

排除CUCME上的尋線組故障

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簡介

本文檔介紹如何對Cisco Unified Communications Manager Express(CUCME)上的尋線組進行故障排除。

背景資訊

尋線組允許將到特定號碼 (引導號碼) 的來話呼叫定向到定義的分機號碼組。

傳入呼叫從引導號碼重定向到配置定義的第一個分機號碼。如果第一個號碼忙碌或未應答，則呼叫將被重定向到清單中的下一個電話。在呼叫被應答或到達定義為最終號碼的號碼之前，呼叫在忙碌或無從號碼到號碼清單的接聽時會被重新導向。

在尋線組中新增或刪除擴展

若要在尋線組中新增或刪除擴展，請使用以下配置集：

```
Router#voice hunt-group 35 parallel
Router#final 097
Router#list 885,886, <add new DN/ remove DN >
Router#timeout 30
Router#statistics collect
Router#pilot 035
Router#preference 2 secondary 2
```

擴展無法從尋線組註銷

如果分機無法註銷尋線組，請繼續，重新配置ephone或語音註冊池，然後重置電話。請務必重新建立組態檔。

分機已註銷尋線組

1. 從終端使用者處收集受影響的分機號和尋線組資訊。
2. 登入到Call Manager Express路由器並獲得以下輸出：

對於SCCP電話

步驟1。收集以下show輸出show ephone-hunt或show ephone-hunt summary或show ephone-hunt <hunt group tag>，以識別屬於該hunt-group的ephone-dn。

```
Router#show ephone-hunt

Group 1

type: peer

pilot number: 450, peer-tag 20123

list of numbers:

451, aux-number A450A0900, # peers 5, logout 0, down 1

peer-tag  dn-tag  rna  login/logout  up/down
[20122    42     0     login         up   ]
[20121    41     0     login         up   ]
[20120    40     0     login         up   ]
[20119    30     0     login         up   ]
[20118    29     0     login         down]

452, aux-number A450A0901, # peers 4, logout 0, down 0

peer-tag  dn-tag  rna  login/logout  up/down
[20127    45     0     login         up   ]
[20126    44     0     login         up   ]
[20125    43     0     login         up   ]
[20124    31     0     login         up   ]

453, aux-number A450A0902, # peers 4, logout 0, down 0

peer-tag  dn-tag  rna  login/logout  up/down
[20131    48     0     login         up   ]
[20130    47     0     login         up   ]
[20129    46     0     login         up   ]
[20128    32     0     login         up   ]

477, aux-number A450A0903, # peers 1, logout 0, down 0
```

peer-tag dn-tag rna login/logout up/down

[20132 499 0 login up]

preference: 0

members initial state: logout

preference (sec): 7

timeout: 3, 3, 3, 3

max timeout : 10

hops: 4

next-to-pick: 1

E.164 register: yes

auto logout: no

stat collect: no

Router# show ephone-hunt summary

Group 1

type: peer

pilot number: 5000

list of numbers:

5001

5002

5003

5004

5005

final number: 5006

preference: 0

members initial state: logout

timeout: 180

hops: 2

E.164 register: yes

收集電子電話詳細資訊：

Router#show ephone | b <Directory Number/ Extension Number>

ephone-461[460] Mac:203A.0722.54F3 TCP socket:[67] activeLine:1 whisperLine:0 REGISTERED in SCCP
ver 22/17 max_streams=5

```
mediaActive:1 whisper_mediaActive:0 startMedia:1 offhook:1 ringing:0 reset:0 reset_sent:0 paging
0 debug:0 caps:9
IP:10.128.182.90 * 51189 7965 keepalive 106099 max_line 6 available_line 3 HuntGroupLogout
button 1: cw:1 ccw:(0 0)
dn 203 number 461 CH1 CONNECTED CH2 IDLE huntGroupLogout
button 2: cw:1 ccw:(0 0)
dn 204 number 461 CH1 IDLE CH2 IDLE
button 3: cw:1 ccw:(0 0)
dn 205 number 461 CH1 IDLE CH2 IDLE
speed dial 1:2548876
speed dial 2:6567710
speed dial 3:6528989
Preferred Codec: g711ulaw
Lpcor Type: none Active Call on DN 203 chan 1 :461 10.128.182.90 22082
to 10.121.128.90 2000 via 10.128.182.90
G729 30 bytes no vad
Tx Pkts 10663 bytes 447846 Rx Pkts 10663 bytes 447846 Lost 0
Jitter 0 Latency 0 callingDn -1 calledDn -1 (media path callID 2799007 srcCallID 2799009)
```

收集尋線組詳細資訊：

```
Router#sh ephone-hunt 1
```

```
Group 1
type: longest-idle
pilot number: 001, peer-tag 20682
list of numbers:
A482, aux-number A001A0000, # peers 1, logout 0, down 0
on-hook time stamp 3334171983, off-hook agents=1
peer-tag dn-tag rna login/logout up/down
[20681 252 0 login up ]
A454, aux-number A001A0001, # peers 1, logout 1, down 1
on-hook time stamp 3334166112, off-hook agents=0
peer-tag dn-tag rna login/logout up/down
[20683 223 0 logout down]
*, aux-number A001A0002, # peers 1, logout 0, down 1
on-hook time stamp 3327356688, off-hook agents=0
peer-tag dn-tag rna login/logout up/down
[20684 0 0 - down]
only one agent available!
preference: 8
preference (sec): 7
members initial state: logout
timeout: 300, 300, 300
max timeout : 10000
description: (Phone Center)
display-logout: Night Service Active
present-call: onhook-phone
hops: 1
E.164 register: yes
auto logout: no
stat collect: no
number of calls in queue: 0
callqueue display: continuously
debug: no
```

步驟2.重做尋線組配置，或者如果有投訴稱只有一部電話從尋線組註銷，則重新配置目錄號碼(DN)並嘗試重置電話。

```
Router#config)#no ephone-dn XYZ //Remove the ephone-dn configuration//
Router#config)#ephone-dn XYZ//Add the ephone-dn back again// Router#(config)#no ephone ABC
//Remove the ephone configuration//
```

```
Router#(config)#ephone ABC //Add the ephone back again, one command at a time//
Router#(config-ephone)# device-security-mode none
Router#(config-ephone)# mac-address AAAA.BBBB.CCCC
Router#(config-ephone)# ephone-template 1
Cannot update the CNF file for phone-ABC with type (0)
```

The ephone template tag has been changed under this ephone,
please execute create cnf-files under telephony-services
and restart or reset ephone to take effect.

```
Router#(config-ephone)# speed-dial 1 YYYYYYY
Router#(config-ephone)# speed-dial 2 XXXXXXXX
Router#(config-ephone)# speed-dial 3 NNNNNNNN
Router#(config-ephone)# no auto-hold newline
Router#(config-ephone)# type 7965
Router#(config-ephone)# button 1:203 2:204 3:205
Router#(config-ephone)#telephony-service
Router#(config-telephony)#create cnf-files
Creating CNF files
Router#(config-telephony)#end
Router##wr
```

```
Router##show ephone | b -461 //Verify the ephone configuration with the pre-check//
ephone-461[460] Mac:203A.0722.54F3 TCP socket:[67] activeLine:0 whisperLine:0 REGISTERED in SCCP
ver 22/17 max_streams=5
mediaActive:0 whisper_mediaActive:0 startMedia:0 offhook:0 ringing:0 reset:0 reset_sent:0 paging
0 debug:0 caps:9
IP:10.128.182.90 * 50357 7965 keepalive 0 max_line 6 available_line 3
button 1: cw:1 ccw:(0 0)
dn 203 number 461 CH1 IDLE CH2 IDLE
button 2: cw:1 ccw:(0 0)
dn 204 number 461 CH1 IDLE CH2 IDLE
button 3: cw:1 ccw:(0 0)
dn 205 number 461 CH1 IDLE CH2 IDLE
speed dial 1:2548876
speed dial 2:6567710
speed dial 3:6528989
Preferred Codec: g711ulaw
Lpcor Type: none
```

對於SIP電話

1. 收集以下show輸出show voice hunt-group或show voice hunt-group brief或show voice hunt-group <hunt group tag> 以標識屬於尋線組的ephone-dn。

```
Router# show voice hunt-groupGroup 1      type: longest-idle      preference: 0      preference (sec):
0      timeout: 0      final_number: 1Group 34      type: parallel      pilot number: 3, peer-tag
2147483647      secondary number: 4, peer-tag 2147483646      preference: 0      preference (sec): 0
timeout: 0      final_number:
```

```
Router##show voice hunt-group 42
Group 42
type: parallel
pilot number: 042, peer-tag 2147483618
secondary number: 642, peer-tag 2147483617
list of numbers:
```

```
Member Used-by State Login/Logout=====
462 462 up login
386 386 up login
885 885 up login
886 886 up login
preference: 2
preference (sec): 2
timeout: 30
final_number: 097
stat collect: yes
phone-display: no
```

2. 恢復尋線組配置：

```
Router#(config)#no voice hunt-group 42 parallel //Remove the hunt-group config//
```

```
Router#(config)#voice hunt-group 42 parallel //Redo the hunt-group config//
Router#(config-voice-hunt-group)# final 097
Router#(config-voice-hunt-group)# list 461,462,386,885,886
Router#(config-voice-hunt-group)# timeout 30
Router#(config-voice-hunt-group)# statistics collect
Router#(config-voice-hunt-group)# pilot 042 secondary 642
Router#(config-voice-hunt-group)# preference 2 secondary 2
Router#(config-voice-hunt-group)#end
Router##wr
Building configuration...
```

```
Router#show voice hunt-group 42 //Verify the hunt-group config//
```

```
Group 42
type: parallel
pilot number: 042, peer-tag 2147483618
secondary number: 642, peer-tag 2147483617
list of numbers:
Member Used-by State Login/Logout
```

```
=====
```

```
461 461 up login
462 462 up login
386 386 up login
885 885 up login
886 886 up login
preference: 2
preference (sec): 2
timeout: 30
final_number: 097
stat collect: yes
phone-display: no
```

3. 撥打幾個測試電話並檢查解析度。

```
Router#show ephone ringing
```

或

```
Router#show voice register pool ringing
```