# 使用基于本地的PSTN排除Webex呼叫中的 PDD故障

<u>简介</u> <u>先决条件</u> <u>要求</u> <u>背景信息</u> <u>从LGW获取日志</u> <u>排除LGW日志故障</u>

相关信息

### 简介

本文档介绍如何在PSTN提供商使用振铃应答超过12秒时排除呼叫故障。

先决条件

要求

Cisco 建议您了解以下主题:

- 基本SIP。
- 访问思科本地网关。

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。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

### 背景信息

拨号后延迟(PDD),是指呼叫者在呼叫开始后听到回铃音的持续时间。此延迟通常对应于接收对SIP Invite的180振铃或183会话进程响应所需的时间。

有时,用户会报告诸如空中故障或呼叫掉线之类的经历,因为呼叫者在拨号后没有听到任何响应 ,因此会出现混乱。

在Webex呼叫的情景中,本地网关,如果PSTN提供商超过12秒的拨号后延迟,呼叫将自动从 Webex呼叫方取消。

### 从LGW获取日志

从本地网关获取日志的步骤如下:

步骤1:使用Putty登录到本地网关。

第二步:在本地网关中启用调试。

gw-wxc# conf t

lgw-wxc(config)# no logging console

lgw-wxc(config)# no logging monitor

lgw-wxc(config)# no logging rate-limit

lgw-wxc(config)# no logging queue-limit

lgw-wxc(config)# logging buffer 400000000 debug

lgw-wxc(config)# end

lgw-wxc# clear log

Igw-wxc# debug ccsip messages。===>>已启用SIP呼叫消息跟踪

lgw-wxc# debug voice ccapi inout ===>> voip ccapi in/out debugging is on

第三步:开始记录Putty会话。

转到设置 > 会话 > 记录并设置:

会话记录:选择所有会话输出。

Log file Name:选择Browse,然后选择要保存文件的目录和名称。



No. A concern

## 🕵 PuTTY Configuration

category.	
Session	Options controlling session logging
Logging  Logging  Keyboard Bell Features Window Appearance Behaviour Translation Selection	Session logging: None Printable output All session output SSH packets and raw data Log file name: putty log (Log file name can contain &Y, &M, &D for date, &T for time, &H for host name, and &P for port number)
Colours Connection Data Proxy Telnet Blogin	What to do if the log file already exists: Always overwrite it Always append to the end of it Always append to the end of it Always append to the end of it Flush log file frequently Include header
SSH Serial	Options specific to SSH packet logging Omit known password fields Omit session data
About Help	Open Cancel

开始录音

第四步:A尝试重新创建或复制到PSTN的传出呼叫。

第五步:获取日志的输出。

lgw-wxc#终端长度0

lgw-wxc# sh log

第六步 : 停止记录Putty会话并保存文件。

转至Settings > Session > Logging并设置:

会话记录:无。

?

🕵 PuTTY Configuration	? ×
Category: Session Logging Terminal Keyboard Bell Features Window Appearance Behaviour Translation Selection Colours Colours Colours Colours Colours Selection Riogin SSH SSH Serial	Options controlling session logging: <ul> <li>None</li> <li>Printable output</li> <li>SSH packets</li> </ul> All session output       SSH packets         SSH packets and raw data         Log file name:         putty log       Browse         (Log file name can contain &Y, &M, &D for date, &T for time, &H for host name, and &P for pott number)         What to do if the log file already exists:         Always overwrite it         Always append to the end of it         Akways append to the end of it         Ask the user every time         Flush log file frequently         Include header         Options specific to SSH packet logging         Omit known password fields         Omit session data
About Help	Open Cancel

停止录音

步骤 7.停止调试。

lgw-wxc# Undebug all

### 排除LGW日志故障

步骤1:使用记事本之类纯文本程序打开您记录的日志。

第二步:查看来自Webex呼叫的邀请,在下一个示例中,您可以看到邀请到达12:09:48。

125670: \*Jul 21

12:09:48.231

: //-1/xxxxxxxxx/SIP/Msg/ccsipDisplayMsg: Received: INVITE sip:+1XXXXXXXXXXXQXX.XX.XX.XX.5061;transport=tls;dtg=sbc\_lgu SIP/2.0 Via:SIP/2.0/TLS XXX.XXX.XX.XX:8934;branch=z9hG4bKBroadworksSSE.-XXX.X.XXX.XXV40413-0-100-1704852021-168 From:<sip:+1XXXXXXXXX0@XXX.XXX.XX;user=phone>;tag=1704852021-1689966652299-To:<sip:+1XXXXXXXXXQXXXXXX.cisco-bcld.com;user=phone> Call-ID:SSE191052299210723-1072365917@XXX.XXX.XX.XX CSeq:100 INVITE Contact:<sip:XXX.XXX.XX.XX:8934;transport=tls> Privacy:none P-Access-Network-Info:6307694336 Allow: ACK, BYE, CANCEL, INFO, INVITE, OPTIONS, PRACK, REFER, NOTIFY, UPDATE Recv-Info:x-broadworks-client-session-info,x-cisco-mute-status X-BroadWorks-Correlation-Info:64b1f41c-5b24-4865-9b00-c5a9acd0c1d8 Accept:application/media\_control+xml,application/sdp,multipart/mixed Supported: Max-Forwards:69 Content-Type:application/sdp Content-Length: 2260

#### 第三步:查看Invite(邀请)会立即发送至PSTN提供商(12:09:48)。

<#root>

125749: \*Jul 21

12:09:48.238

```
: //2058481/FED4647C9552/SIP/Msg/ccsipDisplayMsg:
Sent:
INVITE sip:+1XXXXXXXXX@XXX.X.XXX.XX:5060 SIP/2.0
Via: SIP/2.0/UDP XXX.X.XXX.XX:5060;branch=z9hG4bK11B7E01FDE
Remote-Party-ID: <sip:+1XXXXXXXXXX@XXX.X.XX>;party=calling;screen=yes;privacy=off
From: <sip:+1XXXXXXXXXX@XXX.X.XXX.XX>;tag=91790161-DA8
To: <sip:+1XXXXXXXXXX@XXX.X.XXX.XX>
Date: Fri, 21 Jul 2023 19:09:48 GMT
Call-ID: FED527FA-273011EE-9558C2C2-D591E4CC@XXX.X.XXX.XX
Supported: 100rel, timer, resource-priority, replaces, sdp-anat
Min-SE: 1800
Cisco-Guid: 4275332220-0657461742-2505228994-3583108300
User-Agent: Cisco-SIPGateway/Cisco IOS 16.12.5
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER
CSeq: 101 INVITE
Timestamp: 1689966588
Contact: <sip:+1XXXXXXXXX@XXX.X.XXX.XX:5060>
Expires: 180
Allow-Events: telephone-event
Max-Forwards: 68
Session-Expires: 1800
Content-Type: application/sdp
Content-Disposition: session; handling=required
Content-Length: 666
```

第四步:在12:10:00的12秒后,您可以看到Webex呼叫向本地网关发送取消消息。

#### <#root>

125757: \*Jul 21

12:10:00.218

: //-1/xxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

#### Received:

CANCEL sip:+1XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
via:SIP/2.0/TLS XXX.XXX.XX.XX:8934;branch=z9hG4bKBroadworksSSEXXX.X.XXX.XXV40413-0-100-1704852021-168
From: <sip:+1xxxxxxxxxxx&xxx.xx.xx.xx;user=phone>;tag=1704852021-1689966652299-</sip:+1xxxxxxxxxxx&xxx.xx.xx.xx;user=phone>
To: <sip:+1xxxxxxxxxx&xxxx.cisco-bcld.com;user=phone></sip:+1xxxxxxxxxx&xxxx.cisco-bcld.com;user=phone>
Call-ID:SSE191052299210723-1072365917@XXX.XXX.XX
CSeq:100 CANCEL
X-BroadWorks-Correlation-Info:64b1f41c-5b24-4865-9b00-c5a9acd0c1d8
Max-Forwards:69
Session-ID:7202892d00105000a000ac7e8ab6b729;remote=0000000000000000000000000000000
Content-Length:0

第五步:在这种情况下,打开Webex Calling case以将PDD延长到12秒以上至关重要。包括本地网 关跟踪以便进一步分析。

#### Combine >> LGW to PSTN WriC: **PSTN** LGW to WxC 12:09:48.231 INVITE w/ SDP (sendrecv) (100 INVITE) 12:09:48.238 INVITE w/ SDP (101 INVITE) 12:09:48.238 100 Trying (100 INVITE) 12:09:48.245 100 Trying (101 INVITE) 12:09:48.379 183 Session Progress (101 INVITE) 12:09:48.380 PRACK (102 PRACK) 200 OK (102 PRACK) 12:09:48.383 12:10:00.218 CANCEL (100 CANCEL) 12:10:00.219 CANCEL (101 CANCEL)

第六步:这是呼叫的图形跟踪。

跟踪

### 相关信息

• <u>技术支持和文档 - Cisco Systems</u>

### 关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言,希望全球的用户都能通过各 自的语言得到支持性的内容。

请注意:即使是最好的机器翻译,其准确度也不及专业翻译人员的水平。

Cisco Systems, Inc. 对于翻译的准确性不承担任何责任,并建议您总是参考英文原始文档(已提供 链接)。