

Cisco IP Communicator問題報告收集與分析

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簡介

本檔案將介紹Cisco IP Communicator(CIPC)問題報告收集與分析(PRT)的過程。

必要條件

需求

思科建議您瞭解以下主題：

- 思科通話管理員
- Cisco CIPC

採用元件

本文中的資訊係根據以下軟體和硬體版本：

- CUCM版本11.5
- CIPC 8.6.6.0版

本文中的資訊是根據特定實驗室環境內的裝置和應用所建立。文中使用到的所有裝置和應用皆從已清除（預設）的組態來啟動。如果您的網路正在作用，請確保您已瞭解任何行動可能造成的影響。

背景資訊

Cisco IP Communicator是基於Windows PC的軟電話應用程式，它允許您使用個人電腦進行高級語音和影片呼叫。提供最新IP通訊技術，易於獲取、部署和使用。

使用USB耳機或USB免持話筒和Cisco IP Communicator，您可以輕鬆訪問公司電話號碼和語音郵件。無論您是在家辦公、支援聯絡中心還是在出差途中，您只需要網際網路連線和遠端訪問公司網路。

收集PRT的步驟

步驟1。導覽至開始，然後搜尋建立CIPC問題報告，如下圖所示。

Best match



Create **CIPC** Problem Report

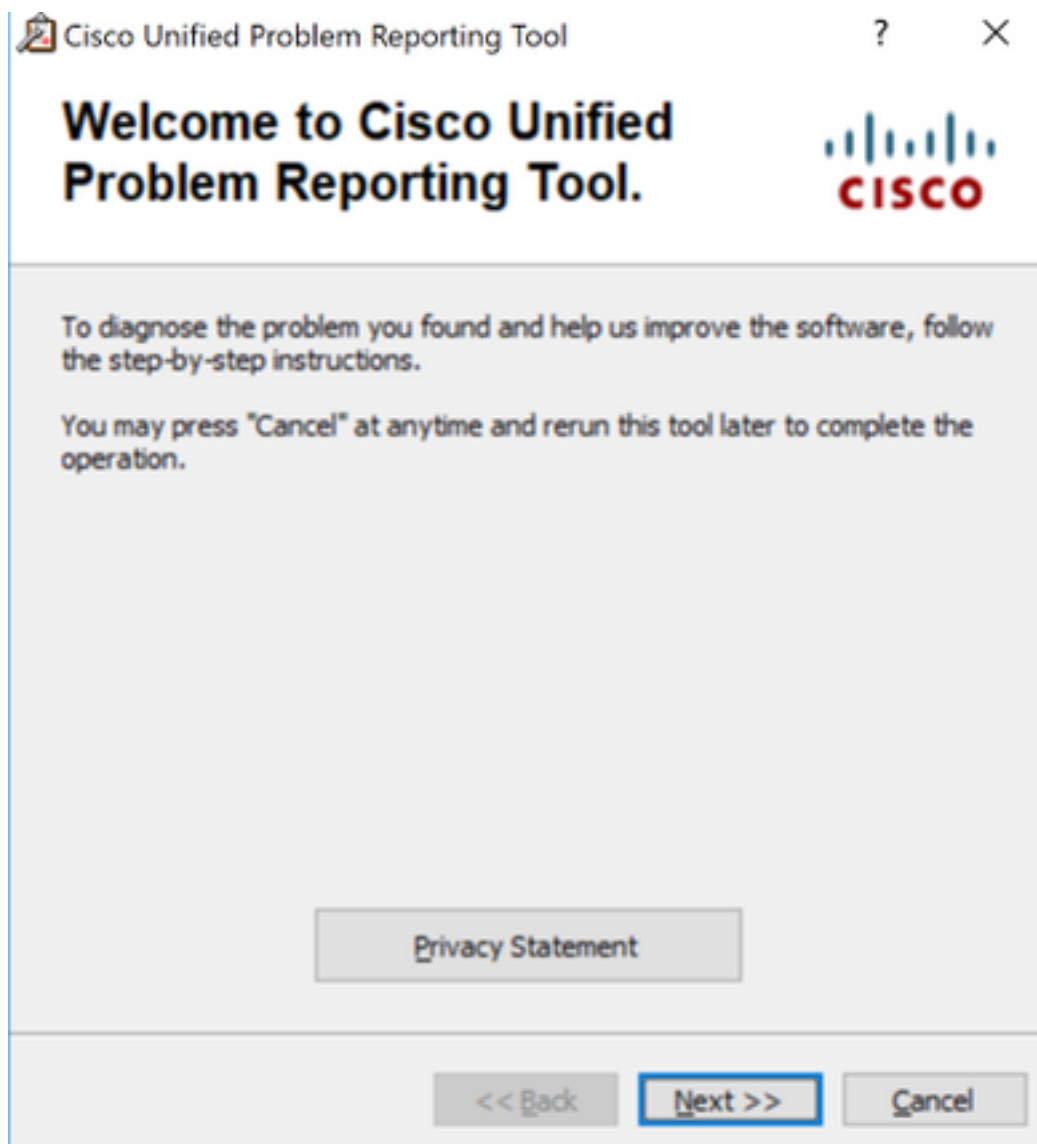
Desktop app

Search suggestions



CIPC - See web results

步驟2.顯示畫面，如下圖所示。



步驟3.按一下**Next**，並寫下圖所示問題的簡短說明。



Cisco Unified Problem Reporting Tool

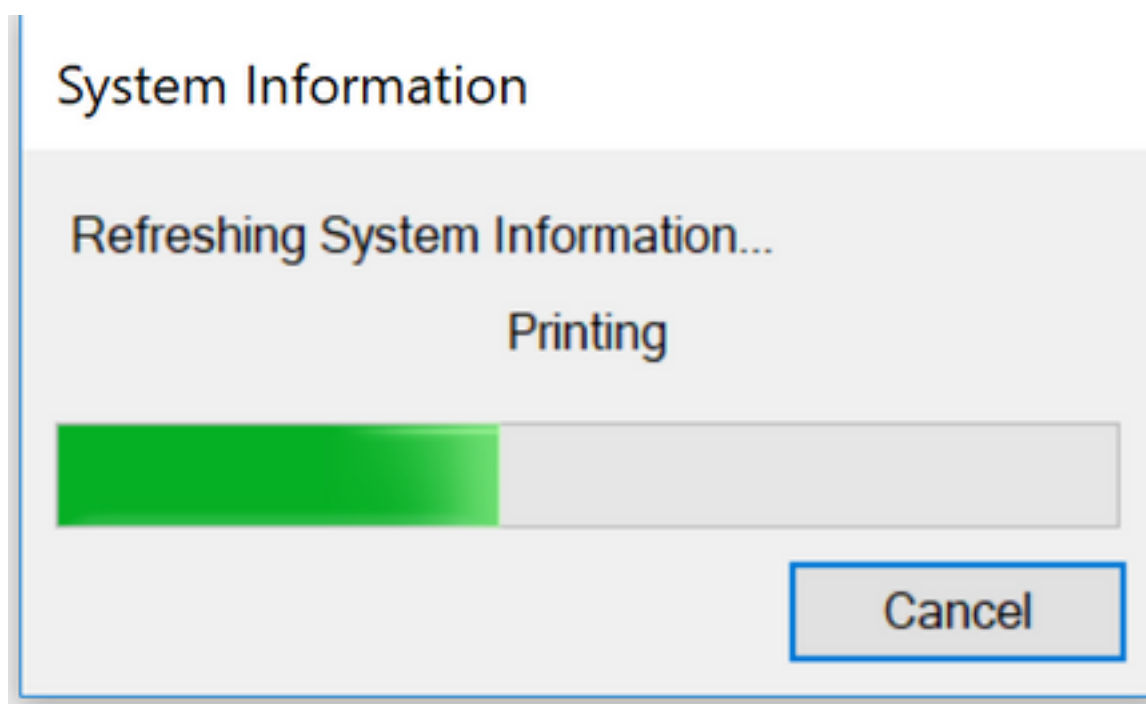
Step 1 of 2. Collect information.

Use the space provided to describe the problem in your own words. You may leave this description empty.

CIPC unregistration problem

<< Back **Next >>** Cancel

第4步：按一下「**Next**」，螢幕上會顯示流程畫面，如下圖所示。



System Information

Refreshing System Information...

Printing

Cancel

第5步：按一下「Finish」，如下圖所示。下載檔案的預設路徑位於使用者案頭上。



日誌分析

PRT日誌中的CIPC SIP註冊

- CIPC電話註冊流程：

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

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

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

- CIPC運行機器的IP地址分配：

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

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

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

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

- 正在獲取TFTP伺服器IP:

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

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

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

- CIPC請求CTL檔案 (CIPC不支援ITL) :

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

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

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

- CIPC通過TFTP和HTTP請求配置檔案

- 正在請求配置檔案並將此檔案寫入AppData\Roaming檔案夾。

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

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

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

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

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

- HTTP下載配置檔案請求 :

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

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

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

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

- HTTP下載配置檔案響應：

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

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

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

- 註冊由CIPC傳送到CUCM主伺服器的消息：

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

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

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

To: <sip:3002@10.106.99.199>

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

Max-Forwards: 70

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

CSeq: 101 REGISTER

User-Agent: Cisco-SIIPCommunicator/9.1.1

- 從CUM向CIPC登記回應：

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

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

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

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

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

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

Server: Cisco-CUCM11.5

CSeq: 101 REGISTER

Expires: 120

Now the CIPC register on primary node 10.106.99.199.

PRT日誌中的CIPC註冊問題

CIPC啟動

ATW trace initialized

DHCP問題

-NS| bind to Port(68) Error

系統關閉

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

正常呼叫流

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

雙呼叫日誌

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

藍色畫面問題

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

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

體積變化

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

使用者從未完成音訊調節嚮導

ATW=AudioTuningWizard

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

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

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

網路斷開

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