

SIP拨号程序和MR PIM重置与乙肝超时

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Introduction

本文描述遇到的一个问题其中Media Routing (MR)独立于协议的组播(PIM)重置由于心跳线(乙肝)超时。

Prerequisites

Requirements

Cisco建议您有统一的联系中心企业(UCCE)会话初始化协议(SIP)拨号程序知识。

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment.All of the devices used in this document started with a cleared (default) configuration.If your network is live, make sure that you understand the potential impact of any command.

问题

您收到此错误信息：

```
08:29:18:003 dialer-baDialer Trace: CSipUATelephonyServer::  
HandleKeepAliveTimeoutTimer: Missing HB ACK 1  
08:29:18:050 dialer-baDialer Blended Agent connection to SIP Server  
[xx.xx.xx.xx] on computer [XXX] is down, heart beat failure detected  
08:29:18:128 dialer-baDialer Trace: Error receiving data from PIM.
```

Last API Error [10053]: An established connection was aborted by the software in your host machine.

与此消息的MR PIM重置：

```
08:29:18:128 PG2A-pim1 Trace: Transport::RecvBytes. SOCKET_ERROR=10054
08:29:18:144 PG2A-pim1 Error receiving data from MR application.
    Last API Error [10054]: An existing connection was forcibly closed by the
remote host.
08:29:18:175 PG2A-pim1 Trace: MR_Application::Receiver. Problem with receiving
application messages. Exit Receiver thread.
08:29:18:175 PG2A-pim1 Notifying Out Of Service to OPC (ThreadManager::
ClearActivated: MR Application Receiver thread failed.).
08:29:18:191 PG2A-pim1 Trace: Transport::SendMessage. SOCKET_ERROR=10054
08:29:18:206 PG2A-pim1 Error sending data to MR application.
    Last API Error [10054]: An existing connection was forcibly closed by the
remote host.
08:29:18:222 PG2A-pim1 TCP connection to MR application has been broken.
08:29:18:222 PG2A-pim1 ProcessPIMSetIdleReq: Peripheral 5003 going idle.
```

此方案导致，当SIP乙肝是启用的时，并且太积极地设置乙肝超时。此方案普通，当Cisco Unified SIP代理(尖顶)或SIP网关交叉不可靠的广域网。

解决方案

修改此键，最好是HBNumTries，为了适应广域网性能。

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\cim\Dialer
HBNumTries and/or HBTimeout
```

为了确认网络是可靠的，请采取Wireshark捕获在两端。保证配置在Windows 2008服务器的拨号程序为了禁用卸载。接收端比例缩放和烟囱正如[联系中心网络所描述：卸载，接收端比例缩放和烟囱](#)条款。