

配置并且排除故障提示MWI机制

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简介

不同的说法可用启用和禁用在网络协议(IP)电话的消息等待指示符(MWI)的本文describes，与如何排除故障出现的问题一起，当Cisco Unity Express (CUE)集成与Cisco Unified Communications Manager Express (CUCME)。

先决条件

要求

Cisco 建议您了解以下主题：

- CallManager Express (CME)或CUCME
- Cisco Unity Express

- 内部呼叫控制协议(SCCP)
- 会话初始化协议(SIP)

使用的组件

本文档中的信息基于以下软件和硬件版本：

- 提示7.x和8.x。配置示例和屏幕截图从提示7.0.6和8.6.2在NME-CUE模块被采取，安装
- CUCME 7.1和8.5
- Cisco IP电话7965注册与CUCME，与SCCP

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。如果您的网络实际，请保证您了解所有命令潜在影响。

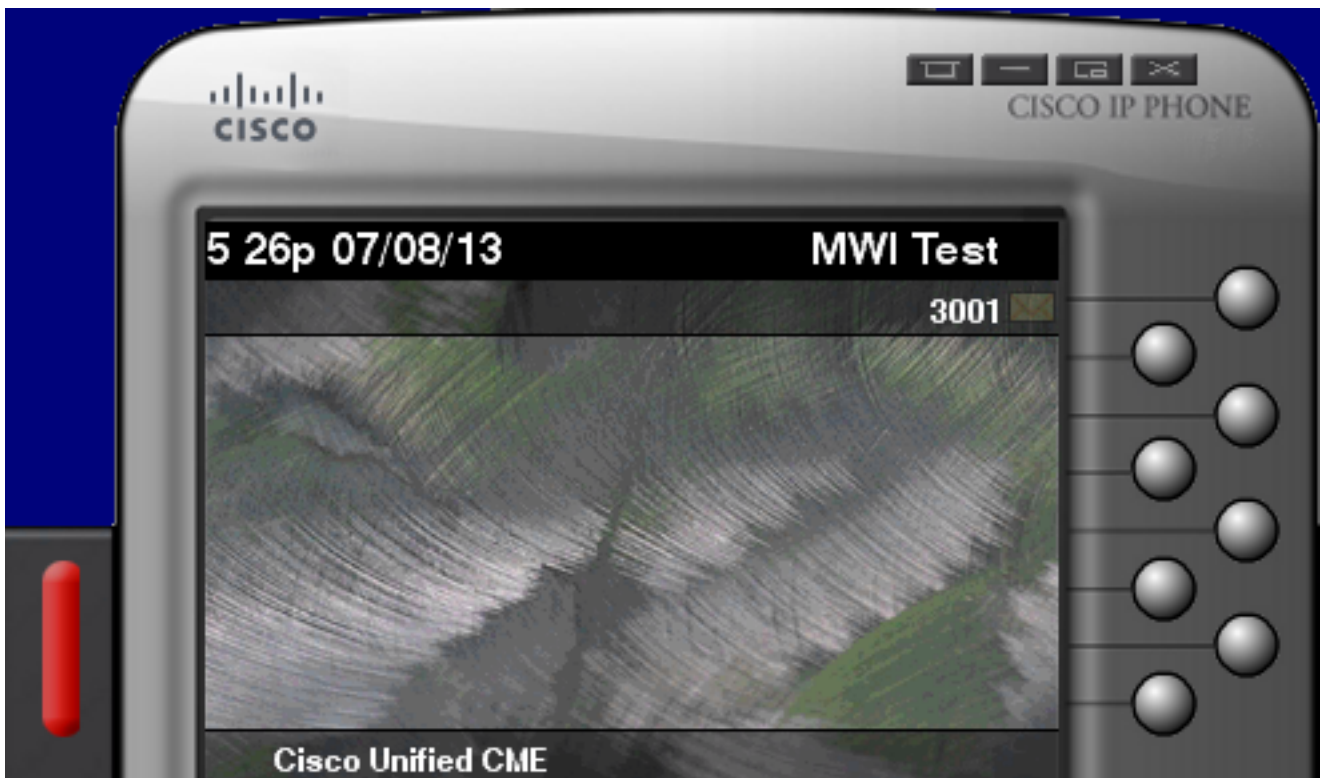
相关产品

本文档也可用于以下硬件和软件版本：

- 可以使用所有提示和CME版本
- 可以使用所有提示模块或CME路由器

背景信息

MWI用于指示新的消息在语音邮箱被留下。要指示一个新的消息，在IP电话的红色闪亮指示与包围图标一起开在行显示旁边。



注意：本文根据用提示模块集成的CUCME服务器。

当提示集成CUCME时，有三MWI机制联机：

- 叫牌
- SIP订阅通知
- 未经请求的SIP

当提示集成CUCM时，有一MWI机制联机：

- Java Telephony API (JTAPI)/计算机电话集成(CTI)

注意： [TheCUE JTAPI问题和案例研究](#)文档关于如何启用JTAPI跟踪在提示和如何的提供信息通过JTAPI排除故障MWI。

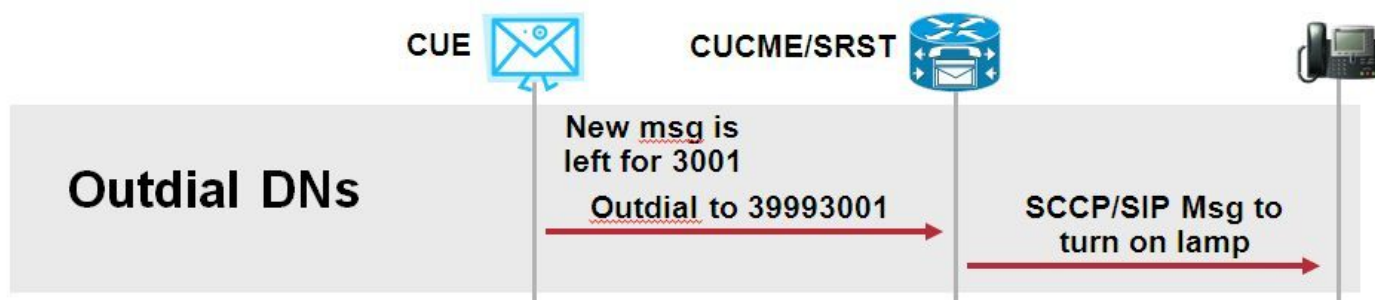
配置

SIP叫牌方法

outcall是用于提示的默认方法为了为可用系统提供后向兼容性。虽然推荐使用订阅通知或未经请求的为MWI通知，叫牌方法用于几个网络环境配置和启用SCCP IP电话的MWI注册对CME。

注意： 叫牌机制在Cisco长期存在的远端节点技术(SRST)部署不工作。 不支持SIP终端。

在此机制中，当用户有一新的语音邮件时，提示发送邀请对CUCME。



配置在CUCME的两ephone-dn。两Dns代表提示必须拨号启用或禁用一给的分机的MWI的扩展。

```
ephone-dn 3
 mwi on
 number 3999....
!
ephone-dn 4
 mwi off
 number 3998....
```

注意： 小点数量在DN结束时必须匹配电话使用的分机长度注册对CUCME。

保证CUCME配置完成然后继续对提示配置。在提示中初始配置，MWI DN在初始化向导的呼叫处理部分自动地填充。

Cisco Unity Express Initialization Wizard

Steps | Call Handling

1. CallManager Express Login
2. Import CCME Users
3. Defaults
- 4. Call Handling**
5. Commit

Enter the Call in Numbers for Voice Mail, Auto Attendant and the Administration via telephone (AVT) system.

Voice Mail Number *:

Voice Mail Operator Extension:

Auto Attendant Access Number:

Auto Attendant Operator Extension:

Administration via Telephone Number:

SIP MWI Notification Mechanism:

MWI ON Number (Outcalling mechanism):

MWI OFF Number (Outcalling mechanism):

* indicates a mandatory field

注意：要访问初始化向导，必须集成CME与图形用户界面(GUI)访问的提示。在生产系统上，DN信息与提示同步。导航对**语音邮件>查看Dns的消息等待指示符>设置**。

Settings页示例的MWI，在DN与提示后配置并且同步：

Voice Mail > Message Waiting Indicators > Settings

Apply **Help**

SIP MWI Notification Mechanism

Subscribe - Notify
Currently active subscriptions: 0

Include envelope information in the notifications.

Unsolicited Notify
Failures in last 5 tries: 0

Outcalling

MWI On Number:

MWI Off Number:

注意：此处**订阅通知**也启用。这没有要求，但是支持有**订阅通知**和同时配置的**叫牌**。提示发送两个通知，一个每个方法的，为了启用开/关MWI。

注意：同时不支持Outcall和未经请求的Notify的配置。

示例提示配置：

```
ccn application ciscomwiapplication aa
description "ciscomwiapplication"
enabled
maxsessions 6
script "setmwi.aef"
parameter "strMWI_OFF_DN" "3999"
```

```
parameter "strMWI_ON_DN" "3998"  
end application
```

```
ccn subsystem sip  
mwi sip outcall
```

请使用显示ccn子系统sip命令为了确定当前MWI配置。

```
CUE# sh ccn subsystem sip  
SIP Gateway: 10.10.202.1  
SIP Port Number: 5060  
DTMF Relay: sip-notify,sub-notify  
MWI Notification: outcall  
MWI Envelope Info: disabled  
Transfer Mode: bye-also  
SIP RFC Compliance: Pre-RFC3261
```

注意：在配置示例中，MWI扩展定义，不用小点。小点在CME仅定义指示电话DN分机长度。
显示ccn子系统sip命令输出能变化基于提示版本。

对dial-peer的更改，用于提示，是必要为了保证正确呼入拨号对端为叫牌SIP匹配邀请。一新的dial-peer可能也创建作为呼入拨号对端：

```
dial-peer voice 3600 voip  
destination-pattern 3600  
session protocol sipv2  
session target ipv4:10.10.202.50  
incoming called-number 399[89]....  
dtmf-relay sip-notify  
codec g711ulaw  
no vad  
!
```

或者

```
dial-peer voice 3999 voip  
session protocol sipv2  
incoming called-number 399[89]....  
dtmf-relay sip-notify  
codec g711ulaw  
no vad  
!
```

SIP订阅通知

在订阅通知机制中，Dns最初订阅与提示。在订阅以后，从提示的通知消息为MWI通知接受。

注意：此方法为SRST和CUCME部署推荐。



Enable (event)用户通知inorder使用此通知方法：

Voice Mail > Message Waiting Indicators > Settings

Apply ? Help

SIP MWI Notification Mechanism

Subscribe - Notify
 Currently active subscriptions: 0
 Include envelope information in the notifications.

Unsolicited Notify
 Failures in last 5 tries: 0

Outcalling
 MWI On Number: 3999...
 MWI Off Number: 3998...

或者，用户在命令行界面(CLI)通知方法可以启用：

```

ccn subsystem sip
gateway address "10.10.202.1"
mwi envelope-info
mwi sip sub-notify
end subsystem
  
```

配置CME用在SIP UA部分的MWI服务器(提示) IP地址。您能确认提示的IP地址从提示用show run interface命令主机服务模块的接口配置的。

```

interface Integrated-Service-Engine1/0
ip unnumbered Vlan400
service-module ip address 10.10.202.50 255.255.255.0
  
```

```

sip-ua
mwi-server ipv4:10.10.202.50 expires 3600 port 5060 transport udp
  
```

在SIP UA下的命令mwi-server ipv4:10.10.202.50是满足支持订阅通知MWI的事件。超时，波尔特，并且传输在与默认设置的配置里自动地包括。

配置Dns订阅以提示为了接收MWI通知事件。此方法可以用于SCCP和SIP IP电话注册对CME路由

器。

```
voice register dn 1
  number 3005
  mwi
!
ephone-dn 1
  number 3001
  mwi sip
```

一旦命令被输入，电话传送订阅信息提示为了请求MWI更新，并且提示回应一个202个接受的SIP消息：

Sent:

```
SUBSCRIBE sip:3001@10.10.202.50:5060 SIP/2.0
Via: SIP/2.0/UDP 10.10.202.1:5060;branch=z9hG4bK4812E5
From: <sip:3001@10.10.202.1>;tag=CC5F60-3EC
To: <sip:3001@10.10.202.50>
Call-ID: AE09C597-E3FE11E2-80F3BB44-39D4A3CF@10.10.202.1
CSeq: 101 SUBSCRIBE
Max-Forwards: 70
Date: Thu, 04 Jul 2013 16:36:15 GMT
User-Agent: Cisco-SIPGateway/IOS-12.x
Event: message-summary
Expires: 3600
Contact: <sip:3001@10.10.202.1:5060>
Accept: application/simple-message-summary
Content-Length: 0
```

Received:

```
SIP/2.0 202 Accepted
Via: SIP/2.0/UDP 10.10.202.1:5060;branch=z9hG4bK4812E5
To: <sip:3001@10.10.202.50>;tag=217fce13-1101
From: <sip:3001@10.10.202.1>;tag=CC5F60-3EC
Call-ID: AE09C597-E3FE11E2-80F3BB44-39D4A3CF@10.10.202.1
CSeq: 101 SUBSCRIBE
Content-Length: 0
Expires: 3600
Contact: sip:3001@10.10.202.50
Allow-Events: refer
Allow-Events: telephone-event
Allow-Events: message-summary
```

一旦订阅接受，提示传送通知信息以MWI的当前状态该特定DN的。在本例中，MWI通知设置为是：

Received:

```
NOTIFY sip:3001@10.10.202.1:5060 SIP/2.0
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUBreuy0GkQB1Qw~~30
Max-Forwards: 70
To: <sip:3001@10.10.202.1>;tag=CC5F60-3EC
From: <sip:3001@10.10.202.50>;tag=217fce13-1101
Call-ID: AE09C597-E3FE11E2-80F3BB44-39D4A3CF@10.10.202.1
CSeq: 1 NOTIFY
Content-Length: 113
Contact: sip:3001@10.10.202.50
Event: message-summary
Allow-Events: refer
Allow-Events: telephone-event
Allow-Events: message-summary
Subscription-State: active
Content-Type: application/simple-message-summary
```

Messages-Waiting: yes
Message-Account: sip:3001@10.10.202.50
Voice-Message: 1/0 (0/0)
Fax-Message: 0/0 (0/0)

Sent:
SIP/2.0 200 OK
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUBreuy0GkQB1Qw~~30
From: <sip:3001@10.10.202.50>;tag=217fce13-1101
To: <sip:3001@10.10.202.1>;tag=CC5F60-3EC
Date: Thu, 04 Jul 2013 16:36:15 GMT
Call-ID: AE09C597-E3FE11E2-80F3BB44-39D4A3CF@10.10.202.1
CSeq: 1 NOTIFY
Content-Length: 0

在提示GUI，请由1注意当前活跃的订阅增量其中每一的订阅收到的消息：

Voice Mail > Message Waiting Indicators > Settings

Apply Help

SIP MWI Notification Mechanism

Subscribe - Notify
Currently active subscriptions: 1
 Include envelope information in the notifications.

Unsolicited Notify
Failures in last 5 tries: 0

Outcalling
MWI On Number: 3999...
MWI Off Number: 3998...

使用显示ccn sip订阅mwi命令查看订阅状态。

Received:
NOTIFY sip:3001@10.10.202.1:5060 SIP/2.0
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUBreuy0GkQB1Qw~~30
Max-Forwards: 70
To: <sip:3001@10.10.202.1>;tag=CC5F60-3EC
From: <sip:3001@10.10.202.50>;tag=217fce13-1101
Call-ID: AE09C597-E3FE11E2-80F3BB44-39D4A3CF@10.10.202.1
CSeq: 1 NOTIFY
Content-Length: 113
Contact: sip:3001@10.10.202.50
Event: message-summary
Allow-Events: refer
Allow-Events: telephone-event
Allow-Events: message-summary
Subscription-State: active
Content-Type: application/simple-message-summary

Messages-Waiting: yes

Message-Account: sip:3001@10.10.202.50

Voice-Message: 1/0 (0/0)

Fax-Message: 0/0 (0/0)

Sent:

SIP/2.0 200 OK

Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUBreuy0GkQB1Qw~~30

From: <sip:3001@10.10.202.50>;tag=217fce13-1101

To: <sip:3001@10.10.202.1>;tag=CC5F60-3EC

Date: Thu, 04 Jul 2013 16:36:15 GMT

Call-ID: AE09C597-E3FE11E2-80F3BB44-39D4A3CF@10.10.202.1

CSeq: 1 NOTIFY

Content-Length: 0

MWI在SRST订阅Notify :

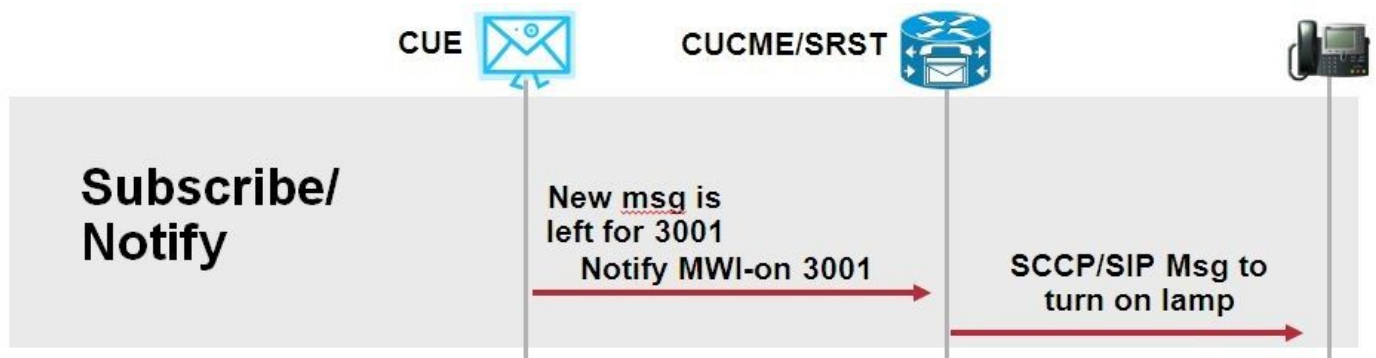
为传统SRST配置mwi CME-SRST部署的中继下call-manager-fallback，或者telephony-service。

```
call-manager-fallback
  mwi relay
```

```
telephony-service
  mwi relay
```

SIP未经请求的通知



SIP未经请求的通知方法支持CUCME和SRST。此方法使用SIP通知消息为了再按乒乓键开/关的MWI。不同于与请订阅通知那里是提示maintained的没有订阅。



配置mwi中继命令下call-manager-fallback或CME-SRST为了与SIP UA MWI配置命令一起支持SRST部署。

启用未经请求的通知选项：

Voice Mail > Message Waiting Indicators > Settings

 Apply  Help

SIP MWI Notification Mechanism

Subscribe - Notify

Currently active subscriptions: 2

Include envelope information in the notifications.

Unsolicited Notify

Failures in last 5 tries: 0

Outcalling

MWI On Number:

MWI Off Number:

二者择一未经请求的Notify在提示CLI可以启用：

```
ccn subsystem sip
  mwi sip unsolicited
```

未经请求的Enable (event)在CME CLI通知：

```
sip-ua
mwi-server ipv4:10.10.202.50 expires 3600 port 5060 transport udp unsolicited
```

警告：除非未经请求的在服务器命令配置，CME继续使用订阅通知，并且MWI不工作，因为在CME的配置不配比与在提示的配置。

注意：您不能与其他机制一起同时使用Unsolicited通知机制。

与Cisco Unified Communications Manager (CUCM)的MWI

当提示集成与CUCM时JTAPI协议使用setMessageWaiting消息再按乒乓键开/关的MWI。有电话的目录号的partition的JTAPI控制的CTI端口分配与呼叫搜索空间(CSS)。在提示中最新版本，您能配置一个专用的CTI端口为了提供MWI通知。在端口不是可用的事件，提示使用是由JTAPI控制的配置的所有可用端口。

因为JTAPI使用setMessageWaiting消息MWI事件，MWI扩展在CUCM没有配置。如果扩展配置，他们忽略并且不导致与JTAPI的互操作性问题。

在提示版本7.x和以上，您能配置CUCME路由器和提示使用未经请求的通知方法为了维护全双工MWI功能，当在SRST时。

故障排除

本部分提供了可用于对配置进行故障排除的信息。

调试和跟踪

CUCME

为了排除故障MWI问题，请使用这些调试：

```
sip-ua
 mwi-server ipv4:10.10.202.50 expires 3600 port 5060 transport udp unsolicited
```

为了排除故障MWI问题用注册的SCCP电话对有MWI的一个CUCME路由器请叫牌方法，使用这些调试：

```
sip-ua
 mwi-server ipv4:10.10.202.50 expires 3600 port 5060 transport udp unsolicited
```

显示ephone reg命令用于证实MWI状态不管使用的机制。当电话在远程站点时，查找这是有用的命令。

```
#show ephone reg
ephone-1[0] Mac:0023.5E18.23EC TCP socket:[1] activeLine:0 whisperLine:0 REGISTERED in SCCP ver
17/12 max_streams=5
mediaActive:0 whisper_mediaActive:0 startMedia:0 offhook:0 ringing:0 reset:0 reset_sent:0 paging
0 debug:1 caps:9 privacy:1
IP:10.10.202.2 22856 7965 keepalive 186 max_line 6 available_line 6
button 1: dn 1 number 3001 CH1 IDLE CH2 IDLE CH3 IDLE CH4 IDLE
CH5 IDLE CH6 IDLE CH7 IDLE CH8 IDLE mwi
Preferred Codec: g711ulaw
Username: MWI1 Password: cisco
```

提示

在提示您能使用这些显示命令为了验证您的配置：

```
#show ephone reg
ephone-1[0] Mac:0023.5E18.23EC TCP socket:[1] activeLine:0 whisperLine:0 REGISTERED in SCCP ver
17/12 max_streams=5
mediaActive:0 whisper_mediaActive:0 startMedia:0 offhook:0 ringing:0 reset:0 reset_sent:0 paging
0 debug:1 caps:9 privacy:1
IP:10.10.202.2 22856 7965 keepalive 186 max_line 6 available_line 6
button 1: dn 1 number 3001 CH1 IDLE CH2 IDLE CH3 IDLE CH4 IDLE
CH5 IDLE CH6 IDLE CH7 IDLE CH8 IDLE mwi
Preferred Codec: g711ulaw
Username: MWI1 Password: cisco
```

提示也提供跟踪为了排除故障与MWI涉及的所有问题。您在是更加容易收集和读的提示能使用已经启用的默认跟踪或使用一特定trace。

您在提示能启用是的特定trace：

```
#show ephone reg
ephone-1[0] Mac:0023.5E18.23EC TCP socket:[1] activeLine:0 whisperLine:0 REGISTERED in SCCP ver
17/12 max_streams=5
mediaActive:0 whisper_mediaActive:0 startMedia:0 offhook:0 ringing:0 reset:0 reset_sent:0 paging
0 debug:1 caps:9 privacy:1
IP:10.10.202.2 22856 7965 keepalive 186 max_line 6 available_line 6
button 1: dn 1 number 3001 CH1 IDLE CH2 IDLE CH3 IDLE CH4 IDLE
CH5 IDLE CH6 IDLE CH7 IDLE CH8 IDLE mwi
Preferred Codec: g711ulaw
Username: MWI1 Password: cisco
```

此trace提供有用的SIP的信令信息为了确定SIP是否叫牌或通知消息为MWI正确地发送。

您能也使**trace语音邮件全部**与stacksip trace的组合为了获得更多信息关于呼叫和MWI事件，或者在最低的enable (event) **trace语音邮件vxml全部**和**trace语音邮件mwi全部**。

注意：关于MWI的更多信息问题参考[等待征兆\(MWI\)问题的排除故障的Unity Express消息](#)。

许可授权的提示

在提示，请保证许可证安装为了支持正确呼叫代理(CUCME或CUCM)和语音邮件端口。

在提示版本7.0.x命令是**显示软件许可证**。

```
CUE# show software licenses
Installed license files:
- voicemail_lic.sig : 25 MAILBOX LICENSE
- ivr_lic.sig : 4 PORT IVR BASE LICENSE
- port_lic.sig : 24 PORT BASE LICENSE

Core:
- Application mode: CCME
- Total usable system ports: 24

Voicemail/Auto Attendant:
- Max system mailbox capacity time: 18000
- Default # of general delivery mailboxes: 10
- Default # of personal mailboxes: 25

- Max # of configurable mailboxes: 35

Interactive Voice Response:
- Max # of IVR sessions: 4

Languages:
- Max installed languages: 5
- Max enabled languages: 5
```

在提示7.1.x和以后命令是**显示许可证状态应用程序并且显示call-agent**

```
CUE# show license status application
voicemail enabled: 10 ports, 10 sessions, 30 mailboxes
ivr disabled, ivr session activation count has been set to zero
```

```
CUE# show call-agent
Call-agent: CUCME
```

您能也使用**显示许可证全部**关于许可证的哪提供详细信息。此show命令是有用的为了确定提示是否有评估许可证，并且多少时刻被留下，在超时或前，如果安装的许可证永久性：

```
CUE# show license all
License Store: Primary License Storage
StoreIndex: 0 Feature: VMIVR-VM-MBX Version: 1.0
License Type: Permanent
License State: Active, In Use
License Count: 65 /30
License Priority: Medium
License Store: Primary License Storage
StoreIndex: 1 Feature: VMIVR-IVR-SESS Version: 1.0
License Type: Permanent
License State: Active, Not in Use
```

```

License Count: 10 / 0
License Priority: Medium
License Store: Primary License Storage
StoreIndex: 2 Feature: TCV-USER Version: 1.0
License Type: Permanent
License State: Active, Not in Use
License Count: 60 / 0
License Priority: Medium
License Store: Primary License Storage
StoreIndex: 3 Feature: VMIVR-PORT Version: 1.0
License Type: Permanent
License State: Active, In Use
License Count: 20 /10
License Priority: Medium
License Store: Evaluation License Storage

```

排除故障SIP叫牌

SIP叫牌方法生成SIP呼叫事件对CUCME为了再按乒乓键开/关一个特定分机的MWI。提示等待180敲响的消息。一旦它接收，然后能断开呼叫。

在提示：

```

CUE# no trace all
#trace ccn StackSip debug
# clear trace
#mwi refresh telephonenumber 3001
#show trace buff tail
Press <CTRL-C> to exit...
4524 07/04 09:35:16.484 ACCN STGN 0 Task: 263000000018GetListMember: output string:outcall
4524 07/04 09:35:16.489 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTINGenter connect
4524 07/04 09:35:16.489 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTINGenter createInvitation
4524 07/04 09:35:16.489 ACCN SIPL 0 SDPBody : v=0
o=CiscoSystemsSIP-Workflow-App-UserAgent 3337 3337 IN IP4 10.10.202.50
s=SIP Call
c=IN IP4 10.10.202.50
t=0 0
m=audio 16910 RTP/AVP 0
a=rtpmap:0 pcmu/8000
a=ptime:20

4524 07/04 09:35:16.489 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTINGbefore
invitationmanager.createInvitation. body : v=0
o=CiscoSystemsSIP-Workflow-App-UserAgent 3337 3337 IN IP4 10.10.202.50
s=SIP Call
c=IN IP4 10.10.202.50
t=0 0
m=audio 16910 RTP/AVP 0
a=rtpmap:0 pcmu/8000
a=ptime:20
body type : application/sdp toNA : <sip:39993001@10.10.202.1:5060;user=phone> fromNA :
<sip:3602@10.10.202.50:5060> from tag : cue5aa7689b
4524 07/04 09:35:16.489 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTINGafter
invitationmanager.createInvitation
4524 07/04 09:35:16.489 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTING added ciscocid
4524 07/04 09:35:16.489 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTING getDTMFHeader: Enter
4524 07/04 09:35:16.489 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTING getDTMFHeader: getting the
headers
4524 07/04 09:35:16.490 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTING getDTMFHeader: before
adding headers to message
4524 07/04 09:35:16.490 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTING getDTMFHeader: after
adding headers to message :
INVITE sip:39993001@10.10.202.1:5060;user=phone SIP/2.0

```

Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUKbreuy0GkQBlQw~~10
Max-Forwards: 70
To: <sip:39993001@10.10.202.1:5060;user=phone>
From: <sip:3602@10.10.202.50:5060>;tag=cue5aa7689b
Call-ID: 137295211648821@10.10.202.50
CSeq: 1 INVITE
Content-Length: 178
Contact: <sip:3602@10.10.202.50:5060>
Content-Type: application/sdp
Cisco-Gcid: AA52BD08-013F-1000-4000-001125CUC68
Call-Info: <sip:10.10.202.50:5060>;method="NOTIFY;Event=telephone-event;Duration=2000"
Allow-Events: telephone-event

v=0
o=CiscoSystemsSIP-Workflow-App-UserAgent 3337 3337 IN IP4 10.10.202.50
s=SIP Call
c=IN IP4 10.10.202.50
t=0 0
m=audio 16910 RTP/AVP 0
a=rtpmap:0 pcmu/8000
a=ptime:20

4524 07/04 09:35:16.490 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTINGinvite message : INVITE
sip:39993001@10.10.202.1:5060;user=phone SIP/2.0

Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUKbreuy0GkQBlQw~~10
Max-Forwards: 70
To: <sip:39993001@10.10.202.1:5060;user=phone>
From: <sip:3602@10.10.202.50:5060>;tag=cue5aa7689b
Call-ID: 137295211648821@10.10.202.50
CSeq: 1 INVITE
Content-Length: 178
Contact: <sip:3602@10.10.202.50:5060>
Content-Type: application/sdp
Cisco-Gcid: AA52BD08-013F-1000-4000-001125CUC68
Call-Info: <sip:10.10.202.50:5060>;method="NOTIFY;Event=telephone-event;Duration=2000"
Allow-Events: telephone-event

v=0
o=CiscoSystemsSIP-Workflow-App-UserAgent 3337 3337 IN IP4 10.10.202.50
s=SIP Call
c=IN IP4 10.10.202.50
t=0 0
m=audio 16910 RTP/AVP 0
a=rtpmap:0 pcmu/8000
a=ptime:20

4524 07/04 09:35:16.490 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTINGreturning invitation
4524 07/04 09:35:16.490 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTINGgot Invitation
4524 07/04 09:35:16.490 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTINGbefore Invitation start
4524 07/04 09:35:16.491 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTINGafter Invitation start
4846 07/04 09:35:16.509 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTING
InvitationCallback.proceeding

4846 07/04 09:35:16.509 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTING **SIP/2.0 100 Trying**
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUKbreuy0GkQBlQw~~10
To: <sip:39993001@10.10.202.1:5060;user=phone>
From: <sip:3602@10.10.202.50:5060>;tag=cue5aa7689b
Call-ID: 137295211648821@10.10.202.50
CSeq: 1 INVITE
Content-Length: 0
Date: Thu, 04 Jul 2013 15:50:11 GMT
Allow-Events: telephone-event
Server: Cisco-SIPGateway/IOS-12.x

4846 07/04 09:35:16.515 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTING---
InvitationCallback.proceeding (dialog)
4846 07/04 09:35:16.515 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTINGSIP/2.0 180 Ringing
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUBreuy0GkQBlQw~~10
To: <sip:39993001@10.10.202.1:5060;user=phone>;tag=A233D8-2382
From: <sip:3602@10.10.202.50:5060>;tag=cue5aa7689b
Call-ID: 137295211648821@10.10.202.50
CSeq: 1 INVITE
Content-Length: 0
Date: Thu, 04 Jul 2013 15:50:11 GMT
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER
Allow-Events: telephone-event
Remote-Party-ID: <sip:39990000@10.10.202.1>;party=called;screen=no;privacy=off
Contact: <sip:39993001@10.10.202.1:5060>
Server: Cisco-SIPGateway/IOS-12.x

4524 07/04 09:35:21.489 ACCN SIPL 0 sip-ltp17: 3602, State=CONTACTING terminating dialog in
contacting state 20
4524 07/04 09:35:21.491 ACCN SIPL 0 sip-ltp17: 3602, State=TERMINATEDcontacting state hangup
4524 07/04 09:35:21.492 ACCN SIPL 0 sip-ltp17: 3602, State=TERMINATEDAfter contacting state
hangup
4846 07/04 09:35:21.507 ACCN SIPL 0 sip-ltp17: 3602, State=TERMINATED
InvitationDialogCallback.rejected
4846 07/04 09:35:21.508 ACCN SIPL 0 sip-ltp17: 3602, State=TERMINATED SIP/2.0 487 Request
Cancelled
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUBreuy0GkQBlQw~~10
To: <sip:39993001@10.10.202.1:5060;user=phone>;tag=A233D8-2382
From: <sip:3602@10.10.202.50:5060>;tag=cue5aa7689b
Call-ID: 137295211648821@10.10.202.50
CSeq: 1 INVITE
Content-Length: 0
Date: Thu, 04 Jul 2013 15:50:16 GMT
Allow-Events: telephone-event
Server: Cisco-SIPGateway/IOS-12.x
Reason: Q.850;cause=16

在CUCME中：

Received:
INVITE sip:39983001@10.10.202.1:5060;user=phone SIP/2.0
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUBreuy0GkQBlQw~~3
Max-Forwards: 70
To: <sip:39983001@10.10.202.1:5060;user=phone>
From: <sip:3602@10.10.202.50:5060>;tag=cue9c19e76c
Call-ID: 13729499207617@10.10.202.50
CSeq: 1 INVITE
Content-Length: 178
Contact: <sip:3602@10.10.202.50:5060>
Content-Type: application/sdp
Cisco-Gcid: AA313BF9-013F-1000-4000-001125CUC68
Call-Info: <sip:10.10.202.50:5060>;method="NOTIFY;Event=telephone-event;Duration=2000"
Allow-Events: telephone-event

v=0
o=CiscoSystemsSIP-Workflow-App-UserAgent 3068 3068 IN IP4 10.10.202.50
s=SIP Call
c=IN IP4 10.10.202.50
t=0 0
m=audio 16928 RTP/AVP 0
a=rtpmap:0 pcmu/8000
a=ptime:20

```
//-1/21F6E0878040/CCAPI/cc_api_display_ie_subfields: cc_api_call_setup_ind_common:
cisco-username=3602
----- ccCallInfo IE subfields -----
cisco-ani=3602
cisco-anitype=0
cisco-aniplan=0
cisco-anipi=0
cisco-anisi=0
dest=39983001

//-1/21F6E0878040/CCAPI/cc_api_call_setup_ind_common:
Interface=0x49432FE0, Call Info(
Calling Number=3602,(Calling Name=)(TON=Unknown, NPI=Unknown, Screening=Not Screened,
Presentation=Allowed),
Called Number=39983001(TON=Unknown, NPI=Unknown),
Calling Translated=FALSE, Subscriber Type Str=Unknown, FinalDestinationFlag=TRUE,
Incoming Dial-peer=3600, Progress Indication=NULL(0), Calling IE Present=TRUE,
Source Trkgrp Route Label=, Target Trkgrp Route Label=, CLID Transparent=FALSE), Call Id=22
...

//22/21F6E0878040/CCAPI/cc_api_display_ie_subfields:
ccCallSetupRequest:
cisco-username=3602
----- ccCallInfo IE subfields -----
cisco-ani=3602
cisco-anitype=0
cisco-aniplan=0
cisco-anipi=0
cisco-anisi=0
dest=39983001

//22/21F6E0878040/CCAPI/ccIFCallSetupRequestPrivate:
Interface=0x4A492188, Interface Type=6, Destination=, Mode=0x0,
Call Params(Calling Number=3602,(Calling Name=)(TON=Unknown, NPI=Unknown, Screening=Not
Screened, Presentation=Allowed),
Called Number=39983001(TON=Unknown, NPI=Unknown), Calling Translated=FALSE,
Subscriber Type Str=Unknown, FinalDestinationFlag=TRUE, Outgoing Dial-peer=20004, Call Count
On=FALSE,
Source Trkgrp Route Label=, Target Trkgrp Route Label=, tg_label_flag=0, Application Call
Id=)
```

Sent:

SIP/2.0 100 Trying

Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUKbreuy0GkQBlQw~~3
From: <sip:3602@10.10.202.50:5060>;tag=cue9c19e76c
To: <sip:39983001@10.10.202.1:5060;user=phone>
Date: Thu, 04 Jul 2013 15:13:36 GMT
Call-ID: 13729499207617@10.10.202.50
CSeq: 1 INVITE
Allow-Events: telephone-event
Server: Cisco-SIPGateway/IOS-12.x
Content-Length: 0

Sent:

SIP/2.0 180 Ringing

Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUKbreuy0GkQBlQw~~3
From: <sip:3602@10.10.202.50:5060>;tag=cue9c19e76c
To: <sip:39983001@10.10.202.1:5060;user=phone>;tag=80B2C0-1CF
Date: Thu, 04 Jul 2013 15:13:36 GMT
Call-ID: 13729499207617@10.10.202.50
CSeq: 1 INVITE
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO,
REGISTER
Allow-Events: telephone-event

Remote-Party-ID: <sip:39980000@10.10.202.1>;party=called;screen=no;privacy=off
Contact: <sip:39983001@10.10.202.1:5060>
Server: Cisco-SIPGateway/IOS-12.x
Content-Length: 0

Received:

CANCEL sip:39983001@10.10.202.1:5060;user=phone SIP/2.0

Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUBreuy0GkQBlQw~~3
Max-Forwards: 70
To: <sip:39983001@10.10.202.1:5060;user=phone>
From: <sip:3602@10.10.202.50:5060>;tag=cue9c19e76c
Call-ID: 13729499207617@10.10.202.50
CSeq: 1 CANCEL
Content-Length: 0

//22/21F6E0878040/CCAPI/cc_api_call_disconnected:

Cause Value=16, Interface=0x49432FE0, Call Id=22

Sent:

SIP/2.0 200 OK

Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUBreuy0GkQBlQw~~3
From: <sip:3602@10.10.202.50:5060>;tag=cue9c19e76c
To: <sip:39983001@10.10.202.1:5060;user=phone>
Date: Thu, 04 Jul 2013 15:13:41 GMT
Call-ID: 13729499207617@10.10.202.50
CSeq: 1 CANCEL
Content-Length: 0

Sent:

SIP/2.0 487 Request Cancelled

Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUBreuy0GkQBlQw~~3
From: <sip:3602@10.10.202.50:5060>;tag=cue9c19e76c
To: <sip:39983001@10.10.202.1:5060;user=phone>;tag=80B2C0-1CF
Date: Thu, 04 Jul 2013 15:13:41 GMT
Call-ID: 13729499207617@10.10.202.50
CSeq: 1 INVITE
Allow-Events: telephone-event
Server: Cisco-SIPGateway/IOS-12.x
Reason: Q.850;cause=16
Content-Length: 0

Received:

ACK sip:39983001@10.10.202.1:5060;user=phone SIP/2.0

Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUBreuy0GkQBlQw~~3
Max-Forwards: 70
To: <sip:39983001@10.10.202.1:5060;user=phone>;tag=80B2C0-1CF
From: <sip:3602@10.10.202.50:5060>;tag=cue9c19e76c
Call-ID: 13729499207617@10.10.202.50
CSeq: 1 ACK
Content-Length: 0

Debug ephone mwi:

000922: Jul 4 10:23:22.654: SetCallInfo MODE 1 calling dn -1 chan 1 dn 3 chan 1
000923: Jul 4 10:23:22.654: alling [3602] called [39993001]
000924: Jul 4 10:23:22.654: SkinnyTryCall to 3001 instance 1 start at 0SkinnyTryCall to 3001
instance 1 match DN 1
000925: Jul 4 10:23:22.654: ephone-1[1]:Set MWI line 1 to ON count 0
000926: Jul 4 10:23:22.654: ephone-1[1]:Set MWI line 0 to ON count 0

Debug ephone detailed:

```
001231: Jul  4 10:25:37.899: Phone 0 DN 1 MWI on 0 messages
001232: Jul  4 10:25:37.899: ephone-1[1]:Set MWI line 1 to ON count 0
001233: Jul  4 10:25:37.899: ephone-1[1]:Set MWI line 0 to ON count 0
```

排除故障SIP订阅通知

在Dns的最初的订阅，提示传送给CUCME的通知信息为了通知后哪分机需要有开/关MWI的切换。

在提示：

```
CUE#no trace all
CUE#trace ccn stacksip debug
CUE#trace voicemail all
CUE# clear trace
CUE#mwi refresh telephonenumber 3001
CUE#show trace buff tail
Press <CTRL-C> to exit...

4430 07/04 10:43:39.263 VMSS debug 1 com.cisco.aesop.voicemail.LdapAgent : getAttributeValue:
/sw/local/users/MWI1/TelephoneNumbers/primaryExtension
4430 07/04 10:43:39.264 VMSS vmwi 0x000000000000f1206 2 3001,true
4430 07/04 10:43:39.264 VMSS debug 1 com.cisco.aesop.voicemail.Mailbox : setMessageWaiting:
3001,true
4430 07/04 10:43:39.264 VMSS vmdb 0 Request connection: inUse: 1, active: 2
4430 07/04 10:43:39.264 VMSS debug 1 com.cisco.aesop.voicemail.VMDatabase : Request connection:
inUse: 1, active: 2
4430 07/04 10:43:39.264 VMSS vmdb 0 Got connection: 1, inUse: 2, active: 2
4430 07/04 10:43:39.264 VMSS debug 1 com.cisco.aesop.voicemail.VMDatabase : Got connection: 1,
inUse: 2, active: 2
4430 07/04 10:43:39.264 VMSS vmdb 7 select uid from vm_message where
vm_message.messageid='FTX1242A3S6-NME-FOC12394L3Y-1372949852538' ;
4430 07/04 10:43:39.264 VMSS debug 1 com.cisco.aesop.voicemail.VMDatabase : select uid from
vm_message where vm_message.messageid='FTX1242A3S6-NME-FOC12394L3Y-1372949852538' ;
4430 07/04 10:43:39.273 VMSS vmdb 3 PERSONAL_000000000000000000000000
4430 07/04 10:43:39.273 VMSS debug 1 com.cisco.aesop.voicemail.VMDatabase :
PERSONAL_000000000000000000000000
4430 07/04 10:43:39.273 VMSS debug 1 com.cisco.aesop.voicemail.VMUser : getMailboxInfo:
personalMailboxId=PERSONAL_000000000000000000000000
4430 07/04 10:43:39.273 VMSS vmdb 0 Freed connection: 1, inUse: 1, active: 2
4430 07/04 10:43:39.273 VMSS debug 1 com.cisco.aesop.voicemail.VMDatabase : Freed connection: 1,
inUse: 1, active: 2
4430 07/04 10:43:39.273 VMSS vmmsg 8 populateSenderDetails: sender entity:
id=MW2,type=1,ext=3002,cn=MW2,desc=
4430 07/04 10:43:39.273 VMSS vmmsg 8 populateSenderDetails: localPart=MW2
4430 07/04 10:43:39.273 VMSS vmmsg 8 populateSenderDetails: imapSender="MW2 \ (MW2\)"
<MW2@localdomain>, mwiFrom="MW2" <sip:3002@sip.invalid>, subjectLine=3002
4430 07/04 10:43:39.273 VMSS debug 1 com.cisco.aesop.voicemail.Message : getLengthMillisec():
msgid: FTX1242A3S6-NME-FOC12394L3Y-1372949852538 totalMsgLength: 14287
4430 07/04 10:43:39.273 VMSS debug 1 com.cisco.aesop.voicemail.Message : getLengthMillisec():
msgid: FTX1242A3S6-NME-FOC12394L3Y-1372949852538 totalMsgLength: 14287
4430 07/04 10:43:39.274 VMSS vmwi 4 MessageWaitingThread.addJob:
Messages-Waiting: yes
Message-Account: sip:3001@10.10.202.50
Voice-Message: 1/0 (0/0)
Fax-Message: 0/0 (0/0)

X-Cisco-Message-State: new
X-Cisco-Message-Type: normal
From: "MW2" <sip:3002@sip.invalid>
To: <sip:3001@sip.invalid>
Date: Thu, 4 Jul 2013 16:43:39 GMT
Message-ID: FTX1242A3S6-NME-FOC12394L3Y-1372949852538
```

Message-Context: voice-message
Content-Duration: 14

```
4430 07/04 10:43:39.274 VMSS vmwi 4 MessageWaitingThread.addJob: numJobs=1
4430 07/04 10:43:39.274 VMSS dbug 1 MessageWaitingThread : adding job
4430 07/04 10:43:39.274 VMSS vmdb 0x00000000000f1206 7 update vm_message set mwion=true where
messageid='FTX1242A3S6-NME-FOC12394L3Y-1372949852538';
4430 07/04 10:43:39.274 VMSS dbug 1 com.cisco.aesop.voicemail.VMDatabase : taskId:
987654(0xf1206): update vm_message set mwion=true where messageid='FTX1242A3S6-NME-FOC12394L3Y-
1372949852538';
4430 07/04 10:43:39.274 VMSS dbug 1 com.cisco.aesop.voicemail.VMDatabase : connection 0:
execute: update vm_message set mwion=true where messageid='FTX1242A3S6-NME-FOC12394L3Y-
1372949852538';
3450 07/04 10:43:39.274 VMSS vmwi 4 MessageWaitingThread.run: extn=3001, numJobs=0
3450 07/04 10:43:39.274 VMSS vmwi 4 http://localhost:8080/mwiapp?extn=3001&state=1
3450 07/04 10:43:39.274 VMSS dbug 1 com.cisco.aesop.voicemail.MessageWaitingThread :
http://localhost:8080/mwiapp?extn=3001&state=1
```

**4522 07/04 10:43:39.289 ACCN STGN 0 Task: 26300000053GetListMember: output string:sub-notify
在CUCME中 :**

Received:

```
NOTIFY sip:3001@10.10.202.1:5060 SIP/2.0
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUBreuy0GkQBlQw~~26
Max-Forwards: 70
To: <sip:3001@10.10.202.1>;tag=C253E4-7B4
From: <sip:3001@10.10.202.50>;tag=a4c2d6ba-1099
Call-ID: 25A81829-E3FD11E2-80C3BB44-39D4A3CF@10.10.202.1
CSeq: 5 NOTIFY
Content-Length: 113
Contact: sip:3001@10.10.202.50
Event: message-summary
Allow-Events: refer
Allow-Events: telephone-event
Allow-Events: message-summary
Subscription-State: active
Content-Type: application/simple-message-summary
```

```
Messages-Waiting: yes
Message-Account: sip:3001@10.10.202.50
Voice-Message: 1/0 (0/0)
Fax-Message: 0/0 (0/0)
```

Sent:

```
SIP/2.0 200 OK
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUBreuy0GkQBlQw~~26
From: <sip:3001@10.10.202.50>;tag=a4c2d6ba-1099
To: <sip:3001@10.10.202.1>;tag=C253E4-7B4
Date: Thu, 04 Jul 2013 16:33:26 GMT
Call-ID: 25A81829-E3FD11E2-80C3BB44-39D4A3CF@10.10.202.1
CSeq: 5 NOTIFY
Content-Length: 0
```

排除故障未经请求的SIP

提示传送通知信息对CUCME。前期订阅没有要求。

在提示 :

```
2922 07/04 11:07:59.028 VMSS vmwi 0x00000000000f1206 2 3001,true
2922 07/04 11:07:59.028 VMSS dbug 1 com.cisco.aesop.voicemail.Mailbox : setMessageWaiting:
3001,true
```

2922 07/04 11:07:59.029 VMSS vmwi 4 MessageWaitingThread.addJob:

Messages-Waiting: yes

Message-Account: sip:3001@10.10.202.50

Voice-Message: 2/0 (0/0)

Fax-Message: 0/0 (0/0)

2922 07/04 11:07:59.029 VMSS vmwi 4 MessageWaitingThread.addJob: numJobs=1

2922 07/04 11:07:59.029 VMSS dbug 1 MessageWaitingThread : adding job

3450 07/04 11:07:59.029 VMSS vmwi 4 MessageWaitingThread.run: extn=3001, numJobs=0

3450 07/04 11:07:59.029 VMSS vmwi 4 http://localhost:8080/mwiapp?extn=3001&state=1

3450 07/04 11:07:59.029 VMSS dbug 1 com.cisco.aesop.voicemail.MessageWaitingThread :

http://localhost:8080/mwiapp?extn=3001&state=1

2924 07/04 11:07:59.037 VMSS sydb 1 MailboxNode: PERSONAL_000000000000000000000000,ownerDn

2924 07/04 11:07:59.037 VMSS dbug 1 com.cisco.aesop.voicemail.VMSysdbMailboxNode : Get

attribute: ownerDn Mailbox: PERSONAL_000000000000000000000000

2921 07/04 11:07:59.039 VMSS sydb 1 MailboxNode: PERSONAL_000000000000000000000000,mailboxDesc

2921 07/04 11:07:59.039 VMSS dbug 1 com.cisco.aesop.voicemail.VMSysdbMailboxNode : Get

attribute: mailboxDesc Mailbox: PERSONAL_000000000000000000000000

4524 07/04 11:07:59.041 ACCN STGN 0 Task: 263000000060GetListMember: output string:unsolicited

4524 07/04 11:07:59.041 ACCN STGN 0 Task: 263000000060GetListMember: Position variable is beyond the string list: number of tokens in the list:1

4524 07/04 11:07:59.041 ACCN SIPL 0 **SubscriptionLineImpl: Unsolicited Notify Message being sent:NOTIFY sip:3001@10.10.202.1:5060;transport=udp SIP/2.0**

Max-Forwards: 70

To: <sip:3001@10.10.202.1:5060>

From: <sip:3001@10.10.202.50:5060>;tag=ds9b9149a8

Call-ID: a5244b0b-1105@sip:3001@10.10.202.50:5060

CSeq: 1 NOTIFY

Content-Length: 113

Contact: <sip:3001@10.10.202.50:5060>

Content-Type: application/simple-message-summary

Event: message-summary

Messages-Waiting: yes

Message-Account: sip:3001@10.10.202.50

Voice-Message: 2/0 (0/0)

Fax-Message: 0/0 (0/0)

4524 07/04 11:07:59.052 ACCN SIPL 0 **SubscriptionLineImpl: Unsolicited Notify Message sent, result:true**

4524 07/04 11:08:09.053 ACCN SIPL 0 **SubscriptionLineImpl: Unsolicited Notify Message sent, result:true**

在CUCME中 :

Received:

NOTIFY sip:3001@10.10.202.1:5060;transport=udp SIP/2.0

Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUKbreuy0GkQBlQw~~44

Max-Forwards: 70

To: <sip:3001@10.10.202.1:5060>

From: <sip:3001@10.10.202.50:5060>;tag=ds3f77b499

Call-ID: 7364fb7c-1104@sip:3001@10.10.202.50:5060

CSeq: 1 NOTIFY

Content-Length: 113

Contact: <sip:3001@10.10.202.50:5060>

Content-Type: application/simple-message-summary

Event: message-summary

Messages-Waiting: yes

Message-Account: sip:3001@10.10.202.50

Voice-Message: 1/0 (0/0)

Fax-Message: 0/0 (0/0)

Sent :

```
SIP/2.0 200 OK
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUKbreuy0GkQBlQw~~44
From: <sip:3001@10.10.202.50:5060>;tag=ds3f77b499
To: <sip:3001@10.10.202.1:5060>;tag=F07F98-117C
Date: Thu, 04 Jul 2013 17:15:43 GMT
Call-ID: 7364fb7c-1104@sip:3003@10.10.202.50:5060
CSeq: 1 NOTIFY
Content-Length: 0
```

常见问题

在SIP捆绑发出命令后，问题1. MWI不工作

SIP捆绑命令配置在对不是那个使用提示的接口的语音服务voip下。这是一非常常见问题和不易处理的用排除故障工具检测在CME里面。从CME观点没有表示的SIP消息。

在CME中，如果运行debug ip udp您不能注意从提示的数据包，但是在调试ccsip消息或调试ccsip表示的消息全部：

```
Received:
NOTIFY sip:3001@10.10.202.1:5060;transport=udp SIP/2.0
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUKbreuy0GkQBlQw~~44
Max-Forwards: 70
To: <sip:3001@10.10.202.1:5060>
From: <sip:3001@10.10.202.50:5060>;tag=ds3f77b499
Call-ID: 7364fb7c-1104@sip:3001@10.10.202.50:5060
CSeq: 1 NOTIFY
Content-Length: 113
Contact: <sip:3001@10.10.202.50:5060>
Content-Type: application/simple-message-summary
Event: message-summary
```

Messages-Waiting: yes

Message-Account: sip:3001@10.10.202.50

Voice-Message: 1/0 (0/0)

Fax-Message: 0/0 (0/0)

Sent:

```
SIP/2.0 200 OK
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bKkuJtPQPUKbreuy0GkQBlQw~~44
From: <sip:3001@10.10.202.50:5060>;tag=ds3f77b499
To: <sip:3001@10.10.202.1:5060>;tag=F07F98-117C
Date: Thu, 04 Jul 2013 17:15:43 GMT
Call-ID: 7364fb7c-1104@sip:3003@10.10.202.50:5060
CSeq: 1 NOTIFY
Content-Length: 0
```

如果数据包捕获直接地从与IP数据流出口的提示接口收集您能注意INVITE由CUCME的确接收：

No. -	Time	Source	Destination	Protocol	Info
6	0.101538	10.10.202.50	10.10.202.1	SIP/SDP	Request: INVITE sip:39993001@10.10.202.1:5060;user=phone, with session desc
76	0.603723	10.10.202.50	10.10.202.1	SIP/SDP	Request: INVITE sip:39993001@10.10.202.1:5060;user=phone, with session desc
78	1.605571	10.10.202.50	10.10.202.1	SIP/SDP	Request: INVITE sip:39993001@10.10.202.1:5060;user=phone, with session desc
80	3.608380	10.10.202.50	10.10.202.1	SIP/SDP	Request: INVITE sip:39993001@10.10.202.1:5060;user=phone, with session desc
82	7.609776	10.10.202.50	10.10.202.1	SIP/SDP	Request: INVITE sip:39993001@10.10.202.1:5060;user=phone, with session desc

在提示INVITE显示如发送，虽然，因为没有从CUCME的无响应，继续发送邀请，直到重试计数被到达，然后连接终止的归结于无响应：

```
4480 07/08 10:30:59.377 ACCN HTTS 0 -> AInvoker.doGet() (/mwiapp) EXIT
```

4901 07/08 10:31:01.858 DSSP LWRE 0 Sending UDP packet on 10.10.202.50:32775, destination 10.10.202.1:5060

INVITE sip:39993001@10.10.202.1:5060;user=phone SIP/2.0

Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bK51VhKqo+pUDrDt5LgLS2yA~~5

Max-Forwards: 70

To: <sip:39993001@10.10.202.1:5060;user=phone>

From: <sip:3@10.10.202.50:5060>;tag=cuefb95dbea

Call-ID: 137330105434811@10.10.202.50

CSeq: 1 INVITE

Content-Length: 178

Contact: <sip:3@10.10.202.50:5060>

Content-Type: application/sdp

Cisco-Gcid: BF1F1B8C-013F-1000-4000-001125CUC68

Call-Info: <sip:10.10.202.50:5060>;method="NOTIFY;Event=telephone-event;Duration=2000"

Allow-Events: telephone-event

v=0

o=CiscoSystemsSIP-Workflow-App-UserAgent 2956 2956 IN IP4 10.10.202.50

s=SIP Call

c=IN IP4 10.10.202.50

t=0 0

m=audio 16926 RTP/AVP 0

a=rtpmap:0 pcmu/8000

a=ptime:20

4488 07/08 10:31:04.355 ACCN ENGN 0 Record 544481396 enqueued. Queue size=0 total number of writes=10

4863 07/08 10:31:04.359 ACCN ENGN 0 Insert Record 544481396 took 3ms finish at 1373301064359

4903 07/08 10:31:09.860 DSSP LWRE 0 Sending UDP packet on 10.10.202.50:32775, destination 10.10.202.1:5060

INVITE sip:39993001@10.10.202.1:5060;user=phone SIP/2.0

Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bK51VhKqo+pUDrDt5LgLS2yA~~5

Max-Forwards: 70

To: <sip:39993001@10.10.202.1:5060;user=phone>

From: <sip:3@10.10.202.50:5060>;tag=cuefb95dbea

Call-ID: 137330105434811@10.10.202.50

CSeq: 1 INVITE

Content-Length: 178

Contact: <sip:3@10.10.202.50:5060>

Content-Type: application/sdp

Cisco-Gcid: BF1F1B8C-013F-1000-4000-001125CUC68

Call-Info: <sip:10.10.202.50:5060>;method="NOTIFY;Event=telephone-event;Duration=2000"

Allow-Events: telephone-event

v=0

o=CiscoSystemsSIP-Workflow-App-UserAgent 2956 2956 IN IP4 10.10.202.50

s=SIP Call

c=IN IP4 10.10.202.50

t=0 0

m=audio 16926 RTP/AVP 0

a=rtpmap:0 pcmu/8000

a=ptime:20

2882 07/08 10:36:30.909 VMSS debug 1 com.cisco.aesop.voicemail.Mailbox : refreshMWI: 3001

2882 07/08 10:36:30.909 VMSS debug 1 com.cisco.aesop.voicemail.LdapAgent : getUserByPhoneNo: 3001

2882 07/08 10:36:30.918 VMSS debug 1 com.cisco.aesop.voicemail.LdapAgent : getUserByPhoneNo: id MWIOne

2882 07/08 10:36:30.918 VMSS debug 1 com.cisco.aesop.voicemail.VMDatabase : connection 0: query: select mailboxid from vm_mbxusers where owner=true and userdn='/sw/local/users/MWIOne';

2882 07/08 10:36:30.919 VMSS debug 1 com.cisco.aesop.voicemail.VMUser : getMailboxInfo: personalMailboxId=PERSONAL_000000000000000000000000

2882 07/08 10:36:30.920 VMSS debug 1 com.cisco.aesop.voicemail.VMDatabase : connection 1: query: select messageid from vm_message where messagetype=50 and starttime<=1373301390920 and endtime>=1373301390920 and private='false' except select vm_bcst_heard.messageid from

vm_message, vm_bcst_heard where vm_message.messageid=vm_bcst_heard.messageid and
vm_bcst_heard.mailboxid='PERSONAL_000000000000000000000000';
2882 07/08 10:36:30.922 VMSS debug 1 com.cisco.aesop.voicemail.LdapAgent : getAttributeValue:
/sw/local/users/MWIOne/TelephoneNumbers/primaryExtension
2882 07/08 10:36:30.923 VMSS debug 1 com.cisco.aesop.voicemail.Mailbox : **setMessageWaiting:
3001,true**
2882 07/08 10:36:30.923 VMSS debug 1 MessageWaitingThread : adding job
3400 07/08 10:36:30.923 VMSS debug 1 com.cisco.aesop.voicemail.MessageWaitingThread :
http://localhost:8080/mwiapp?extn=3001&state=1
4481 07/08 10:36:30.935 ACCN STGN 0 Task: 265000000011**GetListMember: output string:outcall**
4481 07/08 10:36:30.937 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTINGenter connect
4481 07/08 10:36:30.937 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTINGenter createInvitation
4481 07/08 10:36:30.937 ACCN SIPL 0 SDPBody : v=0
o=CiscoSystemsSIP-Workflow-App-UserAgent 3673 3673 IN IP4 10.10.202.50
s=SIP Call
c=IN IP4 10.10.202.50
t=0 0
m=audio 16924 RTP/AVP 0
a=rtpmap:0 pcmu/8000
a=ptime:20

4481 07/08 10:36:30.937 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTINGbefore
invitationmanager.createInvitation. body : v=0
o=CiscoSystemsSIP-Workflow-App-UserAgent 3673 3673 IN IP4 10.10.202.50
s=SIP Call
c=IN IP4 10.10.202.50
t=0 0
m=audio 16924 RTP/AVP 0
a=rtpmap:0 pcmu/8000
a=ptime:20
body type : application/sdp toNA : <sip:39993001@10.10.202.1:5060;user=phone> fromNA :
<sip:3@10.10.202.50:5060> from tag : cue9d5cfebc
4481 07/08 10:36:30.937 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTINGafter
invitationmanager.createInvitation
4481 07/08 10:36:30.937 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTING added ciscogcid
4481 07/08 10:36:30.937 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTING getDTMFHeader: Enter
4481 07/08 10:36:30.937 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTING getDTMFHeader: getting the
headers
4481 07/08 10:36:30.937 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTING getDTMFHeader: before adding
headers to message
4481 07/08 10:36:30.938 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTING getDTMFHeader: after adding
headers to message :
INVITE sip:39993001@10.10.202.1:5060;user=phone SIP/2.0
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bK51VhKqo+pUDrDt5LgLS2yA~~6
Max-Forwards: 70
To: <sip:39993001@10.10.202.1:5060;user=phone>
From: <sip:3@10.10.202.50:5060>;tag=cue9d5cfebc
Call-ID: 137330139093613@10.10.202.50
CSeq: 1 INVITE
Content-Length: 178
Contact: <sip:3@10.10.202.50:5060>
Content-Type: application/sdp
Cisco-Gcid: BF243E58-013F-1000-4000-001125CUCE68
Call-Info: <sip:10.10.202.50:5060>;method="NOTIFY;Event=telephone-event;Duration=2000"
Allow-Events: telephone-event

v=0
o=CiscoSystemsSIP-Workflow-App-UserAgent 3673 3673 IN IP4 10.10.202.50
s=SIP Call
c=IN IP4 10.10.202.50
t=0 0
m=audio 16924 RTP/AVP 0
a=rtpmap:0 pcmu/8000
a=ptime:20

```
4481 07/08 10:36:30.938 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTINGinvite message : INVITE
sip:39993001@10.10.202.1:5060;user=phone SIP/2.0
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bK51VhKqo+pUDrDt5LgLS2yA~~6
Max-Forwards: 70
To: <sip:39993001@10.10.202.1:5060;user=phone>
From: <sip:3@10.10.202.50:5060>;tag=cue9d5cfebc
Call-ID: 137330139093613@10.10.202.50
CSeq: 1 INVITE
Content-Length: 178
Contact: <sip:3@10.10.202.50:5060>
Content-Type: application/sdp
Cisco-Gcid: BF243E58-013F-1000-4000-001125CUC68
Call-Info: <sip:10.10.202.50:5060>;method="NOTIFY;Event=telephone-event;Duration=2000"
Allow-Events: telephone-event
```

```
v=0
o=CiscoSystemsSIP-Workflow-App-UserAgent 3673 3673 IN IP4 10.10.202.50
s=SIP Call
c=IN IP4 10.10.202.50
t=0 0
m=audio 16924 RTP/AVP 0
a=rtpmap:0 pcmu/8000
a=ptime:20
```

```
4481 07/08 10:36:30.938 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTINGreturning invitation
4481 07/08 10:36:30.938 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTINGgot Invitation
4481 07/08 10:36:30.938 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTINGbefore Invitation start
4481 07/08 10:36:30.939 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTINGafter Invitation start
4481 07/08 10:36:35.938 ACCN SIPL 0 sip-ltp10: 3, State=CONTACTING terminating dialog in
contacting state 20
4481 07/08 10:36:35.939 ACCN SIPL 0 sip-ltp10: 3, State=TERMINATEDcontacting state hangup
4481 07/08 10:36:35.939 ACCN SIPL 0 sip-ltp10: 3, State=TERMINATEDafter contacting state hangup
```

解决方案：

bind interface命令允许您配置信令和媒体数据包源IP地址到一个特定接口的IP地址。因此，在数据包出去的地址一定对用**bind**命令指定的接口的IP地址。没有被注定对限制地址的数据包丢弃。

1. 检查用于的接口配置提示。
2. 推荐用于CUCME的接口在**IP源地址**里面是用于提示的相同的。
3. 做适当的调整为了接收从提示接口发出的SIP流量：
 - 3.1您能从**语音服务voip**删除**捆绑**命令。这允许网关接收从所有接口的SIP流量。

```
voice service voip
sip
no bind control source-interface [interface]
no bind media source-interface [interface]
```

3.2您能配置SIP**捆绑**on命令**dial-peer**基本类型。这是常用的，当您有一SIP中继对要求特定IP地址准许的您的载波或防火墙时：

```
dial-peer voice tag voip
session protocol sipv2
voice-class sip bind {control | media} source interface interface-id[ipv6-address ipv6-address]
exit
```

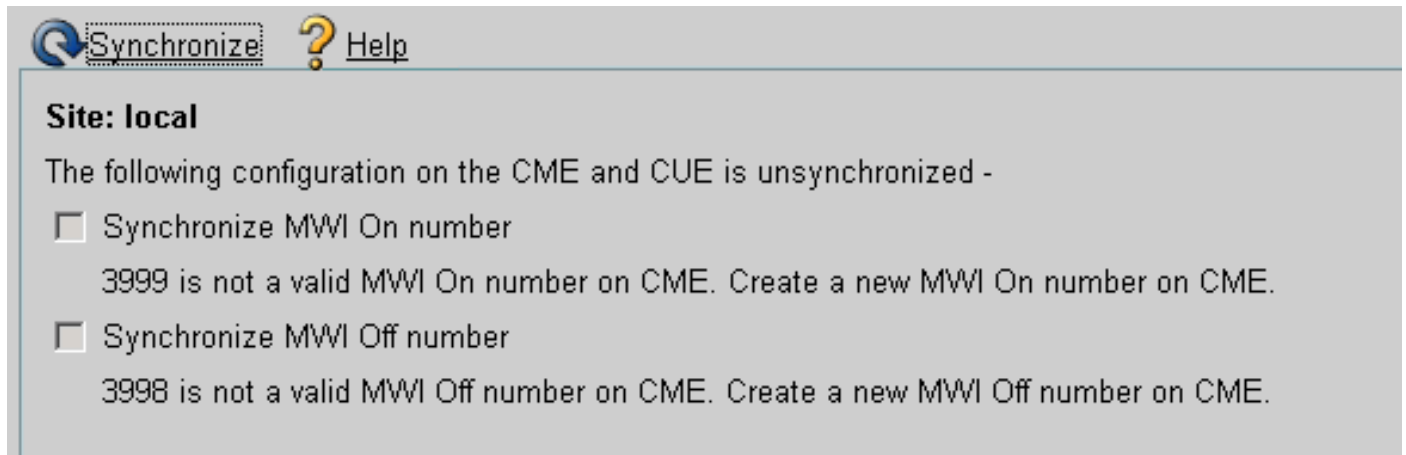
在ephone-dn没定义的问题2.适当的分机长度

MWI在CUCME的DN配置叫牌方法的没有正确提供与在CUCME拨号计划的正确分机长度用于MWI。

可能的原因#1

如果ephoned DN配置与MWI分机和仅没有小点('.')提示同步发生故障：

导航对Administration >同步信息



Site: local

The following configuration on the CME and CUE is unsynchronized -

- Synchronize MWI On number
3999 is not a valid MWI On number on CME. Create a new MWI On number on CME.
- Synchronize MWI Off number
3998 is not a valid MWI Off number on CME. Create a new MWI Off number on CME.

可能的原因#2

分机长度不匹配正确相当数量用户扩展的位。

在CUCME中您能使用调试ccsip消息，并且消息存在，但是MWI不工作：

Received:

```
INVITE sip:39993001@10.10.202.1:5060;user=phone SIP/2.0
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bK51VhKqo+pUDrDt5LgLS2yA~~20
Max-Forwards: 70
To: <sip:39993001@10.10.202.1:5060;user=phone>
From: <sip:3@10.10.202.50:5060>;tag=cue5d4ca12d
Call-ID: 137330470927141@10.10.202.50
CSeq: 1 INVITE
Content-Length: 176
Contact: <sip:3@10.10.202.50:5060>
Content-Type: application/sdp
Cisco-Gcid: BF56E097-013F-1000-4000-001125CUC68
Call-Info: <sip:10.10.202.50:5060>;method="NOTIFY";Event=telephone-event;Duration=2000"
Allow-Events: telephone-event
```

v=0

```
o=CiscoSystemsSIP-Workflow-App-UserAgent 151 151 IN IP4 10.10.202.50
s=SIP Call
c=IN IP4 10.10.202.50
t=0 0
m=audio 16932 RTP/AVP 0
a=rtpmap:0 pcmu/8000
a=ptime:20
```

```
000815: *Jul 8 18:26:07.215: SetCallInfo MODE 1 calling dn -1 chan 1 dn 3 chan 1
000816: *Jul 8 18:26:07.215: alling [3] called [39993001]
000817: *Jul 8 18:26:07.215: SkinnyTryCall to 1 instance 1 start at 0
000818: *Jul 8 18:26:07.215: MWI-on non-local target 1
000819: *Jul 8 18:26:07.215: MWI-on has no non-local target 1
```

CME#show ephone reg

```
ephone-1[0] Mac:0023.5E18.23EC TCP socket:[2] activeLine:0 whisperLine:0 REGISTERED in SCCP ver
17/12 max_streams=5
mediaActive:0 whisper_mediaActive:0 startMedia:0 offhook:0 ringing:0 reset:0 reset_sent:0 paging
0 debug:1 caps:9
IP:10.10.202.2 31984 7965 keepalive 4 max_line 6 available_line 6
button 1: dn 1 number 3001 CH1 IDLE CH2 IDLE
Preferred Codec: g711ulaw
Username: MWIOne Password: cisco
```

解决方案：

保证适当的相当数量小点('.')配置，在MWI分机号为了匹配在CUCME的扩展的长度用于用户后：

```
ephone-dn 3
 mwi on
 number 3999...
!
ephone-dn 4
 mwi off
 number 3998...
```

问题3.订阅通知没有订阅

当SIP订阅通知方法使用，并且时目录号的前期订阅未发生，MWI不工作，并且SIP Notify没有为MWI事件发送。

在留下或获取语音邮件以后的CUCME中，SIP Notify没有从提示发送为了启用开/关MWI：

```
ephone-dn 3
 mwi on
 number 3999...
!
ephone-dn 4
 mwi off
 number 3998...
```

解决方案：

配置适当的MWI订阅命令为了获得Dns订阅与MWI事件的提示：

```
voice register dn 1
 number 3005
 mwi
!
ephone-dn 1
 number 3001
 mwi sip
```

```
Sent:
SUBSCRIBE sip:3001@10.10.202.50:5060 SIP/2.0
Via: SIP/2.0/UDP 10.10.202.1:5060;branch=z9hG4bK61210
From: <sip:3001@10.10.202.1>;tag=728524-1B54
To: <sip:3001@10.10.202.50>
Call-ID: 18BDF708-E73411E2-80DF96BA-2150599@10.10.202.1
CSeq: 101 SUBSCRIBE
Max-Forwards: 70
Date: Mon, 08 Jul 2013 18:36:11 GMT
User-Agent: Cisco-SIPGateway/IOS-12.x
Event: message-summary
Expires: 3600
```

Contact: <sip:3001@10.10.202.1:5060>
Accept: application/simple-message-summary
Content-Length: 0

Received:

SIP/2.0 202 Accepted
Via: SIP/2.0/UDP 10.10.202.1:5060;branch=z9hG4bK61210
To: <sip:3001@10.10.202.50>;tag=591a1296-1099
From: <sip:3001@10.10.202.1>;tag=728524-1B54
Call-ID: 18BDF708-E73411E2-80DF96BA-2150599@10.10.202.1
CSeq: 101 SUBSCRIBE
Content-Length: 0
Expires: 3600
Contact: sip:3001@10.10.202.50
Allow-Events: refer
Allow-Events: telephone-event
Allow-Events: message-summary

Received:

NOTIFY sip:3001@10.10.202.1:5060 SIP/2.0
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bK51VhKqo+pUDrDt5LgLS2yA~~27
Max-Forwards: 70
To: <sip:3001@10.10.202.1>;tag=728524-1B54
From: <sip:3001@10.10.202.50>;tag=591a1296-1099
Call-ID: 18BDF708-E73411E2-80DF96BA-2150599@10.10.202.1
CSeq: 1 NOTIFY
Content-Length: 113
Contact: sip:3001@10.10.202.50
Event: message-summary
Allow-Events: refer
Allow-Events: telephone-event
Allow-Events: message-summary
Subscription-State: active
Content-Type: application/simple-message-summary

Messages-Waiting: yes
Message-Account: sip:3001@10.10.202.50
Voice-Message: 1/0 (0/0)
Fax-Message: 0/0 (0/0)

Sent:

SIP/2.0 200 OK
Via: SIP/2.0/UDP 10.10.202.50:5060;branch=z9hG4bK51VhKqo+pUDrDt5LgLS2yA~~27
From: <sip:3001@10.10.202.50>;tag=591a1296-1099
To: <sip:3001@10.10.202.1>;tag=728524-1B54
Date: Mon, 08 Jul 2013 18:36:11 GMT
Call-ID: 18BDF708-E73411E2-80DF96BA-2150599@10.10.202.1
CSeq: 1 NOTIFY
Content-Length: 0

000963: *Jul 8 18:36:12.255: %SYS-5-CONFIG_I: Configured from console by jovalver on vty0
(10.10.100.6)
000964: *Jul 8 18:36:12.599: ephone-1[2]:Set MWI line 1 to ON count 1
000965: *Jul 8 18:36:12.599: ephone-1[2]:Set MWI line 0 to ON count 1

问题4. 488不可接受梅迪亚

当提示发送叫牌为MWI时，邀请CUCME发送488不可接受梅迪亚。

Sent:

SIP/2.0 488 Not Acceptable Media
Via: SIP/2.0/UDP 172.18.106.88:5060
From: "Cisco SIP Channel1" <sip:outbound-0@172.18.106.66>;tag=75b5194d-133

To: <sip:1109811043@172.18.106.66;user=phone>;tag=23F1578C-252
Date: Fri, 11 Mar 2005 15:09:13 GMT
Call-ID: e34bafcc-131@172.18.106.88:5060
Server: Cisco-SIPGateway/IOS-12.x
CSeq: 51 INVITE
Allow-Events: telephone-event
Content-Length: 0

解决方案：

提示只支持G711ulaw

保证适当的流入的拨号对等体是该的匹配支持编码G711ulaw。您能创建一新的dial-peer或使用已存在的dial-peer语音邮件访问：

```
dial-peer voice 3600 voip
destination-pattern 3600
session protocol sipv2
session target ipv4:10.10.202.2
incoming called-number 399[89]....
dtmf-relay sip-notify
codec g711ulaw
no vad
!
```

相关信息

- [Cisco Unity Express语音邮件和Auto Attendant 3.0及以上版本版本的CLI管理员指南](#)
- [Unity Express消息等待指示\(MWI\)问题故障排除](#)
- [集成与Cisco Unified SRST的语音邮件](#)
- [Bind命令的SIP网关技术支持](#)
- [Cisco CallManager Express/Cisco Unity Express 配置示例](#)