

Unity Connection TIMG不能正確路由呼叫

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簡介

本文描述進入從T1 IP媒體網關(TIMG)或PBX IP媒體網關(PIMG)的呼叫沒有正確路由的問題。TIMG和PIMG使PBX能夠整合到Unity Connection以進行語音郵件訪問。某些PBX要求通過簡化消息案頭介面(SMDI)、MCI或MD-110進行此整合。這意味著呼叫資訊將通過串列埠連線從PBX傳遞到TIMG或PIMG。串列電纜連線的TIMG或PIMG將配置為主裝置。如果有其它需要的TIMG或PIMG，則它們將被配置為從裝置，並會檢視主裝置以獲得呼叫資訊。

問題

有兩個或多個具有主從配置的TIMG/PIMG。當呼叫進入主裝置時，該呼叫將轉接到正確的Unity Connection語音信箱問候語。

以下是一個來自主PIMG的頁面截圖：

Config > Serial > Switch Protocol

Status

- Summary
- Alarms
- TDM
- VoIP
- Serial
- Call Log
- MIB-II
- Statistics

Configuration

- Import/Export
- IP
- Mgmt Protocols
- Routing Table
- TDM
- VoIP
- Serial
- Tone Detection
- Certificates
- DSP Settings

Diagnostics

- Trace/Logging
- Tests

System

- Web UI
- Password
- Upgrade
- Restart

Serial Port, COM 1	
* Serial Mode (Master/Slave)	Master
* Serial Interface Protocol	SMDI
MCI Message Extension Length	Six-Digits
MCI Message Type	Type_B
CPID Length	7
Cpid Padding String	
Voice Mail Port Length	2
System Number	1
MWI response timeout (ms)	2000
* IP Address of Serial Server	
Serial Cpid Expiration (ms)	5000

Logical Extension Numbers	
Port #	Port Extension
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10
11	11
12	12
13	13
14	14
15	15

但是，當呼叫進入從屬TIMG時，呼叫會通過開始問候語來應答。呼叫滾動到開始問候語，因為從TIMG傳送到Unity Connection的邀請沒有指示呼叫應轉至哪個郵箱分機的「Distribution:」行。

以下是在主機上可見的呼叫資訊的範例：

```
08-28 17:54:28.078 [Si      ] Prot    0D
08-28 17:54:28.078 [Si      ] Prot    0A
08-28 17:54:28.078 [Si      ] Prot    4D
08-28 17:54:28.078 [Si      ] Prot    44
08-28 17:54:28.078 [Si      ] Prot    30
08-28 17:54:28.078 [Si      ] Prot    30
```

```

08-28 17:54:28.078 [Si      ] Prot    30
08-28 17:54:28.078 [Si      ] Prot    30
08-28 17:54:28.078 [Si      ] Prot    30
08-28 17:54:28.078 [Si      ] Prot    30
08-28 17:54:28.078 [Si      ] Prot    31
08-28 17:54:28.078 [Si      ] Prot    4E
08-28 17:54:28.078 [Si      ] Prot    31
08-28 17:54:28.078 [Si      ] Prot    39
08-28 17:54:28.078 [Si      ] Prot    31
08-28 17:54:28.078 [Si      ] Prot    38
08-28 17:54:28.078 [Si      ] Prot    20
08-28 17:54:28.078 [Si      ] Prot    39
08-28 17:54:28.078 [Si      ] Prot    31
08-28 17:54:28.078 [Si      ] Prot    39
08-28 17:54:28.078 [Si      ] Prot    33
08-28 17:54:28.078 [Si      ] Prot    33
08-28 17:54:28.078 [Si      ] Prot    33
08-28 17:54:28.078 [Si      ] Prot    33
08-28 17:54:28.078 [Si      ] Prot    34
08-28 17:54:28.078 [Si      ] Prot    38
08-28 17:54:28.078 [Si      ] Prot    35
08-28 17:54:28.078 [Si      ] Prot    20
08-28 17:54:28.078 [Si      ] Prot    0D
08-28 17:54:28.078 [Si      ] Prot    0A
08-28 17:54:28.078 [Si      ] Code    siSrvSerialInputEvent
08-28 17:54:28.078 [Si      ] Prot    From Serial: 0D 0A 4D 44 30 30 30 30 30 30 31
4E 31 39 31 38 20 39 31 39 33 33 33 33 34 38 35 20 0D 0A 19 00
08-28 17:54:28.078 [Si      ] Prot    19
08-28 17:54:28.078 [Si      ] Code    siSrvPrcCpidFromSwitch ltn = 1,
src=9133333485, Dst = <NULL>, Redir = 1918, Reason = NoAns
08-28 17:54:28.078 [SiIp    ] Code    sertrans_ServerLocateClient 1
08-28 17:54:28.078 [SiIp    ] Code    sertrans_ServerLocateClient 1=client1
08-28 17:54:28.078 [SiIp    ] Code    _TaskMainClientReceive received data 516
08-28 17:54:28.078 [Si      ] Code    serial_client_cb
08-28 17:54:28.078 [Si      ] Code    SI_TYPE_CPID 1:NoAns (9193333485-->1918)
08-28 17:54:28.078 [Tel-1   ] Code    GetChannelFromLogicalChannelNum
LogicalChanNum 0 span 0 channel 1
08-28 17:54:28.078 [Tel-1   ] Code    t1casReportNewCpid
08-28 17:54:28.078 [Tel-1   ] Event   Cpid (9193333485,->,->1918,) (NoAns)
08-28 17:54:28.078 [Tel-1   ] Warn    t1casReportNewCpid err: no call for cpid
08-28 17:54:28.078 [Tel-1   ] Code    t1casReportNewCpid saving pre-call cpid for
serial
08-28 17:54:29.195 [SiIp    ] Code    _TaskMainServerReceive(4) received 516 bytes
08-28 17:54:29.195 [SiIp    ] Code    _TaskMainServerReceive(4) keep-alive 1
received
08-28 17:54:29.195 [SiIp    ] Code    _TaskMainServerReceive(4) sending keep-alive
response

```

以下是在從屬裝置上出現問題邀請的範例：

```

08-28 17:54:30.453 [VoIP    ] Prot    <----INVITE sip:Anonymous@14.48.4.88:5060 SIP/2.0
08-28 17:54:30.453 [VoIP    ] Prot    From: "Anonymous"<sip:Anonymous@14.48.4.92:5060;
user=phone>;vnd.pimg.port=1;tag=133B324631353641000BCF02
08-28 17:54:30.453 [VoIP    ] Prot    To: "Anonymous"<sip:Anonymous@14.48.4.88:5060>
08-28 17:54:30.453 [VoIP    ] Prot    Contact:<sip:14.48.4.92:5060>
08-28 17:54:30.453 [VoIP    ] Prot    Content-Type:application/sdp
08-28 17:54:30.453 [VoIP    ] Prot    Supported:replaces,early-session,100rel
08-28 17:54:30.453 [VoIP    ] Prot    Allow: INVITE,BYE,CANCEL,REFER,NOTIFY,OPTIONS,
REGISTER,INFO,ACK,PRACK
08-28 17:54:30.453 [VoIP    ] Prot    Expires:120
08-28 17:54:30.453 [VoIP    ] Prot    Call-ID:02061555D6F5009A000012BC@test.local
08-28 17:54:30.453 [VoIP    ] Prot    CSeq:1 INVITE
08-28 17:54:30.453 [VoIP    ] Prot    Max-Forwards:70

```

```
08-28 17:54:30.453 [VoIP      ] Prot      User-Agent:PBX-IP Media Gateway
08-28 17:54:30.453 [VoIP      ] Prot      Via:SIP/2.0/UDP 14.48.4.92:5060;
branch=z9hG4bKDC0A05314DD4ED48CEEEA72BD196FC38
08-28 17:54:30.453 [VoIP      ] Prot      Content-Length:245
```

發生這種情況是因為呼叫資訊通過串列電纜轉發到主TIMG/PIMG，但邏輯終端號碼(LTN)資訊與物理呼叫進入的T1中央身份驗證服務(CAS)上的埠不匹配。

解決方案

在TIMG上，選擇**Configuration > Serial > Switch Protocol**以為每個埠配置邏輯擴展號。

匹配TIMG LTN和PBX設定中的埠號。PBX有一個表，其中顯示了T1 CA線路使用哪個LTN的通道。首先從PBX確定此資訊，然後在TIMG中對其進行相應設定。主通道1-24可使用LTN 1-24，從通道1-24可使用LTN 25-48。

相關資訊

- [Cisco Unity Connection 9.x版TIMG整合指南](#)
- [Cisco Unity連線版本9.x的PIMG整合指南](#)
- [Cisco Unity連線版本10.x的TIMG整合指南](#)
- [Cisco Unity連線版本10.x的PIMG整合指南](#)
- [技術支援與文件 - Cisco Systems](#)