

隧道Q信令(QSIG)資料導致出站代理在18分鐘內未就緒

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簡介

本檔案將說明當閘道在未偵測到應答機終端音後傳送再見訊息時，Cisco Unified Contact Center Enterprise(UCCE)環境中作業階段啟始通訊協定(SIP)撥號程式的行為。

問題：隧道Q信令(QSIG)資料導致出站代理在18分鐘內未就緒

UCCE版本10.x

呼叫流： PSTN ← QSIG — 網關 ← SIP — 撥號程式

撥號器組態： 轉接到IVR路由點和終止音檢測已勾選

Agent Based Campaign
 Enable IP AMD
 Call Progress Analysis (CPA)
 Record CPA

Abandon Call
 Transfer to Agent
 Transfer to IVR Route Point
 Terminate Tone Detect

Transfer to IVR Campaign
 Enable IP AMD

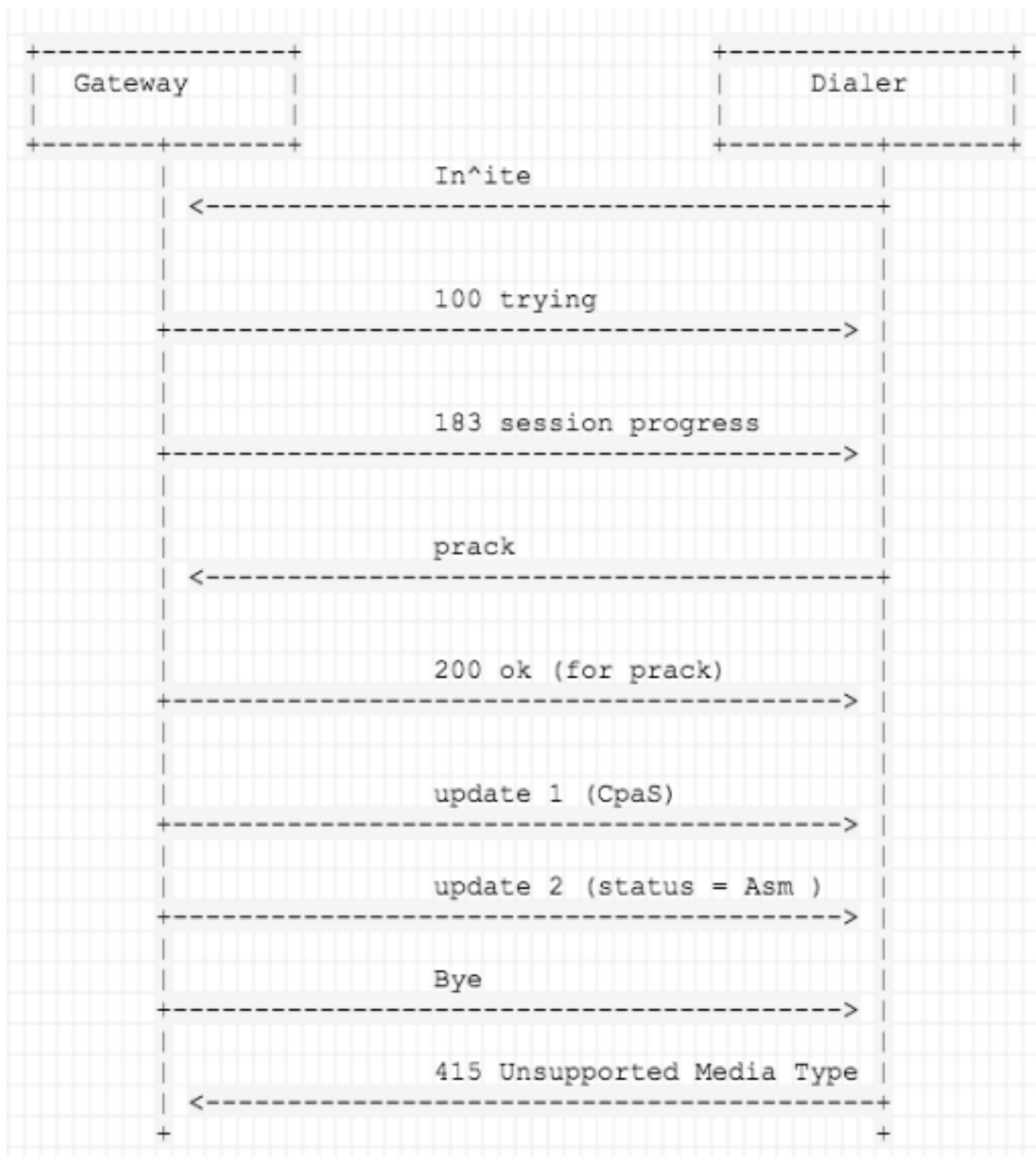
Abandon Call
 Transfer to IVR Route Point
 Terminate Tone Detect

Call Progress Analysis (CPA) Parameters

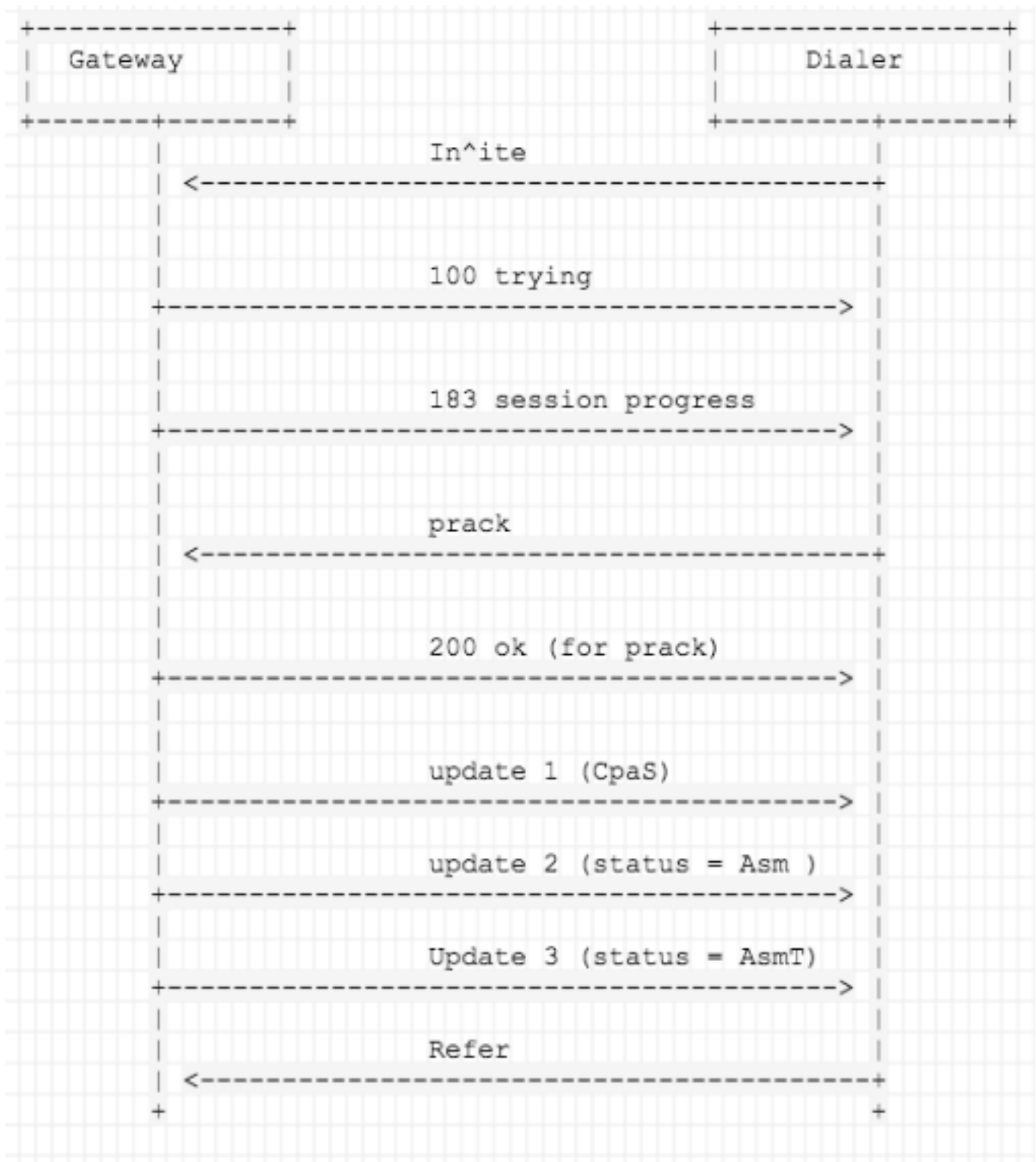
Minimum Silence Period (100 - 1000)	375	Millisecond(s)
Analysis Period (1000 - 10000)	2500	Millisecond(s)
Minimum Valid Speech (50 - 500)	112	Millisecond(s)
Maximum Analysis Time (1000 - 10000)	3000	Millisecond(s)
Maximum Termination Tone Analysis (1000 - 60000)	15001	Millisecond(s)

當網關檢測到應答機但未確定應答機終止音時，它向SIP撥號器傳送Bye消息。SIP撥號程式回送「SIP/2.0 415 Unsupported Media Type」。在這種情況下，呼叫無法終止，並且座席大約在18分鐘內無法返回到就緒狀態。

當網關傳送帶有AsmT（應答機終止音）的CPA時，該呼叫可以參考到VRU支路。



<不帶AsmT>



<使用AsmT>

解決方案

分析：

封裝在SIP消息中的QSIG消息包含多部分MIME正文。

多部分MIME正文 — 包含隧道QSIG資料的消息部分。

在SIP TDM網關方案中，有兩種選項 — 原始消息(rawmsg)和無條件。rawmsg選項指定僅對原始消

息 (application/qsig或application/x-q931) 進行通道化。 unconditional選項指定所有附加消息主體 (如GTD和原始消息 (application/qsig或application/x-q931)) 的隧道。

如果使用者代理伺服器(UAS)無法處理隧道化QSIG或Q.931消息，您應該會收到SIP 415最終響應消息 (不支援的媒體型別)

http://www.cisco.com/c/en/us/td/docs/ios/voice/cube/configuration/guide/vb_book/vb_book/vb_837_7.html

從Bye消息(GW → Dialer)中看到多部分MIME正文：

```
13:46:21:865 dialer-baDialer Trace: (RESIP) Received an unsupported mime type:
multipart/mixed;boundary=uniqueBoundary for SipReq: BYE 10000@10.240.112.25:58800 cid=875d601c-
803f1b7c-0f42dd21-1739f77c tid=5A5EF5141D cseq=BYE / 103 from(wire).
13:46:21:865 dialer-baDialer Trace: (RESIP) Helper::makeResponse(SipReq: BYE
10000@10.240.112.25:58800 cid=875d601c-803f1b7c-0f42dd21-1739f77c tid=5A5EF5141D cseq=BYE / 103
from(wire) code=415 reason=.
13:46:21:865 dialer-baDialer Trace: (RESIP) SEND: SipResp: 415 cid=875d601c-803f1b7c-0f42dd21-
1739f77c tid=5A5EF5141D cseq=BYE / 103 from(tu).
13:46:21:865 dialer-baDialer Trace: (RESIP) Failed content validation BYE
sip:10000@10.240.112.25:58800 SIP/2.0
Via: SIP/2.0/UDP 10.240.112.248:5060;branch=z9hG4bK5A5EF5141D
Max-Forwards: 70
To: <sip:10000@10.240.112.25>;tag=643e4c04
From: <sip:8880411590226@10.240.112.248>;tag=3A39A434-71F
Call-ID: 875d601c-803f1b7c-0f42dd21-1739f77c
CSeq: 103 BYE
Content-Type: multipart/mixed;boundary=uniqueBoundary
Date: Sat, 16 Apr 2016 03:46:10 GMT
MIME-Version: 1.0
Timestamp: 1460778381
User-Agent: Cisco-SIPGateway/IOS-15.4.3.M3
Reason: Q.850;cause=16
Content-Length: 281
P-RTP-Stat: PS=0,OS=0,PR=0,OR=0,PL=0,JI=1,LA=0,DU=11

--uniqueBoundary
Content-Type: application/x-q931
Content-Disposition: signal;handling=optional
Content-Length: 11

--uniqueBoundary
Content-Type: application/gtd
Content-Disposition: signal;handling=optional

REL,
PRN,isdn*, ,NET5*,
```

<來自Gateway (網關) 的bye message (再見) >

來自撥號器消息

```
13:46:21:865 dialer-baDialer Trace: (RESIP) Received an unsupported mime type:
multipart/mixed;boundary=uniqueBoundary for SipReq: BYE 10000@10.240.112.25:58800 cid=875d601c-
803f1b7c-0f42dd21-1739f77c tid=5A5EF5141D cseq=BYE / 103 from(wire).
13:46:21:865 dialer-baDialer Trace: (RESIP) Helper::makeResponse(SipReq: BYE
10000@10.240.112.25:58800 cid=875d601c-803f1b7c-0f42dd21-1739f77c tid=5A5EF5141D cseq=BYE / 103
from(wire) code=415 reason=.
13:46:21:865 dialer-baDialer Trace: (RESIP) SEND: SipResp: 415 cid=875d601c-803f1b7c-0f42dd21-
1739f77c tid=5A5EF5141D cseq=BYE / 103 from(tu).
13:46:21:865 dialer-baDialer Trace: (RESIP) Failed content validation BYE
sip:10000@10.240.112.25:58800 SIP/2.0
```

```
13:46:21:865 dialer-baDialer Trace: (RESIP) Found matching transaction for SipResp: 415
cid=875d601c-803f1b7c-0f42dd21-1739f77c tid=5A5EF5141D cseq=BYE / 103 from(tu) -> tid=5A5EF5141D
[ ServerNonInviteTrying unreliable target=[ V4 10.240.112.248:5060 UDP target domain=unspecified
mFlowKey=832 ]].
13:46:21:865 dialer-baDialer Trace: (RESIP) TransactionState::processServerNonInvite: SipResp:
415 cid=875d601c-803f1b7c-0f42dd21-1739f77c tid=5A5EF5141D cseq=BYE / 103 from(tu).
13:46:21:865 dialer-baDialer Trace: (RESIP) Adding timer: Timer J tid=5A5EF5141D ms=32000.
13:46:21:865 dialer-baDialer Trace: (RESIP) tid=5A5EF5141D sending to : [ V4 10.240.112.248:5060
UDP target domain=unspecified mFlowKey=832 ].
13:46:21:867 dialer-baDialer Trace: (RESIP) Looked up source for destination: [ V4
10.240.112.248:5060 UDP target domain=unspecified mFlowKey=832 ] -> [ V4 10.240.112.25:0 UDP
target domain=unspecified mFlowKey=832 ] sent-by=10.240.112.248 sent-port=5060.
13:46:21:867 dialer-baDialer Trace: (RESIP) Transmitting to [ V4 10.240.112.248:5060 UDP target
domain=unspecified mFlowKey=832 ] tlsDomain= via [ V4 10.240.112.25:58800 UDP target
domain=unspecified mFlowKey=832 ]
```

```
SIP/2.0 415 Unsupported Media Type
Via: SIP/2.0/UDP 10.240.112.248:5060;branch=z9hG4bK5A5EF5141D
To: <sip:10000@10.240.112.25>;tag=643e4c04
From: <sip:8880411590226@10.240.112.248>;tag=3A39A434-71F
Call-ID: 875d601c-803f1b7c-0f42dd21-1739f77c
CSeq: 103 BYE
Content-Length: 0
```

解決方案：

在撥號對等體下配置signaling forward none，該撥號對等體接受來自撥號器的呼叫。

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/cm_enterprise_10_0_1/User/Guide/UCCE_BK_O9CF9347_00_outbound-option-guide-for-ucce.pdf

```
dial-peer voice 888 voip
 session protocol sipv2
 incoming called-number 888T
 voice-class codec 1
 voice-class sip rel1xx supported "100rel"
 dtmf-relay rtp-nte
 signaling forward none
 no vad
```

信令轉發無將阻止網關將GTD負載轉發到網路中的終端。

http://www.cisco.com/en/US/docs/ios/12_3/vvf_r/vrg_s2_ps1839_TSD_Products_Command_Reference_Chapter.html

應用此命令後，沒有將Multiple-MIME轉發到Dialer，問題已解決。