

Unity Connection TIMG无法正确路由呼叫

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简介

本文档介绍进入从属T1 IP媒体网关(TIMG)或PBX IP媒体网关(PIMG)的呼叫未正确路由时的问题。TIMG和PIMG使PBX能够集成到Unity Connection以进行语音邮件访问。某些PBX要求此集成通过简化消息台接口(SMDI)、MCI或MD-110。这意味着呼叫信息将通过串行端口连接从PBX传递到TIMG或PIMG。串行电缆连接的TIMG或PIMG将配置为主电缆。如果需要其他TIMG或PIMG，这些TIMG将配置为从设备，并会向主设备寻求呼叫信息。

问题

有两个或多个TIMG/PIMG具有主和从配置。当呼叫进入主设备时，呼叫将转接到正确的Unity Connection语音信箱问候语。

以下是来自自主PIMG的页面截图示例：

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
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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，当呼叫进入从TIMG时，该呼叫将由打开问候语应答。由于从TIMG发送到Unity Connection的邀请中没有“转接：”行，因此呼叫将转到开始问候语，以说明呼叫应转到哪个邮箱分机。

以下是在主设备上看到的呼叫信息示例：

```
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      siSrvPrCpidFromSwitch 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      tlcasReportNewCpid
08-28 17:54:28.078 [Tel-1   ] Event     Cpid (9193333485,->,->1918,) (NoAns)
08-28 17:54:28.078 [Tel-1   ] Warn      tlcasReportNewCpid err: no call for cpid
08-28 17:54:28.078 [Tel-1   ] Code      tlcasReportNewCpid 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

```

以下是从属设备上看到的问题邀请示例：

```

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
```

这是因为呼叫信息通过串行电缆转发到主TIMG/PIMG，但逻辑终端号(LTN)信息与物理呼叫进入的T1中央身份验证服务(CAS)上的端口不匹配。

解决方案

在TIMG上，选择**Configuration > Serial > Switch Protocol**以配置每个端口的逻辑扩展号。

匹配TIMG LTN和PBX设置中的端口号。PBX有一个表，显示T1 CAS线路使用哪个LTN的信道。首先从PBX确定此信息，然后在TIMG中相应地设置。可以将LTN 1-24用于主信道1-24，将LTN 25-48用于从信道1-24。

相关信息

- [Cisco Unity Connection版本9.x的TIMG集成指南](#)
- [Cisco Unity Connection版本9.x的PIMG集成指南](#)
- [Cisco Unity Connection版本10.x的TIMG集成指南](#)
- [Cisco Unity Connection版本10.x的PIMG集成指南](#)
- [技术支持和文档 - Cisco Systems](#)