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Integration Reference Manual

Configuring DN Objects

4/2/2025

Configuring DN Objects

You configure Genesys DN objects to represent CUCM in the Configuration Layer under the Switch object that is assigned to the appropriate SIP Server.

1. Configure a Voice over IP Service DN.

For each CUCM SIP Trunk present in the cluster, create a DN object of type Voice over IP Service. Configure the following options in the TServer section for such object.

Option Name	Option Value	Description
contact	SIP URI	Specify the contact URI that SIP Server uses for communication with CUCM.
dual-dialog-enabled	false	Set this option to false to instruct SIP Server not to create new a SIP dialog when making a consultation call.
enable-agentlogin-presence	true	Set this option to true for SIP Server to provide accurate information about agent states.
make-call-rfc3725-flow	1	Set this option to 1, so SIP Server selects the SIP call flow number 1 (described in RFC 3725) for a call that is initiated by a TMakeCall request.
oos-check		Specify how often (in seconds) SIP Server checks a device for out-of-service status.
oos-force		Specify the time interval (in seconds) that SIP Server waits before placing a device that does not respond in out-of-service state when the oos-check option is enabled.
refer-enabled	false	Set this option to false for SIP Server to use a re-INVITE request method when contacting CUCM.
service-type	softswitch	Set this option to softswitch.

2. Configure a Trunk DN.

Create a DN of type Trunk with the name, for example, CUCMTrunk. Create a section that is named TServer. In the TServer section, create options as specified in the following table.

Option Name	Option Value	Description
contact	SIP URI	Specify the contact URI that SIP Server uses for communication with CUCM. If there is a cluster CUCM deployment, specify the address of any CUCM.
contact-backup	SIP URI	(For CUCM cluster only) May contain a comma-separated list of addresses of other members of the CUCM cluster. In case of a single node CUCM deployment, this option must not be configured.
oos-check		Specify how often (in seconds) SIP Server checks a device for out-of-service status.
oos-force		Specify the time interval (in seconds) that SIP Server waits before placing a device that does not respond in out-of-service state when the oos-check option is enabled.
subscribe-presence-domain	Any valid domain	Specify the subscription domain information for the Trunk DN. This option value is used with the DN name to form the SUBSCRIBE request URI and the To header.
subscribe-presence-from	SIP URI	Specify the subscription endpoint information. This option value is used to form the From header in the SUBSCRIBE request to CUCM. This must be the same address as the SIP Server host that is part of the SIP trunk configuration in CUCM.
subscribe-presence-expire		Specify the subscription renewal interval (in seconds).

3. Configure Extension DNs.

Enable a presence subscription for the Extension DNs by specifying the option subscribe-presence. This option's value must be the name of the Trunk DN that contains subscription parameters—for

example, CUCMTrunk.

Extension DN objects...

- ...must not have any other options configured.
- ...must not have the option contact configured.
- ...must be created for all DNs used as agent phones.

4. Create Agent IDs.

Create Agent IDs for all Extension DNs with the subscription enabled. The Agent ID must be same as the ID of the DN of type Extension.