

移动代理程序的CUCM网络基础的录音

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简介

本文描述网络基础的记录的(NBR)不同的方案，并且是排除故障。

先决条件

要求

Cisco 建议您了解以下主题：

- Cisco Unified Communications Manager (CUCM)版本10.0(1)或以上
- 基于电话的录音体系结构
- 网络基础的录音体系结构

使用的组件

本文档中的信息基于以下软件和硬件版本：

- Cisco Call Manager版本10.5
- Customer Voice Portal (CVP)版本10.5
- Cisco Unified Contact Center Express (UCCE) 10.5(2)
- 网关3925E 15.3(3)M

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。

背景信息

网络基础的录音自CUCM是可用的，发布10.0(1)并且允许您使用网关记录呼叫。

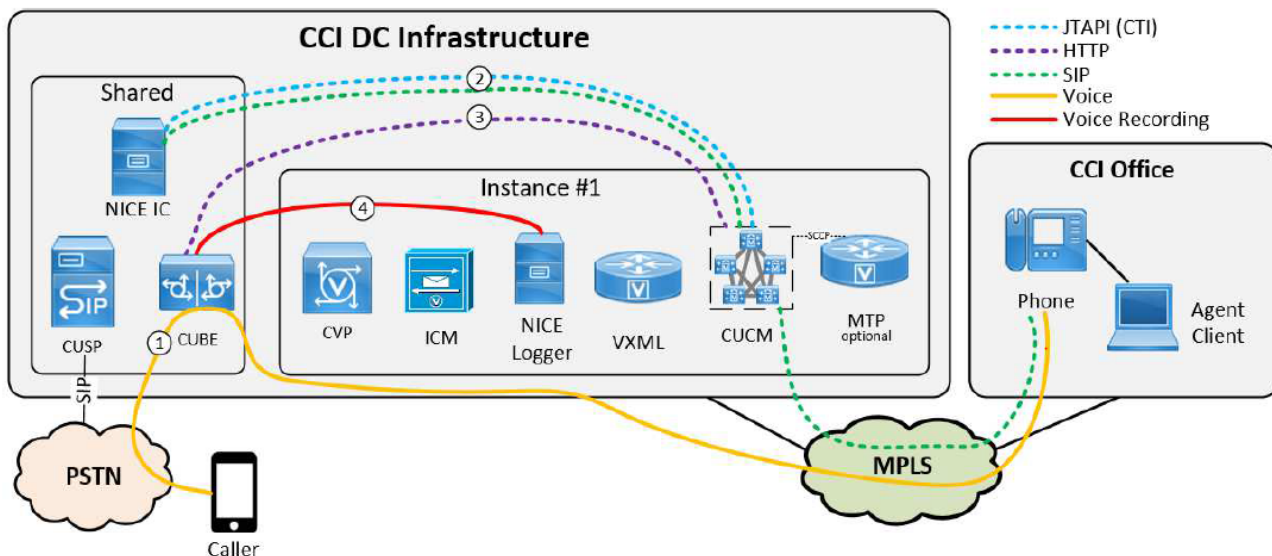
不管设备，功能准许记录呼叫，位置，或者地理例如呼叫对移动和家庭办公室电话扩展了离网。它自动地选择正确的媒体来源基于呼叫流和呼叫参加者。

了解那是重要的：

- SIP信号通知是从求立方的CUCM和从CUCM到录音服务器。
- 没有在录音服务器和多维数据集之间的直接SIP信令。
- 多维数据集对分叉负责RTP数据流对录音服务器。

- 在CUCM的已录制终端在网桥(围嘴)不需要支持构件。

CUCM使用HTTP启动呼叫记录请求到在多维数据集的Cisco Unified通信(UC)服务API。Cisco Unified通信(UC)服务API为在IOS网关的另外服务提供一个统一的网站服务接口。那些服务之一是允许应用程序对监督程序调用，并且分叉在实时传输协议(RTP)和安全RTP的触发媒体呼叫的延长的梅迪亚分叉(XMF)供应商。



移动代理程序如何工作

1. 快速通信的管理器的呼叫方A (CME)拨号B，指向网关(GW)。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，是本地CTI端口 (LCP端口)拨叫号码(DN)。
3. CVP发送邀请对CUCM。当LCP端口敲响时，JTAPI网关(JGW)提示CUCM到从远程CTI端口 (RCP) DN的呼叫代理电话。
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。

记录如何在移动代理程序的情况下工作

- 在移动代理程序的情况下，记录在LCP波尔特或RCP端口可以启用。
- 一旦呼叫在LCP连接或RCP和录音启用，CUCM发送2邀请到近端和远端装置的记录的服务器。

- 一旦发信号为近端设备完成，并且远端装置SDL HTTP请求发送到网关提示它到开始录音。

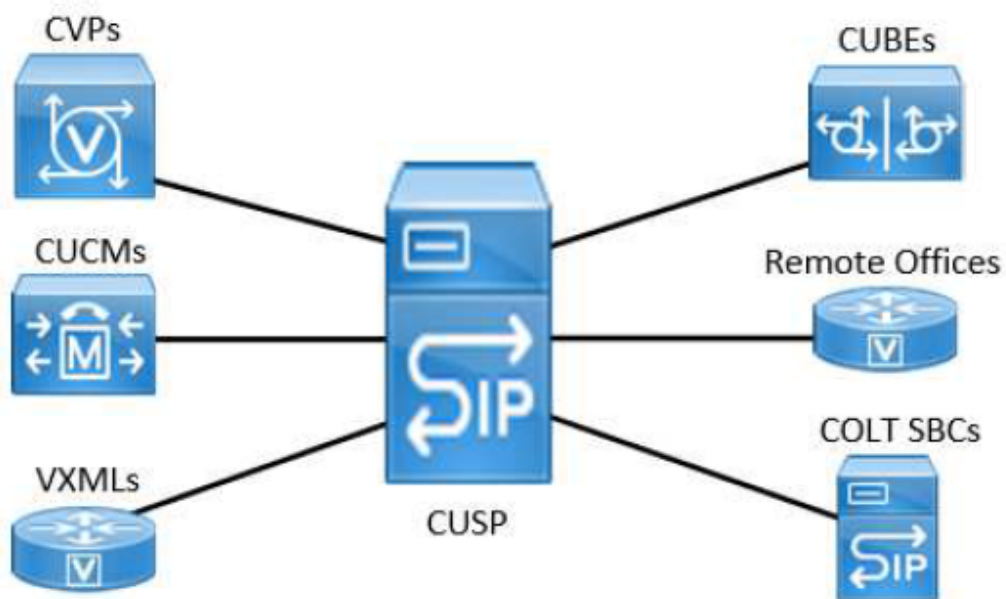
注意：可以有CUCM没有一直接SIP中继用网关或有CVP的方案

注意：例如，CUCM能有一SIP中继用控制所有通信流的代理服务器(尖顶)

注意：如果记录在CTI端口启用，并且呼叫在该端口登陆，记录将工作。

注意：在移动代理程序的情况下，CTI端口实现发信号然后是出于RTP流。它是之间RTP将流的端点。但是LCP和RCP端口从未出去信令。他们的Ci`s从未毁坏直到呼叫的结尾。这是原因记录是成功的在LCP或RCP端口，即使RTP不流经他们

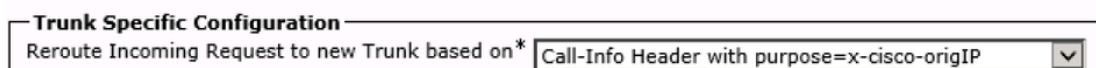
与尖顶(代理服务器)的UCCE部署



当UCCE配置有CVP和尖顶用所谓的全面的型号，没有SIP中继在CUCM和多维数据集之间。多维数据集和CUCM之间的所有通信通过单个SIP中继去尖顶。

CUCM需要方式从哪个多维数据集知道呼叫来，因此在哪个知道发送记录请求。这通过发送请求达到回到使用呼叫流入SIP中继的目的地IP。然而，如果CUCM送回API请求到尖顶什么都不会发生。在环境的此限制附近要工作与尖顶，以下CUCM配置需要实现：

- 创建假的SIP中继对每个多维数据集。这建立中继不会使用路由所有呼叫!
- 使用呼叫INFO报头，重新列级在尖顶SIP中继的呼入呼叫到正确假的多维数据集中继。



注意：此设置不影响任何呼叫处理决策-所有呼叫处理和呼叫服务等级(COS)决策将完成，好象呼叫仍然在尖顶SIP中继，并且SIP信息不会传送对最近匹配的中继的目的地。

注意：在流入INVITE的x思科origIP值必须匹配目的IP地址一假的中继。

注意：要有x思科origIP报头的一正确值，在产生的多维数据集必须正确地设置它。设置值可以达到通过添加在多维数据集的报头，而且通过添加它在CVP。在呼叫INFO报头的UCCE直接已经代理程序脚本用途。所以，与需要的x思科origIP的秒钟呼叫INFO报头将被添加，在直接代理程序脚本的后呼叫INFO报头。试验证明CUCM将执行需要的重新分类，当x思科origIP在SIP的第二个呼叫INFO报头包含邀请时。

配置

关键配置为与尖顶的UCCE部署指向：

创建录制器的SIP中继设备

要设置录制器作为SIP中继设备，一个Unified CM管理员在**目的地地址**字段创建从设备页的一个SIP中继设备，并且输入设备名和录制器的IP地址。

创建呼叫记录配置文件

要设置代理程序线路外观呼叫记录的，应该创建一个或更多呼叫记录配置文件。录音配置文件是为线路外观然后选择。要创建录音配置文件，一个Unified CM管理员打开setting页的设备并且选择呼叫记录配置文件。在**录音目的地地址**字段，管理员输入DN或录制器的URL。在**录音呼叫搜索空间**字段，管理员进入为录制器配置的SIP中继的分区。

设置假的SIP中继对每个多维数据集

对于需要分叉呼叫到录音服务器的每个网关必须配置在CUCM的一专用的假的中继。切记此中继没有使用任何实时SIP信令，并且不影响任何呼叫决策。配置的重要事情是：

- 此中继连接到一个录音启用的网关。
- 目的地IP必须是多维数据集在其XMF配置方面配置侦听的相同的

录制器的提供路由模式

要设置录制器的路由模式，管理员打开路由模式配置页并且输入根据录制器DN的路由模式。管理员选择录制器的SIP中继设备，然后保存路由模式。如果录制器地址给，因为SIP URL和URL的RHS不属于Unified CM集群，应该配置SIP路由模式。模式字段应该是域或录制器(RHS零件录制器URL)和SIP中继领域的IP地址应该是录制器的SIP中继。

呼叫通知音选项的提供录音

要设置记录的通知音的集群宽服务参数，管理员打开Unified CM管理的参数页并且找出**作用录音通知音**的条目到**被观察的目标**。管理员输入**是或否**。管理员然后找出**作用录音通知音被观察的已连接目标**的条目。管理员输入**是或否**。

Recording Tone*	Disabled
Recording Tone Local Volume*	100
Recording Tone Remote Volume*	50
Recording Tone Duration	

Recording Tone Local Volume: * This can be used to configure the loudness setting of the recording tone that the local party hears. This loudness setting applies regardless of the actual device used for hearing (handset, speakerphone, headset). The loudness setting should be in the range of 0% to 100%, with 0% being no tone and 100% being at the same level as the current volume setting. The default value is 100%.
This is a required field.
Default: 100
Minimum: 0
Maximum: 100

Recording Tone Remote Volume: * This can be used to configure the loudness setting of the recording tone that the remote party hears. The loudness setting should be in the range of 0% to 100%, with 0% being less than -66dBm and 100% being -4dBm. The default value is -10dBm or 50%.
This is a required field.
Default: 100
Minimum: 0
Maximum: 100

US: Tone=Enabled; Local Volume = 0 ; Remote Volume= 1

Softphone (SIP&SCCP, requires CUCM 11.5)

Recording Tone Local Volume*	100
Recording Tone Remote Volume*	100

Service Parameter

Clusterwide Parameters (Feature - Call Recording)	
Play Recording Notification Tone To Observed Target *	False
Play Recording Notification Tone To Observed Connected Parties *	False
Clusterwide Parameters (Feature - Monitoring)	
Play Monitoring Notification Tone To Observed Target *	False
Play Monitoring Notification Tone To Observed Connected Parties *	False

Clusterwide Parameters (Feature - Call Recording)

Play Recording Notification Tone To Observed Target: * This parameter specifies whether to enable the Recording Tone will be played to the Observed Target. Valid values specify False (no tones) or True (tone is played). The system uses this parameter during the initiation of Recording Feature to determine whether the tone will be played. Changes in this parameter will not affect currently registered devices. To get changes of this parameter to currently registered devices, the devices have to be restarted.

This is a required field.

Default: False

Play Recording Notification Tone To Observed Connected Parties: * This parameter specifies whether to enable the Recording Tone will be played to the Observed Connected Parties. Valid values specify False (no tones) or True (tone is played). The system uses this parameter during the initiation of Recording Feature to determine whether the tone will be played. Changes in this parameter will not affect currently registered devices. To get changes of this parameter to currently registered devices, the devices have to be restarted.

This is a required field.

Default: False

设置多维数据集XMF供应商

这些配置启用HTTP通信和XMF供应商配置：

CUBE001：

```
ip http server
no ip http secure-server
ip http max-connections 1000
IP HTTP超时策略空闲600生活86400请求86400
ip http client source-interface Port-channel20.307
uc wsapi
消息交换麦斯失败2
source-address 10.106.230.20
探查的间隔Keepalive 5
探查的麦斯失败5
!
供应商xmf
远程URL 1 http://10.106.97.140:8090/ucm\_xmf
远程URL 2 http://10.106.97.141:8090/ucm\_xmf
远程URL 3 http://10.106.97.143:8090/ucm\_xmf
远程URL 4 http://10.106.97.144:8090/ucm\_xmf
```

CUBE002：

```
ip http server
no ip http secure-server
ip http max-connections 1000
IP HTTP超时策略空闲600生活86400请求86400
ip http client source-interface Port-channel20.307
```

uc wsapi
 消息交换失败2
 source-address 10.106.230.20
 探查的间隔Keepalive 5
 探查的失败5
 !
 供应商xmf
 远程URL 1 http://10.106.97.140:8090/ucm_xmf
 远程URL 2 http://10.106.97.141:8090/ucm_xmf
 远程URL 3 http://10.106.97.143:8090/ucm_xmf
 远程URL 4 http://10.106.97.144:8090/ucm_xmf

Parameter	Description
ip http client source-interface	set to match the uc wsapi source address
ip http max-connections 1000	please set accordingly with the expected calls
source-address x.x.x.x	This is the IP Address to which the CUCM sends the http XMF messages. This IP Address must match the destination IP in the CUCM SIP Trunk configuration for the "dummy" CUBE.
probing interval keepalive 5	note that any other message sent by the gateway will be treated as a keepalive
probing interval negative 5	default value, shown for completeness
Remote-url	call processing servers, max 32 entries

设置呼叫INFO报头的多维数据集SIP配置文件

为了在产生的多维数据集必须采取有x思科origIP报头关心的一正确值正确地设置它。设置值在多种方式可以达到并且执行在多维数据集是不必要的，例如，在CVP可能也设置。这是静态设置在流出的x思科origIP值从多维数据集邀请到尖顶的示例SIP配置文件。

```
---
语音类SIP配置文件666
请求邀请SIP报头呼叫INFO添加“呼叫INFO : <sip:10.106.242.27>;PURPOSE=x-cisco-origIP”
---
```

如果UCCE系统已经依靠呼叫INFO报头，然后与需要的xcisco- origIP的秒钟呼叫INFO报头。显示的测验CUCM将执行需要的关于分类，当x思科origIP在SIP的第二个呼叫INFO报头时包含邀请。同样试验证明然而其他系统停止工作，如果新的呼叫INFO报头首先放置。配置文件需要应用对指向尖顶的呼出拨号对端。

对于详细配置，参考此链路：

排除故障

日志分析

流入请从Customer Voice Portal (CVP)邀请

```
01382866.006 |12:52:49.858 |AppInfo |SIPtcp - wait_SdlReadRsp: Incoming SIP TCP message from
10.106.97.135 on port 53696 index 65 with 1695 bytes:
[105066,NET]
INVITE sip:9876@eu91.cci.voip.allianz SIP/2.0
```


Via: SIP/2.0/TCP 10.106.97.135:5060;branch=z9hG4bKc7z5eWQrKkRtP5FKnbAb6w~~780271
Via: SIP/2.0/TCP 10.106.97.136:5062;branch=z9hG4bKhYyfmvtY8.fm7CSyQd9K4Q~~48611
Max-Forwards: 63
Record-Route: <sip:rr\$n=cvp@10.106.97.135:5060;transport=tcp;lr>
To: <sip:9876@CVP001.eu91.cci.voip.allianz;transport=tcp>
From: +1234567890 <sip:+1234567890@10.106.97.136:5062>;tag=dsf816dd0c
Contact: <sip:+1234567890@10.106.97.136:5062;transport=tcp>
Expires: 60
Diversion: <sip:+123459876@10.106.97.137>;reason=unconditional;screen=yes;privacy=off
Call-ID: 694646BC1D2311E7A8D2826ACB31D85A-149182876973312598@10.106.97.136
CSeq: 1 INVITE
Content-Length: 250
User-Agent: CVP 10.5 (1) ES-18 Build-36
Date: Mon, 10 Apr 2017 12:52:38 GMT
Min-SE: 1800
Cisco-Guid: 1766213308-0488837607-2832368234-3409041498
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER
Allow-Events: telephone-event
P-Asserted-Identity: <sip:+1234567890@10.106.97.138>
Session-Expires: 1800
Content-Disposition: session;handling=required
History-Info: <sip:\u95>
History-Info: <sip:\u95>
Call-Info: <sip:10.106.97.138>;purpose=x-cisco-origIP
Cisco-Gucid: 694646BC1D2311E7A8D2826ACB31D85A
Supported: timer
Supported: resource-priority
Supported: replaces
Supported: sdp-anat
Content-Type: application/sdp
App-Info: <10.106.97.136:8000:8443>

v=0
o=CiscoSystemsSIP-GW-UserAgent 2790 2026 IN IP4 10.106.97.138
s=SIP Call
c=IN IP4 10.106.242.1
t=0 0
m=audio 16552 RTP/AVP 8 101
c=IN IP4 10.106.242.1
a=rtpmap:8 PCMA/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=ptime:20

呼入呼叫的数字分析

```
01382890.009 |12:52:49.861 |AppInfo ||PretransformCallingPartyNumber=+1234567890  
|CallingPartyNumber=+1234567890  
|DialingPartition=SYS-DN-PlainE164-PT  
|DialingPattern=9876  
|FullyQualifiedCalledPartyNumber=9876  
|DialingPatternRegularExpression=(9876)  
|DialingWhere=
```

呼叫没有和本地CTI端口的(LCP)呼叫标识符(CI)关联

```
01382897.001 |12:52:49.862 |AppInfo |LBMIF: CI: 43358624 ASSOC 43358625  
01382897.002 |12:52:49.862 |AppInfo |LBMIF: CI: 43358625 ASSOC' 43358624
```

LCP选择

01382902.001 |12:52:49.862 |AppInfo |LineCdpc(135): -dispatchToAllDevices-, sigName=CcSetupReq,
device=LCP_47483708
01382905.002 |12:52:49.862 |AppInfo |StationCdpc(59): StationCtiCdpc-CtiEnableReq CH=0|0
DevName=LCP_47483708 DN=442086180755 Lock=0 FID=0 Side=0
LineFilter=1111111011011111111110100111111111101110111111 for DN=442086180755

180敲响发送对CVP

01382949.001 |12:52:49.865 |AppInfo |SIPtcp - wait_SdlSPISignal: Outgoing SIP TCP message to
10.106.97.135 on port 53696 index 65
[105068,NET]
SIP/2.0 180 Ringing
Via: SIP/2.0/TCP 10.106.97.135:5060;branch=z9hG4bKc7z5eWQrKkRtP5FKnbAb6w~~780271,SIP/2.0/TCP
10.106.97.136:5062;branch=z9hG4bKhYyfvmvY8.fm7CSyQd9K4Q~~48611
From: +1234567890 <sip:+1234567890@10.106.97.136:5062>;tag=dsf816dd0c
To: <sip:9876@CVP001.eu91.cci.voip.allianz;transport=tcp>;tag=46359~8c66ebf6-153f-456b-a6e8-
0bf5f687ce1f-43358624
Date: Mon, 10 Apr 2017 12:52:49 GMT
Call-ID: 694646BC1D2311E7A8D2826ACB31D85A-149182876973312598@10.106.97.136
CSeq: 1 INVITE
Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY
Allow-Events: presence
Record-Route: <sip:rr\$n=cvp@10.106.97.135:5060;transport=tcp;lr>
Server: Cisco-CUCM10.5
Supported: X-cisco-srtp-fallback
Supported: Geolocation
P-Asserted-Identity: <sip:9876@10.107.28.14>
Remote-Party-ID: <sip:9876@10.107.28.14>;party=called;screen=yes;privacy=off
Contact: <sip:9876@10.107.28.14:5060;transport=tcp>
Content-Length: 0

RCP对被叫号码扩大呼叫

LCP和呼叫号码环和远程CTI端口(RCP)对被叫号码即扩大呼叫，代理程序。

01382957.000 |12:52:49.882 |SdlSig |CtiEnableReq |null0
|StationCdpc(2,100,64,60) |StationD(2,100,63,245)
|2,200,13,85.12075^10.241.240.197^RCP_47483708 |[R:N-H:0,N:4,L:0,V:0,Z:0,D:0] mDataCount=1
LH=2|431 mbMore=T bConsultWithoutMedia=F mediaTerm=2
01382957.001 |12:52:49.882 |AppInfo |StationCdpc(2,100,64,60): StationCtiCdpc::StationCtiCdpc
01382957.002 |12:52:49.882 |AppInfo |StationCdpc(60): StationCtiCdpc-CtiEnableReq CH=0|0
DevName=RCP_47483708 DN=442086180755 Lock=0 FID=0 Side=0
LineFilter=11111110110111111111101001111111111011101110111111 for DN=442086180755
01382958.000 |12:52:49.882 |SdlSig |StationOutputSetRinger
|restart0 |StationD(2,100,63,245)
|StationD(2,100,63,245) |2,200,13,85.12075^10.241.240.197^RCP_47483708 |[R:N-
H:0,N:3,L:0,V:0,Z:0,D:0] Mode=RingOff Duration=Normal Line=0 CI=0
01382958.001 |12:52:49.882 |AppInfo |StationD: (0000245) SetRinger ringMode=1(RingOff).

呼叫代理程序的RCP的数字分析

01383005.013 |12:52:49.885 |AppInfo ||PretransformCallingPartyNumber=9876
|CallingPartyNumber=9876
|DialingPartition=TE-PSTNInternational-PT
|DialingPattern=+. [1-9]!
|FullyQualifiedCalledPartyNumber=+1122334455
|DialingPatternRegularExpression=(+)([1-9][0-9]+)

RCP和代理程序的呼叫标识符(CI)关联

01383012.001 |12:52:49.885 |AppInfo |LBMIF: CI: 43358626 ASSOC 43358627

01383012.002 |12:52:49.885 |AppInfo |LBMIFF: CI: 43358627 ASSOC' 43358626

invite为代理程序被派出：

01383048.001 |12:52:49.888 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP message to 10.241.242.99 on port 5060 index 55
[105069,NET]
INVITE sip:1122334455@10.106.22.199:5060 SIP/2.0
Via: SIP/2.0/TCP 10.107.28.14:5060;branch=z9hG4bK6b0870d07a53
From: <sip:9876@10.107.28.14>;tag=46360~8c66ebf6-153f-456b-a6e8-0bf5f687ce1f-43358627
To: <sip:1122334455@10.106.22.199>
Date: Mon, 10 Apr 2017 12:52:49 GMT
Call-ID: 98b4ac00-8eb18021-67f3-c2e4110a@10.107.28.14
Supported: 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,X-cisco-original-called
Call-Info: <sip:10.107.28.14:5060>;method="NOTIFY;Event=telephone-event;Duration=500"
Call-Info: <urn:x-cisco-remotecallinfo>;x-cisco-video-traffic-class=VIDEO_UNSPECIFIED
Cisco-Guid: 2561977344-0000065536-0000000138-3269726474
Session-Expires: 1800
P-Asserted-Identity: <sip:9876@10.107.28.14>
Remote-Party-ID: <sip:9876@10.107.28.14>;party=calling;screen=yes;privacy=off
Contact: <sip:9876@10.107.28.14:5060;transport=tcp>;DeviceName="RCP_47483708"
Max-Forwards: 70
Content-Length: 0

01383182.002 |12:53:00.624 |AppInfo |SIPTcp - wait_SdlReadRsp: Incoming SIP TCP message from 10.106.22.199 on port 5060 index 55 with 1204 bytes:
[105079,NET]
SIP/2.0 200 OK
Via: SIP/2.0/TCP 10.107.28.14:5060;branch=z9hG4bK6b0870d07a53
Record-Route: <sip:rr\$n=cube-pool-int@10.106.22.199:5060;transport=tcp;lr>
To: <sip:1122334455@10.106.22.199>;tag=AD1038-15B8
From: <sip:9876@10.107.28.14>;tag=46360~8c66ebf6-153f-456b-a6e8-0bf5f687ce1f-43358627
Contact: <sip:1122334455@10.106.97.138:5060;transport=tcp>
Require: timer
Remote-Party-ID: <sip:+1122334455@10.106.97.138>;party=called;screen=no;privacy=off
Call-ID: 98b4ac00-8eb18021-67f3-c2e4110a@10.107.28.14
CSeq: 101 INVITE
Content-Length: 250
Date: Mon, 10 Apr 2017 12:52:49 GMT
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER
Allow-Events: telephone-event
Supported: replaces
Supported: sdp-anat
Supported: timer
Server: Cisco-SIPGateway/IOS-15.4.3.M5
Session-Expires: 1800;refresher=uac
Content-Type: application/sdp
Content-Disposition: session;handling=required

v=0

o=CiscoSystemsSIP-GW-UserAgent 6311 9012 IN IP4 10.106.97.138
s=SIP Call

```
c=IN IP4 10.106.242.1
t=0 0
m=audio 16554 RTP/AVP 8 101
c=IN IP4 10.106.242.1
a=rtpmap:8 PCMA/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=ptime:20
```

RCP暂挂中去，并且LCP和主叫方连接

```
01383470.004 |12:53:00.650 |AppInfo |StationD: (0000388) INFO- sendSignalNow,
sigName=StationOffHook, cdpc=59
01383471.000 |12:53:00.651 |SdlSig-O |CtiLineCallAnswerRes |NA RemoteSignal
|UnknownProcessName(2,200,25,1) |StationD(2,100,63,388)
|2,200,13,85.12078^10.241.240.197^LCP_47483708 |[R:N-H:0,N:3,L:1,V:0,Z:0,D:0]
AsyncResponse=29664 mResult=0x0
01383472.000 |12:53:00.651 |SdlSig |StationOutputSetRinger |restart0 |StationD(2,100,63,388)
|StationD(2,100,63,388) |2,200,13,85.12078^10.241.240.197^LCP_47483708 |[R:N-
H:0,N:2,L:1,V:0,Z:0,D:0] Mode=RingOff Duration=Normal Line=0 CI=0
01383472.001 |12:53:00.651 |AppInfo |StationD: (0000388) SetRinger ringMode=1(RingOff).
```

媒体Connect请求为主叫方和LCP

```
01383497.001 |12:53:00.651 |AppInfo |ARBTRY-ConnectionManager-
wait_MediaConnectRequest(43358624,43358625)
01383497.002 |12:53:00.651 |AppInfo |ARBTRY-ConnectionManager- storeMediaInfo(CI=43358624): ADD
NEW ENTRY, size=3
01383497.003 |12:53:00.651 |AppInfo |ARBTRY-ConnectionManager- storeMediaInfo(CI=43358625): ADD
NEW ENTRY, size=4
```

媒介终接点(MTP)为LCP和主叫方分配

```
01383508.002 |12:53:00.652 |AppInfo |MediaResourceCdpc(185)::waiting_MrmAllocateMtpResourceReq
- CI=43358630 Count=1 TryPassThru=1
```

录音在LCP波特启用

```
01383607.002 |12:53:00.655 |AppInfo | StationCdpc: startRecordingIfNeeded - Device LCP_47483708,
startedByCti=0, RecordingType=1. Cannot start -- not in active state yet. haveCodec=1,
inactiveStat=0

01383614.016 |12:53:00.655 |AppInfo | StationCdpc: startRecordingIfNeeded - Device LCP_47483708,
locking codec, codecType=2
01383614.017 |12:53:00.655 |AppInfo | StationCdpc: star_MediaExchangeAgenaQueryCapability -
Device LCP_47483708, codec locked due to recording, codecType=2
01383614.018 |12:53:00.655 |AppInfo | StationCdpc: startRecordingIfNeeded - Device LCP_47483708,
startedByCti=0, RecordingType=1. haveCodec=1, inactiveStat=1
01383614.019 |12:53:00.655 |AppInfo |StatiopnCdpc::StartRecordingIfNeeded DeviceName
=LCP_47483708 RecordinngMethod =1
01383614.020 |12:53:00.655 |AppInfo | StationCdpc: startRecordingIfNeeded - Device LCP_47483708.
FinalToneDir=3, initial=3, svc:ToObserved=0, svc:toConnected=0 recorderDestination=123456789
```

记录的Sigaling启动

```
01383640.003 |12:53:00.657 |AppInfo |RecordManager::- await_SsDataInd
lParties=(43358624,43358625)
01383641.000 |12:53:00.657 |SdlSig |SsDataInd |await_recordingFeatureData
|Recording(2,100,100,77) |RecordManager(2,100,101,1)
|2,200,13,85.12078^10.241.240.197^LCP_47483708 |[R:N-H:0,N:0,L:1,V:0,Z:0,D:0] SsType=33554461
SsKey=0 SsNode=2 SsParty=43358625 DevId=(0,0,0) BCC=9 OtherParty=43358624 NodeOtherParty=2
clearType = 0 CSS=587b40f7-bead-433d-9ddf-a99ca36b0753 CNumInfo = 0 CNameInfo = 0 ssDevType=4
ssOtherDevType=8 FDataType=16opId=-2147483643ssType=0 SsKey=0invokeId=0resultExp=Fbpda=F ssCause
```

```
= 0 ssUserState = 2 ssOtherUserState = 2 PL=5 PLDmn=0 networkDomain= delayAPTimer=F
geolocInfo={geolocPkid=, filterPkid=, geolocVal=, devType=4} cfwdTimerAction=0
matchInterceptPartition= matchInterceptPattern=
01383641.001 |12:53:00.657 |AppInfo |Recording::- (0000077) -
await_recordingFeatureData_SsDataInd: mRecordingMethod=[1]
01383641.002 |12:53:00.657 |AppInfo |Recording::- (0000077) -
await_recordingFeatureData_SsDataInd: Trigger started. mRecordingMethod=[1]

01383645.001 |12:53:00.657 |AppInfo |Recording::- (0000077) -processGWPreferred ....
01383645.002 |12:53:00.657 |AppInfo |Recording::- (0000077) -getRecordingAnchorMode:
PeerBib=[1];peerCMDevType=[8];qSigAduSupported=[0]
01383645.003 |12:53:00.657 |AppInfo |Recording::- (0000077) -processGWPreferred: GW Recording -
sideABibEnabled=[1]
```

构件的数字分析在网桥(围嘴)

```
1383671.008 |12:53:00.658 |AppInfo ||PretransformCallingPartyNumber=
|CallingPartyNumber=
|DialingPartition=
|DialingPattern=b0026901001
|FullyQualifiedCalledPartyNumber=b0026901001
|DialingPatternRegularExpression=(b0026901001)
```

此处SIPBIB创建记录的SIPBIBCDPC进程

```
01383681.000 |12:53:00.658 |SdlSig |CcSetupReq |restart0 |SIPvBIB(2,100,69,1)
|Cdcc(2,100,219,295)
01383681.001 |12:53:00.658 |AppInfo |SIPvBIB::restart0_CcSetupReq: primCallCi=43358624
primCallBranch=0.
01383682.000 |12:53:00.658 |SdlSig |CcSetupReq |restart0 |SIPvBIBcdpc(2,100,68,55)
|SIPvBIB(2,100,69,1) |2,200,13,85.12078^10.241.240.197^LCP_47483708 |[R:N-
H:0,N:0,L:1,V:0,Z:0,D:0] CI=43358633 CI.branch=0 sBPL.plid=65 sBPL.l=0 sBPL.pl=5 sBPL.msd=0
01383682.001 |12:53:00.658 |AppInfo |CcSetupReq onBehalfOf=Recording refCI=43358624, CI=43358633
```

200 LCP和主叫方的OK

```
01383761.001 |12:53:00.668 |AppInfo |SIPtcp - wait_SdlSPISignal: Outgoing SIP TCP message to
10.106.97.135 on port 53696 index 65
[105082,NET]
SIP/2.0 200 OK
Via: SIP/2.0/TCP 10.106.97.135:5060;branch=z9hG4bKc7z5eWQrKkRtP5FKnbAb6w~~780271,SIP/2.0/TCP
10.106.97.136:5062;branch=z9hG4bKhYyfvmvtY8.fm7CSyQd9K4Q~~48611
From: +1234567890 <sip:+1234567890@10.106.97.136:5062>;tag=dsf816dd0c
To: <sip:9876@CVP001.eu91.cci.voip.allianz;transport=tcp>;tag=46359~8c66ebf6-153f-456b-a6e8-
0bf5f687ce1f-43358624
Date: Mon, 10 Apr 2017 12:52:49 GMT
Call-ID: 694646BC1D2311E7A8D2826ACB31D85A-149182876973312598@10.106.97.136
CSeq: 1 INVITE
Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY
Allow-Events: presence, kpml
Record-Route: <sip:rr$n=cvp@10.106.97.135:5060;transport=tcp;lr>
Supported: replaces
Server: Cisco-CUCM10.5
Supported: X-cisco-srtp-fallback
Supported: Geolocation
Session-Expires: 1800;refresher=uas
Require: timer
P-Asserted-Identity: <sip:9876@10.107.28.14>
Remote-Party-ID: <sip:9876@10.107.28.14>;party=called;screen=yes;privacy=off
Contact: <sip:9876@10.107.28.14:5060;transport=tcp>;DeviceName="LCP_47483708"
Content-Type: application/sdp
Content-Length: 246
```

```
v=0
o=CiscoSystemsCCM-SIP 46359 1 IN IP4 10.107.28.14
s=SIP Call
c=IN IP4 10.17.229.27
b=TIAS:64000
b=CT:64
b=AS:64
t=0 0
m=audio 23304 RTP/AVP 8 101
a=ptime:20
a=rtpmap:8 PCMA/8000
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
```

记录的详细信息

此处记录是首选的网关：

```
01383780.001 |12:53:00.669 |AppInfo |Recording::- (0000077) -
setMetaDataWithLocalPhoneOrGWForking:
forkingPos=[2];forkingGuid=[694646BC1D2311E7A8D2826ACB31D85A];resDevNum=[+1234567890]
01383780.002 |12:53:00.669 |AppInfo |Recording::- (0000077) -buildOtherParm: OtherParm=[x-
nearend;x-refci=43358625;x-nearendclusterid=eu91;x-nearenddevice=LCP_47483708;x-
nearendaddr=9876;x-farendrefci=43358624;x-farendclusterid=eu91;x-farenddevice=EU91BCUBE002-
Trk;x-farendaddr=+1234567890;x-farendguid=694646BC1D2311E7A8D2826ACB31D85A].
```

记录编号的数字分析

```
01383793.012 |12:53:00.669 |AppInfo |Digit analysis: analysis results
01383793.013 |12:53:00.669 |AppInfo ||PretransformCallingPartyNumber=b0026901001
|CallingPartyNumber=b0026901001
|DialingPartition=SYS-NiceRecording-PT
|DialingPattern=123456789
|FullyQualifiedCalledPartyNumber=123456789
|DialingPatternRegularExpression=(123456789)
```

对路由列表被扩展的呼叫

```
01383807.001 |12:53:00.670 |AppInfo |RouteListControl::idle_CcSetupReq -
RouteList(NICERecording-01-RL), numberSetup=0 numberMember=1 vmEnabled=0
```

邀请发送对近端设备的记录的服务器

```
01383831.001 |12:53:00.671 |AppInfo |SIPtcp - wait_SdlSPISignal: Outgoing SIP TCP message to
10.17.230.4 on port 5060 index 1
[105083,NET]
INVITE sip:123456789@10.17.230.4:5060 SIP/2.0
Via: SIP/2.0/TCP 10.107.28.14:5060;branch=z9hG4bK6b0d30bfa6ec
From: <sip:+1234567890@10.107.28.14;x-nearend;x-refci=43358625;x-nearendclusterid=eu91;x-
nearenddevice=LCP_47483708;x-nearendaddr=9876;x-farendrefci=43358624;x-farendclusterid=eu91;x-
farenddevice=EU91BCUBE002-Trk;x-farendaddr=+1234567890;x-
farendguid=694646BC1D2311E7A8D2826ACB31D85A>;tag=46365~8c66ebf6-153f-456b-a6e8-0bf5f687ce1f-
43358634
To: <sip:123456789@10.17.230.4>
Date: Mon, 10 Apr 2017 12:53:00 GMT
Call-ID: 9f432380-8eb1802c-67f6-c2e4110a@10.107.28.14
Supported: 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
Supported: X-cisco-srtp-fallback
Supported: Geolocation
Cisco-Guid: 2671977344-0000065536-0000000139-3269726474
Session-Expires: 1800
P-Asserted-Identity: <sip:+1234567890@10.107.28.14>
Remote-Party-ID: <sip:+1234567890@10.107.28.14>;party=calling;screen=yes;privacy=off
Contact: <sip:+1234567890@10.107.28.14:5060;transport=tcp>;isFocus
Max-Forwards: 70
Content-Length: 0

200从录音服务器接收的Ok

SIP/2.0 200 OK
From: <sip:+1234567890@10.107.28.14;x-nearend;x-refci=43358625;x-nearendclusterid=eu91;x-nearenddevice=LCP_47483708;x-nearendaddr=9876;x-farendrefci=43358624;x-farendclusterid=eu91;x-farenddevice=EU91BCUBE002-Trk;x-farendaddr=+1234567890;x-farendguid=694646BC1D2311E7A8D2826ACB31D85A>;tag=46365~8c66ebf6-153f-456b-a6e8-0bf5f687ce1f-43358634
To: <sip:123456789@10.17.230.4>;tag=ealfb60-0-13c4-5506-90037-9c2acf-90037
Call-ID: 9f432380-8eb1802c-67f6-c2e4110a@10.107.28.14
CSeq: 101 INVITE
Via: SIP/2.0/TCP 10.107.28.14:5060;branch=z9hG4bK6b0d30bfa6ec
Supported: timer
Contact: <sip:123456789@10.17.230.4:5060;transport=TCP>
Session-Expires: 1800;refresher=uas
Content-Type: application/sdp
Content-Length: 119

v=0
o=VRSP 0 0 IN IP4 127.0.0.1
s=NICE VRSP
c=IN IP4 127.0.0.1
t=0 0
m=audio 1000 RTP/AVP 0 4 8 9 18
a=recvonly

01383896.001 |12:53:00.673 |AppInfo |Recording::- (0000077) -
setMetaDataWithLocalPhoneOrGWForking:
forkingPos=[2];forkingGuid=[694646BC1D2311E7A8D2826ACB31D85A];resDevNum=[+1234567890]
01383896.002 |12:53:00.673 |AppInfo |Recording::- (0000077) -buildOtherParm: OtherParm=[x-farend;x-refci=43358625;x-nearendclusterid=eu91;x-nearenddevice=LCP_47483708;x-nearendaddr=9876;x-farendrefci=43358624;x-farendclusterid=eu91;x-farenddevice=EU91BCUBE002-Trk;x-farendaddr=+1234567890;x-farendguid=694646BC1D2311E7A8D2826ACB31D85A].

确认(ACK)从CUCM发送

01384017.001 |12:53:00.678 |AppInfo |SIPTcp - wait_SdlSPISignal: Outgoing SIP TCP message to 10.17.230.4 on port 5060 index 1
[105086,NET]
ACK sip:123456789@10.17.230.4:5060;transport=TCP SIP/2.0
Via: SIP/2.0/TCP 10.107.28.14:5060;branch=z9hG4bK6b0e716815d6
From: <sip:+1234567890@10.107.28.14;x-nearend;x-refci=43358625;x-nearendclusterid=eu91;x-nearenddevice=LCP_47483708;x-nearendaddr=9876;x-farendrefci=43358624;x-farendclusterid=eu91;x-farenddevice=EU91BCUBE002-Trk;x-farendaddr=+1234567890;x-farendguid=694646BC1D2311E7A8D2826ACB31D85A>;tag=46365~8c66ebf6-153f-456b-a6e8-0bf5f687ce1f-43358634
To: <sip:123456789@10.17.230.4>;tag=ealfb60-0-13c4-5506-90037-9c2acf-90037
Date: Mon, 10 Apr 2017 12:53:00 GMT
Call-ID: 9f432380-8eb1802c-67f6-c2e4110a@10.107.28.14

User-Agent: Cisco-CUCM10.5
Max-Forwards: 70
CSeq: 101 ACK
Allow-Events: presence
Content-Type: application/sdp
Content-Length: 232

v=0
o=CiscoSystemsCCM-SIP 46365 1 IN IP4 10.107.28.14
s=SIP Call
c=IN IP4 10.106.242.1
b=TIAS:0
b=AS:0
t=0 0
m=audio 7000 RTP/AVP 8 101
a=rtpmap:8 PCMA/8000
a=sendonly
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15

CUCM发送Invite为远端装置发送到记录的服务器

01384043.001 |12:53:00.679 |AppInfo |SIPtcp - wait_SdlSPISignal: Outgoing SIP TCP message to 10.17.230.4 on port 5060 index 1
[105087,NET]
INVITE sip:123456789@10.17.230.4:5060 SIP/2.0
Via: SIP/2.0/TCP 10.107.28.14:5060;branch=z9hG4bK6b0f5120dbe5
From: <sip:+1234567890@10.107.28.14;x-farend;x-refci=43358625;x-nearendclusterid=eu91;x-nearenddevice=LCP_47483708;x-nearendaddr=9876;x-farendrefci=43358624;x-farendclusterid=eu91;x-farenddevice=EU91BCUBE002-Trk;x-farendaddr=+1234567890;x-farendguid=694646BC1D2311E7A8D2826ACB31D85A>;tag=46366~8c66ebf6-153f-456b-a6e8-0bf5f687ce1f-43358637
To: <sip:123456789@10.17.230.4>
Date: Mon, 10 Apr 2017 12:53:00 GMT
Call-ID: 9f432380-8eb1802c-67f7-c2e4110a@10.107.28.14
Supported: 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
Supported: X-cisco-srtp-fallback
Supported: Geolocation
Cisco-Guid: 2671977344-0000065536-0000000140-3269726474
Session-Expires: 1800
P-Asserted-Identity: <sip:+1234567890@10.107.28.14>
Remote-Party-ID: <sip:+1234567890@10.107.28.14>;party=calling;screen=yes;privacy=off
Contact: <sip:+1234567890@10.107.28.14:5060;transport=tcp>;isFocus
Max-Forwards: 70
Content-Length: 0

200从录音服务器的OK

SIP/2.0 200 OK
From: <sip:+1234567890@10.107.28.14;x-farend;x-refci=43358625;x-nearendclusterid=eu91;x-nearenddevice=LCP_47483708;x-nearendaddr=9876;x-farendrefci=43358624;x-farendclusterid=eu91;x-farenddevice=EU91BCUBE002-Trk;x-farendaddr=+1234567890;x-farendguid=694646BC1D2311E7A8D2826ACB31D85A>;tag=46366~8c66ebf6-153f-456b-a6e8-0bf5f687ce1f-43358637
To: <sip:123456789@10.17.230.4>;tag=eaf830-0-13c4-5506-90037-22ea55b6-90037
Call-ID: 9f432380-8eb1802c-67f7-c2e4110a@10.107.28.14
CSeq: 101 INVITE

Via: SIP/2.0/TCP 10.107.28.14:5060;branch=z9hG4bK6b0f5120dbe5
Supported: timer
Contact: <sip:123456789@10.17.230.4:5060;transport=TCP>
Session-Expires: 1800;refresher=uas
Content-Type: application/sdp
Content-Length: 119

v=0
o=VRSP 0 0 IN IP4 10.10.1.10
s=NICE VRSP
c=IN IP4 127.0.0.1
t=0 0
m=audio 1000 RTP/AVP 0 4 8 9 18
a=recvonly

从CUCM发送的ACK

01384207.001 |12:53:00.882 |AppInfo |SIPtcp - wait_SdlSPISignal: Outgoing SIP TCP message to 10.17.230.4 on port 5060 index 1
[105091,NET]
ACK sip:123456789@10.17.230.4:5060;transport=TCP SIP/2.0
Via: SIP/2.0/TCP 10.107.28.14:5060;branch=z9hG4bK6b1013a924b6
From: <sip:+1234567890@10.107.28.14;x-farend;x-refci=43358625;x-nearendclusterid=eu91;x-nearenddevice=LCP_47483708;x-nearendaddr=9876;x-farendrefci=43358624;x-farendclusterid=eu91;x-farenddevice=EU91BCUBE002-Trk;x-farendaddr=+1234567890;x-farendguid=694646BC1D2311E7A8D2826ACB31D85A>;tag=46366~8c66ebf6-153f-456b-a6e8-0bf5f687ce1f-43358637
To: <sip:123456789@10.17.230.4>;tag=ealf830-0-13c4-5506-90037-22ea55b6-90037
Date: Mon, 10 Apr 2017 12:53:00 GMT
Call-ID: 9f432380-8eb1802c-67f7-c2e4110a@10.107.28.14
User-Agent: Cisco-CUCM10.5
Max-Forwards: 70
CSeq: 101 ACK
Allow-Events: presence
Content-Type: application/sdp
Content-Length: 232

v=0
o=CiscoSystemsCCM-SIP 46366 1 IN IP4 10.107.28.14
s=SIP Call
c=IN IP4 10.106.242.1
b=TIAS:0
b=AS:0
t=0 0
m=audio 7000 RTP/AVP 8 101
a=rtpmap:8 PCMA/8000
a=sendonly
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15

最后呼叫编号的代理程序

RCP波尔特听MOH，然后稍后从MOH断开并且连接回到代理程序终于连接代理程序到呼叫号码。

01384484.001 |12:53:04.609 |AppInfo |ARBTRY-ConnectionManager-
wait_MediaConnectRequest(43358626,43358627)
01384484.002 |12:53:04.609 |AppInfo |ARBTRY-ConnectionManager- storeMediaInfo(CI=43358626):
EXISTING ENTRY DISCOVERED, size=9
01384484.003 |12:53:04.609 |AppInfo |ARBTRY-ConnectionManager- storeMediaInfo(CI=43358627):
EXISTING ENTRY DISCOVERED, size=9

CUCM发送SDL HTTP请求

在200 OK为近端之后发生，并且远端装置邀请，CUCM发送SDL HTTP请求启动录音

LCP记录的SDL HTTP请求

```
01384808.000 |12:53:04.672 |SdlSig |SdlHTTPReq |wait |SdlHTTPService(2,100,6,1)
|CayugaInterface(2,100,34,1) |2,100,14,283.3^10.17.230.4^* |[T:N-H:0,N:0,L:0,V:0,Z:0,D:0]
method: 3 url: http://10.106.97.138:8090/cisco_xmf data: <?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://www.w3.org/2003/05/soap-envelope">
<soapenv:Body>
<RequestXmfConnectionMediaForking xmlns="http://www.cisco.com/schema/cisco_xmf/v1_0">
<msgHeader>
<transactionID>Cisco:UCM:CayugaIf:1:69</transactionID>
<registrationID>C094:XMF:Unified CM 10.5.2.12901-1:1</registrationID>
</msgHeader>
<callID>42</callID>
<connID>554</connID>
<action>
<enableMediaForking>
<nearEndAddr>
<ipv4>10.17.230.5</ipv4>
<port>42095</port>
</nearEndAddr>
<farEndAddr>
<ipv4>10.17.230.5</ipv4>
<port>42094</port>
</farEndAddr>
<preserve>>true</preserve>
</enableMediaForking>
</action>
</RequestXmfConnectionMediaForking>
</soapenv:Body>
</soapenv:Envelope> 01384843.001 |12:53:04.674 |AppInfo |Recording::- (0000077) - Media Setup
Complete: mRecordingCallInfo
01384843.002 |12:53:04.674 |AppInfo |RCD_RecordingCallInfo::print: resourceInfo
01384843.003 |12:53:04.674 |AppInfo |RCD_ResourceInfo::print: nodeId=2
01384843.004 |12:53:04.674 |AppInfo |RCD_ResourceInfo::print: bNum
01384843.005 |12:53:04.674 |AppInfo |RCD_Utility::printCcPtyNum: CcPtyNum contains only
Directory Number (b0026901001)
01384843.006 |12:53:04.674 |AppInfo |RCD_RecordingCallInfo::print: recordedPartyInfo
01384843.007 |12:53:04.674 |AppInfo |RCD_RecordedPartyInfo::print: ssAe
01384843.008 |12:53:04.674 |AppInfo |RCD_Utility::printSsAe: ss=43358625, nodeId=2
01384843.009 |12:53:04.674 |AppInfo |RCD_RecordedPartyInfo::print: partyNum
01384843.010 |12:53:04.674 |AppInfo |RCD_Utility::printCcPtyNum: CcPtyNum contains only
Directory Number (+1234567890)
01384843.011 |12:53:04.674 |AppInfo |RCD_RecordedPartyInfo::print: deviceName = LCP_47483708

01384843.023 |12:53:04.674 |AppInfo |RCD_Utility::printCcPtyNum: CcPtyNum contains only
Directory Number (123456789)
01384843.024 |12:53:04.674 |AppInfo |RCD_RecorderPartyInfo::print: partition = 812fe5de-3a9b-
4d67-9fdd-023582e18388, deviceName = NICERecording-01
```

相关信息

- http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/mediasense/10/srnd/CUMS_BK_MC36D963_00_mediasense-srnd/CUMS_BK_MC36D963_00_mediasense-srnd_chapter_0111.html

- <http://www.cisco.com/c/en/us/td/docs/ios-xml/ios/voice/cube/configuration/cube-book/voicube-uc-gateway-services.html>
- <http://www.cisco.com/c/en/us/td/docs/ios-xml/ios/voice/cube/configuration/cube-book/voice-network-based.html>
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