

配置Cisco用户语音门户(CVP)振铃无应答(RNA)对180秒

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简介

本文描述如何配置Customer Voice Portal (CVP)振铃无应答(RNA)到180秒。

[先决条件](#)

[要求](#)

Cisco 建议您了解以下主题：

- Cisco Unified Contact Center Enterprise (UCCE)
- 思科CVP
- Cisco Unified Communications Manager (CUCM)
- Cisco IOS网关

[使用的组件](#)

本文档不限于特定的软件和硬件版本。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

配置

1. 从CVP呼叫服务器，请导航对C:\Cisco\CVP\conf目录。
2. 打开有文本编辑的SIP.Property文件。
3. 添加最大值事务处理超时参数。

```
#Max Transaction timeout  
SIP.MaxTransactionTimeout = 200
```

```
File Edit Format View Help
# The amount of time the SIP SS will wait before performing a Post Call Survey.
SIP.PostCallSurveyWait = 2000
# Maximum transmission unit (MTU) used to decide whether a request may be sent using UDP o
SIP.MTU = 2200
# Reject the call if it is using survivability and the tcl version does not match.
SIP.RejectOnTclVersionMismatch = false
# Use symmetric ports connection strategy per RFC 3581.
SIP.UseSymmetricPorts = false
# B2bua will skip sending a reinvite to caller when it gets a 18X message with SDP media.
SIP.skip18XwithSDP = true
# The host name to use in OPTIONS messages contact header sent by Server Group Manager.
SIP.OptionsOverrideHost = cvp.cisco.com
# whether to turn on the ability for external transfers to be performed on the post routed
SIP.OutputSxferCUCMCaller = false
# If set (true), CVP b2bua will use early offer on an outbound call, only if the initial c
SIP.EarlyOfferSupport = false
# Max Transaction timeout
SIP.MaxTransactionTimeout = 200
```

4. 更改System.OutboundInvite对180秒。

SIP.System.OutboundInviteTimeout = 2>,180;

```
File Edit Format View Help
# System configuration DN patterns to match for sending the call back
SIP.System.SendToOrigin =
# DN patterns to match for setting call specific Expires header (RON
SIP.OutboundInviteTimeout =
# System configuration DN patterns to match for setting call specific
SIP.System.outboundInviteTimeout = 2>,180;
# DN patterns to match for selecting a specific ringtone wav.
SIP.RingtonePatterns =
# System configuration DN patterns to match for selecting a specific
SIP.System.RingtonePatterns =
```

5. 从OAMP服务器，请导航对C:\Cisco\CVP\OPSConsoleServer\GWDownloads。

6. 使用文本编辑，请打开ringtone.tcl文件。

7. 设置zombie_timeout为300秒。

```
set zombie_timeout 300
```

```
ringtone.tcl - Notepad
File Edit Format View Help
#1.Playtone requires DSP's. we sell bundles that don't have DSP
#2.'Param register' used to have a memory leak. I had to take t
#3.I have seen weird things if timers are still active when the

proc init { } {
    global zombie_timeout
    set zombie_timeout 300
    if [[infotag get cfg_avpair_exists zombie-timeout]] {
        set zombie_timeout [infotag get cfg_avpair zombie-timeou
    }
}
```

- 部署从OAMP的此ringtone.tcl文件到网关并且重新加载网关。警告：当您重新加载网关时，它也许影响生产环境。思科建议在维护窗口期间，您重新加载网关。
- 在CallManager发布人，请选择**系统>服务参数> Cisco Call Manager > T301计时器**。更改是200秒的此值到200000。T301时间的默认值是180000 (3分钟)。

The screenshot shows the 'Service Parameter Configuration' page in a web interface. The 'T301 Timer' parameter is highlighted with a red oval and its value is set to 200000. Other parameters shown include 'Strip # Sign from Called Party Number' (True), 'Session Handoff Alerting Time' (30), 'T302 Timer' (15000), and 'T303 Timer' (4000).

Parameter Name	Value
Strip # Sign from Called Party Number *	True
Session Handoff Alerting Time *	30
T301 Timer *	200000
T302 Timer *	15000
T303 Timer *	4000

验证

当前没有可用于此配置的验证过程。

故障排除

目前没有针对此配置的故障排除信息。