# 使用基於本地的PSTN對Webex呼叫中的PDD進 行故障排除

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## 簡介

本文描述如何在PSTN提供器使用振鈴應答超過12秒時解決呼叫失敗問題。

必要條件

需求

思科建議您瞭解以下主題:

- 基本SIP。
- 對思科本地網關的訪問。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路運作中,請確保您瞭解任何指令可能造成的影響。

### 背景資訊

撥號後延遲(PDD),是指呼叫者在呼叫發起後聽到回鈴音的持續時間。此延遲通常對應於接收SIP Invite的180振鈴或183會話進度響應所需的時間。

有時,使用者會報告諸如停機、掉電等情況,因為呼叫者在撥號後沒有聽到任何響應,從而導致混 亂。

在Webex呼叫中,使用本地網關,如果PSTN提供商超過12秒的撥號後延遲,呼叫將自動從 Webex呼叫方取消。

## 從LGW獲取日誌

從本地網關獲取日誌的步驟如下:

步驟 1.使用Putty登入到本地網關。

步驟 2.在本地網關中啟用調試。

gw-wxc# conf t

lgw-wxc(config)# no logging console

lgw-wxc(config)# no logging monitor

lgw-wxc(config)# no logging rate-limit

lgw-wxc(config)# no logging queue-limit

lgw-wxc(config)# logging buffer 400000000 debug

lgw-wxc(config)# end

lgw-wxc#清除日誌

Igw-wxc# debug ccsip messages。===>>已啟用SIP呼叫消息跟蹤

lgw-wxc# debug voice ccapi inout ===>> voip ccapi in/out debugging is on

步驟 3.開始錄製Putty會話。

前往Settings > Session > Logging以設定:

會話日誌記錄:選擇所有會話輸出。

日誌檔名稱:選擇瀏覽,然後選擇要儲存檔案的目錄和名稱。



## 🕵 PuTTY Configuration

Category:	
Session	Options controlling session logging
⊡ · Terminal	Session logging:
- Keyboard	O Printable output
Bell	All session output
Features	SSH packets and raw data
Window	Log file name:
Appearance	putty.log Browse
Behaviour     Translation     Translation     Selection     Colours     Oata     Proxy     Telnet     Rlogin	(Log file name can contain &Y, &M, &D for date, &T for time, &H for host name, and &P for port number) What to do if the log file already exists: Always overwrite it Always append to the end of it Ask the user every time Flush log file frequently Include header
● SSH Serial	Options specific to SSH packet logging Omit known password fields Omit session data
About Help	Open Cancel

開始錄製

步驟 4.A嘗試重新建立或複製對PSTN的傳出呼叫。

步驟 5.獲取日誌的輸出。

lgw-wxc#終端長度0

lgw-wxc# sh log

步驟 6.停止記錄Putty會話並儲存檔案。

前往Settings > Session > Logging和Set:

會話記錄:無。

?

🕵 PuTTY Configuration	? ×
Category: 	Options controlling session logging         Session logging:         None         All session output         SSH packets and raw data         Log file name:         putty log         Browse         (Log file name can contain &Y, &M, &D for date, &T for time, &H for host name, and &P for pot number)         What to do if the log file already exists:         Always overwrite it         Always append to the end of it         Ask the user every time         Flush log file frequently         Include header         Options specific to SSH packet logging         Omit known password fields         Omit session data
About Help	Open Cancel

停止錄製

步驟 7.停止調試。

lgw-wxc# Undebug all

## 排除LGW日誌故障

步驟 1.使用記事本等純文字檔案程式開啟您記錄的日誌。

步驟 2.檢視來自Webex Calling的Invite,在下一個示例中,您可以看到Invite到達12:09:48。

<#root>

125670: \*Jul 21

12:09:48.231

: //-1/xxxxxxxxx/SIP/Msg/ccsipDisplayMsg: Received: INVITE sip:+1XXXXXXXXXXXQXX.XX.XX.XX.5061;transport=tls;dtg=sbc\_lgu SIP/2.0 Via:SIP/2.0/TLS XXX.XXX.XX.XX:8934;branch=z9hG4bKBroadworksSSE.-XXX.X.XXX.XXV40413-0-100-1704852021-168 From:<sip:+1XXXXXXXX0@XXX.XXX.XX;user=phone>;tag=1704852021-1689966652299-To:<sip:+1XXXXXXXXXQXXXXXX.cisco-bcld.com;user=phone> Call-ID:SSE191052299210723-1072365917@XXX.XXX.XX.XX CSeq:100 INVITE Contact:<sip:XXX.XXX.XX.XX:8934;transport=tls> Privacy:none P-Access-Network-Info:6307694336 Allow: ACK, BYE, CANCEL, INFO, INVITE, OPTIONS, PRACK, REFER, NOTIFY, UPDATE Recv-Info:x-broadworks-client-session-info,x-cisco-mute-status X-BroadWorks-Correlation-Info:64b1f41c-5b24-4865-9b00-c5a9acd0c1d8 Accept:application/media\_control+xml,application/sdp,multipart/mixed Supported: Max-Forwards:69 Content-Type:application/sdp Content-Length: 2260

#### 步驟 3.請看,邀請會立即傳送到PSTN提供商,時間是12:09:48。

<#root>

125749: \*Jul 21

12:09:48.238

```
: //2058481/FED4647C9552/SIP/Msg/ccsipDisplayMsg:
Sent:
INVITE sip:+1XXXXXXXXX@XXX.X.XXX.XX:5060 SIP/2.0
Via: SIP/2.0/UDP XXX.X.XXX.XX:5060;branch=z9hG4bK11B7E01FDE
Remote-Party-ID: <sip:+1XXXXXXXXXX@XXX.X.XX>;party=calling;screen=yes;privacy=off
From: <sip:+1XXXXXXXXXX@XXX.X.XXX.XX>;tag=91790161-DA8
To: <sip:+1XXXXXXXXXX@XXX.X.XXX.XX>
Date: Fri, 21 Jul 2023 19:09:48 GMT
Call-ID: FED527FA-273011EE-9558C2C2-D591E4CC@XXX.X.XXX.XX
Supported: 100rel, timer, resource-priority, replaces, sdp-anat
Min-SE: 1800
Cisco-Guid: 4275332220-0657461742-2505228994-3583108300
User-Agent: Cisco-SIPGateway/Cisco IOS 16.12.5
Allow: INVITE, OPTIONS, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY, INFO, REGISTER
CSeq: 101 INVITE
Timestamp: 1689966588
Contact: <sip:+1XXXXXXXXX@XXX.X.XXX.XX:5060>
Expires: 180
Allow-Events: telephone-event
Max-Forwards: 68
Session-Expires: 1800
Content-Type: application/sdp
Content-Disposition: session; handling=required
Content-Length: 666
```

步驟 4.在12:10:00的12秒後,您可以看到Webex Calling向本地網關傳送Cancel。

#### <#root>

125757: \*Jul 21

12:10:00.218

: //-1/xxxxxxxxx/SIP/Msg/ccsipDisplayMsg:

#### Received:

CANCEL sip:+1XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
via:SIP/2.0/TLS XXX.XXX.XX.XX:8934;branch=z9hG4bKBroadworksSSEXXX.X.XXX.XXV40413-0-100-1704852021-168
From: <sip:+1xxxxxxxxxxx&xxx.xx.xx.xx;user=phone>;tag=1704852021-1689966652299-</sip:+1xxxxxxxxxxx&xxx.xx.xx.xx;user=phone>
To: <sip:+1xxxxxxxxxx&xxxxx.cisco-bcld.com;user=phone></sip:+1xxxxxxxxxx&xxxxx.cisco-bcld.com;user=phone>
Call-ID:SSE191052299210723-1072365917@XXX.XXX.XX
CSeq:100 CANCEL
X-BroadWorks-Correlation-Info:64b1f41c-5b24-4865-9b00-c5a9acd0c1d8
Max-Forwards:69
Session-ID:7202892d00105000a000ac7e8ab6b729;remote=0000000000000000000000000000000
Content-Length:0

步驟 5.在這種情況下,開啟Webex Calling case以將PDD延長到12秒以上至關重要。包括本地網關 跟蹤以進行進一步分析。

#### Combine >> LGW to PSTN WxC: **PSTN** LGW to WxC 12:09:48.231 INVITE w/ SDP (sendrecv) (100 INVITE) 12:09:48.238 INVITE w/ SDP (101 INVITE) 12:09:48.238 100 Trying (100 INVITE) 12:09:48.245 100 Trying (101 INVITE) 12:09:48.379 183 Session Progress (101 INVITE) 12:09:48.380 PRACK (102 PRACK) 200 OK (102 PRACK) 12:09:48.383 12:10:00.218 CANCEL (100 CANCEL) 12:10:00.219 CANCEL (101 CANCEL)

步驟 6.這是呼叫的圖形跟蹤。

追蹤

### 相關資訊

• <u>技術支援與文件 - Cisco Systems</u>

#### 關於此翻譯

思科已使用電腦和人工技術翻譯本文件,讓全世界的使用者能夠以自己的語言理解支援內容。請注 意,即使是最佳機器翻譯,也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準 確度概不負責,並建議一律查看原始英文文件(提供連結)。