

# Unified Communications Manager:kCtiIncompatibleProtocolVersion -在事件日志的不兼容协议版本错误

## 目录

[简介](#)

[先决条件](#)

[要求](#)

[使用的组件](#)

[规则](#)

[问题](#)

[解决方案](#)

[相关信息](#)

## [简介](#)

本文讨论kCtiIncompatibleProtocolVersion -在事件日志显示在Cisco Unified Communications Manager的升级以后的错误消息。

此错误消息表明有一个电话应用编程接口和Java电话应用可编程接口的一些应用程序 (TAPI/JTAPI)在使用中仍然运行不是与在CallManager新版本包括的版本兼容的一个过时的版本。

## [先决条件](#)

### [要求](#)

本文读者应该有Cisco Unified Communications Manager常识。

### [使用的组件](#)

本文档中的信息根据Cisco Unified Communications Manager 4.1。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始 (默认) 配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

### [规则](#)

有关文档规则的详细信息，请参阅 [Cisco 技术提示规则](#)。

## [问题](#)

在Cisco Unified Communications Manager的升级，此错误消息在事件日志后显示。

```
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..
```

此问题出现，当Cisco Unified Communications Manager升级时，但是不是TAPI/JTAPI客户端。

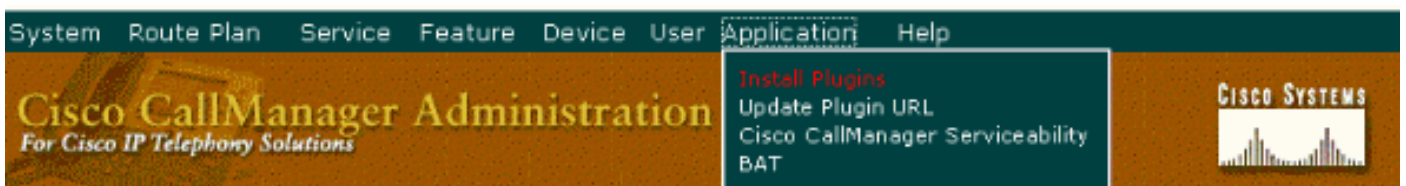
您必须升级在TAPI/JTAPI应用程序安装的所有应用服务器或客户端工作站的TAPI/JTAPI客户端软件。如果不升级TAPI/JTAPI客户端，您的应用程序未能初始化。

## 解决方案

在[事件日志错误消息](#)，在设备或JTAPI Client安装的TAPI用172.28.2.179的IP地址未升级对兼容版本。

您需要调查设备查找在此地址的什么应用程序使用TAPI/JTAPI并且更新从**Callmanager管理>应用程序>安装插件**的对应的包，当此部分显示。在本例中，设备是那个用172.28.2.179的IP地址。

**注意：**使用JTAPI/TAPI接口的某些应用程序是个人助理， Attendant Console， IPCC Express， TAPS和Extension Mobility。



### Cisco CallManager 4.1 Administration




[Details](#)

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如果需要升级JTAPI版本，请选择**Cisco JTAPI**，此示例显示：

 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

如果需要升级电话服务提供商，请选择**思科电话服务提供商**，此示例显示：

 Cisco Dialing Number Analyzer	Cisco Dialing 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.
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 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

## 相关信息

- [CallManager 事件日志](#)
- [语音技术支持](#)
- [语音和统一通信产品支持](#)
- [Cisco IP 电话故障排除](#)
- [技术支持和文档 - Cisco Systems](#)