

# Unity Express消息等待指示(MWI)问题故障排除

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## 简介

本文提供等待在Cisco Unity Express的消息概述征兆(MWI)功能。

## 先决条件

### 要求

本文读者应该有Cisco Unity Express命令行界面(CLI)知识。

### 使用的组件

本文档中的信息根据Cisco Unity Express版本1.0/2.3.x/8.x或以上。所有配置示例和屏幕输出从Cisco Unity Express版本1.1.1被采取。

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](#)。

## MWI概述

MWI操作提供注册与与一个视觉征兆的Cisco CallManager Express或CallManager的用户有现在新的语音邮件消息。MWI不工作，当您有用Cisco CallManager集成的Cisco Unity Express，并且系统是在抗损远程站点电话(SRST)模式由于广域网中断。

如果有用Cisco CallManager集成的Cisco Unity Express Express，会话初始化协议(SIP)呼叫发出对 *extension\_MWI\_on/off\_number@CallManager\_Express\_IP\_address*，当一个新的语音邮件消息到达用户邮箱时。当用户获取所有新建的消息，SIP呼叫也启动。这匹配在Cisco CallManager Express路由器的一个ephone-dn编号。ephone-dn编号有MWI编号加上一定数量的通配符位相等与位数量在Cisco Unity Express用户的分机。为例，请假设邮箱的12345在号码是420。Cisco CallManager Express IP地址是10.2.3.6。在本例中，信息传送对42012345@10.2.3.6。有“mwi的ephone-dn编号在”配置参数集是“420...”。

对于Cisco CallManager集成，Java电话应用可编程接口(JTAPI)协议直接地点燃一个闪亮指示。没有需要发出呼叫到一个特定编号。JTAPI协议支持**setMessageWaiting**命令，处理MWI事件。所以，MWIs应该工作不管MWI扩展是否在Cisco CallManager配置。切记MWIs不工作，当Cisco Unity Express在SRST模式。完整MWI刷新只发生，在Cisco Unity Express用Cisco CallManager后再注册，并且IP电话不再在CallManager后退状态。

绝大多数的问题发生在Cisco CallManager Express/CallManager和Cisco Unity Express之间的集成。记住MWI不能与一个物理闪亮指示可能关联。如果收到消息的编号不是在电话的主线路，能只接收在电话显示的一个信封通知。在Cisco CallManager中，您能配置每条线路如何处理MWI。如果仅一两个用户有一问题，您能开始寻找问题此处。

目录号必须有在Cisco Unity Express系统的一个有效邮箱为了接收MWI。必须关联编号对用户，并且该用户必须有邮箱。在您开始调试和采取先进的措施为了排除故障前，您可执行一项简单任务为了排除故障：保证用户登录邮箱，并且能传送和检索语音邮件消息。

从GUI或CLI，您能找到测试的用户。在这种情况下，它是用户3。您能找出用户的已配置的分机，确定用户邮箱状态(启用或没启用，在其他信息中)和确定用户是否有其中任一新建的或以前消息。在本例中，您使用CLI为了排除故障：

```
cue-3660-41a>show users administrator operator user1 user2 user3 user4 user6 user7 user8 cue-3660-41a>show user detail username user3 Full Name: user First Name: Last Name: user Nickname: user Phone: 11044 Phone(E.164): Language: en_US cue-3660-41a>show voicemail mailboxes OWNER MSGS NEW SAVED MSGTIME MBXSIZE USED "operator" 0 0 0 0 3000 0 % "user1" 0 0 0 0 3000 0 % "user2" 0 0 0 0 3000 0 % "user3" 0 0 0 0 3000 0 % "user4" 0 0 0 0 3000 0 % "user6" 0 0 0 0 3000 0 % "user7" 0 0 0 0 3000 0 % "user8" 0 0 0 0 3000 0 % cue-3660-41a>show voicemail detail mailbox user3 Owner: /sw/local/users/user3 Type: Personal Description: Busy state: idle Enabled: true Mailbox Size (seconds): 3000 Message Size (seconds): 60 Play Tutorial: true Space Used (seconds): 0 Total Message Count: 0 New Message Count: 0 Saved Message Count: 0 Expiration (days): 30 Greeting: standard Zero Out Number: Created/Last Accessed: Jun 17 2004 09:54:39 EDT cue-3660-41a>
```

验证此用户存在，安排一个编号关联和没有任何消息。如果这些项目是真的，MWI状态应该关闭。

**注意：** E.164 (ITU-T)地址没有使用MWI目的。可以使用仅主要的电话号码。

## [Cisco Unity Express集成问题](#)

### [MWI用Cisco CallManager Express](#)

在您执行别的前，您必须验证配置。在Cisco CallManager Express上，请查看与问题的配置**show running-config**命令。直接的更多，您能发出显示**telephony-service ephone-dn**命令。输出类似于此出现：

```
ephone-dn 44
 number 11099.....
 mwi on
!
!
ephone-dn 45
 number 11098.....
 mwi off
!
```

此输出说明一些重要信息。MWI的编号打开11099。MWI的编号关闭11098。位数量拨号计划的是五。(跟随MWI开/关代码的五小点[.....]显示此。)换句话说，MWI为正确地包含五个位的目录号(DN)只运作。

在Cisco Unity Express侧，您能验证配置并且许可证。常见问题是Cisco CallManager许可证装载而不是CallManager的Express一个许可证。发出**show software licenses**命令从Cisco Unity Express为了验证此：

```
cue-3660-41a>show software licenses Core:e - application mode: CCME !--- CCME represents Cisco
CallManager Express. - total usable system ports: 8 Voicemail/Auto Attendant: - max system
mailbox capacity time: 6000 - max general delivery mailboxes: 20 - max personal mailboxes: 100
Languages: - max installed languages: 1 - max enabled languages: 1
```

反而，如果查找应用程序模式是CCM，Cisco CallManager，一切工作除了MWI。不幸地，如果许可证是错误的，唯一选择是再镜像软件和重新应用许可证。您不能保存或恢复任何消息或配置。

其次，请验证配置。您能查看配置用**show run**命令，或者您能使用**show ccn application**命令：

```
cue-3660-41a> show ccn application Name: ciscoMWIapplication Description: ciscoMWIapplication
Script: setmwi.aef ID number: 0 Enabled: yes Maximum number of sessions: 4 strMWI_OFF_DN: 11098
strMWI_ON_DN: 11099 CallControlGroupID: 0
```

**注意：**应用程序启用，并且MWI\_OFF和MWI\_ON编号分别为11098和11099。系统没有位数量的概念扩展的;它发出呼叫到适当的MWI开/关编号并且添附邮箱分机。Cisco CallManager Express系统必须有有小点适当数量的一拨号对端在目的地模式的为了适当地路由呼叫。

最后，请务必Cisco Unity Express SIP网关IP地址指向正确Cisco CallManager Express IP地址。

```
cue-3660-41a>show ccn subsystem sip SIP Gateway: 14.80.227.125 SIP Port Number: 5060
```

如果这不正确，呼叫没有被发送到正确Cisco CallManager Express。呼叫失败。

有两种方式开始排除故障信令问题。从Cisco Unity Express侧，首先禁用默认跟踪通常是最容易的;然后，请重新授权给他们当必要时。发出**no trace all**命令为了执行此。trace命令开始从是**trace ccn stacksip debug**。

**注意：**参考本文[设置并且收集在提示的Trace数据](#)关于跟踪的更多信息。

在您传送MWI信息前，请清楚跟踪缓冲区。所有trace消息写入到此存储器缓冲区。您要清除它，以便没有需要显示所有上一个消息，当您查看它在测试呼叫以后时。一简单**clear trace**命令完成此。

其次，请传送MWI信息。请使用**mwi刷新telephonenumber xxxx**命令执行此。您能发出从GUI的刷新。

最后，请显示跟踪缓冲区并且查看输出用**show trace buffer long**命令。此示例突出显示一些重要项目：

```
cue-3660-41a>trace ccn stacksip debug cue-3660-41a>clear trace cue-3660-41a>mwi refresh
telephonenumber 11043 cue-3660-41a>show trace buffer long Press <CTRL-C> to exit... 2106 07/14
14:28:27.263 ACCN SIPL 0 --- send message --- to 14.80.227.125:5060 INVITE
```

sip:1109811043@14.80.227.125;user=phone SIP/2.0 Via: SIP/2.0/UDP 14.80.227.145:5060 From: "Cisco SIP Channel3" <sip:outbound-0@14.80.227.125>;tag=f0a4ab8e-488 To: <sip:1109811043@14.80.227.125;user=phone> Call-ID: a1c0ece2-486@14.80.227.145:5060 CSeq: 51 INVITE Contact: sip:outbound-0@14.80.227.145:5060 User-Agent: Jasmin UA / ver 1.1 Accept: application/sdp Content-Type: application/sdp Content-Length: 224 v=0 o=CiscoSystemsSIP-Workflow-App-UserAgent 3582 3582 IN IP4 14.80.227.145 s=SIP Call c=IN IP4 14.80.227.145 t=0 0 m=audio 16902 RTP/AVP 0 111 a=rtpmap:0 pcmu/8000 a=rtpmap:111 telephone-event/8000 a=fmtp:111 0-11 2069 07/14 14:28:27.275 ACCN SIPL 0 receive 379 from 14.80.227.125:51955 2070 07/14 14:28:27.275 ACCN SIPL 0 not found header for Date 2070 07/14 14:28:27.275 ACCN SIPL 0 not found header for Allow-Events 2070 07/14 14:28:27.276 ACCN SIPL 0 ----- SIP/2.0 100 Trying Via: SIP/2.0/UDP 14.80.227.145:5060 From: "Cisco SIP Channel3" <sip:outbound-0@14.80.227.125>;tag=f0a4ab8e-488 To: <sip:1109811043@14.80.227.125;user=phone>;tag=5FF5244-43A Date: Sat, 15 Jun 2002 13:33:41 GMT Call-ID: a1c0ece2-486@14.80.227.145:5060 Server: Cisco-SIPGateway/IOS-12.x CSeq: 51 INVITE Allow-Events: telephone-event Content-Length: 0 2069 07/14 14:28:27.276 ACCN SIPL 0 receive 441 from 14.80.227.125:51955 2070 07/14 14:28:27.294 ACCN SIPL 0 not found header for Date 2070 07/14 14:28:27.294 ACCN SIPL 0 not found header for Allow-Events 2070 07/14 14:28:27.294 ACCN SIPL 0 ----- SIP/2.0 180 Ringing Via: SIP/2.0/UDP 14.80.227.145:5060 From: "Cisco SIP Channel3" <sip:outbound-0@14.80.227.125>;tag=f0a4ab8e-488 To: <sip:1109811043@14.80.227.125;user=phone>;tag=5FF5244-43A Date: Sat, 15 Jun 2002 13:33:41 GMT Call-ID: a1c0ece2-486@14.80.227.145:5060 Server: Cisco-SIPGateway/IOS-12.x CSeq: 51 INVITE Allow: UPDATE Allow-Events: telephone-event Contact: <sip:1109811043@14.80.227.125:5060> Content-Length: 0 2072 07/14 14:28:27.294 ACCN SIPL 0 ignore null remote tag for Dialog1610: callid= a1c0ece2-486@14.80.227.145:5060, localTag=f0a4ab8e-488, remoteTag=5FF5244-43A 2072 07/14 14:28:27.294 ACCN SIPL 0 ltp95: ContactingState processResponse 100 Trying 2072 07/14 14:28:27.294 ACCN SIPL 0 ignore null remote tag for Dialog1611: callid= a1c0ece2-486@14.80.227.145:5060, localTag=f0a4ab8e-488, remoteTag=5FF5244-43A 2072 07/14 14:28:27.294 ACCN SIPL 0 ltp95: ContactingState processResponse 180 Ringing 2106 07/14 14:28:32.274 ACCN SIPL 0 ltp95: ContactingState close terminate cause=20 2106 07/14 14:28:32.275 ACCN SIPL 0 addHeadersAndBody: branch = null 2106 07/14 14:28:32.276 ACCN SIPL 0 --- send message --- to 14.80.227.125:5060 CANCEL sip:1109811043@14.80.227.125;user=phone SIP/2.0 Via: SIP/2.0/UDP 14.80.227.145:5060 From: "Cisco SIP Channel3" <sip:outbound-0@14.80.227.125>;tag=f0a4ab8e-488 To: <sip:1109811043@14.80.227.125;user=phone> Call-ID: a1c0ece2-486@14.80.227.145:5060 CSeq: 51 CANCEL Max-Forwards: 50 Content-Length: 0 2069 07/14 14:28:32.282 ACCN SIPL 0 receive 293 from 14.80.227.125:51955 2070 07/14 14:28:32.283 ACCN SIPL 0 not found header for Date 2070 07/14 14:28:32.283 ACCN SIPL 0 ----- SIP/2.0 200 OK Via: SIP/2.0/UDP 14.80.227.145:5060 From: "Cisco SIP Channel3" <sip:outbound-0@14.80.227.125>;tag=f0a4ab8e-488 To: <sip:1109811043@14.80.227.125;user=phone> Date: Sat, 15 Jun 2002 13:33:46 GMT Call-ID: a1c0ece2-486@14.80.227.145:5060 Content-Length: 0 CSeq: 51 CANCEL 2072 07/14 14:28:32.283 ACCN SIPL 0 ignore null remote tag for Dialog1612: callid= a1c0ece2-486@14.80.227.145:5060, localTag=f0a4ab8e-488, remoteTag=null 2072 07/14 14:28:32.283 ACCN SIPL 0 ltp95: TerminatedState process response to CANCEL, unregister 2072 07/14 14:28:32.284 ACCN SIPL 0 ignore null remote tag for Dialog1609: callid= a1c0ece2-486@14.80.227.145:5060, localTag=f0a4ab8e-488, remoteTag=null 2072 07/14 14:28:32.284 ACCN SIPL 0 com.cisco.jasmin.impl.sip.MessageDispatcherImpl unregister Dialog1609: callid=a1c0ece2-486@14.80.227.145:5060, localTag=f0a4ab8e-488, remoteTag=null 2069 07/14 14:28:32.284 ACCN SIPL 0 receive 390 from 14.80.227.125:51955 2070 07/14 14:28:32.284 ACCN SIPL 0 not found header for Date 2070 07/14 14:28:32.284 ACCN SIPL 0 not found header for Allow-Events 2070 07/14 14:28:32.284 ACCN SIPL 0 ----- SIP/2.0 487 Request Cancelled Via: SIP/2.0/UDP 14.80.227.145:5060 From: "Cisco SIP Channel3" <sip:outbound-0@14.80.227.125>;tag=f0a4ab8e-488 To: <sip:1109811043@14.80.227.125;user=phone>;tag=5FF5244-43A Date: Sat, 15 Jun 2002 13:33:46 GMT Call-ID: a1c0ece2-486@14.80.227.145:5060 Server: Cisco-SIPGateway/IOS-12.x CSeq: 51 INVITE Allow-Events: telephone-event Content-Length: 0 2072 07/14 14:28:32.285 ACCN SIPL 0 LocalLineImpl outbound-0 send ACK to INVITE 487 2072 07/14 14:28:32.285 ACCN SIPL 0 can not extract contact address from null 2072 07/14 14:28:32.285 ACCN SIPL 0 --- send message --- to 14.80.227.125:5060 ACK sip:1109811043@14.80.227.125;user=phone SIP/2.0 Via: SIP/2.0/UDP 14.80.227.145:5060 From: "Cisco SIP Channel3" <sip:outbound-0@14.80.227.125>;tag=f0a4ab8e-488 To: <sip:1109811043@14.80.227.125;user=phone>;tag=5FF5244-43A Call-ID: a1c0ece2-486@14.80.227.145:5060 CSeq: 51 ACK Max-Forwards: 50 Content-Length: 0

如在此输出中看到，您传送信息，并且Cisco CallManager Express回应一个消息。当Cisco CallManager Express传送信息，您传送。MWI编号实际上不接收并且接纳呼叫。一呼叫的放置对编号的是点燃闪亮指示的足够开/关。在这种情况下，您需要知道11098是否有开/关的MWI。并且，11043需要是在Cisco CallManager Express的一有效分机。

在您收集所有必要的Cisco Unity Express跟踪后，要执行的最好的事是禁用所有跟踪再然后启用默认跟踪。发出**all命令清楚的trace**禁用跟踪。然后请粘贴代码显示此处到Cisco Unity Express CLI为了重新授权给所有默认跟踪：

**注意：**或者，如果重新启动Cisco Unity Express，您能恢复默认跟踪。

```
trace ccn engine dbug trace ccn libldap dbug trace ccn subsystemappl dbug trace ccn managerappl
dbug trace ccn managerchannel dbug trace ccn subsystemjtapi dbug trace ccn subsystemsip dbug
trace ccn stacksip dbug trace ccn subsystemhttp dbug trace ccn vbrowsercore dbug trace ccn
subsystemcmt dbug trace ccn libmedia dbug trace ccn managercontact dbug trace ccn stepcall dbug
trace ccn stepmedia dbug trace config-ccn sip-subsystem debug trace config-ccn jtapi-subsystem
debug trace config-ccn sip-trigger debug trace config-ccn jtapi-trigger debug trace config-ccn
http-trigger debug trace config-ccn group debug trace config-ccn application debug trace config-
ccn script debug trace config-ccn prompt debug trace config-ccn miscellaneous debug trace
voicemail database query trace voicemail database results trace voicemail database transaction
trace voicemail database connection trace voicemail database execute trace voicemail mailbox
login trace voicemail mailbox logout trace voicemail mailbox send trace voicemail mailbox save
trace voicemail mailbox receive trace voicemail mailbox delete trace voicemail message create
trace voicemail message dec trace voicemail message delete trace voicemail message get trace
voicemail message inc trace webinterface initwizard init
```

您能容易地也诊断在Cisco CallManager Express路由器的所有SIP消息传送。通常，**调试ccsip消息**和**debug ccsip media**是多数有用的命令。当仅SIP信令是必要的时，此诊断更加快速，并且Cisco Unity Express跟踪较少多余的信息。如果Cisco Unity Express发送信令对正确CallManager Express IP地址，SIP信令在每个服务器被反映。

到/从Cisco Unity Express的呼叫要求G.711，提交另一个常见问题。例如，调试能显示从Cisco CallManager Express模块的此SIP数据包：

```
Mar 11 10:09:13.767 EST: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 488 Not Acceptable Media Via: SIP/2.0/UDP 172.18.106.88:5060 From: "Cisco SIP Channel1"
<sip:outbound-0@172.18.106.66>;tag=75b5194d-133 To:
<sip:1109811043@172.18.106.66;user=phone>;tag=23F1578C-252 Date: Fri, 11 Mar 2005 15:09:13 GMT
Call-ID: e34bafcc-131@172.18.106.88:5060 Server: Cisco-SIPGateway/IOS-12.x CSeq: 51 INVITE
Allow-Events: telephone-event Content-Length: 0
```

此输出指示该Cisco CallManager Express拒绝呼叫，因为SIP从Cisco Unity Express的消息没有匹配该G.711配置的拨号对端。您能特别地添加一拨号对端MWI流量的为了更正此呼叫拒绝。在此部分的示例有11099 ..... MWI和11098 ..... MWI。您能补充说：

```
dial-peer voice 123 voip
incoming called-number 1109[8,9].....
codec g711ulaw
no vad
!
```

最后常见问题是MWI流量匹配在拨号对端应用，VoIP流入规则或者在别处的转换模式。或者，限制(COR)规则中集集团能阻塞呼叫。记住，即使您拨号MWI开/关号码和分机点燃MWI，呼叫不一定同样正常运行，当呼叫通过SIP到达。参考[配置限制类别\(COR\)](#)的本文关于COR的更多信息。

总之，总是请验证这些项目：

- Cisco CallManager Express许可证存在。发出**show software licenses命令**。使用Cisco CallManager许可证，一切工作除了MWI。
- MWI编号在Cisco CallManager Express断断续续配置。小点数量指示扩展的长度。发出**显示 telephony-service ephone-dn命令**。
- 在Cisco Unity Express，MWI编号断断续续配置为了匹配在Cisco CallManager Express的断断



连续的编号，不用小点。**show ccn application**命令显示此。

- Cisco Unity Express指向正确Cisco CallManager Express服务器IP地址。显示ccn子系统sip命令显示此。
- 确保mwi sip叫牌配置在ccnsubsystem sip命令下。

然后，如果所有发生故障，请开始排除故障与trace ccn stacksip debug命令的问题。

## 消息等待指示符(MWIs) (仅Cisco Unified CallManager Express)

**症状：**在您升级对Cisco Unity Express后新版本，MWIs不打开，即使当消息在邮箱被留下。

- **说明**—升级程序删除会话初始化协议(SIP)子系统的IP地址。
- **推荐的操作**—重新配置SIP IP地址指向Cisco Unified CME路由器。

## [Error:搜索，有显示您的消息的错误](#)

当您设法检索消息，Message出现。

完成描述的步骤[使电话系统的电话视图](#)为了解决问题。

## [如何排除故障Cisco CallManager Express系统](#)

执行这些步骤为了排除故障Cisco CallManager Express System:

1. 输入**show ephone**命令为了显示所有已注册电话。如果电话没有注册，则请执行这些任务：检查DHCP配置，包括默认路由器和TFTP服务器地址(选项150)。请使用**dir**命令为了检查必需文件在路由器的闪存。检查是否已为必需的文件设置 **tftp-server** 命令。请使用mac-address命令的**debug ephone register**为了显示Cisco IP电话注册活动。请使用**debug ip dhcp**命令为了确认DHCP运作。
2. 输入**show ephone**命令为了显示所有已注册电话。如果电话注册和显示，则请执行这些步骤：检查电话按钮到目录号码的绑定是否正确。检查 Cisco IP 电话是否显示为已注册。使用电话上的 **Settings** 显示以验证 Cisco IP 电话上的 IP 参数设置。检查Keepalive计数更新，当您输入**显示电话**命令。输入mac-address命令的**debug ephone register**为了重置电话和观察再登记，为了显示Cisco IP电话。输入**summary**命令显示的**ephone-dn**为了检查Cisco IP电话线路的状态。检查电话的IP地址并且尝试为了ping地址。
3. 请使用**debug ephone keepalive**命令为了设置Cisco IP电话的Keepalive调试。
4. 请使用**debug ephone state**命令为了设置调试为Cisco IP电话的状态。

## [MWI用Cisco CallManager](#)

对于Cisco Unity Express集成用Cisco CallManager，肯定是最重要的Unity Express注册并且有所有正确登录信息。

第一步将确定电话是否在SRST模式，若有，为了排除故障。登陆到Cisco Unity Express模块安装的路由器。然后，请发出**显示ephone注册**的命令。注册的任何电话不接收任何MWI，即使Cisco Unity Express正确地注册到Cisco CallManager。

```
vnt-2651-44a#show ephone registered ephone-3 Mac:0008.E31B.7AFC TCP socket:[2] activeLine:0
REGISTERED mediaActive:0 offhook:0 ringing:0 reset:0 reset_sent:0 paging 0 debug:0
IP:14.80.119.206 51984 Telecaster 7960 keepalive 2697 max_line 6 button 1: dn 1 number 2103 CM
Fallback CH1 IDLE button 2: dn 2 number 2199 CM Fallback CH1 IDLE ephone-4 Mac:0008.E37F.A119
```

```
TCP socket:[4] activeLine:0 REGISTERED mediaActive:0 offhook:0 ringing:0 reset:0 reset_sent:0
paging 0 debug:0 IP:14.80.119.207 50963 Telecaster 7960 keepalive 2696 max_line 6 button 1: dn 3
number 2104 CM Fallback CH1 IDLE
```

如果电话不在Cisco CallManager fallback状态，表示由状态，如以前显示，SRST为那些设备不是活跃的。下一步，然后，是验证Cisco Unity Express和Cisco CallManager配置为了肯定Unity Express注册对CallManager。

```
VNT-AIM-CUE1>show ccn subsystem jtapi Cisco Call Manager: 14.80.227.127 CCM JTAPI Username:
site1cue CCM JTAPI Password: ***** Call Control Group 1 CTI ports: 28001,28002,28003,28004
```

此输出列出所有计算机电话集成(CTI)路由点目录号，并且JTAPI帐户Cisco Unity Express使用登陆到Cisco CallManager。

您需要肯定Cisco Unity Express适当地注册到Cisco CallManager。首先，请确认CTI端口实际上注册。要执行此的简便的方法是去Cisco CallManager管理网页。然后，请选择**Device > Phone**并且搜索在以上输出列出的CTI端口。应该填写状态和IP地址字段完全。

**Find and List Phones** [Add a New Phone](#)

8 matching record(s) for Directory Number begins with "28"

Find phones where

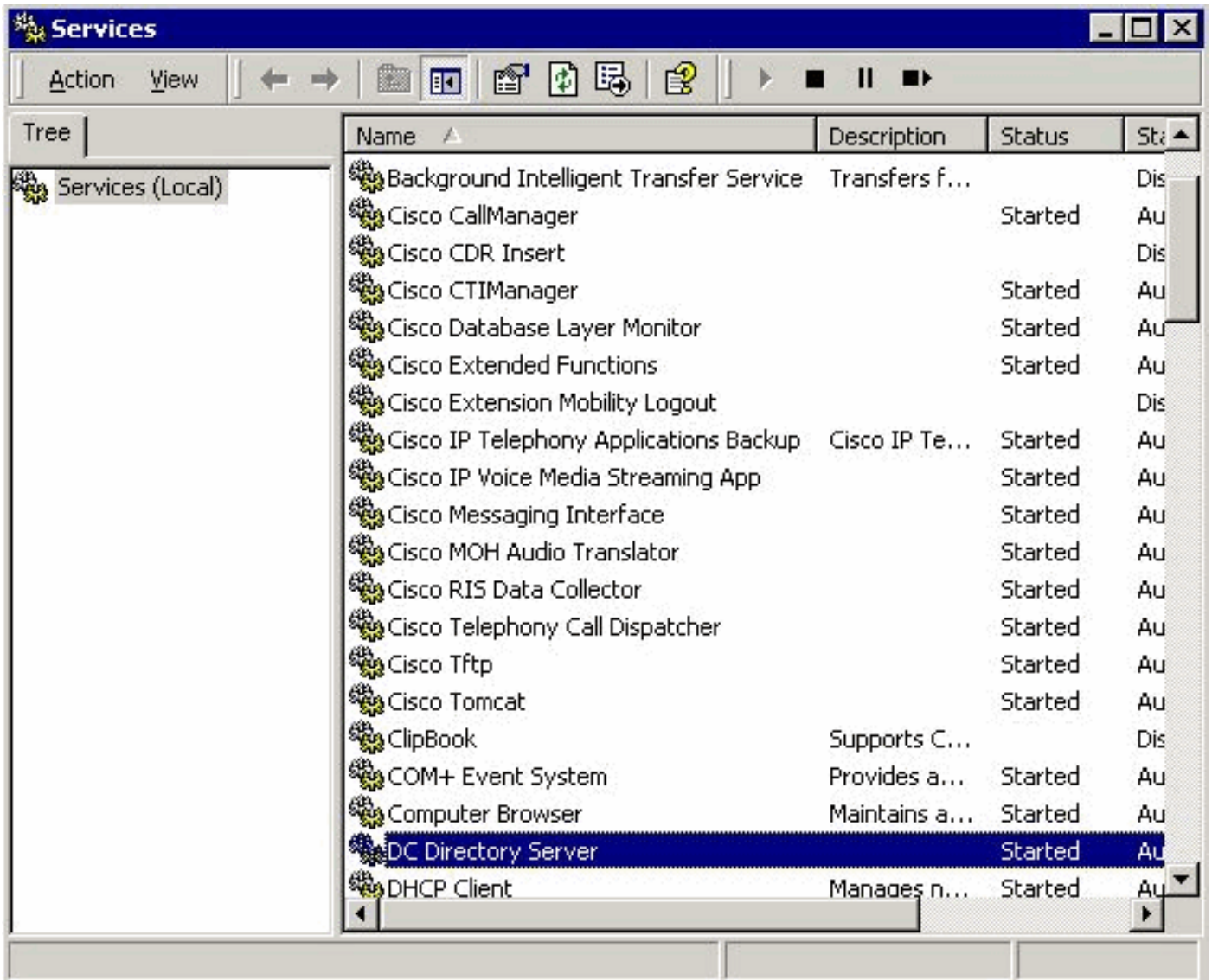
and show  items per page

To list all items, click Find without entering any search text, or use "Device Name is not empty" as the search.

**Matching record(s) 1 to 8 of 8**  
Real-time Information Service returned information for 4 of 8 devices listed below.

<input type="checkbox"/>	Ext.	Partition	Device Name (Line)	Description	Status	IP Address	Copy
<input type="checkbox"/>	28001	Site1CUE	cue_site1_p01 (1)	cue_site1_p01	14.80.227.127	172.18.106.107	
<input type="checkbox"/>	28002	Site1CUE	cue_site1_p02 (1)	cue_site1_p02	14.80.227.127	172.18.106.107	
<input type="checkbox"/>	28003	Site1CUE	cue_site1_p03 (1)	cue_site1_p03	14.80.227.127	172.18.106.107	
<input type="checkbox"/>	28004	Site1CUE	cue_site1_p04 (1)	cue_site1_p04	14.80.227.127	172.18.106.107	

如果发现端口未注册，Cisco Unity Express无法用Cisco CallManager通信。另一种可能性是登录不正确。发出从Cisco Unity Express模块的简单的ping到Cisco CallManager为了排除故障此。如果这工作，请验证思科CtiManager和目录服务，在这种情况下是DC目录服务器，开始。从Cisco CallManager服务器，请选择**Start > Programs > Administrative Tools > Services**为了验证：



您应该也验证JTAPI用户帐号，是在本例中的site1cue，存在。您应该查找CTI端口、路由点和被检查的Enable CTI Application Use。并且，请验证密码。

另一常见问题是CTI端口的呼叫搜索空间。此呼叫搜索空间必须包含you'设法点燃MWI灯目录号的分区。例如，CTI端口的呼叫搜索空间，不是路由点，必须包含Line1分成为了设置分机的1234—MWI在分区Line1。如果CTI端口的呼叫搜索空间是无，则在无的仅扩展分成为MWI工作。

如果配置看来正确，JTAPI诊断在Cisco Unity Express模块可以启用。但是，enable (event)和禁用请要求重新启动。此级别诊断是在正常trace调试设置之外。因为额外写入对内部闪存卡可以减少闪存的寿命，请勿留给此启用，特别是为高级综合模块选项(AIM)。

发出show ccn trace jtapi命令为了查看当前，已启用JTAPI跟踪：

**注意：**默认情况下，禁用的所有JTAPI跟踪。

```
VNT-AIM-CUE1>show ccn trace jtapi Warning: 0 Informational: 0 Jtapi Debugging: 0 Jtapi
Implementation: 0 CTI Debugging: 0 CTI Implementation: 0 Protocol Debugging: 0 Misc Debugging: 0
发出这些命令为了启用所有跟踪：
```

```
VNT-AIM-CUE1>ccn trace jtapi debug all You will have to reload the system for your changes to
take effect VNT-AIM-CUE1>ccn trace jtapi informational all You will have to reload the system
for your changes to take effect VNT-AIM-CUE1>ccn trace jtapi warning all You will have to reload
the system for your changes to take effect VNT-AIM-CUE1>show ccn trace jtapi Warning: 1
Informational: 1 Jtapi Debugging: 1 Jtapi Implementation: 1 CTI Debugging: 1 CTI Implementation:
```



1 Protocol Debugging: 1 Misc Debugging: 1

现在，您需要重新加载系统。发出显示的同样`ccn trace`命令如上，但是先于每命令以**没有关键字**为了稍后禁用此。例如，请勿发出`ccn trace JTAPI调试全部`。这是记住的重要一步，特别是在AIM。疏忽执行此步骤影响潜在的性能，并且减少微型闪存卡的寿命在AIM的。

在重新加载，系统开始写入文件CiscoJtapi1.log和CiscoJtapi2.log后，当第一个全双工。

如果发出`show log`名称CiscoJtapi1.log命令，您能查看这些日志。您能也复制日志文件到FTP服务器，然后查看脱机的信息。命令是**复制日志CiscoJtapi1.log URL**  
`ftp://user:passwd@ftpservipaddr/`。

使用任一个方法，所有JTAPI信息出现。在本例中，Cisco Unity Express模块尝试注册，但是不成功由于广域网故障：

```
15252: Jul 14 03:58:24.412 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Trying
connection to server: 14.80.227.127
15253: Jul 14 03:58:24.416 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Provider.tryOpen
() Failure java.net.NoRouteToHostException: No route to host
15254: Jul 14 03:58:24.417 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) ProviderRetryThread
waiting for 30000 msecscCNException = com.cisco.cti.client.CNException: No route to host
15255: Jul 14 03:58:54.803 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Trying connection
to server: 14.80.227.127
15256: Jul 14 03:58:54.808 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Provider.tryOpen
() Failure java.net.NoRouteToHostException: No route to host
15257: Jul 14 03:58:54.809 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) ProviderRetryThread
waiting for 30000 msecscCNException = com.cisco.cti.client.CNException: No route to host
15258: Jul 14 03:59:24.817 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Trying connection
to server: 14.80.227.127
15259: Jul 14 03:59:24.820 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Provider.tryOpen
() Failure java.net.NoRouteToHostException: No route to host
15260: Jul 14 03:59:24.821 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) ProviderRetryThread
waiting for 30000 msecscCNException = com.cisco.cti.client.CNException: No route to host
15261: Jul 14 03:59:55.210 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Trying connection
to server: 14.80.227.127
```

下trace显示Cisco Unity Express的一个全双工注册到Cisco CallManager。在本例中，您看到有八个CTI端口关联与JTAPI用户。但是，因为Cisco Unity Express为四个端口只准许，只有使用四个端口。并且，请注意系统在再注册以后自动地执行全双工MWI再同步到Cisco CallManager：

```
17937: Jul 14 11:28:56.037 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Trying
connection to server: 14.80.227.127
17938: Jul 14 11:28:56.042 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) connected
17939: Jul 14 11:28:56.043 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread: created
17940: Jul 14 11:28:56.045 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread
starting up...
17941: Jul 14 11:28:56.056 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderOpenRequest {
sequenceNumber = 238
provider = 14.80.227.127
qbeClientVersion = Cisco JTAPI 1.4(3.12) Release
login = sitelcue
password = 0c0a000a2c
filter = com.cisco.cti.protocol.ProviderEventFilter {
deviceRegistered = true
deviceUnregistered = true
directoryChangeNotify = true
}
applicationID = Cisco IP IVR
desiredServerHeartbeatTime = 30
cmAssignedApplicationID = 0
}
```

17942: Jul 14 11:28:56.072 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) ReceiveThread starting up...

17943: Jul 14 11:28:56.114 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Response: com.cisco.cti.protocol.ProviderOpenResponse {  
sequenceNumber = 238  
providerInfoString = 3.3(3)  
clientHeartbeat = 30  
serverHeartbeat = 30  
}

17944: Jul 14 11:28:56.131 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Server response: will send server heartbeat every 30 seconds

17945: Jul 14 11:28:56.131 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Server response: expecting client heartbeat every 30 seconds

17946: Jul 14 11:28:56.133 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) HeartbeatSendThread starting up

17947: Jul 14 11:28:56.135 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) DeviceLineUpdateThread: created

17948: Jul 14 11:28:56.136 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) DeviceLineUpdateThread starting up...

17949: Jul 14 11:28:56.671 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Event: com.cisco.cti.protocol.ProviderOpenCompletedEvent {  
eventSequence = 279  
reason = 0  
sequenceNumber = 238  
providerInfoString = 3.3(3)  
clientHeartbeat = 30  
serverHeartbeat = 30  
failureDescription = null  
bMonitorCallParkDNs = false  
}

17950: Jul 14 11:28:56.671 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) EventThread: queuing com.cisco.cti.protocol.ProviderOpenCompletedEvent

17951: Jul 14 11:28:56.674 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread handling event com.cisco.cti.protocol.ProviderOpenCompletedEvent[279]

17952: Jul 14 11:28:56.674 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) connected to CTIManager version 3.3(3)

17953: Jul 14 11:28:56.676 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderGetCapabilitiesRequest {  
sequenceNumber = 239  
}

17954: Jul 14 11:28:56.679 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Response: com.cisco.cti.protocol.ProviderGetCapabilitiesResponse {  
sequenceNumber = 239  
providerCapabilitiesInfo = com.cisco.cti.protocol.ProviderCapabilitiesInfo {  
controlAnyDevice = false  
maxNumberOfDevicesOpen = 0  
}  
}

17955: Jul 14 11:28:56.680 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) can control any device = false

17956: Jul 14 11:28:56.681 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderGetDeviceInfoRequest {  
sequenceNumber = 240  
deviceGroup = 1  
enumerateRegisterableDevices = true  
}

17957: Jul 14 11:28:56.685 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Response: com.cisco.cti.protocol.ProviderGetDeviceInfoResponse {  
sequenceNumber = 240  
enumerationHandle = 3  
}

17958: Jul 14 11:28:56.686 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderGetDeviceInfoRequest {  
sequenceNumber = 240  
deviceGroup = 1  
enumerateRegisterableDevices = true  
}

17959: Jul 14 11:28:56.686 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Response: com.cisco.cti.protocol.GetDeviceInfoFetchResponse {

```
sequenceNumber = 241
info = 11@[
com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_GMS
type = 73
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_AA
type = 73
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_VM
type = 73
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p01
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p03
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p02
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p05
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p04
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p07
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p06
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p08
type = 72
allowsRegistration = true
}]
more = false
}
17960: Jul 14 11:28:56.706 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetDeviceInfoCloseRequest {
sequenceNumber = 242
enumerationHandle = 3
}
```

17961: Jul 14 11:28:56.709 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetDeviceInfoCloseResponse {  
sequenceNumber = 242  
}  
17962: Jul 14 11:28:56.710 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) creating controlled  
devices  
17963: Jul 14 11:28:56.712 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_sitel\_p08(0,0)  
updating lines  
17964: Jul 14 11:28:56.713 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {  
sequenceNumber = 243  
deviceName = cue\_sitel\_p08  
}  
17965: Jul 14 11:28:56.716 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {  
sequenceNumber = 243  
enumerationHandle = 1  
}  
17966: Jul 14 11:28:56.718 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {  
sequenceNumber = 244  
enumerationHandle = 1  
count = 10  
}  
17967: Jul 14 11:28:56.754 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {  
sequenceNumber = 01.LineInfo {  
name = 28008  
permanentLineID = 1936802189  
}]  
more = false  
}  
17968: Jul 14 11:28:56.761 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {  
sequenceNumber = 245  
enumerationHandle = 1  
}  
17969: Jul 14 11:28:56.967 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {  
sequenceNumber = 245  
}  
17970: Jul 14 11:28:56.968 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_sitel\_p08(0,0)  
refreshing lines: previous=1 current=1 created=0 removed=0  
17971: Jul 14 11:28:56.969 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_sitel\_p07(0,0)  
updating lines  
17972: Jul 14 11:28:56.970 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {  
sequenceNumber = 246  
deviceName = cue\_sitel\_p07  
}  
17973: Jul 14 11:28:56.973 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {  
sequenceNumber = 246  
enumerationHandle = 2  
}  
17974: Jul 14 11:28:56.975 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {  
sequenceNumber = 247  
enumerationHandle = 2  
count = 10  
}  
17975: Jul 14 11:28:57.007 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {  
sequenceNumber = 247

```
info = 1@[
com.cisconeID = 829100962
}]
more = false
}
17976: Jul 14 11:28:57.009 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 248
enumerationHandle = 2
}
17977: Jul 14 11:28:57.227 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 248
}
17978: Jul 14 11:28:57.229 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p07(0,0)
 refreshing lines: previous=1 current=1 created=0 removed=0
17979: Jul 14 11:28:57.229 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p06(0,0)
 updating lines
17980: Jul 14 11:28:57.230 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 249
deviceName = cue_sitel_p06
}
17981: Jul 14 11:28:57.233 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 249
enumerationHandle = 3
}
17982: Jul 14 11:28:57.235 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 250
enumerationHandle = 3
count = 10
}
17983: Jul 14 11:28:57.260 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 250
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28006
permanentLineID = 294850253
}]
more = false
}
17984: Jul 14 11:28:57.262 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 251
enumerationHandle = 3
}
17985: Jul 14 11:28:57.265 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 251
}
17986: Jul 14 11:28:57.267 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p06(0,0)
 refreshing lines: previous=1 current=1 created=0 removed=0
17987: Jul 14 11:28:57.268 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p05(0,0)
 updating lines
17988: Jul 14 11:28:57.268 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 252
deviceName = cue_sitel_p05
}
17989: Jul 14 11:28:57.271 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
```



```
sequenceNumber = 252
enumerationHandle = 4
}
17990: Jul 14 11:28:57.273 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 253
enumerationHandle = 4
count = 10
}
17991: Jul 14 11:28:57.309 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 253
info = 1@[
com.cisco.cti.protocol.LineInfo {7.311 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 254
enumerationHandle = 4
}
17993: Jul 14 11:28:57.314 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 254
}
17994: Jul 14 11:28:57.316 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p05(0,0)
 refreshing lines: previous=1 current=1 created=0 removed=0
17995: Jul 14 11:28:57.317 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p04(0,0)
 updating lines
17996: Jul 14 11:28:57.318 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 255
deviceName = cue_sitel_p04
}
17997: Jul 14 11:28:57.322 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 255
enumerationHandle = 5
}
17998: Jul 14 11:28:57.324 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 256
enumerationHandle = 5
count = 10
}
17999: Jul 14 11:28:57.358 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 256
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28004
permanentLineID = 1897211172
}]
more = false
}
18000: Jul
enumerationHandle = 5
}
18001: Jul 14 11:28:57.363 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 257
}
18002: Jul 14 11:28:57.364 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p04(0,0)
 refreshing lines: previous=1 current=1 created=0 removed=0
18003: Jul 14 11:28:57.365 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p03(0,0)
 updating lines
18004: Jul 14 11:28:57.366 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
```

```
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 258
deviceName = cue_sitel_p03
}
18005: Jul 14 11:28:57.587 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 258
enumerationHandle = 6
}
18006: Jul 14 11:28:57.589 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 259
enumerationHandle = 6
count = 10
}
18007: Jul 14 11:28:57.632 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 259
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28003
permanentLineID = 2109152574
}]
more = false
}
18008: Jul 14 11:28:57.634 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 260
enumerationHandle = 6
}
18009: Jul 14 11:28:57.637 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 260
}
18010: Jul 14 11:28:57.638 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p03(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18011: Jul 14 11:28:57.639 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p02(0,0)
updating lines
18012: Jul 14 11:28:57.640 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 261
deviceName = cue_sitel_p02
}
18013: Jul 14 11:28:57.645 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 261
enumerationHandle = 7
}
18014: Jul 14 11:28:57.646 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 262
enumerationHandle = 7
count = 10
}
18015: Jul 14 11:28:57.681 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 262
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28002
permanentLineID = 1035863534
}]
more = false
}
```

```
18016: Jul 14 11:28:57.683 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLUNK:(P1-14.80.227.127)
received Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 263
}
18018: Jul 14 11:28:57.687 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p02(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18019: Jul 14 11:28:57.688 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p01(0,0)
updating lines
18020: Jul 14 11:28:57.689 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 264
deviceName = cue_sitel_p01
}
18021: Jul 14 11:28:57.692 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 264
enumerationHandle = 8
}
18022: Jul 14 11:28:57.694 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 265
enumerationHandle = 8
count = 10
}
18023: Jul 14 11:28:57.708 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 265
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28001
permanentLineID = 1084634008
}]
more = false
}
18024: Jul 14 11:28:57.710 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 266
enumerationHandle = 8
}
18025: Jul 14 11:28:57.713 EDT %JTAPI-esponse:
com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 266
}
18026: Jul 14 11:28:57.716 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p01(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18027: Jul 14 11:28:57.717 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Sitel_GMS(0,0)
updating lines
18028: Jul 14 11:28:57.718 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 267
deviceName = CUE_Sitel_GMS
}
18029: Jul 14 11:28:57.725 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 267
enumerationHandle = 9
}
18030: Jul 14 11:28:57.727 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 268
enumerationHandle = 9
count = 10
}
```

```
18031: Jul 14 11:28:57.961 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 268
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28111
permanentLineID = 632514620
}]
more = false
}
18032: Jul 14 11:28:57.963 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 269
enumerationHandle = 9
}
18033: Jul 14 11:28:57.966 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 269
}
18034: Jul 14 11:28:57.967 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Sitel_GMS(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18035: Jul 14 11:28:57.968 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Sitel_AA(0,0)
updating lines
18036: Jul 14 11:28:57.969 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 270
deviceName = CUE_Sitel_AA
}
18037: Jul 14 11:28:57.972 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 270
enumerationHandle = 10
}
18038: Jul 14 11:28:57.974 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 271
enumerationHandle = 10
count = 10
}
18039: Jul 14 11:28:58.011 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 271
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28100
permanentLineID = 117519949
}]
more = false
}
18040: Jul 14 11:28:58.013 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 272
enumerationHandle = 10
}
18041: Jul 14 11:28:58.018 EDT %JTAPI-Response:
com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 272
}
18042: Jul 14 11:28:58.019 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Sitel_AA(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18043: Jul 14 11:28:58.020 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Sitel_VM(0,0)
updating lines
18044: Jul 14 11:28:58.021 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
```

```
sequenceNumber = 273
deviceName = CUE_Sitel_VM
}
18045: Jul 14 11:28:58.025 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 273
enumerationHandle = 11
}
18046: Jul 14 11:28:58.035 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 274
enumerationHandle = 11
count = 10
}
18047: Jul 14 11:28:58.060 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 274
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28000
permanentLineID = 1978608865
}]
more = false
}
18048: Jul 14 11:28:58.061 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 275
enumerationHandle = 11
}
18049: Jul 14 11:28:58.277 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227s=1 current=1
created=0 removed=0
18051: Jul 14 11:28:58.279 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) refreshing device
map: previous=11 current=11 created=0 removed=0
18052: Jul 14 11:28:58.280 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderGetDeviceInfoRequest {
sequenceNumber = 276
deviceGroup = 3
enumerateRegisterableDevices = true
}
18053: Jul 14 11:28:58.283 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.ProviderGetDeviceInfoResponse {
sequenceNumber = 276
enumerationHandle = 4
}
18054: Jul 14 11:28:58.285 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetDeviceInfoFetchRequest {
sequenceNumber = 277
enumerationHandle = 4
count = 100
type = 2
}
18055: Jul 14 11:28:58.296 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetDeviceInfoFetchResponse {
sequenceNumber = 277
info = null
more = false
}
18056: Jul 14 11:28:58.298 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetDeviceInfoCloseRequest {
sequenceNumber = 278
enumerationHandle = 4
}
18057: Jul 14 11:28:58.507 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetDeviceInfoCloseResponse {
```



```
sequenceNumber = 278
}
18058: Jul 14 11:28:58.508 EDT %JTAPI-MISC-7-UNK:Provider "(P1-sitelcue)" changing
state to IN_SERVICE
18059: Jul 14 11:28:58.509 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue)[ProviderRetryThread]
(P1-sitelcue) Request: getObservers
18060: Jul 14 11:28:58.510 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) ProvInServiceEv [#684]
18061: Jul 14 11:28:58.511 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4]
ObserverProxy.queueEvents: queuing asynchronously
18062: Jul 14 11:28:58.511 EDT %JTAPI-MISC-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4):
queuing com.cisco.jtapi.JtapiProviderEventSet
18063: Jul 14 11:28:58.512 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4):
delivering JPES[1]
18064: Jul 14 11:28:58.513 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4]
ObserverProxy.deliverEvents()
18065: Jul 14 11:28:58.517 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4]
ObserverProxy.deliverEvents() completed
18066: Jul 14 11:28:58.522 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-sitelcue) CUE_Sitel_GMS(0,0)
18067: Jul 14 11:28:58.525 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceOpenRequest {
sequenceNumber = 279
deviceName = CUE_Sitel_GMS
filter = com.cisco.cti.protocol.DeviceEventFilter {
deviceModeChanged = false
keyPressed = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData = true
}
disableAutoRecovery = false
}
18068: Jul 14 11:28:58.544 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
received Event: com.cisco.cti.protocol.DeviceRegisteredEvent {
eventSequence = 280
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_GMS
type = 73
allowsRegistration = true
}
loginAllowed = false
loginUserID =
controllable = true
reason = 0
}
18069: Jul 14 11:28:58.545 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceRegisteredEvent
18070: Jul 14 11:28:58.546 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[280]
18071: Jul 14 11:28:58.546 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received
DeviceRegisteredEvent
18072: Jul 14 11:28:59.303 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceOpenResponse {
sequenceNumber = 279
callManagerID = 16777227
```

```
deviceID = 33
}
18073: Jul 14 11:28:59.306 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) DeviceMap:
  opening device "CUE_Sitel_GMS"
18074: Jul 14 11:28:59.314 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
  DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18075: Jul 14 11:28:59.315 EDT %JTAPI-CTi.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 280
deviceName = CUE_Sitel_GMS
}
18077: Jul 14 11:28:59.325 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Sitel_GMS(16777227,33)
  reopening line 28111(0,0)
18078: Jul 14 11:28:59.328 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
  [ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 281
deviceName = CUE_Sitel_GMS
lineName = 28111
filter = com.cisco.cti.protocol.LineEventFilter {
callStateChanged = true
dtmf = true
ring = false
toneChanged = false
globalCallHandleChanged = true
openReceiveChannel = false
partyInfoChanged = true
bExistingCallEvent = true
bNewCallEvent = true
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18079: Jul 14 11:28:59.305 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequence = 281
deviceCallManagerID = 16777227
deviceID = 33
}
18080: Jul 14 11:28:59.330 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
  queuing com.cisco.cti.protocol.DeviceInServiceEvent
18081: Jul 14 11:28:59.331 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
  handling event com.cisco.cti.protocol.DeviceInServiceEvent[281]
18082: Jul 14 11:28:59.332 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Terminal
  "CUE_Sitel_GMS" in service
18083: Jul 14 11:28:59.333 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [CUE_Sitel_GMS]
  CiscoTermInServiceEv [#685]
18084: Jul 14 11:28:59.334 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 280
enumerationHandle = 12
}
18085: Jul 14 11:28:59.336 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
  [(P1-14.80.227.127) DeviceLineUpdateThread] sending:
  com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 282
enumerationHandle = 12
count = 10
}
18086: Jul 14 11:28:59.362 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 281
callManagerID = 16777227
lineID = 33
}
18087: Jul 14 11:28:59.364 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
```

```
(P1-sitelcue) CUE_Sitel_AA(0,0)
18088: Jul 14 11:28:59.367 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceOpenRequest {
sequenceNumber = 283
deviceName = CUE_Sitel_AA
filter = com.cisco.cti.protocol.DeviceEventFilter {
deviceModeChanged = false
keyPressed = false
featureButtonPressed = false
lampModeChanged = false
ringModeChanged = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData = true
}
}
dilse
}
18089: Jul 14 11:28:59.371 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Event: com.cisco.cti.protocol.LineInServiceEvent {
eventSequence = 282
lineCallManagerID = 16777227
lineID = 33
}
18090: Jul 14 11:28:59.371 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
 queuing com.cisco.cti.protocol.LineInServiceEvent
18091: Jul 14 11:28:59.372 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
 handling event com.cisco.cti.protocol.LineInServiceEvent[282]
18092: Jul 14 11:28:59.373 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue){Line:28111(16777227,33)}
 LineInServiceEvent
18093: Jul 14 11:28:59.374 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Address "28111"
 in service
18094: Jul 14 11:28:59.374 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [28111]
 CiscoAddrInServiceEv [#686]
18095: Jul 14 11:28:59.375 EDT %JTAPI-JTAPIIMPL-7-UNK:
 [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d8576e6]
 ObserverProxy.queueEvents: queuing asynchronously
18096: Jul 14 11:28:59.376 EDT %JTAPI-MISC-7-UNK:ObserverThread
 (com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d8576e6):
 queuing com.cisco.jtapi.JtapiAddressEventSet
18097: Jul 14 11:28:59.377 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
 (com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d8576e6):
 delivering JAES[1]
18098: Jul 14 11:28:59.378 EDT %JTAPI-JTAPIIMPL-7-UNK:
 [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d8576e6]
 ObserverProxy.deliverEvents()
18099: Jul 14 11:28:59.391 EDT %JTAPI-JTAPIIMPL-7-UNK:[com.cisco.wf.subsyscompleted
18100: Jul 14 11:28:59.403 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 282
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28111
permanentLineID = 632514620
}]
}
more = false
}
18101: Jul 14 11:28:59.405 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [(P1-14.80.227.127) DeviceLineUpdateThread] sending:
 com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 284
```

```
enumerationHandle = 12
}
18102: Jul 14 11:28:59.408 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceRegisteredEvent {
eventSequence = 283
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_AA
type = 73
allowsRegistration = true
}
loginAllowed = false
loginUserID =
controllable = true
reason = 0
}
18103: Jul 14 11:28:59.409 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceRegisteredEvent
18104: Jul 14 11:28:59.410 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[283]
18105: Jul 14 11:28:59.411 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received
DeviceRegisteredEvent
18106: Jul 14 11:28:59.412 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceOpenResponse {
sequenceNumber = 283
callManagerID = 16777227
deviceID = 34
}
18107: Jul 14 11:28:59.414 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequence = 284
deviceCallManagerID = 16777227
deviceID = 34
}
18108: Jul 14 11:28:59.416 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) DeviceMap: opening
device "CUE_Sitel_AA"
18109: Jul 14 11:28:59.417 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18110: Jul 14 11:28:59.418 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Sitel_AA(16777227,34)
reopening line 28100(0,0)
18111: Jul 14 11:28:59.420 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 285
deviceName = CUE_Sitel_AA
lineName = 28100
filter = com.cisco.cti.protocol.LineEventFilter {
callStateChanged = true
dtmf = true
ring = false
toneChanged = false
globalCallHandleChanged = true
openReceiveChannel = false
partyInfoChanged = true
bExistingCallEvent = true
bNewCallEvent = true
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18112: Jul 14 11:28:59.422 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceInServiceEvent
18113: Jul 14 11:28:59.423 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.proto
18115: Jul 14 11:28:59.425 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [CUE_Sitel_AA]
CiscoTermInServiceEv [#687]
```

18116: Jul 14 11:28:59.428 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {  
sequenceNumber = 284  
}  
18117: Jul 14 11:28:59.429 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE\_Sitel\_GMS(16777227,33)  
refreshing lines: previous=1 current=1 created=0 removed=0  
18118: Jul 14 11:28:59.430 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE\_Sitel\_AA(16777227,34)  
updating lines  
18119: Jul 14 11:28:59.431 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.DeviceGetLineInfoRequest {  
sequenceNumber = 286  
deviceName = CUE\_Sitel\_AA  
}  
18120: Jul 14 11:28:59.434 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.LineOpenResponse {  
sequenceNumber = 285  
callManagerID = 16777227  
lineID = 34  
}  
18121: Jul 14 11:28:59.436 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device  
(P1-sitelcue) cue\_sitel\_p08(0,0)  
18122: Jul 14 11:28:59.436 EDT %JTAPI-CTIIMPL-7-UNK:(P1-sitelcue) cue\_sitel\_p08(0,0)  
Device is not Opened previously, not attempting to open  
18123: Jul 14 11:28:59.437 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device  
(P1-sitelcue) CUE\_Sitel\_VM(0,0)  
18124: Jul 14 11:28:59.439 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceOpenRequest {  
sequenceNumber = 287  
deviceName = CUE\_Sitel\_VM  
filter ssed = false  
lampModeChanged = false  
ringModeChanged = false  
displayChanged = false  
startTransmission = true  
stopTransmission = true  
startReception = true  
stopReception = true  
softKeyPressed = false  
deviceData = true  
}  
disableAutoRecovery = false  
}  
18125: Jul 14 11:28:59.442 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Event: com.cisco.cti.protocol.LineInServiceEvent {  
eventSequence = 285  
lineCallManagerID = 16777227  
lineID = 34  
}  
18126: Jul 14 11:28:59.443 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.LineInServiceEvent  
18127: Jul 14 11:28:59.444 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.LineInServiceEvent[285]  
18128: Jul 14 11:28:59.445 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue){Line:28100(16777227,34)}  
LineInServiceEvent  
18129: Jul 14 11:28:59.446 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Address "28100"  
in service  
18130: Jul 14 11:28:59.447 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [28100]  
CiscoAddrInServiceEv [#688]  
18131: Jul 14 11:28:59.448 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3f0ab6e7]  
ObserverProxy.queueEvents: queuing asynchronously  
18132: Jul 14 11:28:59.448 EDT %JTAPI-MISC-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3f0ab6e7):



```
queuing com.cisco.jtapi.JtapiAddressEventSet
18133: Jul 14 11:28:59.449 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7):
delivering JAES[1]
18134: Jul 14 11:28:59.450 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7]
ObserverProxy.deliverEvents()
18135: Jul 14 11:28:59.468 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7]
ObserverProxy.deliverEvents() completed
18136: Jul 14 11:28:59.475 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 286
enumerationHandle = 13
}
18137: Jul 14 11:28:59.476 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 288
enumerationHandle = 13
count = 10
}
18138: Jul 14 11:28:59.481 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceRegisteredEvent {
eventSequence = 286
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_VM
type = 73
allowsRegistration = true
}
loginAllowed = false
loginUserID =
controllable = true
reason = 0
}
18139: Jul 14 11:28:59.482 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceRegisteredEvent
18140: Jul 14 11:28:59.483 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[286]
18141: Jul 14 11:28:59.484 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received
DeviceRegisteredEvent
18142: Jul 14 11:28:59.705 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceOpenResponse {
sequenceNumber = 287
callManagerID = 16777227
deviceID = 35
}
18143: Jul 14 11:28:59.707 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) DeviceMap: opening
device "CUE_Sitel_VM"
18144: Jul 14 11:28:59.708 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18145: Jul 14 11:28:59.709 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Sitel_VM(16777227,35)
reopening line 28000(0,0)
18146: Jul 14 11:28:59.711 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 289
deviceName = CUE_Sitel_VM
lineName = 28000
filter = com.cisco.cti.protocol.LineEventFilter {
callStateChanged = true
dtmf = true
ring = false
toneChanged = false
globalCallHandleChanged = true
```

```
openReceiveChannel = false
partyInfoChanged = true
bExistingCallEvent = true
bNewCallEvent = true
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18147: Jul 14 11:28:59.714 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequ
18149: Jul 14 11:28:59.716 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceInServiceEvent[287]
18150: Jul 14 11:28:59.718 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Terminal
"CUE_Sitel_VM" in service
18151: Jul 14 11:28:59.718 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [CUE_Sitel_VM]
CiscoTermInServiceEv [#689]
18152: Jul 14 11:28:59.720 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 288
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28100
permanentLineID = 117519949
}]
more = false
}
18153: Jul 14 11:28:59.722 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 290
enumerationHandle = 13
}
18154: Jul 14 11:28:59.724 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 289
callManagerID = 16777227
lineID = 35
}
18155: Jul 14 11:28:59.726 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-sitelcue) cue_sitel_p07(0,0)
18156: Jul 14 11:28:59.726 EDT %JTAPI-CTIIMPL-7-UNK:(P1-sitelcue) cue_sitel_p07(0,0)
Device is not Opened previously, not attempting to open
18157: Jul 14 11:28:59.727 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-sitelcue) cue_sitel_p06(0,0)
18158: Jul 14 11:28:59.728 EDT %JTAPI-CTIIMPL-7-UNK:(P1-sitelcue) cue_sitel_p06(0,0)
Device is not Opened previously, not attempting to open
18159: Jul 14 11:28:59.728 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-sitelcue) cue_sitel_p05(0,0)
18160: Jul 14 11:28:59.729 EDT %JTAPI-CTIIMPL-7-UNK:(P1-sitelcue) cue_sitel_p05(0,0)
Device is not Opened previously, not attempting to open
18161: Jul 14 11:28:59.729 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-sitelcue) cue_sitel_p04(0,0)
18162: Jul 14 11:28:59.733 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceRegisterDeviceRequest {
sequenceNumber = 291
deviceName = cue_sitel_p04
ipAddr = 1802113708
rtpPortNumber = 16384
mediaSpecificationTimeout = 0
mediaCaps = 2@[
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 4
maxFramesPerPacket = 30
```

```

bitRate = 1
},
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 2
maxFramesPerPacket = 30
bitRate = 1
}]
filter = com.cisco.cti.protocol.DeviceEventFilter {
deviceModeChanged = false
keyPressed = false
featureButtonPressed = false
lampModeChanged = false
ringModeChanged = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData 163: Jul 14 11:28:59.737 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Event: com.cisco.cti.protocol.LineInServiceEvent {
eventSequence = 288
lineCallManagerID = 16777227
lineID = 35
}
18164: Jul 14 11:28:59.737 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
  queuing com.cisco.cti.protocol.LineInServiceEvent
18165: Jul 14 11:28:59.739 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
  handling event com.cisco.cti.protocol.LineInServiceEvent[288]
18166: Jul 14 11:28:59.739 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue){Line:28000(16777227,35)}
  LineInServiceEvent
18167: Jul 14 11:28:59.740 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Address "28000" in
  service
18168: Jul 14 11:28:59.741 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [28000]
  CiscoAddrInServiceEv [#690]
18169: Jul 14 11:28:59.741 EDT %JTAPI-JTAPIIMPL-7-UNK:
  [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@40b3b6e1]
  ObserverProxy.queueEvents: queuing asynchronously
18170: Jul 14 11:28:59.742 EDT %JTAPI-MISC-7-UNK:ObserverThread
  (com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@40b3b6e1):
  queuing com.cisco.jtapi.JtapiAddressEventSet
18171: Jul 14 11:28:59.744 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
  (com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@40b3b6e1):
  delivering JAES[1]
18172: Jul 14 11:28:59.744 EDT %JTAPI-JTAPIIMPL-7-UNK:
  [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@40b3b6e1]
  ObserverProxy.deliverEvents()
18173: Jul 14 11:28:59.760 EDT %JTAPI-JTAPIIMPL-7-UNK:
  [com.cisco.wf.subsystems.jtapi.T
18174: Jul 14 11:28:59.768 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 290
}
18175: Jul 14 11:28:59.769 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Sitel_AA(16777227,34)
  refreshing lines: previous=1 current=1 created=0 removed=0
18176: Jul 14 11:28:59.770 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Sitel_VM(16777227,35)
  updating lines
18177: Jul 14 11:28:59.771 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
  [(P1-14.80.227.127) DeviceLineUpdateThread] sending:
  com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 292
deviceName = CUE_Sitel_VM
}
18178: Jul 14 11:28:59.775 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Event:

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```
    com.cisco.cti.protocol.DeviceRegisteredEvent {
eventSequence = 289
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p04
type = 72
allowsRegistration = true
}
loginAllowed = false
loginUserID =
controllable = true
reason = 0
}
18179: Jul 14 11:28:59.776 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
    queuing com.cisco.cti.protocol.DeviceRegisteredEvent
18180: Jul 14 11:28:59.777 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
    handling event com.cisco.cti.protocol.DeviceRegisteredEvent[289]
18181: Jul 14 11:28:59.778 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received
    DeviceRegisteredEvent
18182: Jul 14 11:28:59.780 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
    Response: com.cisco.cti.protocol.DeviceRegisterDeviceResponse {
sequenceNumber = 291
callManagerID = 16777227
deviceID = 36
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p04
type = 72
allowsRegistration = true
}
}
18183: Jul 14 11:28:59.781 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) DeviceMap: opening
    device "cue_sitel_p04"
18184: Jul 14 11:28:59.782 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
    DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18185: Jul 14 11:28:59.783 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p04(16777227,36)
    reopening line 28004(0,0)
18186: Jul 14 11:28:59.785 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
    [ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 293
deviceName = cue_sitel_p04
lineName = 28004
filter = com.cisco.cti.protocol.LineEventFilter {
callStateChanged = true
dtmf = true
ring = false
toneChanged = false
globalCallHandleChanged = true
openReceiveChannel = false
partyInfoChanged = true
bExistingCallEvent = true
bNewCallEvent = true
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18187: Jul 14 11:28:59.789 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
    Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequence = 290
deviceCallManagerID = 16777227
deviceID cti.protocol.DeviceInServiceEvent
18189: Jul 14 11:28:59.790 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
    handling event com.cisco.cti.protocol.DeviceInServiceEvent[290]
18190: Jul 14 11:28:59.791 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Terminal
    "cue_sitel_p04" in service
18191: Jul 14 11:28:59.792 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [cue_sitel_p04]
```

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CiscoTermInServiceEv [#691]
18192: Jul 14 11:28:59.794 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 292
enumerationHandle = 14
}
18193: Jul 14 11:28:59.796 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 294
enumerationHandle = 14
count = 10
}
18194: Jul 14 11:28:59.799 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 293
callManagerID = 16777227
lineID = 36
}
18195: Jul 14 11:28:59.800 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening
device (P1-sitelcue) cue_sitel_p03(0,0)
18196: Jul 14 11:28:59.803 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceRegisterDeviceRequest {
sequenceNumber = 295
deviceName = cue_sitel_p03
ipAddr = 1802113708
rtpPortNumber = 16386
mediaSpecificationTimeout = 0
mediaCaps = 2@[
com.cisco.cti.ability {
payloadCapability = 2
maxFramesPerPacket = 30
bitRate = 1
}]
filter = com.cisco.cti.protocol.DeviceEventFilter {
deviceModeChanged = false
keyPressed = false
featureButtonPressed = false
lampModeChanged = false
ringModeChanged = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData = true
}
disableAutoRecovery = false
}
18197: Jul 14 11:28:59.807 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.LineInServiceEvent {
eventSequence = 291
lineCallManagerID = 16777227
lineID = 36
}
18198: Jul 14 11:28:59.808 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.LineInServiceEvent
18199: Jul 14 11:28:59.809 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.LineInServiceEvent[291]
18200: Jul 14 11:28:59.810 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue){Line:28004(16777227,36)}
LineInServiceEvent
18201: Jul 14 11:28:59.810 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Address "28004"
in service
```

18202: Jul 14 11:28:59.811 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [28004]  
CiscoAddrInServiceEv [#692]

18203: Jul 14 11:28:59.812 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1]  
ObserverProxy.queueEvents: queuing asynchronously

18204: Jul 14 11:28:59.812 EDT %JTAPI-MISC-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1):  
queuing com.cisco.jtapi.JtapiAddressEventSet

18205: Jul 14 11:28:59.813 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1):  
delivering JAES[1]

18206: Jul 14 11:28:59.814 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1]  
ObserverProxy.deliverEvents()

18207: Jul 14 11:28:59.948 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1]  
ObserverProxy.deliverEvents() completed

18208: Jul 14 11:29:00.057 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {  
sequenceNumber = 294  
info = 1@[  
com.cisco.cti.protocol.LineInfo {  
name = 28000  
permanentLineID = 1978608865  
}]  
more = false  
}  
}

18209: Jul 14 11:29:00.059 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.GetLineInfoCloseRequest {  
sequenceNumber = 296  
enumerationHandle = 14  
}  
}

18210: Jul 14 11:29:00.062 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Event: com.cisco.cti.protocol.DeviceRegisteredEvent {  
eventSequence = 292  
deviceInfo = com.cisco.cti.protocol.DeviceInfo {  
name = cue\_sitel\_p03  
type = 72  
owsRegistration = true  
}  
loginAllowed = false  
loginUserID =  
controllable = true  
reason = 0  
}  
}

18211: Jul 14 11:29:00.063 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.DeviceRegisteredEvent

18212: Jul 14 11:29:00.064 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[292]

18213: Jul 14 11:29:00.065 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received  
DeviceRegisteredEvent

18214: Jul 14 11:29:00.067 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceRegisterDeviceResponse {  
sequenceNumber = 295  
callManagerID = 16777227  
deviceID = 37  
deviceInfo = com.cisco.cti.protocol.DeviceInfo {  
name = cue\_sitel\_p03  
type = 72  
allowsRegistration = true  
}  
}  
}

18215: Jul 14 11:29:00.068 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) DeviceMap: opening

```
device "cue_sitel_p03"
18216: Jul 14 11:29:00.069 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18217: Jul 14 11:29:00.070 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p03
(16777227,37) reopening line 28003(0,0)
18218: Jul 14 11:29:00.072 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 297
deviceName = cue_sitel_p03
lineName = 28003
filter = com.cisco.cti.protocol.LineEventFilter {
calls
partyInfoChanged = true
bExistingCallEvent = true
bNewCallEvent = true
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18219: Jul 14 11:29:00.096 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequence = 293
deviceCallManagerID = 16777227
deviceID = 37
}
18220: Jul 14 11:29:00.097 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceInServiceEvent
18221: Jul 14 11:29:00.098 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceInServiceEvent[293]
18222: Jul 14 11:29:00.098 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Terminal
"cue_sitel_p03" in service
18223: Jul 14 11:29:00.099 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [cue_sitel_p03]
CiscoTermInServiceEv [#693]
18224: Jul 14 11:29:00.101 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 296
}
18225: Jul 14 11:29:00.102 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Sitel_VM(16777227,35)
refreshing lines: previous=1 current=1 created=0 removed=0
18226: Jul 14 11:29:00.103 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p04(16777227,36)
updating lines
18227: Jul 14 11:29:00.104 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 298
deviceName = cue_sitel_p04
}
18228: Jul 14 11:29:00.107 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 297
callManagerID = 16777227
lineID = 37
}
18229: Jul 14 11:29:00.108 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-sitelcue) cue_sitel_p02(0,0)
18230: Jul 14 11:29:00.112 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceRegisterDeviceRequest {
sequenceNumber = 299
deviceName = cue_sitel_p02
ipAddr = 1802113708
rtpPortNumber = 16388
mediaSpecificationTimeout = 0
mediaCaps = 2@[
com.cisco.cti.protocol.MediaCapability {
```

```
payloadCapability = 4
maxFramesPerPacket = 30
bitRate = 1
},
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 2
maxFramesPerPacket = 30
bitRate = 1
}]
filter = com.cisco.cti.protocol.DeviceEventFilter {
deviceModeChanged = false
keyPressed = false
featureButtonPressed = false
lampModeChanged = false
ringModeChanged = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData = true
}
disableAutoRecovery = false
}
18231: Jul 14 11:29:00.116 EDT %JTAPI-PROTOCOL-7-UNK:(P1-1 294
lineCallManagerID = 16777227
lineID = 37
}
18232: Jul 14 11:29:00.117 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
  queuing com.cisco.cti.protocol.LineInServiceEvent
18233: Jul 14 11:29:00.118 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
  handling event com.cisco.cti.protocol.LineInServiceEvent[294]
18234: Jul 14 11:29:00.119 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue){Line:28003(16777227,37)}
  LineInServiceEvent
18235: Jul 14 11:29:00.120 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Address "28003"
  in service
18236: Jul 14 11:29:00.120 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [28003]
  CiscoAddrInServiceEv [#694]
18237: Jul 14 11:29:00.121 EDT %JTAPI-JTAPIIMPL-7-UNK:
  [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1]
  ObserverProxy.queueEvents: queuing asynchronously
18238: Jul 14 11:29:00.122 EDT %JTAPI-MISC-7-UNK:ObserverThread
  (com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1):
  queuing com.cisco.jtapi.JtapiAddressEventSet
18239: Jul 14 11:29:00.123 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
  (com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1):
  delivering JAES[1]
18240: Jul 14 11:29:00.123 EDT %JTAPI-JTAPIIMPL-7-UNK:
  [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1]
  ObserverProxy.deliverEvents()
18241: Jul 14 11:29:00.139 EDT %JTAPI-JTAPIIMPL-7-UNK:
  [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1]
  ObserverProxy.deliverEvents() completed
18242: Jul 14 11:29:00.141 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227ceNumber = 298
enumerationHandle = 15
}
18243: Jul 14 11:29:00.142 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
  [(P1-14.80.227.127) DeviceLineUpdateThread] sending:
  com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 300
enumerationHandle = 15
count = 10
}
```



18244: Jul 14 11:29:00.147 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Event: com.cisco.cti.protocol.DeviceRegisteredEvent {  
eventSequence = 295  
deviceInfo = com.cisco.cti.protocol.DeviceInfo {  
name = cue\_sitel\_p02  
type = 72  
allowsRegistration = true  
}  
loginAllowed = false  
loginUserID =  
controllable = true  
reason = 0  
}  
18245: Jul 14 11:29:00.147 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.DeviceRegisteredEvent  
18246: Jul 14 11:29:00.148 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[295]  
18247: Jul 14 11:29:00.149 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received  
DeviceRegisteredEvent  
18248: Jul 14 11:29:00.151 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceRegisterDeviceResponse {  
sequenceNumber = 299  
callManagerID = 16777227  
deviceID = 38  
deviceInfo = com.cisco.cti.protocol.DeviceInfo {  
name = cue\_sitel\_p02  
type = 72  
allowsRegistration = true  
}  
}  
18249: Jul 14 11:29:00.152 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) DeviceMap: opening  
device "cue\_sitel\_p02"  
18250: Jul 14 11:29:00.154 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)  
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device  
18251: Jul 14 11:29:00.155 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_sitel\_p02(16777227,38)  
reopening line 28002(0,0)  
18252: Jul 14 11:29:00.157 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {  
sequenceNumber = 301  
deviceName = cue\_sitel\_p02  
lineName = 28002  
filter = com.cisco.cti.protocol.LineEventFilter {  
callStateChanged = true  
dtmf = true  
ring = false  
toneChanged = false  
globalCallHandleChanged = true  
openReceiveChannel = false  
partyInfoChanged = true  
bExistingCallEvent = true  
bNewCallEvent = true  
bLineCfwdAllStatus = true  
}  
disableAutoRecovery = false  
}  
18253: Jul 14 11:29:00.161 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Event: com.cisco.cti.protocol.DeviceInServiceEvent {  
eventSequence = 296  
deviceCallManagerID = 16777227  
deviceID = 38  
}  
18254: Jul 14 11:29:00.161 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.DeviceInServiceEvent  
18255: Jul 14 11:29:00.162 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread

```
handling event com.cisco.cti.protocol.DeviceInServiceEvent[296]
18256: Jul 14 11:29:00.163 EDT %JTAPI-JTAPIIMPL-7-UNKscoTermInServiceEv [#695]
18258: Jul 14 11:29:00.166 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 300
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28004
permanentLineID = 1897211172
}]
more = false
}
18259: Jul 14 11:29:00.188 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 302
enumerationHandle = 15
}
18260: Jul 14 11:29:00.192 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 301
callManagerID = 16777227
lineID = 38
}
18261: Jul 14 11:29:00.193 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening
device (P1-sitelcue) cue_sitel_p01(0,0)
18262: Jul 14 11:29:00.197 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceRegisterDeviceRequest {
sequenceNumber = 303
deviceName = cue_sitel_p01
ipAddr = 1802113708
rtpPortNumber = 16390
mediaSpecificationTimeout = 0
mediaCaps = 2@[
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 4
maxFramesPerPacket = 30
bitRate = 1
},
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 2
maxFramesPerPacket = 30
bitRate = 1
}]
filter false
featureButtonPressed = false
lampModeChanged = false
ringModeChanged = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData = true
}
disableAutoRecovery = false
}
18263: Jul 14 11:29:00.202 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.LineInServiceEvent {
eventSequence = 297
lineCallManagerID = 16777227
lineID = 38
}
```

18264: Jul 14 11:29:00.202 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.LineInServiceEvent

18265: Jul 14 11:29:00.204 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.LineInServiceEvent[297]

18266: Jul 14 11:29:00.204 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue){Line:28002(16777227,38)}  
LineInServiceEvent

18267: Jul 14 11:29:00.205 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Address "28002"  
in service

18268: Jul 14 11:29:00.206 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [28002]  
CiscoAddrInServiceEv [#696]

18269: Jul 14 11:29:00.207 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@6d4a36e0]  
ObserverProxy.queueEvents: queuing asynchronously

18270: Jul 14 11:29:00.207 EDT %JTAPI-MISC-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@6d4a36e0):  
queuing com.cisco.jtapi.JtapiAddressEventSet

18271: Jul 14 11:29:00.208 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@6d4a36e0):  
delivering JAES[1]

18272: Jul 14 11:29:00.209 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@6d4a36e0]  
ObserverProxy.deliverEvents()

18273: Jul 14 11:29:00.218 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@6d4a36e0]  
ObserverProxy.deliverEvents() completed

18274: Jul 14 11:29:00.220 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {  
sequenceNumber = 302  
}

18275: Jul 14 11:29:00.222 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_sitel\_p04(16777227,36)  
refreshing lines: previous=1 current=1 created=0 removed=0

18276: Jul 14 11:29:00.223 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_sitel\_p03(16777227,37)  
updating lines

18277: Jul 14 11:29:00.224 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.DeviceGetLineInfoRequest {  
sequenceNumber = 304  
deviceName = cue\_sitel\_p03  
}

18278: Jul 14 11:29:00.231 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue)[Thread-37][28002]Request:  
setMessageWaiting ( 2104,true )

18279: Jul 14 11:29:00.232 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [Thread-37]  
sending: com.cisco.cti.protocol.LineSetMessageWaitingRequest {  
sequenceNumber = 305  
lineCallManagerID = 16777227  
lineID = 38  
lineName = 2104  
lampMode = 2  
}

18280: Jul 14 11:29:00.233 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Event:  
com.cisco.cti.protocol.DeviceRegisteredEvent {  
eventSequence = 298  
deviceInfo = com.cisco.cti.protocol.DeviceInfo {  
name = cue\_sitel\_p01  
type = 72  
allowsRegistration = true  
}  
loginAllowed = false  
loginUserID =  
controllable = true  
reason = 0  
}

18281: Jul 14 11:29:00.237 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.DeviceRegisteredEvent

18282: Jul 14 11:29:00.238 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[298]  
18283: Jul 14 11:29:00.238 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received  
DeviceRegisteredEvent  
18284: Jul 14 11:29:00.240 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceRegisterDeviceResponse {  
sequenceNumber = 303  
callManagerID = 16777227  
deviceID = 39  
deviceInfo = com.cisco.cti.protocol.DeviceInfo {  
name = cue\_sitel\_p01  
type = 72  
allowsRegistration = true  
}  
}  
18285: Jul 14 11:29:00.242 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) DeviceMap: opening  
device "cue\_sitel\_p01"  
18286: Jul 14 11:29:00.242 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)  
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device  
18287: Jul 14 11:29:00.244 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_sitel\_p01(16777227,39)  
reopening line 28001(0,0)  
18288: Jul 14 11:29:00.246 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.  
sequenceNumber = 306  
deviceName = cue\_sitel\_p01  
lineName = 28001  
filter = com.cisco.cti.protocol.LineEventFilter {  
callStateChanged = true  
dtmf = true  
ring = false  
toneChanged = false  
globalCallHandleChanged = true  
openReceiveChannel = false  
partyInfoChanged = true  
bExistingCallEvent = true  
bNewCallEvent = true  
bLineCfwdAllStatus = true  
}  
disableAutoRecovery = false  
}  
18289: Jul 14 11:29:00.249 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Event:  
com.cisco.cti.protocol.DeviceInServiceEvent {  
eventSequence = 299  
deviceCallManagerID = 16777227  
deviceID = 39  
}  
18290: Jul 14 11:29:00.250 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.DeviceInServiceEvent  
18291: Jul 14 11:29:00.251 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.DeviceInServiceEvent[299]  
18292: Jul 14 11:29:00.252 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Terminal  
"cue\_sitel\_p01" in service  
18293: Jul 14 11:29:00.253 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [cue\_sitel\_p01]  
CiscoTermInServiceEv [#697]  
18294: Jul 14 11:29:00.255 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {  
sequenceNumber = 304  
enumerationHandle = 16  
}  
18295: Jul 14 11:29:00.268 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.GetLineInfoFetchRequest {  
sequenceNumber = 307  
enumerationHandle = 16  
count = 10

```
}
18296: Jul 14 11:29:00.271 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineSetMessageWaitingResponse {
sequenceNumber = 305
}
18297: Jul 14 11:29:00.290 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 306
callManagerID = 16777227
lineID = 39
}
18298: Jul 14 11:29:00.291 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
ProviderRetryThread stopping retries
18299: Jul 14 11:29:00.292 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
ProviderRetryThread waiting until notified
18300: Jul 14 11:29:00.294 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.LineInServiceEvent {
eventSequence = 300
lineCallManagerID = 16777227
lineID = 39
}
18301: Jul 14 11:29:00.294 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.LineInServiceEvent
18302: Jul 14 11:29:00.295 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.LineInServiceEvent[300]
18303: Jul 14 11:29:00.296 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue){Line:28001(16777227,39)}
LineInServiceEvent
18304: Jul 14 11:29:00.297 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Address "28001"
in service
18305: Jul 14 11:29:00.298 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [28001]
CiscoDT %JTAPI-MISC-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0):
queuing com.cisco.jtapi.JtapiAddressEventSet
18308: Jul 14 11:29:00.300 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0):
delivering JAES[1]
18309: Jul 14 11:29:00.301 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0]
ObserverProxy.deliverEvents()
18310: Jul 14 11:29:00.327 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0]
ObserverProxy.deliverEvents() completed
18311: Jul 14 11:29:00.376 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 307
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28003
permanentLineID = 2109152574
}]
more = false
}
18312: Jul 14 11:29:00.377 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 308
enumerationHandle = 16
}
18313: Jul 14 11:29:00.381 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 308
}
18314: Jul 14 11:29:00.382 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p03(16777227,37)
refreshing lines: previous=1 current=1 created=0 removed=0
```

```
18315: Jul 14 11:29:00.383 EDT %JTAPI-CTI-7-UNK EDT %JTAPI-PROTOCOL-7-UNK:
(P1-14.80.227.127) [(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 309
deviceName = cue_sitel_p02
}
18317: Jul 14 11:29:00.387 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 309
enumerationHandle = 17
}
18318: Jul 14 11:29:00.389 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 310
enumerationHandle = 17
count = 10
}
18319: Jul 14 11:29:00.397 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 310
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28002
permanentLineID = 1035863534
}]
more = false
}
18320: Jul 14 11:29:00.398 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 311
enumerationHandle = 17
}
18321: Jul 14 11:29:00.403 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 311
}
18322: Jul 14 11:29:00.405 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p02(16777227,38)
refreshing lines: previous=1 current=1 created=0 removed=0
18323: Jul 14 11:29:00.405 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p01(16777227,39)
updating lines
18324: Jul 14 11:29:00.406 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 312
deviceName = cue_sitel_p01
}
18325: Jul 14 11:29:00.409 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 312
enumerationHandle = 18
}
18326: Jul 14 11:29:00.411 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 313
enumerationHandle = 18
count = 10
}
18327: Jul 14 11:29:00.419 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 313
info = 1@[
```

```
com.cisco.cti.protocol.LineInfo {
name = 28001
permanentLineID = 1084634008
}]
more = false
}
18328: Jul 14 11:29:00.476 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [(P1-14.80.227.127) DeviceLineUpdateThread] sending:
 com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 314
enumerationHandle = 18
}
18329: Jul 14 11:29:00.480 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 314
}
18330: Jul 14 11:29:00.521 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue)
18331: Jul 14 11:29:01.514 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue)[Thread-36][28001]
 Request: setMessageWaiting ( 2104,true )
18332: Jul 14 11:29:01.516 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [Thread-36]
 sending: com.cisco.cti.protocol.LineSetMessageWaitingRequest {
sequenceNumber = 315
lineCallManagerID = 16777227
lineID = 39
lineName = 2104
lampMode = 2
}
18333: Jul 14 11:29:01.520 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.LineSetMessageWaitingResponse {
sequenceNumber = 315
}
18334: Jul 14 11:29:02.807 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue)[Thread-37][28001]
 Request: setMessageWaiting ( 2103,false )
18335: Jul 14 11:29:02.808 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [Thread-37]
 sending: com.cisco.cti.protocol.LineSetMessageWaitingRequest {
sequenceNumber = 316
lineCallManagerID = 16777227
lineID = 39
lineName = 2103
lampMode = 1
}
18336: Jul 14 11:29:02.815 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.LineSetMessageWaitingResponse {
sequenceNumber = 316
}
18337: Jul 14 11:29:26.129 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 server Heartbeat: com.cisco.cti.protocol.Heartbeat {
}
18338: Jul 14 11:29:41.158 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [HeartbeatSendThread] sending: com.cisco.cti.protocol.Heartbeat {
}
18339: Jul 14 11:29:56.473 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 server Heartbeat: com.cisco.cti.protocol
}
18340: Jul 14 11:30:11.480 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [HeartbeatSendThread] sending: com.cisco.cti.protocol.Heartbeat {
}
18341: Jul 14 11:30:26.172 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 server Heartbeat: com.cisco.cti.protocol.Heartbeat {
}
18342: Jul 14 11:30:41.503 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [HeartbeatSendThread] sending: com.cisco.cti.protocol.Heartbeat {
}
```

## 一般MWI和语音邮件跟踪

除在部分[MWI概述](#)提及的集成问题外，排除故障交付和MWI事件在系统用跟踪设备是可能的。这通常属于一般语音邮件故障排除类别。但是，因为这些问题经常交迭，指出若干基础是好的。

此部分提供**all命令trace**的语音邮件的示例。呼叫被做给用户11044，并且转发对语音邮件。最少，您应该发出**all命令trace**语音邮件的**vmxl**和**all命令trace**语音邮件的**mwi**。

**注意：**用户按2为了标记消息作为紧急。此示例指示的MWI事件实际上是，在信令发生后。SIP/JTAPI信号出现，此消息然后打印为了通知您是成功的。

**注意：**有帮助跟踪一特定的呼叫的呼叫ID，如果同时有多个呼叫。在这种情况下，呼叫ID是0x000000037e11d669。如果这是Cisco CallManager Express-integrated系统，您应该也发出**trace ccn stacksip dbg**命令。此命令清楚显示，当位进入时，以及，当断开和其他事件发生时。

```
cue-3660-41a>show trace buffer long Press <CTRL-C> to exit... 5047 07/15 13:33:44.198 voicemail
ldap "getUserByPhoneNo" 11044 5047 07/15 13:33:44.200 voicemail ldap "getUserByPhoneNo: userDn."
/sw/local/users/user3 5047 07/15 13:33:44.200 voicemail ldap 0 getAttributeValue:
/sw/local/users/user3/Language/preferredLanguage 5047 07/15 13:33:44.201 voicemail ldap 0
getAttributeValue: /sw/local/users/user3/TelephoneNumbers/primaryExtension 5047 07/15
13:33:44.202 voicemail database 0 Got connection: 1, inUse: 1, active: 3 5047 07/15 13:33:44.202
voicemail database "SQL: " select mailboxid from vm_mbxusers where owner=true and
userdn='/sw/local/users/user3'; 5047 07/15 13:33:44.204 voicemail database "Database query
results" PERSONAL_000000000000000000000003 5047 07/15 13:33:44.204 voicemail database 0 Freed
connection: 1, inUse: 0, active: 3 5047 07/15 13:33:44.255 voicemail database 0 Got connection:
2, inUse: 1, active: 3 5047 07/15 13:33:44.255 voicemail database "SQL: " 0x000000037e11d669
select mailboxid from vm_mbxusers where owner=true and userdn='/sw/local/users/user3'; 5047
07/15 13:33:44.257 voicemail database "Database query results" 0x000000037e11d669
PERSONAL_000000000000000000000003 5047 07/15 13:33:44.258 voicemail database "SQL: "
0x000000037e11d669 select distinct vm_mbxusers.mailboxid, orphanedtime from vm_mbxusers,
vm_mailbox where vm_mailbox.mailboxid=vm_mbxusers.mailboxid and (userdn='/sw/local/users/user3')
and orphanedtime=0 and owner=false; 5047 07/15 13:33:44.265 voicemail database 0 Freed
connection: 2, inUse: 0, active: 3 18885 07/15 13:33:44.279 voicemail ldap "getSpokenNameByName:
userDn." /sw/local/users/user3 18885 07/15 13:33:44.279 voicemail ldap "normalizeDN"
/sw/local/users/user3 18885 07/15 13:33:44.279 voicemail ldap "getSpokenName: dn."
uid=user3,ou=users, ou=branch123,o=cisco.com 18885 07/15 13:33:44.292 voicemail database 0 Got
connection: 0, inUse: 1, active: 3 18885 07/15 13:33:44.293 voicemail database "SQL: "
0x000000037e11d669 select greetingid,greetingtype,messagelength,messageize,greetingoid from
vm_greeting where greetingtype=10 and mailboxid='PERSONAL_000000000000000000000003'; 18885 07/15
13:33:44.296 voicemail database 0 Freed connection: 0, inUse: 0, active: 3 1989 07/15
13:33:44.324 voicemail vxml "Sorry. Extension" 0x000000037e11d669 AvPHGreetENU021.wav 1989 07/15
13:33:44.334 voicemail vxml 0 0x000000037e11d669 11044 1989 07/15 13:33:44.334 voicemail vxml
"is not available." 0x000000037e11d669 AvSubGreetingsENU018.wav 1989 07/15 13:33:44.348
voicemail vxml "You may record your message at the tone. When you are finished, press #"
0x000000037e11d669 AvSubSendMsgENU050.wav 2043 07/15 13:33:51.757 voicemail agc "AGC processing
buffer" 8160 0 2043 07/15 13:33:52.777 voicemail agc "AGC processing buffer" 8160 0 2043 07/15
13:33:53.797 voicemail agc "AGC processing buffer" 8160 0 2043 07/15 13:33:54.817 voicemail agc
"AGC processing buffer" 8160 0 2043 07/15 13:33:55.837 voicemail agc "AGC processing buffer"
8160 0 2043 07/15 13:33:56.257 voicemail agc "AGC processing buffer" 8160 0 1989 07/15
13:33:56.627 voicemail vxml "To send this message with normal priority, press 1. To send this
message with urgent priority, press 2." 0x000000037e11d669 AvPHGreetENU002.wav 1989 07/15
13:33:56.627 voicemail vxml "To listen to your message, press 3. To re-record it, press 4."
0x000000037e11d669 AvAesopCustomENU004.wav 1989 07/15 13:33:56.632 voicemail vxml "To cancel
press 6" 0x000000037e11d669 AvPHGreetENU403.wav 1989 07/15 13:34:03.395 voicemail vxml
"callerMsgRecord.record_message.action" 0x000000037e11d669 2 18885 07/15 13:34:03.402 voicemail
ldap "getUserByPhoneNo" undefined 18885 07/15 13:34:03.407 voicemail ldap "getUserByPhoneNo: No
entry found." 18885 07/15 13:34:03.407 voicemail message "Creating Message" 1089912843407_0
18885 07/15 13:34:03.407 voicemail message "Message Length" 5398, Message Size: 44218 18885
07/15 13:34:03.407 voicemail mailbox "Sending message(s) from" 0x000000037e11d669
/sw/local/users/user3 18885 07/15 13:34:03.407 voicemail mailbox "Sending message to"
```



```
0x000000037e11d669 11044 18885 07/15 13:34:03.408 voicemail database 0 Got connection: 1, inUse:
1, active: 3 18885 07/15 13:34:03.408 voicemail mailbox "Message received" 0x000000037e11d669
PERSONAL_000000000000000000000003,1089912843407_0 18885 07/15 13:34:03.408 voicemail database
"SQL: " 0x000000037e11d669 select count (messageid) from vm_message where
messageid='1089912843407_0'; 18885 07/15 13:34:03.413 voicemail database "Database query
results" 0x000000037e11d669 0 18885 07/15 13:34:03.413 voicemail database "SQL: "
0x000000037e11d669 update vm_message set
messageid='1089912843407_0',messagetype=1,sender='Unknown',
urgent=true,private=false,attachedmsgid=null where messageId='OID_16650'; 18885 07/15
13:34:03.559 voicemail database "SQL: " 0x000000037e11d669 insert into vm_usermsg
values('PERSONAL_000000000000000000000003', '1089912843407_0',1,1089912843407); 18885 07/15
13:34:03.564 voicemail database "SQL: " 0x000000037e11d669 select totalmessagetime from
vm_mailbox where mailboxid='PERSONAL_000000000000000000000003' for update; 18885 07/15
13:34:03.566 voicemail database "Database query results" 0x000000037e11d669 28061 18885 07/15
13:34:03.567 voicemail database "SQL: " 0x000000037e11d669 update vm_mailbox set
totalmessagetime=33459 where mailboxid='PERSONAL_000000000000000000000003'; 18885 07/15
13:34:03.570 voicemail database "Committing transaction" 0x000000037e11d669 18885 07/15
13:34:03.601 voicemail ldap 0 getAttributeValue:
/sw/local/users/user3/TelephoneNumbers/primaryExtension 18885 07/15 13:34:03.601 voicemail mwi
"setMessageWaiting" 0x000000037e11d669 11044,true 18885 07/15 13:34:03.602 voicemail mwi " job
state" adding job 1677 07/15 13:34:03.602 voicemail mwi " job state"
http://localhost:8080/mwiapp?extn=11044&state=1 18885 07/15 13:34:03.677 voicemail database 0
Freed connection: 1, inUse: 0, active: 3 1989 07/15 13:34:03.688 voicemail vxml "Thank you. Your
message has been sent." 0x000000037e11d669 AvPHGreetENU008.wav 1989 07/15 13:34:03.700 voicemail
"Hello, Unity-lite messaging system. If you have a mailbox in this system press '*', Otherwise
please hold for an operator." 0x000000037e11d669 AvAesopCustomENU001.wav 1989 07/15 13:34:07.756
voicemail vxml 0 0x000000037e11d669 TIMEOUT 1989 07/15 13:34:07.757 voicemail vxml 0
0x000000037e11d669 TIMEOUT
```

## [相关信息](#)

- [设置在Cisco Unity Connection 8.x的电话视图](#)
- [Cisco CallManager Express 3.1系统管理员指南](#)
- [Cisco Unity Express 2.3 安装和升级指南](#)
- [Cisco Unity Express Cisco CallManager的GUI管理员指南，版本2.1](#)
- [语音技术支持](#)
- [语音和统一通信产品支持](#)
- [技术支持和文档 - Cisco Systems](#)