

Cisco IP Communicator问题报告集和分析

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Introduction

本文描述Cisco IP Communicator (CIPC)问题报告集和分析的(PRT)进程。

Prerequisites

Requirements

Cisco 建议您了解以下主题：

- Cisco Call Manager
- Cisco CIPC

Components Used

本文档中的信息基于以下软件和硬件版本：

- CUCM版本11.5
- CIPC版本8.6.6.0

本文的信息从设备和应用程序被创建了特定实验室环境里。用于本文和应用程序的所有设备从原始开始了。如果您的网络实际，请切记您了解所有动作的潜在影响。

背景信息

Cisco IP Communicator是让您使用您个人计算机为了做优质语音和视频呼叫的Windows基于PC的软电话应用程序。提供最新的IP通信技术，是容易获取，配置和使用。

使用USB耳机或USB扬声麦克风和Cisco IP Communicator，您能容易地访问您的公司电话号码和语音邮件。您需要的所有是一互联网连接和远程访问对公司的网络，您是否从家庭工作，支持联系中心或者移动在事务。

收集PRT的程序

步骤1.如镜像所显示，连接开始和搜索创建CIPC问题报告。

Best match



Create **CIPC** Problem Report

Desktop app

Search suggestions

 CIPC - See web results

Step 2.如镜像所显示，它显示屏幕。

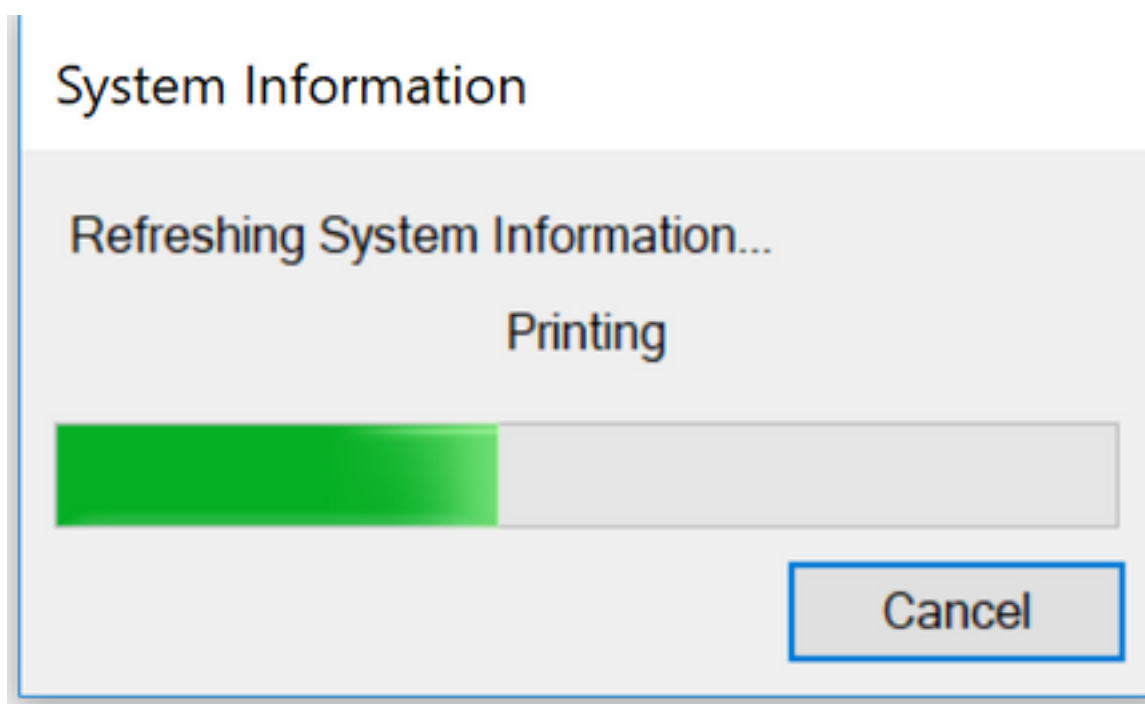


步骤3.其次点击并且给问题写简短的说明relavant如镜像所显示。



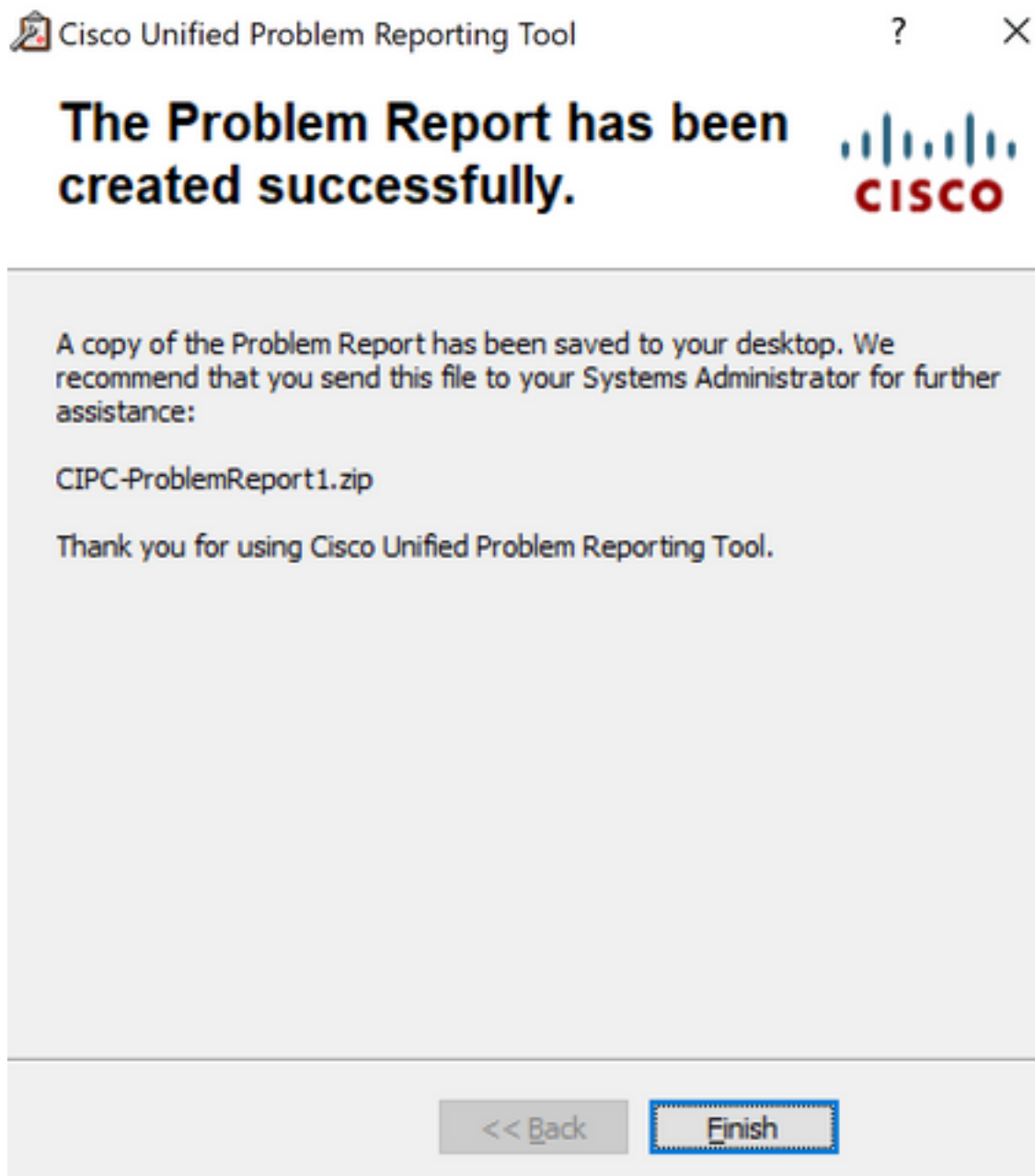
The screenshot shows a window titled "Cisco Unified Problem Reporting Tool" with a question mark and a close button in the top right. The main heading is "Step 1 of 2. Collect information." with the Cisco logo to the right. Below the heading, there is a text area with the instruction: "Use the space provided to describe the problem in your own words. You may leave this description empty." The text area contains the text "CIPC unregistration problem". At the bottom of the window, there are three buttons: "<< Back", "Next >>" (which is highlighted with a blue border), and "Cancel".

步骤 4：其次点击如镜像所显示，并且它显示进程屏幕。



The screenshot shows a window titled "System Information". The main text reads "Refreshing System Information..." and "Printing". Below this text is a progress bar with a green segment on the left and a grey segment on the right. At the bottom right of the window, there is a "Cancel" button highlighted with a blue border.

步骤 5：如镜像所显示，点击**完成**。下载的文件默认路径在用户桌面上。



日志分析

CIPC在PRT日志的SIP注册

- CIPC电话注册过程：

This is the first line which showcase the CIPC boot up process started.

```
Thu Apr 26 13:37:34.164 : DET : ( 32828) ATW trace initialized
```

```
Thu Apr 26 13:37:34.169 : EE : ( 32828) MediaTerminationDll : NativeATWStart
```

- 运行机器的CIPC IP地址分配：

```
Thu Apr 26 13:37:35.002 : EE : ( 16956) -SFB| --> CSettings::setIPAddress
```

Thu Apr 26 13:37:35.002 : SPCL : (16956) -SFB| &S CSettings::setIPAddress: Updating audio streaming IP(10.196.121.111) in properties dll

Thu Apr 26 13:37:35.002 : EE : (16956) -SFB| <-- CSettings::setIPAddress

Thu Apr 26 13:37:35.002 : SPCL : (16956) -SFB| &S CSettings::selectIPAddressToUse : [True]: returning 10.196.121.111

- 拿来TFTP server IP :

Thu Apr 26 13:37:35.494 : EE : (16956) -SFB| --> CSettings::getRegIntHkmlHkcu SOFTWARE\Cisco Systems, Inc.\Communicator TftpServer1

Thu Apr 26 13:37:35.494 : SPCL : (16956) -SFB| &S CSettings::getRegIntHkmlHkcu SOFTWARE\Cisco Systems, Inc.\Communicator TftpServer1: TftpServer1 returned 10.106.99.199

Thu Apr 26 13:37:35.494 : EE : (16956) -SFB| <-- CSettings::getRegIntHkmlHkcu SOFTWARE\Cisco Systems, Inc.\Communicator TftpServer1

- CIPC要求CTL文件(CIPC不支持的ITL) :

Thu Apr 26 13:37:35.514 : DET : (16956) file sgn verify SUCCESS, hdr 448 byte, <C:\Users\sakaleka\AppData\Roaming\Cisco\Communicator\sec\CTLFile.tlv>

Thu Apr 26 13:37:35.514 : DET : (16956) finished CTL initialization

Thu Apr 26 13:37:35.514 : DET : (16956) ** phone has CTL *

- CIPC被请求的配置文件通过TFTP & HTTP

- 请求配置文件的和在AppData \漫游的文件夹写此。

Thu Apr 26 13:37:35.515 : DET : (16956) -SFB| &D CSettings::loadCNFFileOptions(): tftp-ing SEP00059A3C7AAA.cnf.xml to C:\Users\sakaleka\AppData\Roaming\Cisco\Communicator\cache\SEP00059A3C7AAA.1.cnf.xml

Thu Apr 26 13:37:35.516 : EE : (16956) tftpRead : address , srcFile SEP00059A3C7AAA.cnf.xml, destFile C:\Users\sakaleka\AppData\Roaming\Cisco\Communicator\cache\SEP00059A3C7AAA.1.cnf.xml

Thu Apr 26 13:37:35.516 : SPCL : (16956) tftpRead : Security setting passed in is Authentication 1

Thu Apr 26 13:37:35.517 : EE : (16956) downloadFile : server 10.106.99.199, srcFile SEP00059A3C7AAA.cnf.xml.sgn, destFile C:\Users\sakaleka\AppData\Roaming\Cisco\Communicator\cache\SEP00059A3C7AAA.1.cnf.xml, secLevel 1

Thu Apr 26 13:37:35.517 : SPCL : (16956) downloadFile : attempting HTTP download of file <SEP00059A3C7AAA.cnf.xml.sgn> to <C:\Users\sakaleka\AppData\Roaming\Cisco\Communicator\cache\SEP00059A3C7AAA.1.cnf.xml>

- HTTP file请求下载的设置 :

Thu Apr 26 13:37:45.847 : EE : (25384) downloadFile : server 10.106.99.199, srcFile SEP00059A3C7AAA.cnf.xml.sgn, destFile C:\Users\sakaleka\AppData\Roaming\Cisco\COMMUN~1\ram\SEP00059A3C7AAA.cnf.xml, secLevel 1

Thu Apr 26 13:37:45.848 : SPCL : (25384) downloadFile : attempting HTTP download of file <SEP00059A3C7AAA.cnf.xml.sgn> to <C:\Users\sakaleka\AppData\Roaming\Cisco\COMMUN~1\ram\SEP00059A3C7AAA.cnf.xml>

Thu Apr 26 13:37:45.848 : EE : (25384) httpDownload : server 10.106.99.199, port 6970,

srcFile SEP00059A3C7AAA.cnf.xml.sgn, destFile
C:\Users\sakaleka\AppData\Roaming\Cisco\COMMUN~1\ram\SEP00059A3C7AAA.cnf.xml, secLevel 1

- HTTP下载配置文件回应：

Thu Apr 26 13:37:45.889 : DET : (25384) CHttpDownloader::ReceiveResponse - HttpQuererryInfo
for content length returned: 13796

Thu Apr 26 13:37:45.892 : SPCL : (25384) httpDownload : Successful HTTP download of file
<SEP00059A3C7AAA.cnf.xml.sgn>

Thu Apr 26 13:37:45.893 : DET : (25384) sgn-verify
<C:\Users\sakaleka\AppData\Roaming\Cisco\COMMUN~1\ram\SEP00059A3C7AAA.cnf.xml>,
'name' [SEP00059A3C7AAA.cnf.xml.sgn]

- 由CIPC的寄存器发送的消息对CUCM主要服务器：

Thu Apr 26 13:37:51.577 : DET : (17676) REGISTER sip:10.106.99.199 SIP/2.0

Via: SIP/2.0/TCP 10.196.121.111:61192;branch=z9hG4bK0000469a

From: <sip:3002@10.106.99.199>;tag=185e0f7d99f10002000036d0-00004489

To: <sip:3002@10.106.99.199>

Call-ID: 185e0f7d-99f10002-00006a5f-00007253@10.196.121.111

Max-Forwards: 70

Date: Thu, 26 Apr 2018 08:07:51 GMT

CSeq: 101 REGISTER

User-Agent: Cisco-SIIPCommunicator/9.1.1

- 自附带对CIPC的寄存器回应：

Thu Apr 26 13:37:51.719 : DET : (17676) SIP/2.0 200 OK

Via: SIP/2.0/TCP 10.196.121.111:61192;branch=z9hG4bK0000469a

From: <sip:3002@10.106.99.199>;tag=185e0f7d99f10002000036d0-00004489

To: <sip:3002@10.106.99.199>;tag=488061601

Date: Thu, 26 Apr 2018 08:07:51 GMT

Call-ID: 185e0f7d-99f10002-00006a5f-00007253@10.196.121.111

Server: Cisco-CUCM11.5

CSeq: 101 REGISTER

Expires: 120

Now the CIPC register on primary node 10.106.99.199.

CIPC在PRT日志的注册问题

CIPC启动

ATW trace initialized

DHCP问题

-NS| bind to Port(68) Error

系统关闭

Wed Apr 18 15:05:48.805 : DET : (5560) -VM| SystemManager n/a
SYSTEM_SHUTTING_DOWN

正常呼叫流

```
- search on - "sip_sm_process_event: Processing SM event"
Line 3254: Wed Apr 18 13:49:06.755 : DET : ( 5928) SIPCC-SIP_EVT: 1/0, sip_sm_process_event:
Processing SM event: 0: --0x0dd32430-- : SIP_STATE_IDLE <- E_SIP_INVITE
Line 3813: Wed Apr 18 13:49:07.929 : DET : ( 5928) SIPCC-SIP_EVT: 1/163,
sip_sm_process_event: Processing SM event: 0: --0x0dd2d3a0-- :
SIP_STATE_RECV_INVITE_CONNECTED <- E_SIP_ACK
Line 4157: Wed Apr 18 13:49:08.489 : DET : ( 5928) SIPCC-SIP_EVT: 1/163,
sip_sm_process_event: Processing SM event: 0: --0x0dd30830-- :
SIP_STATE_ACTIVE <- E_SIP_INVITE
Line 4404: Wed Apr 18 13:49:08.516 : DET : ( 5928) SIPCC-SIP_EVT: 1/163,
sip_sm_process_event: Processing SM event: 0: --0x0dd311a0-- :
SIP_STATE_RECV_MIDCALL_INVITE_SIPACK_PENDING <- E_SIP_ACK
Line 4513: Wed Apr 18 13:49:17.045 : DET : ( 5928) SIPCC-SIP_EVT: 1/163,
sip_sm_process_event: Processing SM event: 0: --0x0dd2dc00-- :
SIP_STATE_ACTIVE <- E_SIP_BYE
```

DUAL-CALL LOG

```
- search on - "sip_sm_process_event: Processing SM event"
Line 23745: Tue Apr 17 17:14:53.834 : DET : ( 5288) SIPCC-SIP_EVT: 1/0, sip_sm_process_event:
Processing SM event: 0: --0x0de92430-- : SIP_STATE_IDLE <- E_SIP_INVITE
Line 24125: Tue Apr 17 17:14:54.009 : DET : ( 5288) SIPCC-SIP_EVT: 1/106,
sip_sm_process_event: Processing SM event: 0: --0x0de8dc00-- :
SIP_STATE_RECV_INVITE_ALERTING <- E_SIP_CANCEL
Line 24330: Tue Apr 17 17:14:54.013 : DET : ( 5288) SIPCC-SIP_EVT: 1/106,
sip_sm_process_event: Processing SM event: 0: --0x0de94c20-- :
SIP_STATE_RELEASE <- E_SIP_ACK
```

蓝屏问题

- search on - "httpDownload". Only failed download that matters if the cnf.xml file. If this fails, it'll reset cipc.

```
Line 1683: Sat Apr 07 10:27:02.591 : EE : ( 4600) httpDownload : server 192.168.180.109,
port 6970, srcFile SEPD067E5227A3F.cnf.xml, destFile
C:\Users\jakei\AppData\Roaming\Cisco\COMMUN~1\ram\SEPD067E5227A3F.cnf.xml, secLevel 0
Line 1684: Sat Apr 07 10:27:02.591 : EE : ( 4600) CHttpDownloader::DownloadToFile
Line 1685: Sat Apr 07 10:27:02.591 : EE : ( 4600) CHttpDownloader::OpenConnection
Line 1686: Sat Apr 07 10:27:02.591 : EE : ( 4600) CHttpDownloader::SendRequest
Line 1687: Sat Apr 07 10:27:02.594 : DET : ( 4600) CHttpDownloader::SendRequest -
HttpQuererryInfo for status code returned:200
Line 1688: Sat Apr 07 10:27:02.594 : EE : ( 4600) CHttpDownloader::ReceiveResponse
Line 1689: Sat Apr 07 10:27:02.594 : ERROR : ( 4600) CHttpDownloader::ReceiveResponse - File
open failed for C:\Users\jakei\AppData\Roaming\Cisco\COMMUN~1\ram\SEPD067E5227A3F.cnf.xml
```

容积变化

Wed Apr 18 13:29:09.466 : EE : (1944) MediaTerminationDll : NativeSetVolume : audioType 1, volume 19

用户完整音频调整的向导

ATW=AudioTuningWizard

Wed Apr 18 11:17:57.959 : EE : (4860) MediaTerminationDll : ~NativeGetNextRingableDevice : (null)

Wed Apr 18 11:17:57.977 : DET : (4860) ATW: Menu items (help, troubleshoot, about) are set

Wed Apr 18 11:51:37.236 : EE : (4860) MediaTerminationDll : NativeGetStreamableDeviceID

网络断开

Mon Apr 16 17:16:44.625 : SPCL : (4356) -SFB| &S CNetAdapterUtil::CObjSinkHelper::Indicate: MSNdis_StatusMediaDisconnect