

配置Cisco用户语音门户(CVP)振铃无应答(RNA)对180秒

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Introduction

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

Prerequisites

Requirements

Cisco 建议您了解以下主题：

- Cisco Unified Contact Center Enterprise (UCCE)
- Cisco CVP
- Cisco Unified通信管理器(CUCM)
- Cisco IOS网关

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Configure

1. 从CVP呼叫服务器，请连接对C:\Cisco\CVP\conf目录。
2. 打开与文本编辑的SIP.Property文件。
3. 添加最大事务处理超时参数。

```
#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.OutputExferCUCMCaller = 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到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，请连接对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
    }
}
```

- 配置从OAMP的此ringtone.tcl文件到网关并且重新载入网关。 **警告：** 当您重新载入网关时，它也许影响生产环境。Cisco建议在维护窗口期间，您重新载入网关。
- 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。DEFAULT值在T301时间是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 like 'Strip # Sign from Called Party Number' and 'Session Handoff Alerting Time' are also visible.

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

Verify

当前没有可用于此配置的验证过程。

Troubleshoot

目前没有针对此配置的故障排除信息。