

# 思科统一客户语音门户(CVP)环的配置在没有答案(RONA)的

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## Introduction

本文描述CVP RONA的配置。

## Prerequisites

## Requirements

Cisco 建议您了解以下主题：

- ICM脚本编辑器
- CVP全面的呼叫流

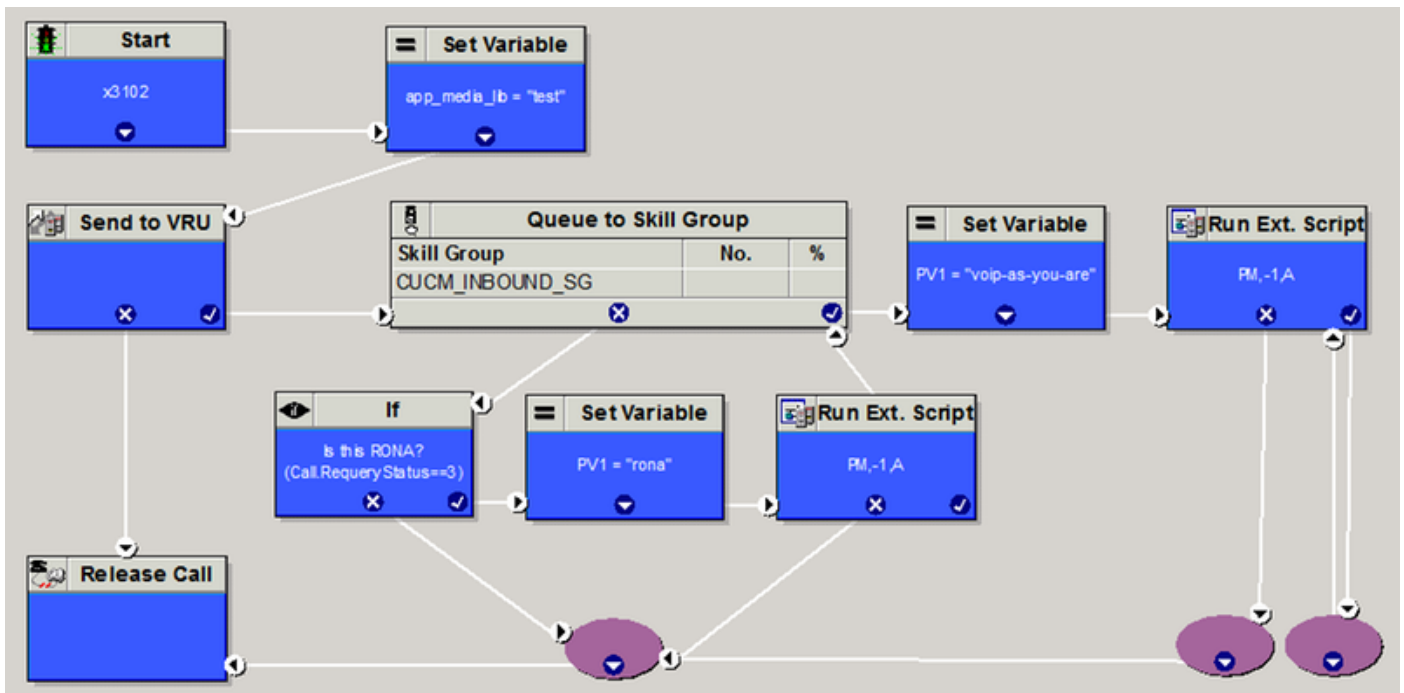
## Components Used

本文的信息根据CVP 10.5。

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.

## 配置

CVP RONA配置示例：



**Note:** 在实际生活情景中您为RONA'ed呼叫(Requery状态增加优先级(队列优先级节点) 3)在从队列的右边到节点。

**Table 2: RequeryStatus Variables**

| Requery Status Variable          | Description  |
|----------------------------------|--|
| REQUERY_ANSWER (0)               | CallRouter internal use. Script ends and the call was successfully sent to the chosen target. Not visible to users.  |
| REQUERY_ROUTE_SELECT_FAILURE (1) | Routing client generated an error code from ReRouteReq msg indicating a Route Select failure   |
| REQUERY_CALLED_PARTY_BUSY (2)    | Routing client generated error code from ReRouteReq msg indicating the called party is busy  |
| REQUERY_NO_ANSWER (3)            | Routing client generated an error code from ReRouteReq msg indicating no answer  |
| REQUERY_ERROR (4)                | CallRouter generated an error code. The attempt to send the call to target failed because the target was not reachable (i.e., busy, ring no answer).   |
| REQUERY_TIMED_OUT (5)            | CallRouter internal use. Script ends. The attempt to send the call to target failed because the Routing Client did not respond within the DivertOnBusyCallTimeout period. Not visible to users.  |
| REQUERY_ABORTED (6)              | CallRouter internal use. Script ends. The attempt to send the call to target failed because the caller hung up or the call was lost. Not visible to users. In the case of ABANDON and DISCONNECT, the CallRouter assumes the call has ended and ends the script. The RequeryStatus value is set to 6, indicating REQUERY_ABORTED. This is used for the internal workings of the CallRouter but is not visible to users. Which Nodes Support Target |

## 日志

483-SIP-7271} CALLGUID = 898D53000001000000000052A2F300A LEGID =  
898D53000001000000000052A2F300A-143996400867730 - [OUTBOUND]: INVITE TO  
<sip:1001@cucm.mpagacz.local;transport=tcp> FROM 1003 <sip:1003@10.48.52.114:5060> EXPIRES[12]  
100REL[Unsupported]

1012: 10.48.52.114: Aug 19 2015 08:00:08.677 +0200: %CVP\_10\_5\_SIP-7-CALL: {Thrd=pool-1-thread-  
483-SIP-7271} RONA matched 1001 to TimeoutMatcher: patterns like 1> will use RONA of 12

**Note:**如果DynamicSoft SIP堆栈不是启用的，取消消息失踪在日志。

1019: 10.48.52.114: Aug 19 2015 08:00:20.751 +0200: %CVP\_10\_5\_SIP-7-CALL:  
{Thrd=DIALOG\_CALLBACK.10} CALLGUID = 898D53000001000000000052A2F300A LEGID =  
898D53000001000000000052A2F300A-143996400867730 - [OUTBOUND] - DsSipInviteDialog -  
<sip:1001@cucm.mpagacz.local;transport=tcp>;tag=12868~2cbe41d3-abc7-445a-80dc-5c5aa0183504-  
21359299 - 1 REJECTED WITH 487 - Request Terminated

1103: 10.48.52.114: Aug 19 2015 08:00:31.437 +0200: %CVP\_10\_5\_SIP-7-CALL: {Thrd=pool-1-thread-  
523-SIP-7289} CALLGUID = 898D53000001000000000052A2F300A LEGID =  
898D53000001000000000052A2F300A-143996403143734 - [OUTBOUND]: INVITE TO  
<sip:1001@cucm.mpagacz.local;transport=tcp> FROM 1003 <sip:1003@10.48.52.114:5060> EXPIRES[12]  
100REL[Unsupported]

1122: 10.48.52.114: Aug 19 2015 08:00:34.323 +0200: %CVP\_10\_5\_SIP-7-CALL: {Thrd=pool-1-thread-  
1-SIP-7296} CALLGUID = 898D53000001000000000052A2F300A LEGID =  
898D53000001000000000052A2F300A-143996403143734 - [OUTBOUND]: Acked the invite.

1131: 10.48.52.114: Aug 19 2015 08:00:43.746 +0200: %CVP\_10\_5\_SIP-7-CALL: {Thrd=pool-1-thread-  
16-SIP-7298} CALLGUID = 898D53000001000000000052A2F300A LEGID = 4C536E9D-456B11E5-AAB9925E-  
21C1F61E - [INBOUND]: Terminated with Q.850;cause=16

**Note:**[INBOUND]或[OUTBOUND]：“终止与Q.850;cause=16”取决于挂断的当事人。

如果DynamicSoft SIP堆栈是启用的：

61430: 10.48.52.114: Aug 19 2015 08:00:08.677 +0200: %\_Connection-7-  
com.dynamicsoft.DsLibs.DsUALibs.DsSipLlApi.Connection: Sending Message (NB): INVITE  
sip:1001@cucm.mpagacz.local;transport=tcp SIP/2.0  
Via: SIP/2.0/TCP 10.48.52.114:5060;branch=z9hG4bKEVEl2Ph9elc3OUAEfEUWtw~~34931  
To: <sip:1001@cucm.mpagacz.local;transport=tcp>  
From: 1003 <sip:1003@10.48.52.114:5060>;tag=dsd3ec56bf  
Call-ID: 898D53000001000000000052A2F300A-143996400867730@10.48.52.114  
CSeq: 1 INVITE  
Expires: 12

61508: 10.48.52.114: Aug 19 2015 08:00:20.689 +0200: %\_Connection-7-  
com.dynamicsoft.DsLibs.DsUALibs.DsSipLlApi.Connection: Sending Message (NB): CANCEL  
sip:1001@cucm.mpagacz.local;transport=tcp SIP/2.0  
Via: SIP/2.0/TCP 10.48.52.114:5060;branch=z9hG4bKEVEl2Ph9elc3OUAEfEUWtw~~34931  
To: <sip:1001@cucm.mpagacz.local;transport=tcp>  
From: 1003 <sip:1003@10.48.52.114:5060>;tag=dsd3ec56bf  
Call-ID: 898D53000001000000000052A2F300A-143996400867730@10.48.52.114  
CSeq: 1 CANCEL

61527: 10.48.52.114: Aug 19 2015 08:00:20.736 +0200: %\_Connection-7-  
com.dynamicsoft.DsLibs.DsUALibs.DsSipLlApi.Connection: Composed Message:  
SIP/2.0 487 Request Cancelled  
Via: SIP/2.0/TCP 10.48.52.114:5060;branch=z9hG4bKEVEl2Ph9elc3OUAEfEUWtw~~34931

From: 1003 <sip:1003@10.48.52.114:5060>;tag=dsd3ec56bf  
To: <sip:1001@cucm.mpagacz.local;transport=tcp>;tag=12868~2cbe41d3-abc7-445a-80dc-5c5aa0183504-21359299  
Call-ID: 898D530000010000000000052A2F300A-143996400867730@10.48.52.114  
CSeq: 1 INVITE

在CVP RNATimeout到期后，VRU发送EventReport w/NoAnswer到路由器：

```
08:00:21:862 PG1A-pim3 Trace: VRU->PG:EVENT_REPORT(16 bytes):DID=23 SendSeq#=3  
EventCode=NoAnswer(3).  
08:00:21:862 PG1A-pim3 Trace: ToRouter_ReRouteReq:REROUTE_REQ RCID=5004 PID=5000 GrpDelKey=0  
Reason=3.  
08:00:21:706 ra-rtr Trace: (23 24 27 : 0 0) ReRoute: Reason=3 CallState=15..
```

设置的RONA计时器，当呼叫到达并且取消了，当呼叫应答：

```
08:00:10:012 PG1A-pim1 Trace: ScheduleAgentTimer: type = agentTimerRingTimeout, seconds = 10,  
callback = 16787226.  
08:00:21:850 PG1A-pim1 Trace: CancelAgentTimer: type = agentTimerRingTimeout.
```

如果RNA结束：

```
08:00:19:996 PG1A-pim1 Trace: ProcessRingTimeout: Agent failed to answer alerting line.  
AgentID=1 DeviceNetworkTargetID=100003 NumAcidCalls: 0.
```

## 报告

全面的呼叫流(RCK=201)与全面的呼叫流w/RONA (RCK=202)

DateTime RouterCallKey

```
-----  
2015-08-19 07:54:32.180 201  
2015-08-19 08:00:35.187 202
```

(2)

DateTime RouterCallKeyDNIS CallDisposition CallDispositionFlag

```
-----  
-----  
2015-08-19 07:54:26.247 201 CVP 8888888888 13 1  
2015-08-19 07:54:36.247 201 CUCM 1001 13 1  
2015-08-19 07:54:38.247 201 CVP 3102 52 1  
2015-08-19 08:00:09.260 202 CVP 8888888888 13 1  
2015-08-19 08:00:21.760 202 CUCM 1001 19 6  
2015-08-19 08:00:32.260 202 CVP 8888888888 13 1  
2015-08-19 08:00:42.760 202 CUCM 1001 13 1  
2015-08-19 08:00:44.760 202 CVP 3102 52 1
```

(8)

## 偏差

目标被禁用的Requery，呼叫路由器立即回应EventReport w/NoAnswer和CVP版本挂断呼叫：

```
10:17:47:505 PG1A-pim3 Trace: VRU->PG:EVENT_REPORT(16 bytes):DID=31 SendSeq#=3  
EventCode=NoAnswer(3).  
10:17:47:509 PG1A-pim3 Trace: PG->VRU:RELEASE(16 bytes):DID=31 SendSeq#=3 Cause=1.  
10:17:47:511 PG1A-pim3 Trace: VRU->PG:EVENT_REPORT(22 bytes):DID=31 SendSeq#=4  
EventCode=Disconnect(6) CauseCode=NormalComplete(1).
```

## 已知缺陷

保留代理状态如准备好在CVP RONA以后：[CSCuc72315](#)和[CSCuq74727](#)