

# MWI在PIMG SMDI集成不工作

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## 简介

本文描述Unity Connection对PBX与消息等待指示符(MWI)状态涉及的设备集成问题。PBX IP媒体网关(PIMGs)是允许用PBX设备将集成的Unity Connection的设备。通常这些设备通过串行电缆传达呼叫信息和MWI状态。此通信可以是由SMDI、MCI或者MD-110。

## 问题

在这种情况下有多个PIMGs设置对SMDI Centrex集成。通常，MWI不工作。

PIMGs在一主从的配置里设置如[串行集成的模拟PIMG单元](#)区分Cisco Unity Connection版本的9.x PIMG集成指南的[安装所示](#)。

**Table 11-23 Switch Protocol Page Settings**

Field	Settings
<b>Serial Port, COM 1</b>	
Serial Mode	Select the applicable setting: <ul style="list-style-type: none"> <li>• <b>Master</b>—Select this setting when this PIMG unit is connected to the data link serial cable from the phone system. There can be only one master PIMG unit in a phone system integration.</li> <li>• <b>Slave</b>—Select this setting when this PIMG unit is not connected to the data link serial cable from the phone system. There can be multiple slave PIMG units in a phone system integration.</li> </ul>
Serial Interface Protocol	Select the serial protocol that your phone system uses: <ul style="list-style-type: none"> <li>• <b>SMDI</b></li> <li>• <b>MCI</b></li> <li>• <b>MD-110</b></li> </ul>
Cpid Len	Select the applicable setting. Typically, the settings are 7 or 10.
Cpid Padding String	Enter the applicable string or leave this field blank. Typically, the setting is one of the following: <ul style="list-style-type: none"> <li>• A string of zeros, where the number of zeros matches the setting of the Cpid Len field.</li> <li>• A prefix that is provided by the Centrex service.</li> </ul>
Voice Mail Port Len	If the setting of the Serial Interface Protocol field is MD-110, enter <b>2</b> . Otherwise, accept the default of <b>7</b> .
System Number	Enter the applicable setting. Typically, the setting is 1.
MWI Response Timeout	Enter <b>2000</b> .
IP Address of Serial Server	If the PIMG unit is the master, this field is for display only. If the PIMG unit is a slave, enter the IP address of the master PIMG unit (the PIMG unit that is connected to the data link serial cable from the phone system).
Serial Cpid Expiration	Enter <b>2000</b> .

为了从PIMGs得到更多数据，您需要启用在所有PIMGs的这些跟踪。

1. 在PIMG/TIMG，请去管理界面并且选择**诊断> Trace/记录日志**。
2. 在Trace旁边，请单击**配置**。思科建议您打开这些跟踪：Tel -请检查**事件**复选框。Voip -请检查**Prot**复选框。SI -请检查所有复选框。SiIP -请检查所有复选框。
3. 单击 **submit**。

完成这些步骤为了开始和搜集在PIMG的跟踪：

1. 在PIMG/TIMG，请去管理界面并且选择**诊断> Trace/记录日志**。
2. 在Trace旁边，请点击**开始**并且做测试呼叫，在足够时间通过后您预计呼叫应该滚动了到语音邮件。
3. 再生产MWI不工作的实例。
4. 单击“**停止**”。
5. 点击**下载**为了得到跟踪文件。

接收从Unity Connection的MWI请求的PIMG也许显示此，当问题发生了：

```
856:46.974 [VoIP      ] Prot      ---->NOTIFY sip:9193334778@14.48.48.122 SIP/2.0
856:46.974 [VoIP      ] Prot      From: sip:14.48.48.58:5060;
tag=95d24e2779b54fcf933c9b5623e37d23
856:46.974 [VoIP      ] Prot      To: sip:9193334778@14.48.48.122;vnd.pimg.port=8
856:46.974 [VoIP      ] Prot      Via: SIP/2.0/UDP 14.48.48.58:5060;
branch=z9hG4bKb761e35b9cf34fa1a8a1511343b11271
```

856:46.974 [VoIP ] Prot Max-Forwards: 70  
856:46.974 [VoIP ] Prot Contact: sip:14.48.48.58:5060  
856:46.974 [VoIP ] Prot Call-ID: 0d404c0a3a094ef4a1a729b2d8845e3c@14.48.48.122  
856:46.974 [VoIP ] Prot CSeq: 300 NOTIFY  
856:46.974 [VoIP ] Prot Event: message-summary  
856:46.974 [VoIP ] Prot Content-Length: 23  
856:46.974 [VoIP ] Prot Content-Type: application/simple-message-summary  
856:46.974 [VoIP ] Prot  
856:46.974 [VoIP ] Prot Messages-Waiting: yes

856:46.988 [VoIP ] Prot <----SIP/2.0 100 Trying  
856:46.988 [VoIP ] Prot From:sip:14.48.48.58:5060;  
tag=95d24e2779b54fcf933c9b5623e37d23  
856:46.988 [VoIP ] Prot To:sip:9193334778@14.48.48.122;vnd.pimg.port=8  
856:46.988 [VoIP ] Prot Call-ID:0d404c0a3a094ef4a1a729b2d8845e3c@14.48.48.122  
856:46.988 [VoIP ] Prot CSeq:300 NOTIFY  
856:46.988 [VoIP ] Prot Server:PBX-IP Media Gateway/2.1  
856:46.988 [VoIP ] Prot Via:SIP/2.0/UDP 14.48.48.58:5060;  
branch=z9hG4bKb761e35b9cf34fala8a1511343b11271  
856:46.988 [VoIP ] Prot Content-Length:0

856:50.998 [VoIP ] Prot ---->NOTIFY sip:9193334778@14.48.48.122 SIP/2.0  
856:50.998 [VoIP ] Prot From: sip:14.48.48.58:5060;  
tag=95d24e2779b54fcf933c9b5623e37d23  
856:50.998 [VoIP ] Prot To: sip:9193334778@14.48.48.122;vnd.pimg.port=8  
856:50.998 [VoIP ] Prot Via: SIP/2.0/UDP 14.48.48.58:5060;  
branch=z9hG4bKb761e35b9cf34fala8a1511343b11271  
856:50.998 [VoIP ] Prot Max-Forwards: 70  
856:50.998 [VoIP ] Prot Contact: sip:14.48.48.58:5060  
856:50.998 [VoIP ] Prot Call-ID: 0d404c0a3a094ef4a1a729b2d8845e3c@14.48.48.122  
856:50.998 [VoIP ] Prot CSeq: 300 NOTIFY  
856:50.998 [VoIP ] Prot Event: message-summary  
856:50.998 [VoIP ] Prot Content-Length: 23  
856:50.998 [VoIP ] Prot Content-Type: application/simple-message-summary  
856:50.998 [VoIP ] Prot  
856:50.998 [VoIP ] Prot Messages-Waiting: yes

856:51.008 [VoIP ] Prot <----SIP/2.0 100 Trying  
856:51.008 [VoIP ] Prot From:sip:14.48.48.58:5060;  
tag=95d24e2779b54fcf933c9b5623e37d23  
856:51.008 [VoIP ] Prot To:sip:9193334778@14.48.48.122;vnd.pimg.port=8  
856:51.008 [VoIP ] Prot Call-ID:0d404c0a3a094ef4a1a729b2d8845e3c@14.48.48.122  
856:51.008 [VoIP ] Prot CSeq:300 NOTIFY  
856:51.008 [VoIP ] Prot Server:PBX-IP Media Gateway/2.1  
856:51.008 [VoIP ] Prot Via:SIP/2.0/UDP 14.48.48.58:5060;  
branch=z9hG4bKb761e35b9cf34fala8a1511343b11271  
856:51.008 [VoIP ] Prot Content-Length:0  
856:51.008 [VoIP ] Prot

856:55.016 [VoIP ] Prot ---->NOTIFY sip:9193334778@14.48.48.122 SIP/2.0  
856:55.018 [VoIP ] Prot From: sip:14.48.48.58:5060;  
tag=95d24e2779b54fcf933c9b5623e37d23  
856:55.018 [VoIP ] Prot To: sip:9193334778@14.48.48.122;vnd.pimg.port=8  
856:55.018 [VoIP ] Prot Via: SIP/2.0/UDP 14.48.48.58:5060;  
branch=z9hG4bKb761e35b9cf34fala8a1511343b11271  
856:55.018 [VoIP ] Prot Max-Forwards: 70  
856:55.018 [VoIP ] Prot Contact: sip:14.48.48.58:5060  
856:55.018 [VoIP ] Prot Call-ID: 0d404c0a3a094ef4a1a729b2d8845e3c@14.48.48.122  
856:55.018 [VoIP ] Prot CSeq: 300 NOTIFY

```

856:55.018 [VoIP      ] Prot      Event: message-summary
856:55.018 [VoIP      ] Prot      Content-Length: 23
856:55.018 [VoIP      ] Prot      Content-Type: application/simple-message-summary
856:55.018 [VoIP      ] Prot      Messages-Waiting: yes

856:55.024 [VoIP      ] Prot      <----SIP/2.0 100 Trying
856:55.024 [VoIP      ] Prot      From:sip:14.48.48.58:5060;
tag=95d24e2779b54fcf933c9b5623e37d23
856:55.024 [VoIP      ] Prot      To:sip:9193334778@14.48.48.122;vnd.pimg.port=8
856:55.024 [VoIP      ] Prot      Call-ID:0d404c0a3a094ef4a1a729b2d8845e3c@14.48.48.122
856:55.024 [VoIP      ] Prot      CSeq:300 NOTIFY
856:55.024 [VoIP      ] Prot      Server:PBX-IP Media Gateway/2.1
856:55.024 [VoIP      ] Prot      Via:SIP/2.0/UDP 14.48.48.58:5060;
branch=z9hG4bKb761e35b9cf34fala8a1511343b11271

856:55.478 [VoIP      ] Prot      <----SIP/2.0 200 OK
856:55.478 [VoIP      ] Prot      From:sip:14.48.48.58:5060;
tag=95d24e2779b54fcf933c9b5623e37d23
856:55.478 [VoIP      ] Prot      To:sip:9193334778@14.48.48.122;vnd.pimg.port=8;
tag=7578324631353641038E657E
856:55.478 [VoIP      ] Prot      Call-ID:0d404c0a3a094ef4a1a729b2d8845e3c@14.48.48.122
856:55.478 [VoIP      ] Prot      CSeq:300 NOTIFY
856:55.478 [VoIP      ] Prot      Server:PBX-IP Media Gateway/2.1
856:55.478 [VoIP      ] Prot      Via:SIP/2.0/UDP 14.48.48.58:5060;
branch=z9hG4bKb761e35b9cf34fala8a1511343b11271
856:55.478 [VoIP      ] Prot      Content-Length:0
856:55.478 [VoIP      ] Prot
856:56.910 [Tel-8      ] Event     ringback Off

```

是可能的您将注意这些问题：

- 您也许发现在trace的此顺序。您看到通知尝试三次和终于推断以一个200 OK消息终止进程。

```

856:46.974 [VoIP      ] Prot      ---->NOTIFY sip:9193334778@14.48.48.122 SIP/2.0

856:46.988 [VoIP      ] Prot      <----SIP/2.0 100 Trying

856:50.998 [VoIP      ] Prot      ---->NOTIFY sip:9193334778@14.48.48.122 SIP/2.0

856:51.008 [VoIP      ] Prot      <----SIP/2.0 100 Trying

856:55.016 [VoIP      ] Prot      ---->NOTIFY sip:9193334778@14.48.48.122 SIP/2.0

856:55.024 [VoIP      ] Prot      <----SIP/2.0 100 Trying

856:55.478 [VoIP      ] Prot      <----SIP/2.0 200 OK

```

然而，MWI没有打开。

- 显示此信息的您也许也注意PIMG不是重要的PIMG。

## 解决方案

完成这些步骤以解决问题：

1. 去Unity Connection管理网页。
2. 去电话集成。
3. 点击端口(或端口组，如果要禁用整个端口组)。
4. 选择电话系统显示名称并且输入PIMG集成。

5. 进入从的PIMGs端口并且不选定**执行留言通知**，并且发送MWI请求复选框。

6. 每个端口的保存。

这只离开重要的PIMG端口能完成这些功能。现在MWI应该作用正如所料。