

XX 视频会议中 终端批量离会故障报告

一 . 故障现象

*月*日下午视频会议中 (入会 50 个会场 , 主流 720p 30 帧 , 辅流 720p 5 帧 , 新思科终端入会速率 2M, 老 Tandberg 终端入会速率 1M) , 在 15:51 出现 19 个视频终端会场同一时间集中异常离会。

二 . 故障原因分析

1. 15:51 多个视频终端集中异常离会

- a. 查到华讯会管上当前会议的会议号为 30134 ;
- b. 登录管理 MCU 的 conductor 页面 (10.2.159.43) , 会议号 30134 的会议调度在第一台 410V(10.2.159.23)的 MCU 上 ;
- c. 登录 10.2.159.23 的 MCU , 查看到 15:51 有多个终端会场因未收到该 MCU 发送的视音频码流而掉会 , 相关日志如下 :

27896	15:51:53.265	APP	Info	call 4411: tearing down call to "041101" due to no media being received
27897	15:51:54.687	APP	Info	call 4402: tearing down call to "037102" due to no media being received
27898	15:51:54.687	APP	Info	call 4352: tearing down call to "02007" due to no media being received
27899	15:51:55.271	APP	Info	call 4343: tearing down call to "075701" due to no media being received
27900	15:51:56.711	APP	Info	call 4404: tearing down call to "035101" due to no media being received

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27901	15:51:56.947	APP	Info	call 4384: tearing down call to "043101" due to no media being received
27902	15:51:57.327	APP	Info	call 4405: tearing down call to "055301" due to no media being received
27903	15:51:57.329	APP	Info	call 4415: tearing down call to "175520" due to no media being received
27904	15:51:57.695	APP	Info	call 4355: tearing down call to "02901" due to no media being received
27905	15:51:58.300	APP	Info	call 4386: tearing down call to "02701" due to no media being received
27906	15:51:59.277	CMGR	Info	call 4411: disconnecting, "041101@10.2.159.52"
27907	15:51:59.282	APP	Info	call 4367: tearing down call to "079101" due to no media being received
27908	15:51:59.503	APP	Info	call 4397: tearing down call to "087101" due to no media being received
27909	15:51:59.844	APP	Info	call 4357: tearing down call to "02005" due to no media being received
27910	15:51:59.849	APP	Info	call 4417: tearing down call to "01010" due to no media being received
27911	15:52:00.703	CMGR	Info	call 4402: disconnecting, "037102@10.2.159.52"
27912	15:52:00.708	CMGR	Info	call 4352: disconnecting, "02007@10.2.159.52"
27913	15:52:01.290	CMGR	Info	call 4343: disconnecting, "075701@10.2.159.52"
27914	15:52:01.295	APP	Info	call 4389: tearing down call to "173801" due to no media being received
27915	15:52:01.506	APP	Info	call 4399: tearing down call to "02301" due to no media being received
27916	15:52:02.732	CMGR	Info	call 4404: disconnecting, "035101@10.2.159.52"
27917	15:52:02.743	APP	Info	call 4400: tearing down call to "053101" due to no media being received
27918	15:52:02.962	CMGR	Info	call 4384: disconnecting, "043101@10.2.159.52"
27919	15:52:03.347	CMGR	Info	call 4405: disconnecting, "055301@10.2.159.52"
27920	15:52:03.348	CMGR	Info	call 4415: disconnecting, "175520@essence.com.cn"
27921	15:52:03.365	APP	Info	call 4370: tearing down call to "076901" due to no media being received
27922	15:52:03.371	APP	Info	call 4410: stopped contributing video, now contributing audio only
27923	15:52:03.371	APP	Info	call 4410: tearing down call to "02113" due to no media being received
27924	15:52:03.707	CMGR	Info	call 4355: disconnecting, "02901@10.2.159.52"
27925	15:52:04.314	CMGR	Info	call 4386: disconnecting, "02701@10.2.159.52"
27926	15:52:05.059	NETWORK	Error	call 4389: UDT connection closing due to lack of response
27927	15:52:05.065	IX	Warning	call 4389: UDT connection in error state, disconnecting
27928	15:52:05.297	CMGR	Info	call 4367: disconnecting, "079101@10.2.159.52"
27929	15:52:05.521	CMGR	Info	call 4397: disconnecting, "087101@10.2.159.52"
27930	15:52:05.858	CMGR	Info	call 4357: disconnecting, "02005@10.2.159.52"
27931	15:52:05.862	CMGR	Info	call 4417: disconnecting, "01010@10.2.159.52"
27932	15:52:07.307	CMGR	Info	call 4389: disconnecting, "173801@essence.com.cn"
27933	15:52:07.518	CMGR	Info	call 4399: disconnecting, "02301@10.2.159.52"
27934	15:52:08.755	CMGR	Info	call 4400: disconnecting, "053101@10.2.159.52"
27935	15:52:09.382	CMGR	Info	call 4370: disconnecting, "076901@10.2.159.52"
27936	15:52:09.383	CMGR	Info	call 4410: disconnecting, "02113@10.2.159.52"

d. 15:51:59 到 15:52:09 间掉会的终端会场 (共 19 个) 统计如下 :

分公司/营业部	终端型号	终端 IP 地址	终端号码	终端离会时间点	终端重新入会时间点	终端断会时长
深圳分公司	SX20	172. 18. 8. 5	175520	15:51:57. 329	15:52:51. 447	54秒
广州分公司	990MXP	172. 18. 19. 39	02005	15:52:05. 858	15:52:43. 380	38秒
广州猎德大道	990MXP	172. 18. 14. 15	02007	15:52:00. 708	15:52:43. 607	43秒
佛山分公司	990MXP	172. 18. 30. 26	075701	15:52:01. 290	15:52:43. 802	42秒
东莞樟木头	990MXP	172. 18. 71. 116	076901	15:52:05. 521	15:52:54. 703	49秒

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北京中关村	990MXP	172. 19. 3. 115	01010	15:52:05.862	15:52:44.791	39秒
上海南丹路	990MXP	172. 16. 3. 115	02113	15:52:09.383	15:52:54.805	45秒
重庆中华路	990MXP	172. 17. 21. 26	02301	15:52:07.518	15:52:54.935	47秒
大连分公司	990MXP	172. 19. 41. 85	041101	15:51:59.277	15:52:55.035	56秒
云南分公司	990MXP	172. 18. 200. 101	087101	15:52:05.521	15:52:44.159	39秒
湖南分公司	SX20	172. 18. 181. 18	173801	15:52:07.307	15:52:40.770	33秒
江西分公司	990MXP	172. 16. 200. 201	079101	15:52:05.297	15:52:44.268	39秒
山东分公司	990MXP	172. 19. 10. 100	053101	15:52:08.755	15:52:44.384	36秒
湖北分公司	990MXP	172. 17. 50. 98	02701	15:52:04.314	15:52:44.606	40秒
郑州花园路	990MXP	172. 19. 70. 199	037102	15:52:00.703	15:52:55.715	55秒
芜湖九华南路	990MXP	172. 16. 211. 99	055301	15:52:03.347	15:52:54.302	51秒
吉林分公司	990MXP	172. 19. 100. 199	043101	15:52:02.962	15:52:43.863	41秒
陕西分公司	990MXP	172. 17. 8. 207	02901	15:52:03.707	15:52:44.512	41秒
山西分公司	990MXP	172. 19. 110. 7	035101	15:52:02.732	15:52:43.631	41秒

e.经分析视频终端无码流掉会是由于网络中断造成的，华讯会管上设置了自动重呼（重呼时间间隔 30 秒），如果终端是由于网络异常等原因导致的离会，会管会自动重新呼叫该终端入会。从上表统计情况来看，终端因网络原因离会后又陆续入会，重新入会时间间隔从 33 秒到 56 秒不等。

f.和网络组确认，15:51 VPN 网络确实发生了中断，断网原因为 WOC8250 VPN 设备问题。