

排除故障多维数据集SP是Fowarded到PSTN编号的拒绝内部呼叫

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简介

本文描述如何排除故障Cisco Unified Border Element (SP版本) (多维数据集SP)，当拒绝内部呼叫时，是设置fowarded对PSTN编号。

呼叫流：内部IP电话4002呼叫内部IP电话4001，在IP电话4001的所有呼叫是向前对一个已配置的PSTN编号。

[问题：](#)呼叫方听到急促的忙音，当从IP电话4002的呼叫到4001

呼叫方使用IP电话1呼叫另一个IP电话2，IP电话2配置对forwad对一个external PSTN编号的所有呼叫。失败的呼叫连接PSTN电话，PSTN电话不敲响，并且呼叫方听到急促的忙音。

[解决方案](#)

这些是排除故障问题的步骤。

步骤1. Cisco Unified Communications管理器(CUCM)日志分析。

从CUCM日志，能看到错误消息来自多维数据集SP。

SIP/2.0 604 Does Not Exist Anywhere

详细信息消息：

SIP/2.0 604 Does Not Exist Anywhere from cube SP
[82645958](#).001 |13:08:46.297 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP message to 10.4.15.253 on port 5060 index 18491 [19580587,NET] INVITE sip:+612xxxxxxxx@10.x.x.x:5060
SIP/2.0 Via: SIP/2.0/TCP 10.4.15.5:5060;branch=z9hG4bK3cc7264a831cc4 From:
<sip:+612xxxxxxxx@10.x.x.x>;tag=8162255-9cbf8c07-9c9b-758f-e658-bebd74e53d96-40280558 To:
<sip:+614xxxxxxxx@10.4.15.253> Date: Fri, 17 Nov 2017 02:08:46 GMT Call-ID: 3cf99080-a0e144ae-3692cb-50f040a@10.x.x.x Supported: 100rel,timer,resource-priority,replaces Min-SE: 1800 User-Agent: Cisco-CUCM10.5 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 Supported: Geolocation Call-Info:
<sip:10.x.x.x:5060>;method="NOTIFY;Event=telephone-event;Duration=500" Call-Info: <urn:x-cisco-remotecc:callinfo>;x-cisco-video-traffic-class=VIDEO_UNSPECIFIED Cisco-Guid: 1022988416-0000065536-0000118822-0084870154 Session-Expires: 1800 **Diversion:**
<sip:9180@10.x.x.x>;reason=unconditional;privacy=off;screen=yes
P-Asserted-Identity: x <sip:+612xxxxxxxx@10.x.x.x>
Remote-Party-ID: x <sip:+612xxxxxxxx@10.x.x.x>;party=calling;screen=yes;privacy=off

步骤2.多维数据集SP日志分析。

从多维数据集SP日志，您能看到呼叫没有通过来源编号analysis，因为不匹配任何条目。

内部的不可用src前缀塔布莱

转换：**<sip:9180@10.x.x.x>;reason=unknown;privacy=off;screen=yes**

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[82645958](#).001 |13:08:46.297 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP message to 10.4.15.253 on port 5060 index 18491 [19580587,NET] INVITE sip:+612xxxxxxxx@10.x.x.x:5060
SIP/2.0 Via: SIP/2.0/TCP 10.4.15.5:5060;branch=z9hG4bK3cc7264a831cc4 From:
<sip:+612xxxxxxxx@10.x.x.x>;tag=8162255-9cbf8c07-9c9b-758f-e658-bebd74e53d96-40280558 To:
<sip:+614xxxxxxxx@10.4.15.253> Date: Fri, 17 Nov 2017 02:08:46 GMT Call-ID: 3cf99080-a0e144ae-3692cb-50f040a@10.x.x.x Supported: 100rel,timer,resource-priority,replaces Min-SE: 1800 User-Agent: Cisco-CUCM10.5 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 Supported: Geolocation Call-Info:
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<sip:9180@10.x.x.x>;reason=unconditional;privacy=off;screen=yes
P-Asserted-Identity: x <sip:+612xxxxxxxx@10.x.x.x>
Remote-Party-ID: x <sip:+612xxxxxxxx@10.x.x.x>;party=calling;screen=yes;privacy=off

步骤3.在Troubleshoot Step1和2确认的基础它点击Bug。

这点击已知bug [CSCup67940](#)

CUCM需要发送在转换报头的E.164编号**extend&connect**的。

https://bst.cloudapps.cisco.com/bugsearch/bug/CSCup67940/?referring_site=bugquickviewredir

应急方案：

除非我们做在多维数据集的修改接受从转换报头的邀请包含电话DN例如26708个
<sip:26708@58.162.59.181>;reason=unknown;privacy=off;screen=yes

解决方法

根据应急方案，请准许在转换报头的编号。

这可以是完成添加每在此不可用src前缀塔布莱的新的条目。

```
SIP/2.0 604 Does Not Exist Anywhere from cube SP
82645958.001 |13:08:46.297 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP message to
10.4.15.253 on port 5060 index 18491 [19580587,NET] INVITE sip:+612xxxxxxxx@10.x.x.x:5060
SIP/2.0 Via: SIP/2.0/TCP 10.4.15.5:5060;branch=z9hG4bK3cc7264a831cc4 From:
<sip:+612xxxxxxxx@10.x.x.x>;tag=8162255-9cbf8c07-9c9b-758f-e658-bebd74e53d96-40280558 To:
<sip:+614xxxxxxxx@10.4.15.253> Date: Fri, 17 Nov 2017 02:08:46 GMT Call-ID: 3cf99080-a0e144ae-
3692cb-50f040a@10.x.x.x Supported: 100rel,timer,resource-priority,replaces Min-SE: 1800 User-
Agent: Cisco-CUCM10.5 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 Supported: Geolocation Call-Info:
<sip:10.x.x.x:5060>;method="NOTIFY;Event=telephone-event;Duration=500" Call-Info: <urn:x-cisco-
remotecc:callinfo>;x-cisco-video-traffic-class=VIDEO_UNSPECIFIED Cisco-Guid: 1022988416-
0000065536-0000118822-0084870154 Session-Expires: 1800 Diversion:
<sip:9180@10.x.x.x>;reason=unconditional;privacy=off;screen=yes
P-Asserted-Identity: x <sip:+612xxxxxxxx@10.x.x.x>
Remote-Party-ID: x <sip:+612xxxxxxxx@10.x.x.x>;party=calling;screen=yes;privacy=off
```

新问题，在您应用应急方案后

在您应用此workaroud后，呼叫顺利地连接，但是五位扩展名分机号码发送对服务提供商。

请使用SIP报头编辑器调整此问题

测试在实验室里，因为您使用SIP报头编辑器修改在多维数据集SP的转换报头，它成功连接呼叫并且发送e164编号对服务提供商。

步骤

在实验室测试，IP电话4002呼叫4001，在IP电话4001转发所有呼叫到60006009个(PSTN)编号。

```
SIP/2.0 604 Does Not Exist Anywhere from cube SP
82645958.001 |13:08:46.297 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP message to
10.4.15.253 on port 5060 index 18491 [19580587,NET] INVITE sip:+612xxxxxxxx@10.x.x.x:5060
SIP/2.0 Via: SIP/2.0/TCP 10.4.15.5:5060;branch=z9hG4bK3cc7264a831cc4 From:
<sip:+612xxxxxxxx@10.x.x.x>;tag=8162255-9cbf8c07-9c9b-758f-e658-bebd74e53d96-40280558 To:
<sip:+614xxxxxxxx@10.4.15.253> Date: Fri, 17 Nov 2017 02:08:46 GMT Call-ID: 3cf99080-a0e144ae-
3692cb-50f040a@10.x.x.x Supported: 100rel,timer,resource-priority,replaces Min-SE: 1800 User-
Agent: Cisco-CUCM10.5 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 Supported: Geolocation Call-Info:
<sip:10.x.x.x:5060>;method="NOTIFY;Event=telephone-event;Duration=500" Call-Info: <urn:x-cisco-
remotecc:callinfo>;x-cisco-video-traffic-class=VIDEO_UNSPECIFIED Cisco-Guid: 1022988416-
0000065536-0000118822-0084870154 Session-Expires: 1800 Diversion:
<sip:9180@10.x.x.x>;reason=unconditional;privacy=off;screen=yes
```

P-Asserted-Identity: x <sip:+612xxxxxxxx@10.x.x.x>
Remote-Party-ID: x <sip:+612xxxxxxxx@10.x.x.x>;party=calling;screen=yes;privacy=off

验证

没有转换报头修改

没有任何转换报头修改，您能看到从CUCM的邀请转换报头下面

```
SIP/2.0 604 Does Not Exist Anywhere from cube SP
82645958.001 |13:08:46.297 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP message to
10.4.15.253 on port 5060 index 18491 [19580587,NET] INVITE sip:+612xxxxxxxx@10.x.x.x:5060
SIP/2.0 Via: SIP/2.0/TCP 10.4.15.5:5060;branch=z9hG4bK3cc7264a831cc4 From:
<sip:+612xxxxxxxx@10.x.x.x>;tag=8162255-9cbf8c07-9c9b-758f-e658-bebd74e53d96-40280558 To:
<sip:+614xxxxxxxx@10.4.15.253> Date: Fri, 17 Nov 2017 02:08:46 GMT Call-ID: 3cf99080-a0e144ae-
3692cb-50f040a@10.x.x.x Supported: 100rel,timer,resource-priority,replaces Min-SE: 1800 User-
Agent: Cisco-CUCM10.5 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 Supported: Geolocation Call-Info:
<sip:10.x.x.x:5060>;method="NOTIFY;Event=telephone-event;Duration=500" Call-Info: <urn:x-cisco-
remotec:callinfo>;x-cisco-video-traffic-class=VIDEO_UNSPECIFIED Cisco-Guid: 1022988416-
000065536-0000118822-0084870154 Session-Expires: 1800 Diversion:
<sip:9180@10.x.x.x>;reason=unconditional;privacy=off;screen=yes
P-Asserted-Identity: x <sip:+612xxxxxxxx@10.x.x.x>
Remote-Party-ID: x <sip:+612xxxxxxxx@10.x.x.x>;party=calling;screen=yes;privacy=off
```

SIP Header编辑器匹配转换报头

SIP转换报头从sip:4xxx@开始的报头编辑器匹配，然后做它+E164格式

能在sip报头编辑器以后被看到。在转换报头，4001被修改了到+888888884001

转换：<sip : [+888888884001@10.66.75.51](tel:+888888884001@10.66.75.51)>;reason=unconditional;privacy=off;screen=yes

在01:48:38的MSG-6401-0027-69FECA-0747，20十一月2017 (491542613毫秒)
：0X01000E2059EBD60A

模块在编辑以后返回消息。
donnietest编辑器的name=
设置的编辑器设置= 0X00000000
在您编辑后，这是消息。

```
SIP/2.0 604 Does Not Exist Anywhere from cube SP
82645958.001 |13:08:46.297 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP message to
10.4.15.253 on port 5060 index 18491 [19580587,NET] INVITE sip:+612xxxxxxxx@10.x.x.x:5060
SIP/2.0 Via: SIP/2.0/TCP 10.4.15.5:5060;branch=z9hG4bK3cc7264a831cc4 From:
<sip:+612xxxxxxxx@10.x.x.x>;tag=8162255-9cbf8c07-9c9b-758f-e658-bebd74e53d96-40280558 To:
<sip:+614xxxxxxxx@10.4.15.253> Date: Fri, 17 Nov 2017 02:08:46 GMT Call-ID: 3cf99080-a0e144ae-
3692cb-50f040a@10.x.x.x Supported: 100rel,timer,resource-priority,replaces Min-SE: 1800 User-
Agent: Cisco-CUCM10.5 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 Supported: Geolocation Call-Info:
<sip:10.x.x.x:5060>;method="NOTIFY;Event=telephone-event;Duration=500" Call-Info: <urn:x-cisco-
```

remotecc:callinfo>;x-cisco-video-traffic-class=VIDEO_UNSPECIFIED Cisco-Guid: 1022988416-0000065536-0000118822-0084870154 Session-Expires: 1800 **Diversion:**
< sip:9180@10.x.x.x>;reason=unconditional;privacy=off;screen=yes
P-Asserted-Identity: x < sip:+612xxxxxxxx@10.x.x.x>
Remote-Party-ID: x < sip:+612xxxxxxxx@10.x.x.x>;party=calling;screen=yes;privacy=off
在01:48:38的MSG-6401-0028-69FECA-0885 , 二十一月2017 (491542613毫秒)
: 0X01000E2059EBD60A

在消息编辑做。

在您编辑后，这是消息

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[82645958](#).001 |13:08:46.297 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP message to 10.4.15.253 on port 5060 index 18491 [19580587,NET] INVITE sip:+612xxxxxxxx@10.x.x.x:5060
SIP/2.0 Via: SIP/2.0/TCP 10.4.15.5:5060;branch=z9hG4bK3cc7264a831cc4 From:
< sip:+612xxxxxxxx@10.x.x.x>;tag=8162255~9cbf8c07~9c9b~758f~e658~bebd74e53d96~40280558 To:
< sip:+614xxxxxxxx@10.4.15.253> Date: Fri, 17 Nov 2017 02:08:46 GMT Call-ID: 3cf99080-a0e144ae-3692cb-50f040a@10.x.x.x Supported: 100rel,timer,resource-priority,replaces Min-SE: 1800 User-Agent: Cisco-CUCM10.5 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 Supported: Geolocation Call-Info:
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