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简介

Cisco Unified Mobile Agent启用使用所有公共交换电话网(PSTN)电话和一宽带VPN连接的代理程序 (Agent Desktop通信)作用类似在一个正式呼叫中心查找的代理程序使用Cisco IP电话是由Cisco Unified Communications Manager (CUCM) Java电话应用可编程接口(JTAPI)监控并且控制的。拨号的Cisco Unified Mobile Agent允许系统管理员配置代理程序使用按呼叫连接或一被固定的连接。在按呼叫连接模式，移动座席的电话为每呼入呼叫拨号。当呼叫结束时，移动座席的电话被断开，在做为下一个呼叫前准备。本文跟踪呼入呼叫到在JTAPI网关(JGW)和CUCM日志的一个按呼叫连接移动代理程序。这介入两个呼叫段，一从本地CTI端口的(LCP)客户和一从远程CTI端口(RCP)代理程序的。目标将捕获JGW如何获得CUCM桥接两个呼叫段。

先决条件

要求

本文档没有任何特定的要求。

使用的组件

本文档中的信息基于以下软件和硬件版本：

- Unified Contact Center企业版10.0
- CUCM版本10.0

概述

呼叫详细信息

代理程序和客户电话是在通信管理器通过ISDN PRI (CME)的扩展连接的Express对CUCM连接的网关。

高层次呼叫流

1. CME的呼叫方2001年拨号9001，指向网关(GW) (10.106.61.162)。GW对Customer Voice Portal (CVP)的拨号对端点。
2. CVP发送路由请求对智能联络管理器(ICM)，并且ICM返回移动代理程序标签，是LCP端口拨叫号码(DN) 6001。
3. CVP发送邀请对CUCM。当LCP端口敲响时，JTAPI网关(JGW)提示CUCM到从RCP 6101的呼叫代理电话2001年。
4. 一旦代理程序应答，代理程序段连接对音乐(MoH)。
5. JGW指示CUCM回答该的呼入呼叫在LCP端口的环。
6. 一旦LCP段连接，JGW指示CUCM获取代理程序段。
7. JGW传递从客户段的实时传输协议(RTP) IP地址/端口详细信息到代理程序段反之亦然。
8. CUCM桥接两个段并且建立代理程序和客户之间的RTP路径。

当呼叫在CUCM LCP端口时，登陆此分析从步骤3开始。每个JGW片断由对应已确定由各自报头JGW和CUCM的CUCM日志片断立即跟随。

故障排除

请使用这些调试级别为了排除故障JGW消息传送和在CUCM对应的会话初始化协议(SIP)发信号：

JTAPI

在代理程序外围网关(PG)，请使用Procmon程序为了出现JGW进程的跟踪：

注意：trace命令区分大小写。

详细呼叫流分析

呼入呼叫的JGW接收NewCallEvent对LCP波尔特

JGW

17:27:19:762 PG1A-jgw1 Trace: 978: Sep 12 17:27:19.762 IST %JTAPI-PROTOCOL-7-UNK:
(P8-10.106.81.67) received Event: com.cisco.cti.protocol.**NewCallEvent** {

```
eventSequence           = 207
lineCallManagerID      = 1
lineID                  = 14
lineHandleSpecified    = true
deviceName              = LCP5000F0001
callCallManagerID      = 1
callLegID               = 20622152
globalCallManagerID    = 1
callID                  = 7017
callingParty            = 2001
calledParty             = 6001
```

CUCM

00584403.005 |17:27:19.520 |AppInfo |SIPtcp - wait_SdlReadRsp: Incoming SIP TCP
message from 10.106.81.69 on port 19540 index 9 with 1080 bytes:

[308,NET]

INVITE sip:6001@10.106.81.67;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.106.81.69:5060;branch=z9hG4bK0pklbe3yYKOMmlUkMFKs+A~~90

Max-Forwards: 69

To: <sip:6001@10.106.81.67;transport=tcp>

From: 2001 <sip:2001@10.106.81.69:5060>;tag=ds68ab6ea6

Call-ID: **78B041A239AB11E480032C542D7590C8-141054823683618**@10.106.81.69

CSeq: 1 INVITE

Content-Length: 0

Contact: <sip:2001@10.106.81.69:5060;transport=tcp>
Expires: 60
User-Agent: CVP 10.0 (1) Build-490
Call-Info: <sip:10.106.61.162:5060>;purpose=x-cisco-origIP
Remote-Party-ID: <sip:2001@10.106.61.162>;party=calling;screen=no;privacy=off
Date: Fri, 12 Sep 2014 12:02:16 GMT
Min-SE: 1800
Cisco-Guid: 2024817058-0967512548-2147691604-0762679496
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER
Allow-Events: telephone-event
X-Cisco-CCBProbe: id:10.106.61.162;loc:https;trunks:1
MIME-Version: 1.0
Cisco-Gucid: 78B041A239AB11E480032C542D7590C8
Supported: timer
Supported: resource-priority
Supported: replaces
Supported: sdp-anat
App-Info: <10.106.81.69:8000:8443>

LCP敲响，并且JGW发起呼叫对从RCP的远程代理2003年

JGW

17:27:19:795 PG1A-jgw1 Trace: 1078: Sep 12 17:27:19.795 IST %JTAPI-PROTOCOL-7-UNK:
(P8-10.106.81.67) [GW-ThreadMakeRemoteAgentCall] sending: com.cisco.cti.protocol.

LineCallInitiateRequest {

sequenceNumber = 124
lineCallManagerID = 1
lineID = 10
globalCallManagerID = 1
globalCallID = 7018
callingAddress = 6101
destAddress = 2003
userData = null

mediaDeviceName =
mediaResourceID = 0
featurePriority = 1
}

17:27:19:799 PG1A-jgw1 Trace: 1079: Sep 12 17:27:19.799 IST %JTAPI-PROTOCOL-7-UNK:
(P8-10.106.81.67) received Response: com.cisco.cti.protocol.LineCallInitiateResponse {

sequenceNumber = 124
result = 0
lineCallManagerID = 1
lineID = 10
callManagerID = 1
callLegID = **20622153**

CUCM

00584484.001 |17:27:19.532 |AppInfo |SIPtcp - wait_Sd1SPISignal: Outgoing SIP TCP
message to 10.106.81.69 on port 19540 index 9

[310,NET]

SIP/2.0 180 Ringing

Via: SIP/2.0/TCP 10.106.81.69:5060;branch=z9hG4bK0pklbe3yYKOMm1UkMFKs+A~~90

From: 2001 <sip:2001@10.106.81.69:5060>;tag=ds68ab6ea6

To: <sip:6001@10.106.81.67;transport=tcp>;tag=32~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-
20622151

Date: Fri, 12 Sep 2014 11:57:19 GMT

Call-ID: **78B041A239AB11E480032C542D7590C8-141054823683618@10.106.81.69**

CSeq: 1 INVITE

Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY

Allow-Events: presence

Server: Cisco-CUCM10.0

Supported: X-cisco-srtp-fallback

Supported: Geolocation

P-Asserted-Identity: <sip:6001@10.106.81.67>

Remote-Party-ID: <sip:6001@10.106.81.67>;party=called;screen=yes;privacy=off

Contact: <sip:6001@10.106.81.67:5060;transport=tcp>

Content-Length: 0

00584490.000 |17:27:19.566 |SdlSig-I | **CtiLineCallInitiateReq** |restart0
|StationD(1,100,63,4) |CTIDeviceLineMgr(1,200,25,1) |1,200,13,
2.9296^10.106.81.68^RCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0]
AsyncResponse=148 LH=1|11 GCH=1|7018 CalledPartyInfo=2003 MediaDeviceName = Media
DevicePid = (0,0,0,0) resource ID=0 FetaurePriority=1

00584582.001 |17:27:19.587 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP
message to 10.106.61.162 on port 5060 index 12

[311,NET]

INVITE sip:2003@10.106.61.162:5060 SIP/2.0

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK654d9a6da3

From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154

To: <sip:2003@10.106.61.162>

Date: Fri, 12 Sep 2014 11:57:19 GMT

Call-ID: **f1283f00-4121df9f-b-43516a0a**@10.106.81.67

Supported: timer,resource-priority,replaces

Min-SE: 1800

User-Agent: Cisco-CUCM10.0

Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE,
NOTIFY

CSeq: 101 INVITE

Expires: 180

Allow-Events: presence, kpml

Supported: X-cisco-srtp-fallback,X-cisco-original-called

Call-Info: <sip:10.106.81.67:5060>;method="NOTIFY;Event=telephone-event;Duration=
500"

Call-Info: <urn:x-cisco-remotecallinfo>;x-cisco-video-traffic-class=VIDEO_
UNSPECIFIED

Cisco-Guid: 4045946624-0000065536-0000000011-1129409034

Session-Expires: 1800

P-Asserted-Identity: <sip:6101@10.106.81.67>

Remote-Party-ID: <sip:6101@10.106.81.67>;party=calling;screen=yes;privacy=off

Contact: <sip:6101@10.106.81.67:5060;transport=tcp>

Max-Forwards: 70

Content-Length: 0

代理程序应答和对RCP波尔特的CUCM发送梅迪亚开放逻辑信道(MOLC)

JGW

17:27:25:285 PG1A-jgw1 Trace: 1203: Sep 12 17:27:25.285 IST %JTAPI-PROTOCOL-7-
UNK:(P8-10.106.81.67) received Event: com.cisco.cti.protocol.**DeviceCallOpen**

LogicalChannelEvent {

eventSequence = 216
deviceCallManagerID = 1
deviceID = 2
callCallManagerID = 1
callLegID = 20622153

CUCM

00584627.002 |17:27:25.048 |AppInfo |SIPTcp - wait_SdlReadRsp: Incoming SIP TCP
message from 10.106.61.162 on port 5060 index 12 with 1021 bytes:

[314,NET]

SIP/2.0 200 OK

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK654d9a6da3

From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154

To: <sip:2003@10.106.61.162>;tag=66DAB40-15DF

Date: Fri, 12 Sep 2014 12:02:19 GMT

Call-ID: f1283f00-4121df9f-b-43516a0a@10.106.81.67

CSeq: 101 INVITE

Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO,
REGISTER

Allow-Events: telephone-event

Remote-Party-ID: <sip:2003@10.106.61.162>;party=called;screen=no;privacy=off

Contact: <sip:2003@10.106.61.162:5060;transport=tcp>

Supported: replaces

Supported: sdp-anat

Server: Cisco-SIPGateway/IOS-12.x

Require: timer

Session-Expires: 1800;refresher=uac

Supported: timer

Content-Type: application/sdp

Content-Disposition: session;handling=required

Content-Length: 193

v=0

o=CiscoSystemsSIP-GW-UserAgent 8244 219 IN IP4 10.106.61.162

s=SIP Call

c=IN IP4 10.106.61.162

t=0 0

m=audio 29722 RTP/AVP 0

c=IN IP4 10.106.61.162

a=rtpmap:0 PCMU/8000

a=ptime:20

```
00584677.000 |17:27:25.052 |SdlSig |MXAgenaOpenLogicalChannel
              |call_delivered4 |StationCdpc(1,100,64,18)
              |StationD(1,100,63,4) |1,100,14,27559.6^10.106.61.162^*
              |[R:N-H:0,N:4,L:0,V:0,Z:0,D:0] codec=4 CI=20622153 mediaType=1
audioRate=20 iLBCMode=1 rfc2833PayloadNum=0 confId=0 streamFlag=F partyId=
16777257 PT=F PTId=16777216 dyn payloadTypeNum=0 MediaEncrAlgo=0 ConnType=3
ReqIpAddrType=0 ipAddrType=0 ipv4=10.106.61.162:29722 dscpForMyParty=0xb8
(DSCP=0x2e) dscpForOtherEndParty=0xb8 (DSCP=0x2e) v150MER=F T38MER=F
```

RCP段的StartTransmissionEvent提供远程RTP地址/端口细节

JGW

```
17:27:25:286 PG1A-jgw1 Trace: 1205: Sep 12 17:27:25.286 IST %JTAPI-PROTOCOL-7-
UNK:(P8-10.106.81.67) received Event: com.cisco.cti.protocol.StartTransmission
Event {
```

```
eventSequence          = 217
deviceCallManagerID    = 1
deviceID               = 2
callCallManagerID      = 1
callLegID              = 20622153
ipAddr                 = -1573033462
rtpPortNumber          = 29722
```

CUCM


```
00584686.000 |17:27:25.052 |SdlSig |StationOutputStartMediaTransmission
|restart0 |StationD(1,100,63,4)
|StationCdpc(1,100,64,18) |1,100,14,27559.6^10.106.61.162^*
|[R:N-H:0,N:7,L:0,V:0,Z:0,D:0] ConfId=20622153 remoteIpAddr=.type=0 .addr=
0x{a,6a,3d,a2,0,0,0,0,0,0,0,0,0,0,0,0}(10.106.61.162) Port=29722 PacketSize=
20 PayloadType=4 CI=20622153 DiffServ=0xb8 (DSCP=0x2e) Silent=0 MaxFrms=0
G723BitRate=0 PartyId=0x1000029 RFC2833PayloadType=0 mixingMode=0 partyDir=0
```

JGW回应开放逻辑信道(OLC) ACK参数

注意：因为LCP段没有连接，这是PG IP地址。

JGW

```
17:27:25:299 PG1A-jgw1 Trace: 1241: %JTAPI-JTAPI-7-UNK:(P8-pguser)[ObserverThread
(com.cisco.icm.jgw.jtapi.JTapiObj@14323d5)][RCP5000F0001]Request: setRTPParams(Cisco
RTPParams10.106.81.68/31025)
```

```
17:27:25:299 PG1A-jgw1 Trace: 1242: Sep 12 17:27:25.299 IST %JTAPI-PROTOCOL-7-UNK:
(P8-10.106.81.67) [ObserverThread(com.cisco.icm.jgw.jtapi.JTapiObj@14323d5)] sending:
com.cisco.cti.protocol.DeviceSetRTPForCallRequest {
```

```
17:27:25:300 PG1A-jgw1 Trace:
```

```
sequenceNumber      = 125
callManagerID       = 1
deviceID            = 2
callCallManagerID   = 1
callLegID           = 20622153
ipAddress           = 1146186250
rtpPortNumber       = 31025
```

CUCM

```
00584713.000 |17:27:25.070 |SdlSig |CtiDeviceSetRTPForCallReq
|active10 |StationCdpc(1,100,64,18)
|StationD(1,100,63,4) |1,200,13,2.9297^10.106.81.68
^RCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=149mCtiInterface
(1,200,25,1) DH=1|3 CH=1|20622153 RtpDestination1146186250|31025
```

```
00584718.000 |17:27:25.070 |SdlSig |MXAgenaOpenLogicalChannelAck
|waitForMXCapabilitiesorOfferorAnswer |AgenaInterface(1,100,244,25)
|StationCdpc(1,100,64,18) |1,200,13,2.9297^10.106.81.68^RCP5000F0001
|[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] rc=0 isMultiMedia=F LCN=0 partyId=16777257 port=
31025 ipAddrType=0 ipv4=10.106.81.68
```

```
00584745.001 |17:27:25.080 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP
TCP message to 10.106.61.162 on port 5060 index 12
```

```
[315,NET]
```

ACK sip:2003@10.106.61.162:5060;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK667d8dda73
From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154
To: <sip:2003@10.106.61.162>;tag=66DAB40-15DF
Date: Fri, 12 Sep 2014 11:57:19 GMT
Call-ID: f1283f00-4121df9f-b-43516a0a@10.106.81.67
User-Agent: Cisco-CUCM10.0
Max-Forwards: 70
CSeq: 101 ACK
Allow-Events: presence, kpml
Content-Type: application/sdp
Content-Length: 186

v=0

o=CiscoSystemsCCM-SIP 33 1 IN IP4 10.106.81.67

s=SIP Call

c=IN IP4 **10.106.81.68**

b=TIAS:64000

b=CT:64

b=AS:64

t=0 0

m=audio **31025** RTP/AVP 0

a=ptime:20

a=rtpmap:0 PCMU/8000

JGW请求RCP段暂挂

JGW

17:27:25:309 PG1A-jgw1 Trace: 1262: Sep 12 17:27:25.309 IST %JTAPI-PROTOCOL-7-
UNK:(P8-10.106.81.67) [pool-1-thread-22-JTAPIGW-22] sending: com.cisco.cti.
protocol.**CallHoldRequest** {

sequenceNumber = 126

lineCallManagerID = 1

lineID = 10

callLegCallManagerID = 1

callLegID = 20622153

CUCM

00585451.000 |17:27:38.419 |SdlSig-I |**CtiLineCallHoldReq**
|restart0 |StationD(1,100,63,4)
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,2.9303^10.106.81.68
^RCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=155 CH=1|**20622153**
LH=1|11 ContentID=

001 |17:27:38.420 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP message
to 10.106.61.162 on port 5060 index 12

[340,NET]

INVITE sip:2003@10.106.61.162:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK712fda313c

From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154

To: <sip:2003@10.106.61.162>;tag=66DAB40-15DF

Date: Fri, 12 Sep 2014 11:57:38 GMT

Call-ID: f1283f00-4121df9f-b-43516a0a@10.106.81.67

Supported: timer,resource-priority,replaces

User-Agent: Cisco-CUCM10.0

Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE,
NOTIFY

CSeq: 106 INVITE

Max-Forwards: 70

Expires: 180

Allow-Events: presence

Call-Info: <urn:x-cisco-remotec:callinfo>;x-cisco-video-traffic-class=VIDEO_
UNSPECIFIED

Supported: X-cisco-srtp-fallback

Supported: Geolocation

Session-Expires: 1800;refresher=uac

Min-SE: 1800

P-Asserted-Identity: <sip:6101@10.106.81.67>

Remote-Party-ID: <sip:6101@10.106.81.67>;party=calling;screen=yes;privacy=off

Contact: <sip:6101@10.106.81.67:5060;transport=tcp>

Content-Type: application/sdp

Content-Length: 193

v=0

o=CiscoSystemsCCM-SIP 33 6 IN IP4 10.106.81.67

s=SIP Call

c=IN IP4 0.0.0.0

b=TIAS:64000

b=CT:64

b=AS:64

t=0 0

m=audio 16390 RTP/AVP 0

a=ptime:20

a=rtpmap:0 PCMU/8000

a=inactive

JGW指示CUCM回答LCP段

JGW

17:27:25:312 PG1A-jgw1 Trace: 1270: Sep 12 17:27:25.312 IST %JTAPI-PROTOCOL-7-
UNK:(P8-10.106.81.67) [GW-ThreadAnswerCall] sending: com.cisco.cti.protocol.

CallAnswerRequest {

sequenceNumber = 127

lineCallManagerID = 1

lineID = 14

callLegCallManagerID = 1

callLegID = 20622152

CUCM

00584785.000 |17:27:25.082 |SdlSig-I |**CtiLineCallAnswerReq**
|restart0 |StationD(1,100,63,3)
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,2.9299^10.106.81.68
^LCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] mAsyncResponse=151 CH=1|20622152
LH=1|15 MediaDeviceName = MediaDevicePid = (0,0,0,0) resource ID=0

00584875.001 |17:27:25.088 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP
message to 10.106.81.69 on port 19540 index 9

[317,NET]

SIP/2.0 200 OK

Via: SIP/2.0/TCP 10.106.81.69:5060;branch=z9hG4bK0pklbe3yYKOMmlUkMFKs+A~~90

From: 2001 <sip:2001@10.106.81.69:5060>;tag=ds68ab6ea6

To: <sip:6001@10.106.81.67;transport=tcp>;tag=32~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622151

Date: Fri, 12 Sep 2014 11:57:19 GMT

Call-ID: **78B041A239AB11E480032C542D7590C8-141054823683618**@10.106.81.69

CSeq: 1 INVITE

Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY

Allow-Events: presence, kpml

Supported: replaces

Server: Cisco-CUCM10.0

Supported: X-cisco-srtp-fallback

Supported: Geolocation

Session-Expires: 1800;refresher=uas

Require: timer

P-Asserted-Identity: <sip:6001@10.106.81.67>

Remote-Party-ID: <sip:6001@10.106.81.67>;party=called;screen=yes;privacy=off

Contact: <sip:6001@10.106.81.67:5060;transport=tcp>

Content-Type: application/sdp

Content-Length: 183

v=0

o=CiscoSystemsCCM-SIP 32 1 IN IP4 10.106.81.67

s=SIP Call

c=IN IP4 0.0.0.0

b=TIAS:64000

b=AS:64

t=0 0

m=audio 4000 RTP/AVP 0

a=ptime:20

a=rtpmap:0 PCMU/8000

a=sendonly

LCP段被回答和对LCP的CUCM发送MOLC

<

JGW

17:27:25:345 PG1A-jgw1 Trace: 1327: Sep 12 17:27:25.344 IST %JTAPI-PROTOCOL-7-
UNK:(P8-10.106.81.67) received Event: com.cisco.cti.protocol.**DeviceCallOpen**
LogicalChannelEvent {

eventSequence = 226
deviceCallManagerID = 1
deviceID = 4
callCallManagerID = 1
callLegID = **20622152**

CUCM

00585043.000 |17:27:25.113 |SdlSig |**MXAgenaOpenLogicalChannel**
|restart0 |StationD(1,100,63,3)
|AgenaInterface(1,100,244,26) |1,100,14,27389.6^10.106.81.69^*
|[R:N-H:0,N:1,L:1,V:0,Z:0,D:0] codec=4 CI=**20622152** mediaType=1
audioRate=20 iLBCMode=1 rfc2833PayloadNum=0 confId=0 streamFlag=F partyId=
16777260 PT=F PTId=16777216 dyn payloadTypeNum=0 MediaEncrAlgo=0 ConnType=3
ReqIpAddressType=0 ipAddressType=0 ipv4=**10.106.61.162:16390** dscpForMyParty=0xb8
(DSCP=0x2e) dscpForOtherEndParty=0xb8 (DSCP=0x2e) v150MER=F T38MER=F

一旦收到MOLC请求，JGW提示CUCM到解除保留RCP段到代理程序

JGW

17:27:25:358 PG1A-jgw1 Trace: 1367: Sep 12 17:27:25.358 IST %JTAPI-PROTOCOL-7-
UNK:(P8-10.106.81.67) [pool-1-thread-23-JTAPIGW-23] sending: com.cisco.cti.protocol.
CallRetrieveRequest {

sequenceNumber = 128
lineCallManagerID = 1
lineID = 10
callLegCallManagerID = 1
callLegID = **20622153**

CUCM

00585056.000 |17:27:25.128 |SdlSig-I |**CtiLineCallHoldRetrieveReq**
|restart0 |StationD(1,100,63,4)

|CTIDeviceLineMgr(1,200,25,1) |1,200,13,2.9300^10.106.81.68^
RCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=152 CH=1|20622153 LH=1|11

00585090.001 |17:27:25.130 |AppInfo |SIPTcp - wait_Sd1SPISignal: Outgoing SIP TCP
message to 10.106.61.162 on port 5060 index 12

[326,NET]

INVITE sip:2003@10.106.61.162:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK6b6d73b3b4

From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154

To: <sip:2003@10.106.61.162>;tag=66DAB40-15DF

Date: Fri, 12 Sep 2014 11:57:25 GMT

Call-ID: f1283f00-4121df9f-b-43516a0a@10.106.81.67

Supported: timer,resource-priority,replaces

User-Agent: Cisco-CUCM10.0

Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE,
NOTIFY

CSeq: 104 INVITE

Max-Forwards: 70

Expires: 180

Allow-Events: presence

Call-Info: <urn:x-cisco-remotecallinfo>;x-cisco-video-traffic-class=VIDEO_
UNSPECIFIED

Supported: X-cisco-srtp-fallback

Supported: Geolocation

Session-Expires: 1800;refresher=uac

Min-SE: 1800

P-Asserted-Identity: <sip:6101@10.106.81.67>

Remote-Party-ID: <sip:6101@10.106.81.67>;party=calling;screen=yes;privacy=off

Contact: <sip:6101@10.106.81.67:5060;transport=tcp>

Content-Type: application/sdp

Content-Length: 182

v=0

o=CiscoSystemsCCM-SIP 33 4 IN IP4 10.106.81.67

s=SIP Call

c=IN IP4 0.0.0.0
t=0 0
m=audio 4000 RTP/AVP 0
a=X-cisco-media:umoh
a=ptime:20
a=rtpmap:0 PCMU/8000
a=inactive

对RCP的CUCM发送MOLC以回应解除保留

JGW

00585056.000 |17:27:25.128 |SdlSig-I |**CtiLineCallHoldRetrieveReq**
|restart0 |StationD(1,100,63,4)
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,2.9300^10.106.81.68^
RCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=152 CH=1|**20622153** LH=1|11

00585090.001 |17:27:25.130 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP
message to 10.106.61.162 on port 5060 index 12

[326,NET]

INVITE sip:2003@10.106.61.162:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK6b6d73b3b4

From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154

To: <sip:2003@10.106.61.162>;tag=66DAB40-15DF

Date: Fri, 12 Sep 2014 11:57:25 GMT

Call-ID: f1283f00-4121df9f-b-43516a0a@10.106.81.67

Supported: timer,resource-priority,replaces

User-Agent: Cisco-CUCM10.0

Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE,
NOTIFY

CSeq: 104 INVITE

Max-Forwards: 70

Expires: 180

Allow-Events: presence

Call-Info: <urn:x-cisco-remotec:callinfo>;x-cisco-video-traffic-class=VIDEO_
UNSPECIFIED

Supported: X-cisco-srtp-fallback

Supported: Geolocation

Session-Expires: 1800;refresher=uac

Min-SE: 1800

P-Asserted-Identity: <sip:6101@10.106.81.67>

Remote-Party-ID: <sip:6101@10.106.81.67>;party=calling;screen=yes;privacy=off

Contact: <sip:6101@10.106.81.67:5060;transport=tcp>

Content-Type: application/sdp

Content-Length: 182

v=0

o=CiscoSystemsCCM-SIP 33 4 IN IP4 10.106.81.67

s=SIP Call

c=IN IP4 0.0.0.0

t=0 0

m=audio 4000 RTP/AVP 0

a=X-cisco-media:umoh

a=ptime:20

a=rtpmap:0 PCMU/8000

a=inactive

CUCM

00585195.002 |17:27:25.143 |AppInfo |SIPtcp - wait_SdlReadRsp: Incoming SIP TCP message from 10.106.61.162 on port 5060 index 12 with 973 bytes:

[332,NET]

SIP/2.0 200 OK

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK6d5a13fb6a

From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154

To: <sip:2003@10.106.61.162>;tag=66DAB40-15DF

Date: Fri, 12 Sep 2014 12:02:25 GMT

Call-ID: f1283f00-4121df9f-b-43516a0a@10.106.81.67

CSeq: 105 INVITE

Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER

Allow-Events: telephone-event

Remote-Party-ID: <sip:2003@10.106.61.162>;party=called;screen=no;privacy=off

Contact: <sip:2003@10.106.61.162:5060;transport=tcp>

Supported: replaces

Supported: sdp-anat

Server: Cisco-SIPGateway/IOS-12.x

Require: timer

Session-Expires: 1800;refresher=uac

Supported: timer

Content-Type: application/sdp

Content-Length: 193

v=0

o=CiscoSystemsSIP-GW-UserAgent 8244 223 IN IP4 10.106.61.162

s=SIP Call

c=IN IP4 10.106.61.162

t=0 0

m=audio **29722** RTP/AVP 0

c=IN IP4 **10.106.61.162**

a=rtpmap:0 PCMU/8000

a=ptime:20

```
000 |17:27:25.144 |SdlSig |MXAgenaOpenLogicalChannel |restart0
      |StationD(1,100,63,4) |AgenaInterface
(1,100,244,25) |1,100,14,27559.17^10.106.61.162^* |[R:N-H:0,
N:2,L:0,V:0,Z:0,D:0] codec=4 CI=20622153 mediaType=1 audioRate=20
iLBCMode=1 rfc2833PayloadNum=0 confId=0 streamFlag=F partyId=16777261
PT=F PTId=16777216 dyn payloadTypeNum=0 MediaEncrAlgo=0 ConnType=3 ReqIpAddr
Type=0 ipAddrType=0 ipv4=10.106.61.162:29722 dscpForMyParty=0xb8 (DSCP=0x2e)
dscpForOtherEndParty=0xb8 (DSCP=0x2e) v150MER=F T38MER=F
```

与RTP地址/端口详细信息的CUCM发送StartTransmissionEvent对代理程序的RCP段的

JGW

```
17:27:25:378 PG1A-jgw1 Trace: 1390: Sep 12 17:27:25.377 IST %JTAPI-PROTOCOL-7-
UNK: (P8-10.106.81.67) received Event: com.cisco.cti.protocol.StartTransmissionEvent {
```

```
eventSequence          = 229
```

```
deviceCallManagerID   = 1
```

```
deviceID               = 2
```

```
callCallManagerID      = 1
callLegID              = 20622153
ipAddr                = -1573033462
rtpPortNumber         = 29722
```

CUCM

```
00585220.000 |17:27:25.144 |SdlSig | StationOutputStartMediaTransmission
|restart0 |StationD(1,100,63,4) |StationCdpC
(1,100,64,18) |1,100,14,27559.17^10.106.61.162^* | [R:N-H:0,N:5,L:0,
V:0,Z:0,D:0] ConfId=20622153 remoteIpAddr=.type=0 .addr=0x{a,6a,3d,a2,0,0,0,0,0,
0,0,0,0,0,0}(10.106.61.162) Port=29722 PacketSize=20 PayloadType=4 CI=20622153
DiffServ=0xb8 (DSCP=0x2e) Silent=0 MaxFrms=0 G723BitRate=0 PartyId=0x100002d RFC
2833PayloadType=0 mixingMode=0 partyDir=0
```

JGW指示CUCM通过设置在LCP把柄的代理程序RTP参数桥接客户梅迪亚

JGW

```
17:27:25:386 PG1A-jgw1 Trace: 1410: Sep 12 17:27:25.386 IST %JTAPI-PROTOCOL-7-
UNK: (P8-10.106.81.67) [ObserverThread(com.cisco.icm.jgw.jtapi.JTapiObj@14323d5)]
sending: com.cisco.cti.protocol.DeviceSetRTPForCallRequest {
```

```
17:27:25:387 PG1A-jgw1 Trace:
```

```
sequenceNumber      = 129
callManagerID       = 1
deviceID            = 4
callCallManagerID   = 1
callLegID           = 20622152
ipAddress           = -1573033462
rtpPortNumber       = 29722
```

```
17:27:25:390 PG1A-jgw1 Trace: MediaMgr::connectLocalMedia: <LCP5000F0001>#4
setRTPParams on handle: 20622152/1 Address: /10.106.61.162 Port: 29722 on CID:
16784233 with RespTime: 4 milsecs
```

CUCM

```
00585227.000 |17:27:25.157 |SdlSig-I | CtiDeviceSetRTPForCallReq
|restart0 |StationD(1,100,63,3)
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,2.9301^10.
106.81.68^LCP5000F0001 | [R:N-H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=
153mCtiInterface(1,200,25,1) DH=1|5 CH=1|20622152 RtpDestination
2721933834|29722
```

00585240.001 |17:27:25.169 |AppInfo |SIPtcp - wait_Sd1SPISignal:
Outgoing SIP TCP message to 10.106.81.69 on port 5060 index 11

[333,NET]

INVITE sip:2001@10.106.81.69:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK6e48afa3a0

From: <sip:6001@10.106.81.67;transport=tcp>;tag=32~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622151

To: 2001 <sip:2001@10.106.81.69:5060>;tag=ds68ab6ea6

Date: Fri, 12 Sep 2014 11:57:25 GMT

Call-ID: 78B041A239AB11E480032C542D7590C8-141054823683618@10.106.81.69

Supported: timer,resource-priority,replaces

Cisco-Guid: 2024817058-0967512548-2147691604-0762679496

User-Agent: Cisco-CUCM10.0

Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER,

SUBSCRIBE, NOTIFY

CSeq: 101 INVITE

Max-Forwards: 70

Expires: 180

Allow-Events: presence, kpml

Supported: X-cisco-srtp-fallback

Supported: Geolocation

Session-Expires: 1800;refresher=uac

Min-SE: 1800

P-Asserted-Identity: <sip:6001@10.106.81.67>

Remote-Party-ID: <sip:6001@10.106.81.67>;party=calling;screen=yes;

privacy=off

Contact: <sip:6001@10.106.81.67:5060;transport=tcp>

Content-Type: application/sdp

Content-Length: 178

v=0

o=CiscoSystemsCCM-SIP 32 2 IN IP4 10.106.81.67

s=SIP Call

c=IN IP4 10.106.61.162

b=TIAS:64000
b=AS:64
t=0 0
m=audio 29722 RTP/AVP 0
a=ptime:20
a=rtpmap:0 PCMU/8000

与RTP地址/端口详细信息的CUCM发送StartTransmissionEvent对客户的LCP段的

JGW

17:27:25:440 PG1A-jgw1 Trace: 1424: Sep 12 17:27:25.440 IST %JTAPI-PROTOCOL-7-
UNK:(P8-10.106.81.67) received Event: com.cisco.cti.protocol.**StartTransmission**
Event {

eventSequence = 231<

deviceCallManagerID = 1

17:27:25:440 PG1A-jgw1 Trace:

deviceID = 4

callCallManagerID = 1

callLegID = 20622152

ipAddr = -1573033462

rtpPortNumber = 16390

CUCM

00585246.002 |17:27:25.204 |AppInfo |SIPtcp - wait_SdlReadRsp: Incoming SIP TCP
message from 10.106.81.69 on port 5060 index 11 with 1094 bytes:

[335,NET]

SIP/2.0 200 Ok

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK6e48afa3a0

To: 2001 <sip:2001@10.106.81.69:5060>;tag=ds68ab6ea6

From: <sip:6001@10.106.81.67;transport=tcp>;tag=32~9fb3c68a-3291-4bd4-98cd-c82b97
aed22a-20622151

Call-ID: 78B041A239AB11E480032C542D7590C8-141054823683618@10.106.81.69

CSeq: 101 INVITE

Content-Length: 193

Cisco-Guid: 2024817058-0967512548-2147691604-0762679496

Contact: <sip:2001@10.106.81.69:5060;transport=tcp>

Date: Fri, 12 Sep 2014 12:02:25 GMT

Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER

Allow-Events: telephone-event

Remote-Party-ID: "--CVP_10_0_1_0_0_0_490" <sip:2001@10.106.61.162>;party=called;screen=no;privacy=off

Server: Cisco-SIPGateway/IOS-12.x

Require: timer

Session-Expires: 1800;refresher=uac

Supported: replaces

Supported: sdp-anat

Supported: timer

Content-Type: application/sdp

v=0

o=CiscoSystemsSIP-GW-UserAgent 9377 510 IN IP4 10.106.61.162

s=SIP Call

c=IN IP4 10.106.61.162

t=0 0

m=audio 16390 RTP/AVP 0

c=IN IP4 10.106.61.162

a=rtpmap:0 PCMU/8000

a=ptime:20

```
00585273.000 |17:27:25.206 |SdlSig |StationOutputStartMediaTransmission
|restart0 |StationD(1,100,63,3)
|StationCdpc(1,100,64,17) |1,100,14,27391.5^10.106.81.69^*
|[R:N-H:0,N:6,L:0,V:0,Z:0,D:0] ConfId=20622152 remoteIpAddr=.type=0
.addr=0x{a,6a,3d,a2,0,0,0,0,0,0,0,0,0,0,0,0}(10.106.61.162) Port=16390 Packet
Size=20 PayloadType=4 CI=20622152 DiffServ=0xb8 (DSCP=0x2e) Silent=0 MaxFrms=0
G723BitRate=0 PartyId=0x100002c RFC2833PayloadType=0 mixingMode=0 partyDir=0
```

JGW指示CUCM通过设置在RCP把柄的客户RTP参数桥接代理程序梅迪亚

JGW

17:27:25:447 PG1A-jgw1 Trace: 1441: Sep 12 17:27:25.447 IST %JTAPI-PROTOCOL-7-

UNK: (P8-10.106.81.67) [ObserverThread(com.cisco.icm.jgw.jtapi.JTapiObj@14323d5)]
sending: com.cisco.cti.protocol.**DeviceSetRTPForCallRequest** {

17:27:25:447 PG1A-jgw1 Trace:

sequenceNumber = 130
callManagerID = 1
deviceID = 2
callCallManagerID = 1
callLegID = 20622153
ipAddress = -1573033462
rtpPortNumber = 16390

17:27:25:449 PG1A-jgw1 Trace: MediaMgr::connectRemoteMedia: <**RCP5000F0001**>
setRTPParams on **handle: 20622153**/1 Address: /**10.106.61.162** Port: **16390** on CID:
16784233 with RespTime: 2 milsecs

CUCM

00585300.000 |17:27:25.217 |SdlSig |CtiDeviceSetRTPForCallReq
|active10 |StationCdpc(1,100,64,18)
|StationD(1,100,63,4) |1,200,13,2.9302^10.106.81.68^
RCP5000F0001 |[R:N-H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=154mCtiInterface
(1,200,25,1) DH=1|3 CH=1|**20622153** RtpDestination**2721933834**|**16390**

00585328.001 |17:27:25.218 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP
message to 10.106.61.162 on port 5060 index 12

[337,NET]

ACK sip:2003@10.106.61.162:5060;transport=tcp SIP/2.0

Via: SIP/2.0/TCP 10.106.81.67:5060;branch=z9hG4bK705adddfae

From: <sip:6101@10.106.81.67>;tag=33~9fb3c68a-3291-4bd4-98cd-c82b97aed22a-20622154

To: <sip:2003@10.106.61.162>;tag=66DAB40-15DF

Date: Fri, 12 Sep 2014 11:57:25 GMT

Call-ID: f1283f00-4121df9f-b-43516a0a@10.106.81.67

User-Agent: Cisco-CUCM10.0

Max-Forwards: 70

CSeq: 105 ACK

Allow-Events: presence, kpml

Content-Type: application/sdp

Content-Length: 187G

v=0

o=CiscoSystemsCCM-SIP 33 5 IN IP4 10.106.81.67

s=SIP Call

c=IN IP4 10.106.61.162

b=TIAS:64000

b=CT:64

b=AS:64

t=0 0

m=audio 16390 RTP/AVP 0

a=ptime:20

a=rtpmap:0 PCMU/8000

这时两个段桥接与双向音频。