelos

encabeçamentos JGW e CUCM respectivamente.

## Troubleshooting

Use estes níveis de debug a fim pesquisar defeitos a Mensagem JGW e a sinalização do Session Initiation Protocol (SIP) que corresponde em CUCM:

### JTAPI

No agente Peripheral Gateway (PG), use o utilitário procmon a fim girar acima do seguimento para o processo JGW:

Nota: Os comandos trace são diferenciando maiúsculas e minúsculas.

### Análise de fluxo de chamadas detalhada

#### O JGW recebe NewCallEvent para a chamada recebida à porta LCP

##### JGW

```
17:27:19:762 PG1A-jgw1 Trace: 978: Sep 12 17:27:19.762 IST %JTAPI-PROTOCOL-7-UNK:
(P8-10.106.81.67) received Event: com.cisco.cti.protocol.NewCallEvent {
```

```
eventSequence           = 207
lineCallManagerID       = 1
lineID                   = 14
lineHandleSpecified     = true
deviceName               = LCP5000F0001
callCallManagerID       = 1
callLegID                = 20622152
globalCallManagerID     = 1
callID                   = 7017
callingParty             = 2001
calledParty              = 6001
```

##### CUCM

```
00584403.005 |17:27:19.520 |AppInfo |SIPTcp - wait_SdlReadRsp: Incoming SIP TCP
message from 10.106.81.69 on port 19540 index 9 with 1080 bytes:
```

[308,NET]

INVITE sip:6001@10.106.81.67;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.106.81.69:5060;branch=z9hG4bK0pklbe3yYKOMmlUkMFKs+A~~90

Max-Forwards: 69

To: <sip:6001@10.106.81.67;transport=tcp>

From: 2001 <sip:2001@10.106.81.69:5060>;tag=ds68ab6ea6

Call-ID: **78B041A239AB11E480032C542D7590C8-141054823683618**@10.106.81.69

CSeq: 1 INVITE

Content-Length: 0

Contact: <sip:2001@10.106.81.69:5060;transport=tcp>

Expires: 60

User-Agent: CVP 10.0 (1) Build-490

Call-Info: <sip:10.106.61.162:5060>;purpose=x-cisco-origIP

Remote-Party-ID: <sip:2001@10.106.61.162>;party=calling;screen=no;privacy=off

Date: Fri, 12 Sep 2014 12:02:16 GMT

Min-SE: 1800

Cisco-Guid: 2024817058-0967512548-2147691604-0762679496

Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER

Allow-Events: telephone-event

X-Cisco-CCBProbe: id:10.106.61.162;loc:https;trunks:1

MIME-Version: 1.0

Cisco-Gucid: 78B041A239AB11E480032C542D7590C8

Supported: timer

Supported: resource-priority

Supported: replaces

Supported: sdp-anat

App-Info: <10.106.81.69:8000:8443>

**O LCP soa e o JGW inicia o atendimento ao agente remoto 2003 do RCP**

**JGW**

17:27:19:795 PG1A-jgw1 Trace: 1078: Sep 12 17:27:19.795 IST %JTAPI-PROTOCOL-7-UNK:

(P8-10.106.81.67) [GW-ThreadMakeRemoteAgentCall] sending: com.cisco.cti.protocol.

**LineCallInitiateRequest** {

sequenceNumber = 124  
lineCallManagerID = 1  
lineID = 10  
globalCallManagerID = 1  
globalCallID = 7018  
callingAddress = 6101  
destAddress = 2003  
userData = null  
mediaDeviceName =  
mediaResourceID = 0  
featurePriority = 1  
}

17:27:19:799 PG1A-jgw1 Trace: 1079: Sep 12 17:27:19.799 IST %JTAPI-PROTOCOL-7-UNK:  
(P8-10.106.81.67) received Response: com.cisco.cti.protocol.LineCallInitiateResponse {

sequenceNumber = 124  
result = 0  
lineCallManagerID = 1  
lineID = 10  
callManagerID = 1  
callLegID = **20622153**

**CUCM**

00584484.001 |17:27:19.532 |AppInfo |SIPtcp - wait\_SdlSPISignal: Outgoing SIP TCP  
message to 10.106.81.69 on port 19540 index 9

[310,NET]

SIP/2.0 180 Ringing

Via: SIP/2.0/TCP 10.106.81.69:5060;branch=z9hG4bK0pklbe3yYKOMmlUkMFKs+A~~90

From: 2001 <sip:2001@10.106.81.69:5060>;tag=ds68ab6ea6

To: <sip:6001@10.106.81.67;transport=tcp>;tag=32~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622151

Date: Fri, 12 Sep 2014 11:57:19 GMT

Call-ID: **78B041A239AB11E480032C542D7590C8-141054823683618@10.106.81.69**

CSeq: 1 INVITE

Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY

Allow-Events: presence

Server: Cisco-CUCM10.0

Supported: X-cisco-srtp-fallback

Supported: Geolocation

P-Asserted-Identity: <sip:6001@10.106.81.67>

Remote-Party-ID: <sip:6001@10.106.81.67>;party=called;screen=yes;privacy=off

Contact: <sip:6001@10.106.81.67:5060;transport=tcp>

Content-Length: 0

00584490.000 |17:27:19.566 |SdlSig-I |**CtiLineCallInitiateReq** |restart0  
|StationD(1,100,63,4) |CTIDeviceLineMgr(1,200,25,1) |1,200,13,  
2.9296^10.106.81.68^RCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0]  
AsyncResponse=148 LH=1|11 GCH=1|7018 CalledPartyInfo=2003 MediaDeviceName = Media  
DevicePid = (0,0,0,0) resource ID=0 FetaurePriority=1

00584582.001 |17:27:19.587 |AppInfo |SIPtcp - wait\_SdlSPISignal: Outgoing SIP TCP  
message to 10.106.61.162 on port 5060 index 12

[311,NET]

INVITE sip:**2003**@10.106.61.162:5060 SIP/2.0

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK654d9a6da3

From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154

To: <sip:2003@10.106.61.162>

Date: Fri, 12 Sep 2014 11:57:19 GMT

Call-ID: **f1283f00-4121df9f-b-43516a0a**@10.106.81.67

Supported: timer,resource-priority,replaces

Min-SE: 1800

User-Agent: Cisco-CUCM10.0

Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE,  
NOTIFY

CSeq: 101 INVITE

Expires: 180

Allow-Events: presence, kpml

Supported: X-cisco-srtp-fallback,X-cisco-original-called

Call-Info: <sip:10.106.81.67:5060>;method="NOTIFY;Event=telephone-event;Duration=  
500"

Call-Info: <urn:x-cisco-remotec:callinfo>;x-cisco-video-traffic-class=VIDEO\_UNSPECIFIED

Cisco-Guid: 4045946624-0000065536-0000000011-1129409034

Session-Expires: 1800

P-Asserted-Identity: <sip:6101@10.106.81.67>

Remote-Party-ID: <sip:6101@10.106.81.67>;party=calling;screen=yes;privacy=off

Contact: <sip:6101@10.106.81.67:5060;transport=tcp>

Max-Forwards: 70

Content-Length: 0

## As respostas do agente e CUCM enviam a media o canal lógico aberto (MOLC) à porta RCP

### JGW

17:27:25:285 PG1A-jgw1 Trace: 1203: Sep 12 17:27:25.285 IST %JTAPI-PROTOCOL-7-UNK:(P8-10.106.81.67) received Event: com.cisco.cti.protocol.**DeviceCallOpen**  
**LogicalChannelEvent** {

eventSequence = 216  
deviceCallManagerID = 1  
deviceID = 2  
callCallManagerID = 1  
callLegID = 20622153

### CUCM

00584627.002 |17:27:25.048 |AppInfo |SIPtcp - wait\_SdlReadRsp: Incoming SIP TCP message from 10.106.61.162 on port 5060 index 12 with 1021 bytes:

[314,NET]

SIP/2.0 200 OK

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK654d9a6da3

From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154

To: <sip:2003@10.106.61.162>;tag=66DAB40-15DF

Date: Fri, 12 Sep 2014 12:02:19 GMT

Call-ID: f1283f00-4121df9f-b-43516a0a@10.106.81.67

CSeq: 101 INVITE

Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER

Allow-Events: telephone-event  
Remote-Party-ID: <sip:2003@10.106.61.162>;party=called;screen=no;privacy=off  
Contact: <sip:2003@10.106.61.162:5060;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: 193

v=0  
o=CiscoSystemsSIP-GW-UserAgent 8244 219 IN IP4 10.106.61.162  
s=SIP Call  
c=IN IP4 10.106.61.162  
t=0 0  
m=audio 29722 RTP/AVP 0  
c=IN IP4 10.106.61.162  
a=rtpmap:0 PCMU/8000  
a=ptime:20

00584677.000 |17:27:25.052 |SdlSig |**MXAgenaOpenLogicalChannel**  
|call\_delivered4 |StationCdpc(1,100,64,18)  
|StationD(1,100,63,4) |1,100,14,27559.6^10.106.61.162^\*  
|[R:N-H:0,N:4,L:0,V:0,Z:0,D:0] codec=4 CI=**20622153** mediaType=1  
audioRate=20 iLBCMode=1 rfc2833PayloadNum=0 confId=0 streamFlag=F partyId=  
16777257 PT=F PTId=16777216 dyn payloadTypeNum=0 MediaEncrAlgo=0 ConnType=3  
ReqIpAddrType=0 ipAddrType=0 ipv4=**10.106.61.162:29722** dscpForMyParty=0xb8  
(DSCP=0x2e) dscpForOtherEndParty=0xb8 (DSCP=0x2e) v150MER=F T38MER=F

**StartTransmissionEvent** para o pé RCP fornece os detalhes remotos da /porta do endereço RTP

**JGW**

17:27:25:286 PG1A-jgw1 Trace: 1205: Sep 12 17:27:25.286 IST %JTAPI-PROTOCOL-7-  
UNK:(P8-10.106.81.67) received Event: com.cisco.cti.protocol.**StartTransmission**  
**Event** {



eventSequence = 217  
deviceCallManagerID = 1  
deviceID = 2  
callCallManagerID = 1  
callLegID = 20622153  
ipAddr = -1573033462  
rtpPortNumber = 29722

## CUCM

```
00584686.000 |17:27:25.052 |SdlSig | StationOutputStartMediaTransmission  
 |restart0 |StationD(1,100,63,4)  
 |StationCdpc(1,100,64,18) |1,100,14,27559.6^10.106.61.162^*  
 |[R:N-H:0,N:7,L:0,V:0,Z:0,D:0] ConfId=20622153 remoteIpAddr=.type=0 .addr=  
 0x{a,6a,3d,a2,0,0,0,0,0,0,0,0,0,0,0,0}(10.106.61.162) Port=29722 PacketSize=  
 20 PayloadType=4 CI=20622153 DiffServ=0xb8 (DSCP=0x2e) Silent=0 MaxFrms=0  
 G723BitRate=0 PartyId=0x1000029 RFC2833PayloadType=0 mixingMode=0 partyDir=0
```

## O JGW responde com parâmetros abertos do canal lógico (OLC) ACK

Nota: Este é o endereço IP de Um ou Mais Servidores Cisco ICM NT PG porque o pé LCP não é conectado ainda.

## JGW

```
17:27:25:299 PG1A-jgw1 Trace: 1241: %JTAPI-JTAPI-7-UNK:(P8-pguser)[ObserverThread  
(com.cisco.icm.jgw.jtapi.JTapiObj@14323d5)][RCP5000F0001]Request: setRTPParams(Cisco  
RTPParams10.106.81.68/31025)
```

```
17:27:25:299 PG1A-jgw1 Trace: 1242: Sep 12 17:27:25.299 IST %JTAPI-PROTOCOL-7-UNK:  
(P8-10.106.81.67) [ObserverThread(com.cisco.icm.jgw.jtapi.JTapiObj@14323d5)] sending:  
com.cisco.cti.protocol.DeviceSetRTPForCallRequest {
```

```
17:27:25:300 PG1A-jgw1 Trace:
```

sequenceNumber = 125  
callManagerID = 1  
deviceID = 2  
callCallManagerID = 1  
callLegID = 20622153  
ipAddress = 1146186250  
rtpPortNumber = 31025

## CUCM

00584713.000 |17:27:25.070 |SdlSig | **CtiDeviceSetRTPForCallReq**  
|active10 |StationCdpc(1,100,64,18)  
|StationD(1,100,63,4) |1,200,13,2.9297^10.106.81.68  
^RCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=149mCtiInterface  
(1,200,25,1) DH=1|3 CH=1|**20622153** RtpDestination**1146186250**|**31025**

00584718.000 |17:27:25.070 |SdlSig | **MXAgenaOpenLogicalChannelAck**  
|waitForMXCapabilitiesorOfferorAnswer |AgenaInterface(1,100,244,25)  
|StationCdpc(1,100,64,18) |1,200,13,2.9297^10.106.81.68^RCP5000F0001  
|[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] rc=0 isMultiMedia=F LCN=0 partyId=16777257 port=  
**31025** ipAddrType=0 ipv4=**10.106.81.68**

00584745.001 |17:27:25.080 |AppInfo |SIPtcp - wait\_SdlSPISignal: Outgoing SIP  
TCP message to 10.106.61.162 on port 5060 index 12

[315,NET]

ACK sip:2003@10.106.61.162:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK667d8dda73

From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154

To: <sip:2003@10.106.61.162>;tag=66DAB40-15DF

Date: Fri, 12 Sep 2014 11:57:19 GMT

Call-ID: f1283f00-4121df9f-b-43516a0a@10.106.81.67

User-Agent: Cisco-CUCM10.0

Max-Forwards: 70

CSeq: 101 ACK

Allow-Events: presence, kpml

Content-Type: application/sdp

Content-Length: 186

v=0

o=CiscoSystemsCCM-SIP 33 1 IN IP4 10.106.81.67

s=SIP Call

c=IN IP4 **10.106.81.68**

b=TIAS:64000

b=CT:64

b=AS:64

t=0 0

m=audio **31025** RTP/AVP 0

a=ptime:20

a=rtpmap:0 PCMU/8000

## Pedidos JGW pôr o pé RCP sobre a posse

### JGW

17:27:25:309 PG1A-jgw1 Trace: 1262: Sep 12 17:27:25.309 IST %JTAPI-PROTOCOL-7-  
UNK:(P8-10.106.81.67) [pool-1-thread-22-JTAPIGW-22] sending: com.cisco.cti.  
protocol.**CallHoldRequest** {

sequenceNumber = 126  
lineCallManagerID = 1  
lineID = 10  
callLegCallManagerID = 1  
callLegID = 20622153

### CUCM

00585451.000 |17:27:38.419 |SdlSig-I |**CtiLineCallHoldReq**  
|restart0 |StationD(1,100,63,4)  
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,2.9303^10.106.81.68  
^RCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=155 CH=1|**20622153**  
LH=1|11 ContentId=

001 |17:27:38.420 |AppInfo |SIPTcp - wait\_SdlSPISignal: Outgoing SIP TCP message  
to 10.106.61.162 on port 5060 index 12

[340,NET]

INVITE sip:2003@10.106.61.162:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK712fda313c

From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154

To: <sip:2003@10.106.61.162>;tag=66DAB40-15DF

Date: Fri, 12 Sep 2014 11:57:38 GMT

Call-ID: f1283f00-4121df9f-b-43516a0a@10.106.81.67

Supported: timer,resource-priority,replaces

User-Agent: Cisco-CUCM10.0

Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE,  
NOTIFY

CSeq: 106 INVITE

Max-Forwards: 70

Expires: 180

Allow-Events: presence

Call-Info: <urn:x-cisco-remotecc:callinfo>;x-cisco-video-traffic-class=VIDEO\_UNSPECIFIED

Supported: X-cisco-srtp-fallback

Supported: Geolocation

Session-Expires: 1800;refresher=uac

Min-SE: 1800

P-Asserted-Identity: <sip:6101@10.106.81.67>

Remote-Party-ID: <sip:6101@10.106.81.67>;party=calling;screen=yes;privacy=off

Contact: <sip:6101@10.106.81.67:5060;transport=tcp>

Content-Type: application/sdp

Content-Length: 193

v=0

o=CiscoSystemsCCM-SIP 33 6 IN IP4 10.106.81.67

s=SIP Call

c=IN IP4 0.0.0.0

b=TIAS:64000

b=CT:64

b=AS:64

t=0 0

m=audio 16390 RTP/AVP 0

a=ptime:20

a=rtpmap:0 PCMU/8000

a=inactive

## O JGW instrui CUCM para responder ao pé LCP

### JGW

17:27:25:312 PG1A-jgw1 Trace: 1270: Sep 12 17:27:25.312 IST %JTAPI-PROTOCOL-7-UNK: (P8-10.106.81.67) [GW-ThreadAnswerCall] sending: com.cisco.cti.protocol.

**CallAnswerRequest** {

sequenceNumber = 127

lineCallManagerID = 1

lineID = 14

callLegCallManagerID = 1

callLegID = 20622152

## CUCM

00584785.000 |17:27:25.082 |SdlSig-I |**CtiLineCallAnswerReq**  
|restart0 |StationD(1,100,63,3)  
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,2.9299^10.106.81.68  
^LCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] mAsyncResponse=151 CH=1|20622152  
LH=1|15 MediaDeviceName = MediaDevicePid = (0,0,0,0) resource ID=0

00584875.001 |17:27:25.088 |AppInfo |SIPTcp - wait\_SdlSPISignal: Outgoing SIP TCP  
message to 10.106.81.69 on port 19540 index 9

[317,NET]

SIP/2.0 200 OK

Via: SIP/2.0/TCP 10.106.81.69:5060;branch=z9hG4bK0pklbe3yYKOMm1UkMFKs+A~~90

From: 2001 <sip:2001@10.106.81.69:5060>;tag=ds68ab6ea6

To: <sip:6001@10.106.81.67;transport=tcp>;tag=32~9fb3c68a-3291-4bd4-98cd-c82b97  
aed22a-20622151

Date: Fri, 12 Sep 2014 11:57:19 GMT

Call-ID: **78B041A239AB11E480032C542D7590C8-141054823683618**@10.106.81.69

CSeq: 1 INVITE

Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE,  
NOTIFY

Allow-Events: presence, kpml

Supported: replaces

Server: Cisco-CUCM10.0

Supported: X-cisco-srtp-fallback

Supported: Geolocation

Session-Expires: 1800;refresher=uas

Require: timer

P-Asserted-Identity: <sip:6001@10.106.81.67>

Remote-Party-ID: <sip:6001@10.106.81.67>;party=called;screen=yes;privacy=off

Contact: <sip:6001@10.106.81.67:5060;transport=tcp>

Content-Type: application/sdp

Content-Length: 183

v=0

o=CiscoSystemsCCM-SIP 32 1 IN IP4 10.106.81.67

s=SIP Call

c=IN IP4 0.0.0.0

b=TIAS:64000

b=AS:64

t=0 0

m=audio 4000 RTP/AVP 0

a=ptime:20

a=rtpmap:0 PCMU/8000

a=sendonly

## O pé LCP é respondido e CUCM envia MOLC ao LCP

<

JGW

17:27:25:345 PG1A-jgw1 Trace: 1327: Sep 12 17:27:25.344 IST %JTAPI-PROTOCOL-7-  
UNK:(P8-10.106.81.67) received Event: com.cisco.cti.protocol.**DeviceCallOpen**  
**LogicalChannelEvent** {

eventSequence = 226  
deviceCallManagerID = 1  
deviceID = 4  
callCallManagerID = 1  
callLegID = **20622152**

CUCM

00585043.000 |17:27:25.113 |SdlSig |**MXAgenaOpenLogicalChannel**  
|restart0 |StationD(1,100,63,3)  
|AgenaInterface(1,100,244,26) |1,100,14,27389.6^10.106.81.69^\*  
|[R:N-H:0,N:1,L:1,V:0,Z:0,D:0] codec=4 CI=**20622152** mediaType=1  
audioRate=20 iLBCMode=1 rfc2833PayloadNum=0 confId=0 streamFlag=F partyId=  
16777260 PT=F PTid=16777216 dyn payloadTypeNum=0 MediaEncrAlgo=0 ConnType=3  
ReqIpAddrType=0 ipAddrType=0 ipv4=**10.106.61.162:16390** dscpForMyParty=0xb8  
(DSCP=0x2e) dscpForOtherEndParty=0xb8 (DSCP=0x2e) v150MER=F T38MER=F

## O JGW instrui CUCM ao pé de Unhold RCP ao agente uma vez que recebe o pedido MOLC

JGW

17:27:25:358 PG1A-jgw1 Trace: 1367: Sep 12 17:27:25.358 IST %JTAPI-PROTOCOL-7-

UNK: (P8-10.106.81.67) [pool-1-thread-23-JTAPIGW-23] sending: com.cisco.cti.protocol.  
CallRetrieveRequest {

sequenceNumber = 128  
lineCallManagerID = 1  
lineID = 10  
callLegCallManagerID = 1  
callLegID = **20622153**

## CUCM

00585056.000 |17:27:25.128 |SdlSig-I |**CtiLineCallHoldRetrieveReq**  
|restart0 |StationD(1,100,63,4)  
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,2.9300^10.106.81.68^  
RCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=152 CH=1|**20622153** LH=1|11

00585090.001 |17:27:25.130 |AppInfo |SIPTcp - wait\_SdlSPISignal: Outgoing SIP TCP  
message to 10.106.61.162 on port 5060 index 12

[326,NET]

INVITE sip:2003@10.106.61.162:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK6b6d73b3b4

From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154

To: <sip:2003@10.106.61.162>;tag=66DAB40-15DF

Date: Fri, 12 Sep 2014 11:57:25 GMT

Call-ID: f1283f00-4121df9f-b-43516a0a@10.106.81.67

Supported: timer,resource-priority,replaces

User-Agent: Cisco-CUCM10.0

Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE,  
NOTIFY

CSeq: 104 INVITE

Max-Forwards: 70

Expires: 180

Allow-Events: presence

Call-Info: <urn:x-cisco-remotec:callinfo>;x-cisco-video-traffic-class=VIDEO\_  
UNSPECIFIED

Supported: X-cisco-srtp-fallback

Supported: Geolocation

Session-Expires: 1800;refresher=uac

Min-SE: 1800

P-Asserted-Identity: <sip:6101@10.106.81.67>  
Remote-Party-ID: <sip:6101@10.106.81.67>;party=calling;screen=yes;privacy=off  
Contact: <sip:6101@10.106.81.67:5060;transport=tcp>  
Content-Type: application/sdp  
Content-Length: 182

v=0  
o=CiscoSystemsCCM-SIP 33 4 IN IP4 10.106.81.67  
s=SIP Call  
c=IN IP4 0.0.0.0  
t=0 0  
m=audio 4000 RTP/AVP 0  
a=X-cisco-media:umoh  
a=ptime:20  
a=rtpmap:0 PCMU/8000  
a=inactive

## CUCM envia MOLC ao RCP em resposta a Unhold

JGW

```
00585056.000 |17:27:25.128 |SdlSig-I |CtiLineCallHoldRetrieveReq  
|restart0 |StationD(1,100,63,4)  
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,2.9300^10.106.81.68^  
RCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=152 CH=1|20622153 LH=1|11
```

```
00585090.001 |17:27:25.130 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP  
message to 10.106.61.162 on port 5060 index 12
```

[326,NET]

```
INVITE sip:2003@10.106.61.162:5060;transport=tcp SIP/2.0
```

```
Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK6b6d73b3b4
```

```
From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154
```

```
To: <sip:2003@10.106.61.162>;tag=66DAB40-15DF
```

```
Date: Fri, 12 Sep 2014 11:57:25 GMT
```

```
Call-ID: f1283f00-4121df9f-b-43516a0a@10.106.81.67
```

```
Supported: timer,resource-priority,replaces
```



User-Agent: Cisco-CUCM10.0

Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY

CSeq: 104 INVITE

Max-Forwards: 70

Expires: 180

Allow-Events: presence

Call-Info: <urn:x-cisco-remotecallinfo>;x-cisco-video-traffic-class=VIDEO\_UNSPECIFIED

Supported: X-cisco-srtp-fallback

Supported: Geolocation

Session-Expires: 1800;refresher=uac

Min-SE: 1800

P-Asserted-Identity: <sip:6101@10.106.81.67>

Remote-Party-ID: <sip:6101@10.106.81.67>;party=calling;screen=yes;privacy=off

Contact: <sip:6101@10.106.81.67:5060;transport=tcp>

Content-Type: application/sdp

Content-Length: 182

v=0

o=CiscoSystemsCCM-SIP 33 4 IN IP4 10.106.81.67

s=SIP Call

c=IN IP4 0.0.0.0

t=0 0

m=audio 4000 RTP/AVP 0

a=X-cisco-media:umoh

a=ptime:20

a=rtpmap:0 PCMU/8000

a=inactive

## CUCM

00585195.002 |17:27:25.143 |AppInfo |SIPTcp - wait\_SdlReadRsp: Incoming SIP TCP message from 10.106.61.162 on port 5060 index 12 with 973 bytes:

[332,NET]

SIP/2.0 200 OK



Type=0 ipAddrType=0 ipv4=10.106.61.162:29722 dscpForMyParty=0xb8 (DSCP=0x2e)  
dscpForOtherEndParty=0xb8 (DSCP=0x2e) v150MER=F T38MER=F

## CUCM envia StartTransmissionEvent com detalhes da /porta do endereço RTP para o pé RCP ao agente

### JGW

17:27:25:378 PG1A-jgw1 Trace: 1390: Sep 12 17:27:25.377 IST %JTAPI-PROTOCOL-7-  
UNK: (P8-10.106.81.67) received Event: com.cisco.cti.protocol.**StartTransmissionEvent** {

```
eventSequence          = 229
deviceCallManagerID   = 1
deviceID               = 2
callCallManagerID     = 1
callLegID              = 20622153
ipAddr                 = -1573033462
rtpPortNumber         = 29722
```

### CUCM

```
00585220.000 |17:27:25.144 |SdlSig |StationOutputStartMediaTransmission
|restart0 |StationD(1,100,63,4) |StationCdpc
(1,100,64,18) |1,100,14,27559.17^10.106.61.162^* |[R:N-H:0,N:5,L:0,
V:0,Z:0,D:0] ConfId=20622153 remoteIpAddr=.type=0 .addr=0x{a,6a,3d,a2,0,0,0,0,0,0,
0,0,0,0,0,0}(10.106.61.162) Port=29722 PacketSize=20 PayloadType=4 CI=20622153
DiffServ=0xb8 (DSCP=0x2e) Silent=0 MaxFrms=0 G723BitRate=0 PartyId=0x100002d RFC
2833PayloadType=0 mixingMode=0 partyDir=0
```

## O JGW instrui CUCM para construir uma ponte sobre os media do cliente ajustando os parâmetros do agente RTP no punho LCP

### JGW

17:27:25:386 PG1A-jgw1 Trace: 1410: Sep 12 17:27:25.386 IST %JTAPI-PROTOCOL-7-  
UNK: (P8-10.106.81.67) [ObserverThread(com.cisco.icm.jgw.jtapi.JTapiObj@14323d5)]  
sending: com.cisco.cti.protocol.**DeviceSetRTPForCallRequest** {

17:27:25:387 PG1A-jgw1 Trace:

```
sequenceNumber        = 129
callManagerID         = 1
deviceID               = 4
callCallManagerID     = 1
callLegID              = 20622152
```

ipAddress = -1573033462

rtpPortNumber = 29722

17:27:25:390 PG1A-jgw1 Trace: **MediaMgr::connectLocalMedia:** <LCP5000F0001>#4  
setRTPParams on handle: **20622152/1** Address: /**10.106.61.162** Port: **29722** on CID:  
16784233 with RespTime: 4 milsecs

## CUCM

00585227.000 |17:27:25.157 |SdlSig-I | **CtiDeviceSetRTPForCallReq**  
|restart0 |StationD(1,100,63,3)  
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,2.9301^10.  
106.81.68^LCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=  
153mCtiInterface(1,200,25,1) DH=1|5 CH=1|**20622152** RtpDestination  
**2721933834|29722**

00585240.001 |17:27:25.169 |AppInfo |SIPTcp - wait\_SdlSPISignal:  
Outgoing SIP TCP message to 10.106.81.69 on port 5060 index 11

[333,NET]

INVITE sip:2001@10.106.81.69:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK6e48afa3a0

From: <sip:6001@10.106.81.67;transport=tcp>;tag=32~9fb3c68a-3291-  
4bd4-98cd-c82b97aed22a-20622151

To: 2001 <sip:2001@10.106.81.69:5060>;tag=ds68ab6ea6

Date: Fri, 12 Sep 2014 11:57:25 GMT

Call-ID: 78B041A239AB11E480032C542D7590C8-141054823683618@10.106.81.69

Supported: timer,resource-priority,replaces

Cisco-Guid: 2024817058-0967512548-2147691604-0762679496

User-Agent: Cisco-CUCM10.0

Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER,

SUBSCRIBE, NOTIFY

CSeq: 101 INVITE

Max-Forwards: 70

Expires: 180

Allow-Events: presence, kpml

Supported: X-cisco-srtp-fallback

Supported: Geolocation

Session-Expires: 1800;refresher=uac

Min-SE: 1800

P-Asserted-Identity: <sip:6001@10.106.81.67>  
Remote-Party-ID: <sip:6001@10.106.81.67>;party=calling;screen=yes;  
privacy=off  
Contact: <sip:6001@10.106.81.67:5060;transport=tcp>  
Content-Type: application/sdp  
Content-Length: 178  
  
v=0  
o=CiscoSystemsCCM-SIP 32 2 IN IP4 10.106.81.67  
s=SIP Call  
c=IN IP4 10.106.61.162  
b=TIAS:64000  
b=AS:64  
t=0 0  
m=audio 29722 RTP/AVP 0  
a=ptime:20  
a=rtpmap:0 PCMU/8000

## CUCM envia StartTransmissionEvent com detalhes da /porta do endereço RTP para o pé LCP ao cliente

### JGW

17:27:25:440 PG1A-jgw1 Trace: 1424: Sep 12 17:27:25.440 IST %JTAPI-PROTOCOL-7-  
UNK:(P8-10.106.81.67) received Event: com.cisco.cti.protocol.**StartTransmission**  
**Event** {

eventSequence = 231<

deviceCallManagerID = 1

17:27:25:440 PG1A-jgw1 Trace:

deviceID = 4

callCallManagerID = 1

callLegID = 20622152

ipAddr = -1573033462

rtpPortNumber = 16390

### CUCM

00585246.002 |17:27:25.204 |AppInfo |SIPtcp - wait\_SdlReadRsp: Incoming SIP TCP message from 10.106.81.69 on port 5060 index 11 with 1094 bytes:

[335,NET]

SIP/2.0 200 Ok

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK6e48afa3a0

To: 2001 <sip:2001@10.106.81.69:5060>;tag=ds68ab6ea6

From: <sip:6001@10.106.81.67;transport=tcp>;tag=32~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622151

Call-ID: 78B041A239AB11E480032C542D7590C8-141054823683618@10.106.81.69

CSeq: 101 INVITE

Content-Length: 193

Cisco-Guid: 2024817058-0967512548-2147691604-0762679496

Contact: <sip:2001@10.106.81.69:5060;transport=tcp>

Date: Fri, 12 Sep 2014 12:02:25 GMT

Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER

Allow-Events: telephone-event

Remote-Party-ID: "--CVP\_10\_0\_1\_0\_0\_0\_490" <sip:2001@10.106.61.162>;party=called;screen=no;privacy=off

Server: Cisco-SIPGateway/IOS-12.x

Require: timer

Session-Expires: 1800;refresher=uac

Supported: replaces

Supported: sdp-anat

Supported: timer

Content-Type: application/sdp

v=0

o=CiscoSystemsSIP-GW-UserAgent 9377 510 IN IP4 10.106.61.162

s=SIP Call

c=IN IP4 10.106.61.162

t=0 0

m=audio **16390** RTP/AVP 0

c=IN IP4 **10.106.61.162**

a=rtpmap:0 PCMU/8000

a=ptime:20

```
00585273.000 |17:27:25.206 |SdlSig |StationOutputStartMediaTransmission
|restart0 |StationD(1,100,63,3)
|StationCdpc(1,100,64,17) |1,100,14,27391.5^10.106.81.69^*
|[R:N-H:0,N:6,L:0,V:0,Z:0,D:0] ConfId=20622152 remoteIpAddr=.type=0
.addr=0x{a,6a,3d,a2,0,0,0,0,0,0,0,0,0,0,0,0}(10.106.61.162) Port=16390 Packet
Size=20 PayloadType=4 CI=20622152 DiffServ=0xb8 (DSCP=0x2e) Silent=0 MaxFrms=0
G723BitRate=0 PartyId=0x100002c RFC2833PayloadType=0 mixingMode=0 partyDir=0
```

## O JGW instrui CUCM para construir uma ponte sobre os media do agente ajustando os parâmetros do cliente RTP no punho RCP

### JGW

```
17:27:25:447 PG1A-jgw1 Trace: 1441: Sep 12 17:27:25.447 IST %JTAPI-PROTOCOL-7-
UNK: (P8-10.106.81.67) [ObserverThread(com.cisco.icm.jgw.jtapi.JTapiObj@14323d5)]
sending: com.cisco.cti.protocol.DeviceSetRTPForCallRequest {
```

```
17:27:25:447 PG1A-jgw1 Trace:
```

```
sequenceNumber      = 130
callManagerID       = 1
deviceID            = 2
callCallManagerID   = 1
callLegID           = 20622153
ipAddress           = -1573033462
rtpPortNumber       = 16390
```

```
17:27:25:449 PG1A-jgw1 Trace: MediaMgr::connectRemoteMedia: <RCP5000F0001>
setRTPParams on handle: 20622153/1 Address: /10.106.61.162 Port: 16390 on CID:
16784233 with RespTime: 2 milsecs
```

### CUCM

```
00585300.000 |17:27:25.217 |SdlSig |CtiDeviceSetRTPForCallReq
|active10 |StationCdpc(1,100,64,18)
|StationD(1,100,63,4) |1,200,13,2.9302^10.106.81.68^
RCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=154mCtiInterface
(1,200,25,1) DH=1|3 CH=1|20622153 RtpDestination2721933834|16390
```

```
00585328.001 |17:27:25.218 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP
message to 10.106.61.162 on port 5060 index 12
```

```
[337,NET]
```

```
ACK sip:2003@10.106.61.162:5060;transport=tcp SIP/2.0
```

```
Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK705adddfae
```

From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154

To: <sip:2003@10.106.61.162>;tag=66DAB40-15DF

Date: Fri, 12 Sep 2014 11:57:25 GMT

Call-ID: f1283f00-4121df9f-b-43516a0a@10.106.81.67

User-Agent: Cisco-CUCM10.0

Max-Forwards: 70

CSeq: 105 ACK

Allow-Events: presence, kpml

Content-Type: application/sdp

Content-Length: 187G

v=0

o=CiscoSystemsCCM-SIP 33 5 IN IP4 10.106.81.67

s=SIP Call

c=IN IP4 10.106.61.162

b=TIAS:64000

b=CT:64

b=AS:64

t=0 0

m=audio 16390 RTP/AVP 0

a=ptime:20

a=rtpmap:0 PCMU/8000

Os dois pés são construídos uma ponte sobre neste momento com áudio de duas vias.