

# Unified Communications Manager: kCtiIncompatibleProtocolVersion – Incompatible Protocol Version Error in Event Log

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## Introduction

This document discusses the `kCtiIncompatibleProtocolVersion - Incompatible protocol version` error message that is displayed in the event log after an upgrade of the Cisco Unified Communications Manager.

This error message indicates that some applications that have a Telephony Application Programming Interface and Java Telephony Application Programming Interface (TAPI/JTAPI) in use still run an outdated version which is not compatible with the version included in the new version of CallManager.

## Prerequisites

### Requirements

Readers of this document should have a general knowledge of Cisco Unified Communications Manager.

### Components Used

The information in this document is based on Cisco Unified Communications Manager 4.1.

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.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

After an upgrade of the Cisco Unified Communications Manager, this error message is displayed in the event log.

```
Event Type:      Error
Event Source:    Cisco CTIManager
Event Category:  None
Event ID:        3
Date:           6/28/2005
Time:           11:24:54 AM
User:           N/A
Computer:       CBHP-SUB1
Description:
Error: kCtiIncompatibleProtocolVersion - Incompatible protocol version.
Message Version: 0
Minimum Version: 60000
Current Version: 60000
CallManager Version:
IPAddress: 172.28.2.179
App ID: Cisco CTIManager
Cluster ID: CBHA-PUB1-Cluster
Node ID: 10.27.1.6
Process ID: 852
Process Name: CtiHandler
Explanation: The JTAPI/TAPI application version is not compatible
with this version of CTIManager, so received message has
been rejected.
Recommended Action: Verify correct version of application
are being used; otherwise,contact TAC..
```

This problem arises when the Cisco Unified Communications Manager is upgraded, but not the TAPI/JTAPI clients.

You must upgrade the TAPI/JTAPI client software on any application server or client workstation on which TAPI/JTAPI applications are installed. If you do not upgrade the TAPI/JTAPI client, your application fails to initialize.

## Solution

In the event log error message, the TAPI or JTAPI client installed on the device with the IP address of 172.28.2.179 has not been upgraded to a compatible version.

You need to investigate the device to find what application at this address uses TAPI/JTAPI and update the corresponding package from the **CallManager Administration > Applications > Install Plugins** as this section shows. In this example, the device is the one with the IP address of 172.28.2.179.

**Note:** Some of the applications that use JTAPI/TAPI interfaces are Personal Assistant, Attendant Console, IPCC Express, TAPS, and Extension Mobility.



## Cisco CallManager 4.1 Administration






Details

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If you need to upgrade the JTAPI version, select **Cisco JTAPI**, as this example shows:

	<b>Cisco Dialed Number Analyzer</b>	Cisco Dialed Number Analyzer tool allows the administrator to diagnose the dial plans in deployed systems, for doing pre-deployment dial plan tuning, tracing path for given dialed digits and identifying problems if any.
	<b>Cisco IP Phone Address Book Synchronizer</b>	Cisco IP Phone Address Book Synchronizer allows users to synchronize Windows Address Book (Start > Programs > Accessories > Address Book) with Cisco Personal Address Book. The Synchronizer provides two-way synchronization between the Microsoft and Cisco products. You must download the plug-in and then post it to a location that end users can access, so they can utilize the Cisco IP Phone Address Book Synchronizer application.
	<b>Cisco IP Telephony Locale Installer</b>	Cisco provides user and network locales for Cisco CallManager through the Cisco IP Telephony Locale Installer, which adds support for languages other than English. Locales allow users to view translated text, receive country-specific phone tones, and receive TAPS prompts in a chosen language when working with supported interfaces. Install the Cisco IP Telephony Locale Installer on every server in the cluster. Click the icon to download one or more locale installers from the web; you must have an internet connection and a Cisco.com user account and password to download the executable.
	<b>Cisco JTAPI</b>	Install this plugin on all computers that host applications that interact with Cisco CallManager via JTAPI. JTAPI provides the standard programming interface for telephony applications written in the Java programming language. JTAPI reference documentation and sample code are included.
	<b>Cisco Telephony Service Provider</b>	This product contains the Cisco TAPI service provider (TSP) and the Cisco Wave Drivers. Install the application on the Cisco CallManager server or on any other computer that is running a Microsoft Windows operating system that interacts with the Cisco CallManager server via TCP/IP. TAPI, a standard programming interface for telephony applications, runs on the Microsoft Windows operating system. The Cisco TAPI Developer's Guide describes the TAPI interfaces that are currently supported. Install the Cisco TSP and the Cisco Wave Drivers to allow TAPI

If you need to upgrade the Telephony Service Provider, select **Cisco Telephony Service Provider**, as this example shows:

 Cisco Dialed Number Analyzer	Cisco Dialed Number Analyzer tool allows the administrator to diagnose the dial plans in deployed systems, for doing pre-deployment dial plan tuning, tracing path for given dialed digits and identifying problems if any.
 Cisco IP Phone Address Book Synchronizer	Cisco IP Phone Address Book Synchronizer allows users to synchronize Windows Address Book (Start > Programs > Accessories > Address Book) with Cisco Personal Address Book. The Synchronizer provides two-way synchronization between the Microsoft and Cisco products. You must download the plug-in and then post it to a location that end users can access, so they can utilize the Cisco IP Phone Address Book Synchronizer application.
 Cisco IP Telephony Locale Installer	Cisco provides user and network locales for Cisco CallManager through the Cisco IP Telephony Locale Installer, which adds support for languages other than English. Locales allow users to view translated text, receive country-specific phone tones, and receive TAPS prompts in a chosen language when working with supported interfaces. Install the Cisco IP Telephony Locale Installer on every server in the cluster. Click the icon to download one or more locale installers from the web; you must have an internet connection and a Cisco.com user account and password to download the executable.
 Cisco JTAPI	Install this plugin on all computers that host applications that interact with Cisco CallManager via JTAPI. JTAPI provides the standard programming interface for telephony applications written in the Java programming language. JTAPI reference documentation and sample code are included.
 Cisco Telephony Service Provider	This product contains the Cisco TAPI service provider (TSP) and the Cisco Wave Drivers. Install the application on the Cisco CallManager server or on any other computer that is running a Microsoft Windows operating system that interacts with the Cisco CallManager server via TCP/IP. TAPI, a standard programming interface for telephony applications, runs on the Microsoft Windows operating system. The Cisco TAPI Developer's Guide describes the TAPI interfaces that are currently supported. Install the Cisco TSP and the Cisco Wave Drivers to allow TAPI

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Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

## Related Information

- **CallManager Event Logs**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

