

CTI Route Points/CTI Ports Registration Error: UNKNOWN_PARAMTYPE:ReasonCode:2362179618

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Introduction

This document explains the recommended workaround for the UNKNOWN_PARAMTYPE:ReasonCode:2362179618 error message that appears when the Computer Telephony Integration (CTI) Route Points / CTI ports fail to register with the Cisco Unified Communications Manager (CallManager).

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager (CallManager).

Components Used

The information in this document is based on Cisco Unified Communications Manager (CallManager) 4.x.

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

A CTI Route Point or CTI port fails to register with the Cisco Unified Communications Manager, and this error message appears in the Cisco CallManager logs:

```
Error: kCtiDeviceOpenFailure - Device Open failed
  CTI Connection Id: 1
  Device Name: Cisco-Cisco-RP
  UNKNOWN_PARAMTYPE:ReasonCode: 2362179618
  App ID: Cisco CTIManager
  Cluster ID: ILMSY-CCM-A-Cluster
  Node ID: 10.157.34.6
```

CTI Application ID: JTAPI[133]@cisco
Process ID: 1616
Process Name: CtiHandler
Explanation: Application is unable to open the device
Recommended Action: Check the reason code and correct the problem..

Solution

The ReasonCode: 2362179618 in this error message translates to **CTIERR_INVALID_DEVICE_NAME = 0x8CCC0022**.

In order to overcome this error:

1. Check the name of the CTI Route Point/CTI port in the application configuration.
2. Make sure that the CTI Route Point/CTI port name in the application configuration matches the CTI Route Point/CTI port name in the Cisco Unified Communications Manager (CallManager).
3. If step 1 and 2 do not solve the problem, restart CTIManager.

Related Information

- [How to Set Up CTI Ports On CallManager](#)
- [CTI Route Point Configuration and Use](#)
- [Associating Users with CTI Ports](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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