配置InformaCast寻呼服务器Cisco Unified Communications Manager(CUCM)12.0

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简介

本文档介绍思科IP寻呼和紧急通知功能。CUCM与InformaCast寻呼服务器集成以提供此功能。

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先决条件

要求

CUCM 11.5.3SU3/ 12.0

InformaCast 12.0.1

对于紧急按钮,必须为电话分配快速拨号。

必须随OVA一起安装InformaCast寻呼服务器。

使用的组件

本文档中的信息基于"要求"部分中列出的软件和硬件版本。

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。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

背景信息

由于InformaCast分页服务器在单独的应用程序(虚拟机)上运行,因此两个应用程序都需要手动配置:CUCM和InformaCast分页。

CUCM 12.0通过CUCM中的向导自动调配紧急通知以进行初始配置。

功能概述

导航至CCMAdmin User Inteface(UI)> Advanced Features > Emergency Notifications Paging



CCMAdmin UI提供一个链接,以运行紧急通知寻呼向导。

Lemergency Notifications Paging is not configured. To configure Emergency Notifications Paging or to disable this reminder, please go to Cisco Unified CM Administration > Advanced Features > Emergency Notifications Paging or click here.



一次性向导可自动执行CUCM和InformaCast服务器中的配置。 向导完成后,如果需要更改,可以 修改CUCM和InformaCast。

使用寻呼向导配置的两个主要功能是紧急按键警报和紧急呼叫警报。

紧急按钮警报

在主叫方电话中创建快速拨号。 快速拨号使用SIP中继将呼叫发送到InformaCast服务器。 始发电 话从informacast服务器听到音频。 然后,InformaCast服务器向目标电话发送录制的音频(组播)和文本通知。



紧急呼叫警报

CallAware for InformaCast监控Communications Manager中的呼叫。 当您呼叫CallAware已配置为 监控的号码(例如911)时,呼叫记录软件会向任何受支持的InformaCast设备(IP电话、模拟/IP扬 声器、桌面等)触发文本/音频质量通知。电话接收预定义的音频。 例如,"Extension 1234 Dialed 911 at 10/11/17 2:34pm"(分机1234拨叫911,下午2:34)还有一个选项用于记录RTP流,但 CUCM中的向导未启用该选项。

运行CUCM中的向导时,选择路由模式。 路由模式包含CallAware监控的号码。





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验证

— 对于"Pancy Button(紧急按钮)"功能,请按在电话中创建的快速拨号。 选择为目标(使用测 试规则)的电话必须通过扬声器播放音频。

— 对于CallAware通知,请呼叫已选择的路由模式,并且选择为目标的电话必须收到指示进行呼叫 的设备的音频提示。

故障排除

如果没有音频但扬声器在电话上被激活,则可能是网络中的组播问题。 但CUCM和Informacast中的 所有配置(如果可行)。

Cisco TAC仅对CCM 12.x中紧急通知功能的向导部分进行故障排除

如果"紧急通知"向导因任何原因失败,并且您需要恢复该向导以再次启动配置,我们可以执行以下 操作:

1.删除在CUCM中创建的所有信息广播配置: 区域、设备池、SIP中继、路由模式、应用用户和 snmp社区字符串。

2.从头删除Informacast条目,以允许向导重新运行。

注意:{请小心从Scratch表中删除信息,因为该BLOB包含设备特定信息、服务参数规范、从 属性结果等。有些记录是暂时的,有些需要保留。 因此,请在删除条目时谨慎,确保删除语 句中的"WHERE"子句正确。 WHERE子句必须引用在向导中删除信息。}

— 删除之前,请检查EmergencyNotification向导中存在多少条记录。

admin: run sql select * from scratch where name like `wiz%informacast%' — 从暂存表中删除信息播放向导信息。 不要忘记where语句

admin: run sql delete from scratch where name like `wiz%informacast%'