

思科统一客户语音门户(CVP)环的配置在没有答案(RONA)的

目录

[简介](#)

[先决条件](#)

[要求](#)

[使用的组件](#)

[配置](#)

[日志](#)

[报告](#)

[偏差](#)

[已知缺陷](#)

简介

本文描述CVP RONA的配置。

[先决条件](#)

[要求](#)

Cisco 建议您了解以下主题：

- ICM脚本编辑器
- CVP全面的呼叫流

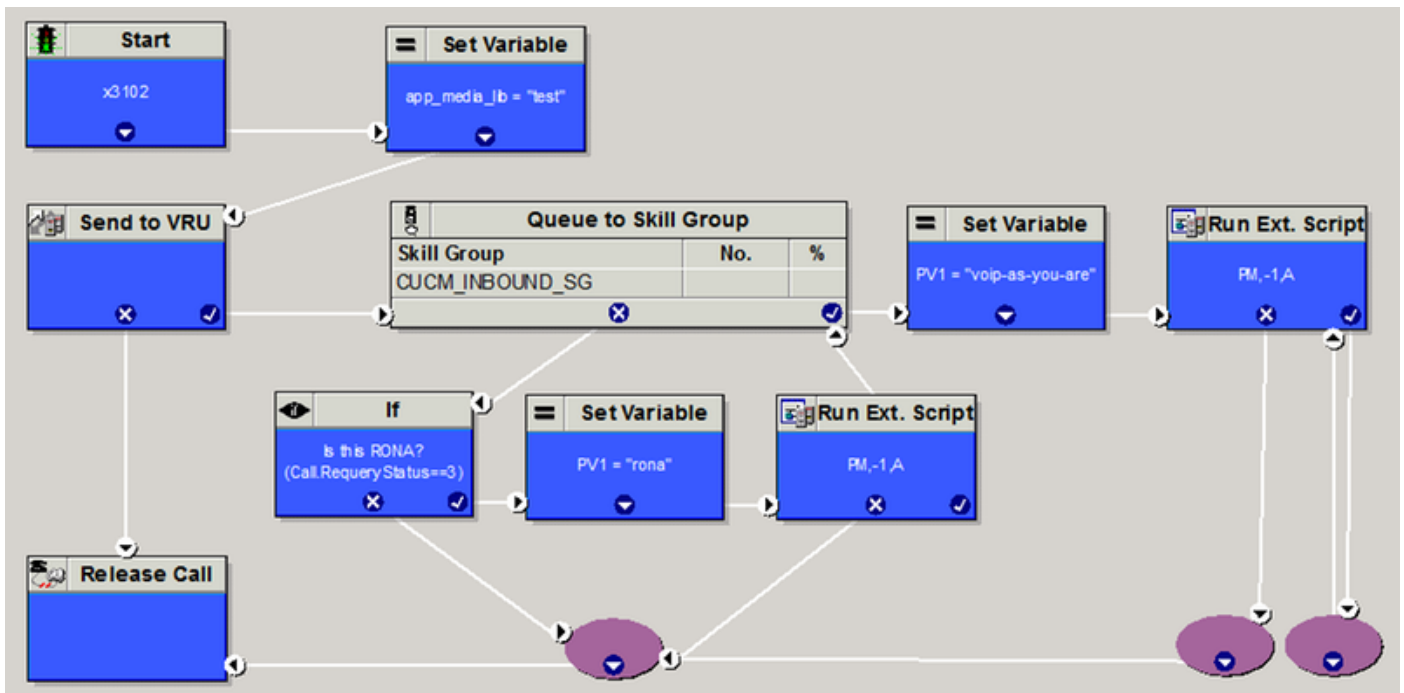
[使用的组件](#)

本文档中的信息根据CVP 10.5。

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](#)

CVP RONA配置示例：



Note: 在实际生活情景中您增加优先级(队列优先级节点) RONA'ed呼叫的(Requery状态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堆叠没有启用，取消消息在日志未命中。

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堆叠启用：

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超时后，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..
```

RONA计时器设置，当呼叫到达和取消，当呼叫应答时：

```
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)

RouterCallKey

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

(2)

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Requery禁用，呼叫路由器立即回应EventReport的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

保留座席状态如就绪在CVP RONA以后：[CSCuc72315](#)和[CSCuq74727](#)