

呼叫从CUCM到VCS发生故障由于与在180敲响的消息的报头联系

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简介

本文描述如何排除故障从思科网真系统(CTS)的呼叫失败到多点控制单元(MCU) /endpoint注册对视频通信服务器(VCS)在Callmanager版本8.6.2由于Cisco Bug ID [CSCty07061](#)。

问题

从CTS的呼叫在Cisco Unified Communications Manager (CUCM)失效对在VCS的endpoints/MCU。此问题用CUCM版本8.6.2特别地发生。

CTS----CUCM----VCS----MCU

这造成由：

- 从CUCM的日志
- CUCM和VCS之间的通信
- INVITE从CUCM发送到VCS

```
[77348,NET]
INVITE sip:75005@172.16.198.29:5060 SIP/2.0
Date: Fri, 27 Apr 2012 08:39:00 GMT
Call-Info:
<sip:172.16.17.11:5060>;method="NOTIFY;Event=telephone-event;Duration=500"
Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER,
SUBSCRIBE, NOTIFY
From:
<sip:7001@172.16.17.11>;tag=26846~41fac465-b852-4a36-b3e8-f08e73aef877-21357
319
Allow-Events: presence, kpml
P-Asserted-Identity: <sip:7001@172.16.17.11>
Supported:
timer,resource-priority,replaces,X-cisco-srtp-fallback,Geolocation
Min-SE: 1800
Cisco-Guid: 1849552768-0000065536-0000000093-0185667756
Remote-Party-ID:
<sip:7001@172.16.17.11>;party=calling;screen=yes;privacy=off
Content-Length: 0
```

User-Agent: Cisco-CUCM8.6
To: <sip:75005@172.16.198.29>
Contact:
<sip:7001@172.16.17.11:5060;transport=tcp>;video;audio;x-cisco-tip;x-cisco-multiple-screen=3
Expires: 180
Call-ID: 6e3def80-f9a15b24-380-b1110ac@172.16.17.11
Via: SIP/2.0/TCP 172.16.17.11:5060;branch=z9hG4bK7371e5c6b50
CSeq: 101 INVITE
Session-Expires: 1800
Max-Forwards: 69

从VCS的流入100个尝试

[77349,NET]
SIP/2.0 100 Trying
Via: SIP/2.0/TCP
172.16.17.11:5060;branch=z9hG4bK7371e5c6b50;received=172.16.17.11;ingress-zone=CUCMAKBANK
Call-ID: 6e3def80-f9a15b24-380-b1110ac@172.16.17.11
CSeq: 101 INVITE
From:
<sip:7001@172.16.17.11>;tag=26846~41fac465-b852-4a36-b3e8-f08e73aef877-21357319
To: <sip:75005@172.16.198.29>
Server: TANDBERG/4102 (X7.0.2)
Content-Length: 0

从VCS的流入180环

[77352,NET]
SIP/2.0 180 Ringing
Via: SIP/2.0/TCP
172.16.17.11:5060;branch=z9hG4bK7371e5c6b50;received=172.16.17.11;ingress-zone=CUCMAKBANK
Call-ID: 6e3def80-f9a15b24-380-b1110ac@172.16.17.11
CSeq: 101 INVITE
Contact:
<sip:01189175005@vcsc.cisco.com;gr=urn:uuid:d3cd717d-3870-5f90-aa64-be57a7dbfb2f>;isfocus
From:
<sip:7001@172.16.17.11>;tag=26846~41fac465-b852-4a36-b3e8-f08e73aef877-21357319
To: <sip:75005@172.16.198.29>;tag=1644632DC02A0000
Record-Route:
<sip:proxy-call-id=6fb77ef2-9044-11e1-aeb4-0010f31e2904@172.16.198.29:5061;transport=tls;lr>
Record-Route:
<sip:proxy-call-id=6fb77ef2-9044-11e1-aeb4-0010f31e2904@172.16.198.29:5060;transport=tcp;lr>
User-Agent: Codian MCU 4505 v4.2 (1.50)
Content-Length: 0

因为在180的联系方式报头敲响是number@domain，并且，因为域名服务器(DNS)在CUCM不能解决域，呼叫发生故障，并且CUCM发送不取消与原因“对目的地的路由”。CUCM设法解决在联系方式报头的域并且不能解决它。

在CUCM的DNS解析发生故障

11:39:01.095 ||/SIP/SIPDns(1,72,1)/wait_SdlDnsSrvRecordRsp: (DNS A or AAAA query called as SRV query Fail):hostname=vcsc.cisco.com,ReqType=1,serversused=0|0,0,0,0,0.0^*^*

```
11:39:01.095 |LineCdpc(175): -dispatchToAllDevices-, sigName=CcAlertReq,  
device=SEP001DA2394CE2|1,100,63,1.28663^172.16.198.29^*  
11:39:01.095 |LineCdpc(175): -dispatchToAllDevices-, sigName=CcAlertReq,  
device=SEPE80462EB1661|1,100,63,1.28663^172.16.198.29^*  
11:39:01.095 |//SIP/SIPDns(1,72,1)/wait_SdlDnsSrvRecordRsp: ReceivedSdlDnsSrvRecordRsp  
ReqCode is -1|0,0,0,0.0^*^*  
11:39:01.095 |//SIP/SIPDns(1,72,1)/copySdlDnsSrvRecordRspToSpi: ReqType is  
1|0,0,0,0.0^*^*  
11:39:01.095 |//SIP/SIPDns(1,72,1)/wait_SdlDnsSrvRecordRsp: (DNS A QueryFail)  
|0,0,0,0.0^*^*  
11:39:01.095 |//SIP/Stack/Info/0x0/ccsip_spi_get_msg_type returned: 2 for  
event 44|0,0,0,0.0^*^*
```

因此，CallManager发送与原因的一个取消“对目的地的没有路由”。

```
CANCEL sip:75005@172.16.198.29:5060 SIP/2.0  
Via: SIP/2.0/TCP 172.16.17.11:5060;branch=z9hG4bK7371e5c6b50  
From:  
<sip:7001@172.16.17.11>;tag=26846~41fac465-b852-4a36-b3e8-f08e73aef877-21357  
319  
To: <sip:75005@172.16.198.29>  
Date: Fri, 27 Apr 2012 08:39:00 GMT  
Call-ID: 6e3def80-f9a15b24-380-b1110ac@172.16.17.11  
CSeq: 101 CANCEL  
Max-Forwards: 70  
Reason: Q.850;cause=3  
Content-Length: 0
```

解决方案

当两个存在时，CallManager应该尝试响应到邀请用在敲响而不是联系方式报头的180的记录路由。然而，它使用联系方式报头。Cisco Bug ID [CSCTy07061](#)是开放的在同一个问题的CUCM侧。

最好的修正是升级CallManager对bug的修正版本。您在联系方式报头能也包括域为了解决到VCS的IP地址。然而，这是仅应急方案。

您能也启用在SIP中继的会话初始化协议(SIP)配置文件的Rel1XX。这也许或也许不工作。