# 在CUCM 11上配置立即會議功能

# 目錄

簡介 必要條件 需求 採用元件 設定 介質和訊號圖 組態 步驟1.立即配置會議。 步驟2.<u>配置IVR。</u> 步驟3.配置功能組模板。 步驟4.配置終端使用者。 限制 驗證 疑難排解 常見問題 未聽到任何IVR和呼叫中斷 IVR未接受DTMF 沒有足夠的時間輸入會議號碼 基本配置、測試和T-shoot影片演練

# 簡介

本檔案介紹Cisco Unified Communications Manager(CUCM)上取代目前我開會功能的新功能。現在 ,您可以將PIN設定為「我開會」功能,使其更安全。使用者體驗類似於Cisco WebEx。

# 必要條件

## 需求

思科建議您瞭解以下主題:

- 對媒體資源的基本瞭解
- CUCM我開會會議
- CUCM上的配置

## 採用元件

本文檔中的資訊基於CUCM版本11及更高版本。

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。如果您的網路正在作用,請確保您已瞭解任何指令可能造成的影響。

# 設定

## 介質和訊號圖

Peter, Attendee



不要撥打Meet-Me號碼,而是撥打Conference Now IVR Directory號碼。互動式語音應答(IVR)會提示您輸入會議號碼。如果啟用了訪問代碼,則IVR會提示您輸入會議訪問代碼。當與會者呼叫 Conference Now Number時,IVR會提示會議訪問編碼器,一旦其通過身份驗證,您將被安排在會議中。

## 組態

### 步驟1.立即配置會議。

步驟1。若要設定Conference Now,請導覽至Call Routing > Conference Now,如下圖所示:



步驟2.輸入以下欄位的值:Conference Now IVR Directory Number、Route partition和其他詳細資訊。

System 👻 Call Routing 👻 Media Resources 👻 Advanced Features		•
Conference Now Configuration		
🔚 Save 🗶 Delete		
- Status		
i Status: Ready		
-Conference Now Configuration		
Conference Now IVR Directory Number*	1800234567	
Route Partition	< None >	
Description		
Maximum Wait Time For Host Until Participant is Disconnected*	15 🗸	Minutes
MOH Source While Participant is Waiting	< None >	
Save Delete		

#### 步驟2.配置IVR。

步驟1。如圖所示,導覽至Media Resources > Interactive Voice Response。

CISCO For Cisco	nified CM Administration	on
System 👻 Call Routing 👻	Media Resources - Advanced Features	✓ Device ✓ Application ✓ User Management ✓ Bulk Administration ✓ Help ✓
Find and List Interact	Annunciator	
	Interactive Voice Response	
Interactive Voice Re	Conference Bridge	
Find Interactive Voice R	Media Termination Point	gins with 👻 🚽 Find Clear Filter 🔮 🚍
	Music On Hold Audio Source	No active query. Please enter your search criteria using the options above.
	Fixed MOH Audio Source	
	Music On Hold Server	
	Video On Hold Server	
	Transcoder	
	Media Resource Group	

### 步驟2.確保IVR已註冊到CUCM。

Interactive Vo	vice Response(IVR) (1 - 1 of 1	)			Rows pe
Find Interactive V	/oice Response(IVR) where Name	↓ begins with     ↓	Find Clear Filter 💠	2	
	Name *	Description	Device Pool	Status	IPv4 Addre:
	IVR 2	IVR CmB1	<u>Default</u>	Registered with 10.77.29.96	10.77.29.96
Select All	Clear All Reset Selected Ap	ply Config to Selected			

#### 步驟3.輸入以下欄位的值,如**Device Pool、Location、Description**和IVR Configuration頁面上提到 的其他欄位。

System 👻 Call Routing 👻	Media Resources 👻	Advanced Features	<ul> <li>Device </li> </ul>	Application $\bullet$	User Management 🖣	<ul> <li>Bulk Administration +</li> </ul>	Help 👻
Interactive Voice Respo	onse Configuratio	n					
🔚 Save 🎦 Reset 🥖	Apply Config						
Status							
i Status: Ready							
_Interactive Voice Resp	onse(IVR) Inform	ation —					
Registration:	Registered with Cis	co Unified Commur	nications Man	ager 10.77.29.	96		
IPv4 Address:	10.77.29.96			-			
Device is trusted							
Server*	10.77.29.96			-			
Name*	IVR_2						
Description	IVR CmB1						
Device Pool*	Default			-			
Location*	Hub_None			-			
Use Trusted Relay Point*	Off			-			
Save Reset A	oply Config						
(i) *- indicates require	d item.						

步驟4.由於IVR被視為媒體資源,因此您可以將其新增到媒體資源組(MRG),然後將其新增到媒體資源組清單(MRGL)。

服務引數**Call Count**和**Run Flag**在IVR裝置的CUCM版本中自動新增,類似於為訊號器新增服務引數 的方式。

-Select Serve	er and Service		
Server*	10.77.29.96CUCM Voice/Video (Active)	•	
Service*	Cisco IP Voice Media Streaming App (Active)	*	
All parameter	s apply only to the current server except parameter	rs that are in the cluster-wide group(s).	
-Cisco IP Voju	re Media Streaming Ann (Active) Darameters (	on server 10 77 29 96CUEM Voice (Video (Active)	
01300 11 4010	te ricula screaning App (Acave) Faranceers	on server 10.77.25.70-0001 Follog fullo (neuve)	
Davamatar Na	me	Daramater Value	Suggested Value
Parameter Na			Suggested value
	or (ANN) Parameters	Faranness Faure	ouggested value
Annunciato	or (ANN) Parameters	48	48
Annunciato Call Count * Run Flag *	or (ANN) Parameters	48 True	48 True
Annunciato Call Count *	or (ANN) Parameters	48 True	48 True
Annunciato Call Count * Run Flag *	er (ANN) Parameters 	48 True	48 True
Annunciato Call Count * Run Flag *	e Voice Response (IVR) Parameters	48 True •	48 True 48
Annunciate Call Count * Run Flag *	er (ANN) Parameters 	48 48 48 48 48 48 48 48 48	48 True 48 48 48 True

## 步驟5.新增的通知會提示使用者提供會議號碼、主機PIN或訪問代碼。請參閱公告清單。

Announcer	ment (1 - 24 of 24)	
Find Announc	ement where Announcement Identifier 🖌 begins with 👻	nd Clear Filter
	Announcement Identifier *	Description
	ConferenceNowAccessCodeFailed	Conference Now feature- Access code failed. Goodbye.
	ConferenceNowAccessCodeInvalid	Conference Now feature- Access code invalid. Retry.
	ConferenceNowCFBFailed	Conference Now feature- CFB capacity exceeded. Goodbye.
	ConferenceNowEnterAccessCode	Conference Now feature- Enter access code prompt.
	ConferenceNowEnterPIN	Conference Now feature- Enter PIN prompt.
	ConferenceNowFailedPIN	Conference Now feature- Failed PIN. Goodbye.
	ConferenceNowGreeting	Conference Now feature greeting prompt.
	ConferenceNowInvalidPIN	Conference Now feature- Invalid PIN. Retry.
	ConferenceNowNumberFailed	Conference Now feature- Meeting number failed. Goodbye.
	ConferenceNowNumberInvalid	Conference Now feature- Meeting number invalid. Retry.
	Gone 00126	System- Gone
	MLPP-BNEA 00123	System- MLPP Busy not equipped
	MLPP-BPA 00122	System- MLPP Higher precedence
	MLPP-ICA 00120	System- MLPP Service disruption
	MI PP-PALA 00119	System- MLPP Precedence access limit

步驟6.如果您要更改通知,可以上傳新檔案並根據需要修改問候語。

cisco	<b>Cisco U</b> For Cisco L	nified CM Ad	<b>dministration</b> ations Solutions					
System 👻 🤇	Call Routing 👻	Media Resources 👻	Advanced Features 👻	Device 👻	Application $\bullet$	User Management 👻	Bulk Administration $\checkmark$	Help 👻
Announcen	nent Configu	ration						
Save I	Add New	Upload File						
- Status —								
i Status	: Ready							
- Announce	ment							
Announcerr	nent Identifier	* ConferenceNowG	reeting					
Description	1	Conference Now	feature greeting prom	pt.				
Default Anr	nouncement	ConferenceNow	Greeting		-			
Save	Add New	Upload File						

### 步驟3.配置功能組模板。

步驟1。如圖所示,導覽至User Management > User/Phone Add > Feature Group Template。

Use	er Management 👻	Bulk Administration	•	Help 👻
	Application User			
	End User			_, _, ., .,
	User/Phone Add	•		Page Layout Preference
	SIP Realm			Universal Device Template
	User Settings	•		Universal Line Template
	Self-Provisioning			Feature Group Template
	Assign Presence	Users		Quick User/Phone Add

## 步驟2。若要使用「立即召開會議」功能,請選中Enable End User to Host Conference Now覈取方 塊。

Feature Group Template
Name * Default Feature Group Template
Description Feature Group Template using Def
Features
✓ Home Cluster
Enable User for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)
🔲 Include meeting information in Presence(Requires Exchange Presence Gateway to be configured on CUCM IM
Services Profile Use System Default View Details
User Profile Standard (Factory Default) User - View Details
<ul> <li>Enable End User to Host Conference Now</li> <li>Allow Control of Device from CTI</li> <li>Enable Extension Mobility Cross Cluster</li> <li>Enable Mobility</li> <li>Enable Mobility</li> </ul>

## 步驟4.配置終端使用者。

步驟1。如圖所示,導覽至User Management > End Use。

Use	er Management 👻	Bulk Administration
	Application User	
	End User	
	User/Phone Add	•
	SIP Realm	
	User Settings	•
	Self-Provisioning	
	Assign Presence	Users

### 步驟2.確保終端使用者的裝置編號出現在「受控裝置」欄位中。

-Device Information —		
Borroo internation		
Controlled Devices	SEP203A0782D633	
		Ŧ

## 步驟3.要確保目錄號碼(DN)與終端使用者相關聯,請從DN下拉選單中選擇有效值。

-Directory Number	Associations	
Primary Extension	1002 .	•

## 在CUCM上生成自助服務使用者ID。

User Status User ID*	Enabled Local User
	user1
Password	••••••
Confirm Password	••••••
Self-Service User ID	1000
PIN	•••••
Confirm PIN	••••••
Last name*	user1

步驟4.選中Enable End User to Host Conference Now覈取方塊,並確保會議號碼與自助服務使用者 ID相同。 新增與會者訪問代碼。

#### -Conference Now Information-

Enable End User to Host Conference Now

Meeting Number 1000

Attendees Access Code 12345

# 限制

- Conference Now功能沒有Conference Roster,但確實有進入/退出音調。
- 主持人無法使與會者靜音/取消靜音。
- 參加者無法通過輸入雙音多頻(DTMF)數字將音訊靜音/取消靜音。
- 最大會議參與方數由現有的CallManager服務引數Maximum Meet-Me Conference Unicast控制
- 每個CUCM節點最多支援一個預定(100)同時的Conference Now和Meet-Me會議。
- 不支援影片保留。
- IVR僅支援帶外(OOB)。可能需要媒體終端點(MTP)。
- IVR支援編解碼器G.711、G.729和寬頻256K。
- IP語音媒體流應用(IPVMA)軟體會議網橋支援編解碼器G.711和寬頻256K。

# 驗證

目前沒有適用於此組態的驗證程序。

## 疑難排解

- 重新檢查設定
- 確保IPVMA正在運行
- 確保IVR已註冊

### 常見問題

#### 未聽到任何IVR和呼叫中斷

在抽取此類呼叫的CUCM跟蹤時,在轉換器X中可看到梯形,如下圖所示:

	$\rightarrow$ $\leftarrow$
	(click here to change) ANN_3
	10.226.224.16 10.226.224.4
16:29:53.744	INVITE w/ SDP (101 INVITE)
16:29:53.746	100 Trying (101 INVITE)
16:29:53.758	180 Ringing (101 IN VITE)
16:29:53.836	OpenReceiveChannelAck
16:29:53.836	OpenReceiveChannelAck
16:29:53.837	OpenReceiveChannelAck
16:29:53.838	200 OK w/ SDP (101 INVITE)
16:29:53.838	StationAnnouncementFinishMessageID
16:29:53.840	StationSubscribeDtmfPayloadResponse
16:29:53.842	ACK (101 ACK)
16:29:53.842	BYE (101 BYE)
16:29:53.844	StationUnSubscribeDtmfPayloadErrMessage
16:29:53.846	200 OK (101 BYE)

如果您看到「StationAnnouncemnetFinishMessageID」而不是「startPlayingAnnouncement」,則 從未呼叫IVR。

#### 獲取詳細的IPVMA日誌,我們將看到一些連結

CANNAudio::GetAnnouncement() LocaleID(8) CountryID(39) AnnID(128) payload(.g729) CANNAudio::GetAnnouncement() Ann(ConferenceNowGreeting) AnnMMGreeting.wav(USER) AnnMMGreeting.wav(USER) CANNAudio::isFileExist(AnnMMGreeting.wav) isUserLocale(T) UserLocale(8) nwLocale(39) isCustom(F) CANNAudio::GetAnnouncement() Custom Ann Default file missing (AnnMMGreeting.wav) CPlayWavFilesMgr::Play aid(22) cid(58508019) Unknown ANN resource. Locale(8) AnnID(128) 此問題是由於CUCM上的未安裝區域設定造成的。我們升級了CUCM,但忘記升級區域設定,或者 我們更改了CUCM上的區域設定,但尚未安裝區域設定。

#### IVR未接受DTMF

此行為在「缺陷:<u>CSCuw79671</u>

解決方法是將Duplex Streaming Enabled 設定為true

#### 沒有足夠的時間輸入會議號碼

使用「立即開會」功能時,撥打會議號碼時,t302將觸發。如果將此號碼設定為較小的號碼以容納 重疊的DN,它將沒有足夠的時間撥打會議號碼。

這一點在缺陷中有所記錄:<u>CSCuw81520</u>

到目前為止,我們還沒有解決這個問題的辦法。

基本配置、測試和T-shoot影片演練