

被建立隧道的Q信令(QSIG)数据造成出站代理程序不准备18分钟

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简介

本文描述会话初始化协议(SIP)拨号程序的行为在Cisco Unified Contact Center Enterprise (UCCE)环境的，当网关传送Bye信息时，在没有检测答案计算机终端音后。

问题：被建立隧道的Q信令(QSIG)数据造成出站代理程序不准备18分钟

UCCE版本10.x

呼叫流： PSTN < — — QSIG — 网关 < — — SIP — — 拨号程序

拨号程序配置： 转移到IVR路由点和终止音Detect做了标记

Agent Based Campaign
 Enable IP AMD
 Call Progress Analysis (CPA)
 Record CPA

Abandon Call
 Transfer to Agent
 Transfer to IVR Route Point
 Terminate Tone Detect

Transfer to IVR Campaign
 Enable IP AMD

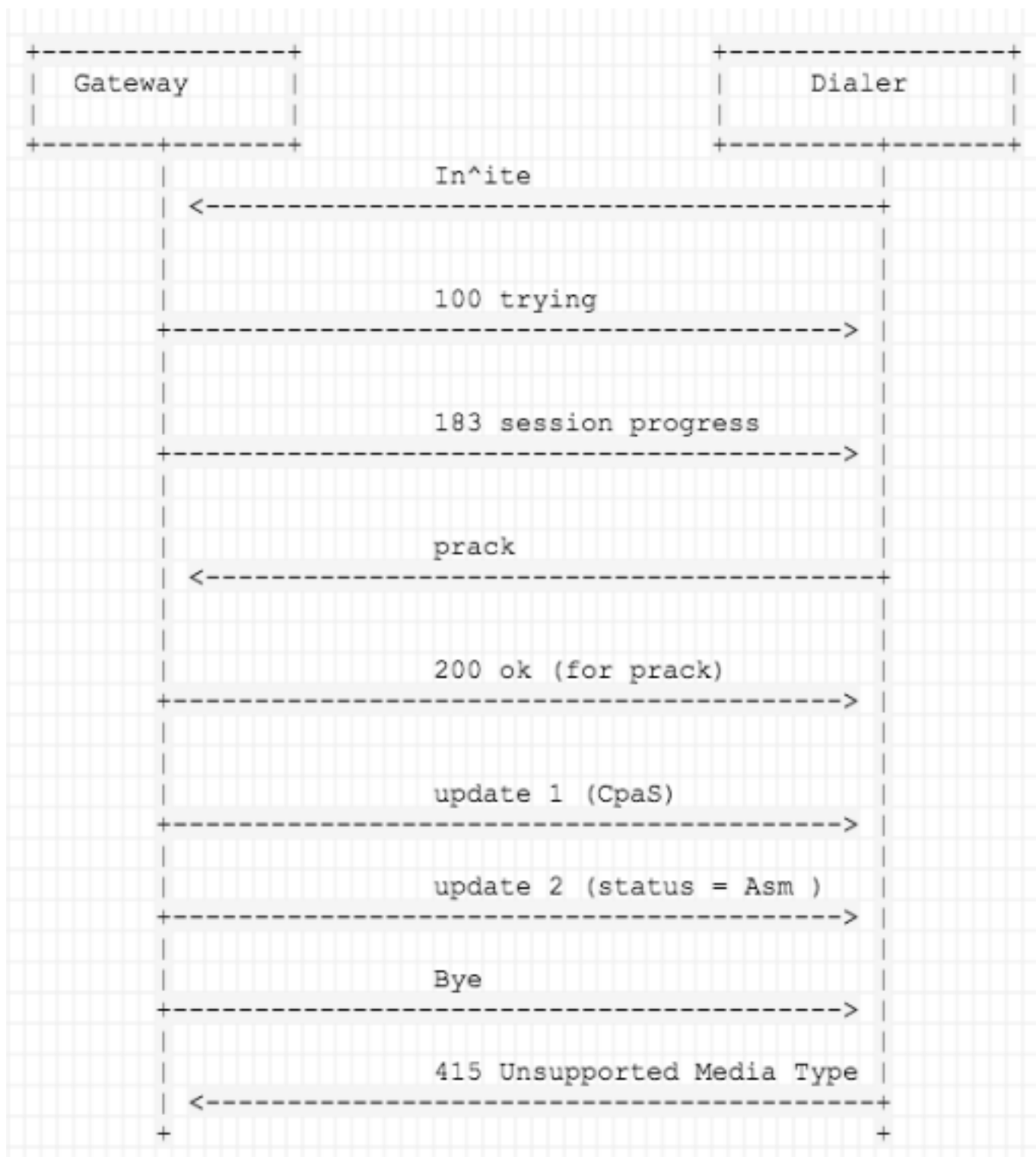
Abandon Call
 Transfer to IVR Route Point
 Terminate Tone Detect

Call Progress Analysis (CPA) Parameters

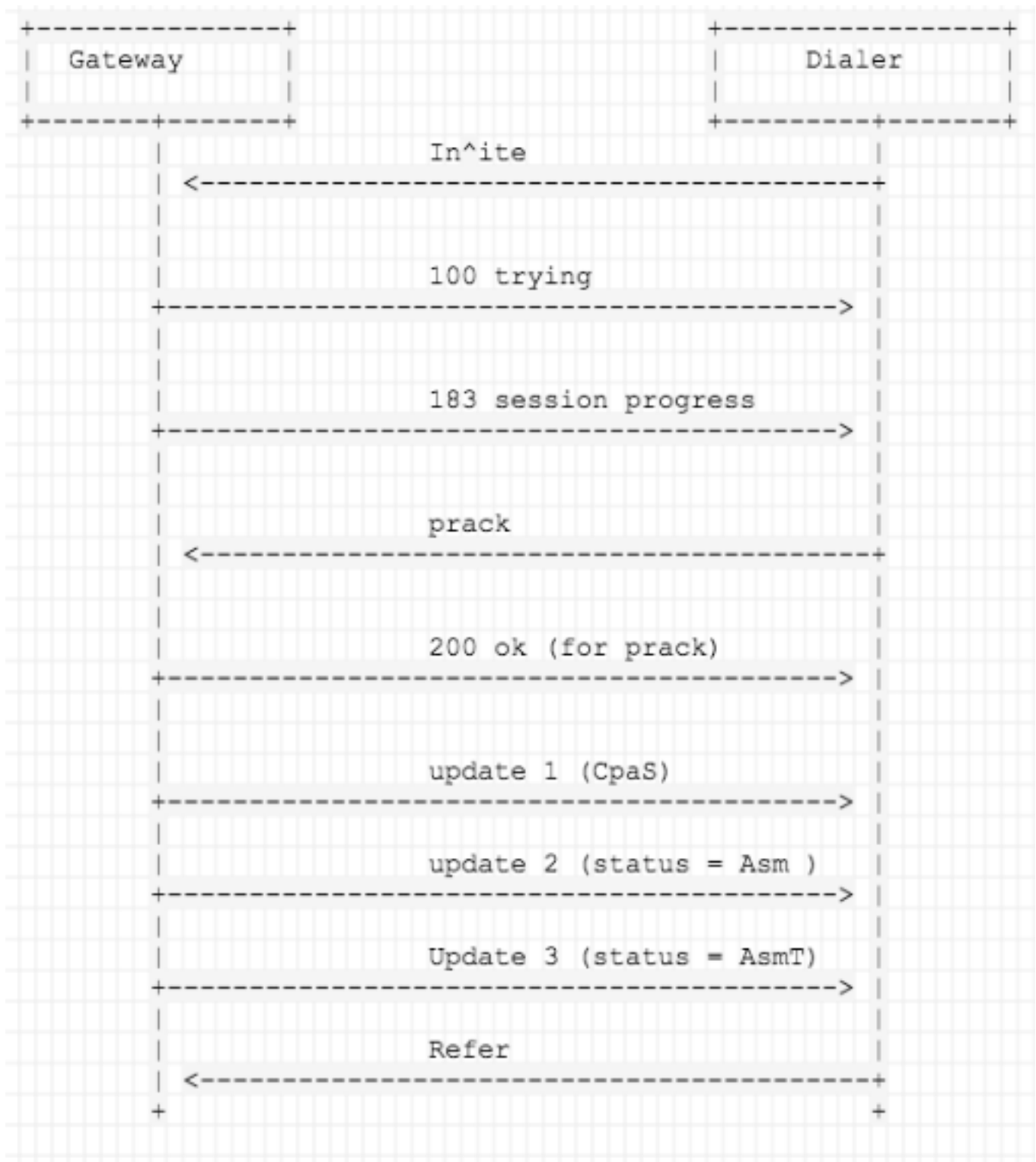
Minimum Silence Period (100 - 1000)	375	Millisecond(s)
Analysis Period (1000 - 10000)	2500	Millisecond(s)
Minimum Valid Speech (50 - 500)	112	Millisecond(s)
Maximum Analysis Time (1000 - 10000)	3000	Millisecond(s)
Maximum Termination Tone Analysis (1000 - 60000)	15001	Millisecond(s)

当gateway检测答案计算机，但是没有确定答案计算机终端音时，传送Bye信息对SIP拨号程序。SIP拨号程序退还“SIP/2.0 415不支持的介质类型”。在这种情况下呼叫不可能终止，并且代理程序不能返回返回就绪状态大约18分钟。

当网关发送与AsmT (答案计算机终端音)的CPA，然后呼叫可以是指VRU段。



<没有AsmT>



<与AsmT>

解决方案

分析：

在SIP消息传送封装的QSIG消息包含几部分MIME正文。

几部分MIME正文—包含被建立隧道的QSIG数据的文电分段。

在SIP TDM网关方案中，有两个选项—原始消息(rawmsg)和无条件。rawmsg选项指定隧道仅原始

消息(应用程序/qsig或application/x-q931)。无条件的选项指定所有另外的消息正文隧道，例如 GTD和原始消息(应用程序/qsig或application/x-q931)。

您应该期待SIP 415最终响应消息(不支持的介质类型)，如果用户代理服务器(UAS)无法处理被建立隧道的QSIG或Q.931消息

http://www.cisco.com/c/en/us/td/docs/ios/voice/cube/configuration/guide/vb_book/vb_book/vb_837_7.html

几部分MIME正文从Bye消息(GW被看到了—>拨号程序)：

```
13:46:21:865 dialer-baDialer Trace: (RESIP) Received an unsupported mime type:
multipart/mixed;boundary=uniqueBoundary for SipReq: BYE 10000@10.240.112.25:58800 cid=875d601c-
803f1b7c-0f42dd21-1739f77c tid=5A5EF5141D cseq=BYE / 103 from(wire).
13:46:21:865 dialer-baDialer Trace: (RESIP) Helper::makeResponse(SipReq: BYE
10000@10.240.112.25:58800 cid=875d601c-803f1b7c-0f42dd21-1739f77c tid=5A5EF5141D cseq=BYE / 103
from(wire) code=415 reason=.
13:46:21:865 dialer-baDialer Trace: (RESIP) SEND: SipResp: 415 cid=875d601c-803f1b7c-0f42dd21-
1739f77c tid=5A5EF5141D cseq=BYE / 103 from(tu).
13:46:21:865 dialer-baDialer Trace: (RESIP) Failed content validation BYE
sip:10000@10.240.112.25:58800 SIP/2.0
Via: SIP/2.0/UDP 10.240.112.248:5060;branch=z9hG4bK5A5EF5141D
Max-Forwards: 70
To: <sip:10000@10.240.112.25>;tag=643e4c04
From: <sip:8880411590226@10.240.112.248>;tag=3A39A434-71F
Call-ID: 875d601c-803f1b7c-0f42dd21-1739f77c
CSeq: 103 BYE
Content-Type: multipart/mixed;boundary=uniqueBoundary
Date: Sat, 16 Apr 2016 03:46:10 GMT
MIME-Version: 1.0
Timestamp: 1460778381
User-Agent: Cisco-SIPGateway/IOS-15.4.3.M3
Reason: Q.850;cause=16
Content-Length: 281
P-RTP-Stat: PS=0,OS=0,PR=0,OR=0,PL=0,JI=1,LA=0,DU=11

--uniqueBoundary
Content-Type: application/x-q931
Content-Disposition: signal;handling=optional
Content-Length: 11

--uniqueBoundary
Content-Type: application/gtd
Content-Disposition: signal;handling=optional

REL,
PRN,isdn*,,NET5*,
```

<从Gateway>的Bye消息

从badialer消息

```
13:46:21:865 dialer-baDialer Trace: (RESIP) Received an unsupported mime type:
multipart/mixed;boundary=uniqueBoundary for SipReq: BYE 10000@10.240.112.25:58800 cid=875d601c-
```

```
803f1b7c-0f42dd21-1739f77c tid=5A5EF5141D cseq=BYE / 103 from(wire).
13:46:21:865 dialer-baDialer Trace: (RESIP) Helper::makeResponse(SipReq: BYE
10000@10.240.112.25:58800 cid=875d601c-803f1b7c-0f42dd21-1739f77c tid=5A5EF5141D cseq=BYE / 103
from(wire) code=415 reason=.
13:46:21:865 dialer-baDialer Trace: (RESIP) SEND: SipResp: 415 cid=875d601c-803f1b7c-0f42dd21-
1739f77c tid=5A5EF5141D cseq=BYE / 103 from(tu).
13:46:21:865 dialer-baDialer Trace: (RESIP) Failed content validation BYE
sip:10000@10.240.112.25:58800 SIP/2.0
```

```
13:46:21:865 dialer-baDialer Trace: (RESIP) Found matching transaction for SipResp: 415
cid=875d601c-803f1b7c-0f42dd21-1739f77c tid=5A5EF5141D cseq=BYE / 103 from(tu) -> tid=5A5EF5141D
[ ServerNonInviteTrying unreliable target=[ V4 10.240.112.248:5060 UDP target domain=unspecified
mFlowKey=832 ]].
13:46:21:865 dialer-baDialer Trace: (RESIP) TransactionState::processServerNonInvite: SipResp:
415 cid=875d601c-803f1b7c-0f42dd21-1739f77c tid=5A5EF5141D cseq=BYE / 103 from(tu).
13:46:21:865 dialer-baDialer Trace: (RESIP) Adding timer: Timer J tid=5A5EF5141D ms=32000.
13:46:21:865 dialer-baDialer Trace: (RESIP) tid=5A5EF5141D sending to : [ V4 10.240.112.248:5060
UDP target domain=unspecified mFlowKey=832 ].
13:46:21:867 dialer-baDialer Trace: (RESIP) Looked up source for destination: [ V4
10.240.112.248:5060 UDP target domain=unspecified mFlowKey=832 ] -> [ V4 10.240.112.25:0 UDP
target domain=unspecified mFlowKey=832 ] sent-by=10.240.112.248 sent-port=5060.
13:46:21:867 dialer-baDialer Trace: (RESIP) Transmitting to [ V4 10.240.112.248:5060 UDP target
domain=unspecified mFlowKey=832 ] tlsDomain= via [ V4 10.240.112.25:58800 UDP target
domain=unspecified mFlowKey=832 ]
```

```
SIP/2.0 415 Unsupported Media Type
Via: SIP/2.0/UDP 10.240.112.248:5060;branch=z9hG4bK5A5EF5141D
To: <sip:10000@10.240.112.25>;tag=643e4c04
From: <sip:8880411590226@10.240.112.248>;tag=3A39A434-71F
Call-ID: 875d601c-803f1b7c-0f42dd21-1739f77c
CSeq: 103 BYE
Content-Length: 0
```

解决方案：

请勿配置signaling forward在接受从拨号程序的呼叫的拨号对端下。

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/cm_enterprise_10_0_1/User/Guide/UCCE_BK_O9CF9347_00_outbound-option-guide-for-ucce.pdf

```
dial-peer voice 888 voip
 session protocol sipv2
 incoming called-number 888T
 voice-class codec 1
 voice-class sip rel1xx supported "100rel"
 dtmf-relay rtp-nte
 signaling forward none
 no vad
```

signaling forward什么都会防止网关转发GTD有效负载对在网络的终端。

http://www.cisco.com/en/US/docs/ios/12_3/vvf_r/vrg_s2_ps1839_TSD_Products_Command_Reference_Chapter.html

以后请应用此，没有多个MIME是向前对拨号程序和解决的问题。