

排除Unity Express MWI問題

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簡介

本文檔概述了Cisco Unity Express中的消息等待指示(MWI)功能。

必要條件

需求

本文檔的讀者應瞭解Cisco Unity Express命令列介面(CLI)。

採用元件

本文檔中的資訊基於Cisco Unity Express版本1.0/2.3.x/8.x或更高版本。所有配置和螢幕輸出示例均取自Cisco Unity Express版本1.1.1。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（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指令可能造成的影響。

慣例

如需文件慣例的詳細資訊，請參閱[思科技術提示慣例](#)。

MWI概述

MWI操作向註冊到Cisco CallManager Express或CallManager的使用者提供存在新語音郵件消息的可視指示。如果您將Cisco Unity Express與Cisco CallManager整合，並且由於WAN中斷而系統處於Survivable Remote Site Telephony(SRST)模式，則MWI不起作用。

如果您將Cisco Unity Express與Cisco CallManager Express整合，則在新的語音郵件到達使用者郵箱時，會向`extension_MWI_on/off_number@CallManager_Express_IP_address`發出會話發起協定(SIP)呼叫。當使用者檢索所有新消息時，SIP呼叫也會發起。這與Cisco CallManager Express路由器上的ephone-dn號碼匹配。Ephone-dn號碼具有MWI號碼加上萬用字元數字的號碼，該號碼等於Cisco Unity Express使用者分機中的數字號碼。例如，假設郵箱12345的MWI-on號碼為420。Cisco CallManager Express IP地址為10.2.3.6。在此示例中，消息傳送到`42012345@10.2.3.6`。設定了「mwi on」配置引數的ephone-dn號碼為「420...」。

對於Cisco CallManager整合，Java電話應用程式設計介面(JTAPI)協定直接點亮燈光。無需呼叫特定號碼。JTAPI協定本身支援`setMessageWaiting`命令，該命令處理MWI事件。因此，無論Cisco CallManager中是否配置了MWI分機，MWI都應正常工作。請記住，當Cisco Unity Express處於SRST模式時，MWI不起作用。只有在Cisco Unity Express向Cisco CallManager重新註冊且IP電話不再處於CallManager回退模式後，才會進行完整的MWI刷新。

Cisco CallManager Express/CallManager與Cisco Unity Express之間的整合存在絕大多數問題。請記住，MWI可能與物理燈泡無關。如果接收消息的號碼不是電話上的主線路，則它只能通過電話顯示屏接收信封通知。在Cisco CallManager中，您可以配置每條線路處理MWI的方式。如果只有一兩個使用者出現問題，您可以開始在此處查詢問題。

目錄號碼在Cisco Unity Express系統上必須有有效的郵箱才能接收MWI。該號碼必須與某個使用者關聯，並且該使用者必須具有郵箱。開始偵錯並採取進階措施進行疑難排解之前，您可以執行一項簡單任務進行疑難排解：確保使用者已登入到郵箱，並且可以傳送和檢索語音郵件。

您可以在GUI或CLI中找到要測試的使用者。在本例中為user3。您可以找到為該使用者配置的分機，確定使用者郵箱狀態（啟用或禁用以及其他資訊），並確定使用者是否有任何新郵件或舊郵件。在此範例中，您可以使用CLI進行疑難排解：

```
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>
```

驗證此使用者是否存在、是否有一個關聯號碼以及是否沒有任何消息。如果這些專案為true，則MWI狀態應為off。

註：E.164(ITU-T)地址不用於MWI目的。只能使用主要電話號碼。

[Cisco Unity Express整合問題](#)

[使用Cisco CallManager Express的MWI](#)

您必須在執行其他操作之前驗證配置。在Cisco CallManager Express上，使用**show running-config**命令檢視配置。更直接地，您可以發出**show telephony-service ephone-dn**命令。將顯示類似以下的輸出：

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

此輸出說明了一些重要資訊。MWI開啟的號碼是11099。MWI關閉的號碼是11098。撥號計畫中的位數為5。(五個點[.....]按照MWI on或off代碼顯示這一點。)換句話說，MWI只適用於包含五位數字的目錄號碼(DN)。

在Cisco Unity Express端，您可以驗證配置和許可證。一個常見問題是載入了Cisco CallManager許可證，而不是用於CallManager Express的許可證。從Cisco Unity Express發出**show software licenses**命令以驗證這點：

```
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

如果您發現應用模式是CCM、Cisco CallManager，則除MWI之外的所有功能都可以運行。遺憾的是，如果許可證錯誤，唯一的選擇是重新映像軟體並重新應用許可證。您無法儲存或恢復任何消息或配置。

接下來，驗證設定。您可以使用**show run**命令檢視配置本身，也可以使用**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：該應用程式已啟用，MWI_OFF和MWI_ON號分11098和11099。系統沒有分機號碼的概念；它只是將呼叫置於相應的MWI開或關號碼並附加郵箱分機。Cisco CallManager Express系統必須具有目的地模式中點數適當的撥號對等體，才能正確路由呼叫。

最後，請確保Cisco Unity Express SIP網關IP地址指向正確的Cisco CallManager Express IP地址。

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

如果不正確，呼叫將不會傳送到正確的Cisco CallManager Express。呼叫失敗。

有兩種方法可以開始排查信令問題。從Cisco Unity Express端開始，通常首先禁用預設跟蹤是最容易的；然後，根據需要重新啟用它們。發出**no trace all**命令可執行此操作。要開始的trace命令是**trace ccn stacksip debug**。

註：[有關跟蹤的詳細資訊，請參閱文檔「在CUE中設定和收集跟蹤資料」\(Set Up and Gathering Trace Data in CUE\)](#)。

在傳送MWI消息之前，請清除跟蹤緩衝區。所有跟蹤消息都將寫入此記憶體緩衝區。您想要清除它，以便在測試呼叫後檢視它時無需顯示所有以前的消息。一個簡單的**clear trace**命令即可完成此操作。

下一步，傳送MWI消息。使用**mwi refresh telephonenumber xxxx**命令執行此操作。您也可以從GUI發出刷新。

最後，顯示trace buffer並使用**show trace buffer long**命令檢視輸出。此示例突出顯示了一些重要專案：

```
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"

;tag=f0a4ab8e-488

To:

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

如以下輸出所示，您傳送了 INVITE 消息，Cisco CallManager Express 將以 Ringing 消息進行響應。一旦 Cisco CallManager Express 傳送 Ringing 消息，您就會傳送 CANCEL 消息。MWI 號碼實際上不會接聽電話。撥打號碼本身就足以點亮或熄燈。在這種情況下，您需要知道是 11098 開啟還是關閉 MWI。此外，11043 必須是 Cisco CallManager Express 中的有效分機。在收集所有必要的 Cisco Unity Express 跟蹤後，最好禁用所有跟蹤，然後重新啟用預設跟蹤。發出 clear trace all 命令以禁用跟蹤。然後將此處顯示的代碼貼上到 Cisco Unity Express CLI 中，以便重新啟用所有預設跟蹤：注意：或者，如果重新啟動 Cisco Unity Express，則可以恢復預設跟蹤。

```
trace ccn engine debug
trace ccn libldap debug
trace ccn subsystemappl debug
trace ccn managerappl debug
trace ccn managerchannel debug
trace ccn subsystemjtapi debug
trace ccn subsystemsip debug
trace ccn stacksip debug
```

```

trace ccn subsystemhttp debug
trace ccn vbrowsercore debug
trace ccn subsystemcmt debug
trace ccn libmedia debug
trace ccn managercontact debug
trace ccn stepcall debug
trace ccn stepmedia debug
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

```

您還可以輕鬆診斷Cisco CallManager Express路由器上的所有SIP消息。通常，debug ccsip messages和debug ccsip media是最有用的命令。如果只需要SIP信令，則此診斷可以更快完成，並且Cisco Unity Express可以跟蹤更少的不必要資訊。如果Cisco Unity Express將信令傳送到正確的CallManager Express IP地址，則SIP信令會在每台伺服器上映象。來往於Cisco Unity Express的呼叫需要G.711，這是另一個常見問題。例如，調試可以顯示來自Cisco CallManager Express模組的此SIP資料包：

```

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

```

此輸出表示Cisco CallManager Express已拒絕該呼叫，因為Cisco Unity Express的SIP INVITE消息與G.711配置的撥號對等體不匹配。您可以為MWI流量專門新增撥號對等體，以更正此呼叫拒絕。

本節中的示例有11099.....對於MWI on和11098.....關MWI。您可以新增：

```

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

```

!

最後一個常見問題是MWI流量與應用於撥號對等體、VoIP傳入規則或其他地方的轉換模式匹配。或者，限制類(COR)規則可以阻止呼叫。請記住，即使您撥打MWI開/關號碼和分機以點亮MWI，呼叫通過SIP到達時，其行為不一定相同。有關COR的詳細資訊，請參閱[配置限制類\(COR\)](#)文檔。總而言之，請始終驗證以下專案：

- 存在Cisco CallManager Express許可證。發出show software licenses命令。藉助Cisco CallManager許可證，除MWI外一切都可以運行。
- 在Cisco CallManager Express中配置MWI開和關號碼。點的數量表示擴展的長度。發出show telephony-service ephone-dn命令。
- 在Cisco Unity Express中，MWI的開啟和關閉號碼被配置，以便與Cisco CallManager Express中的開啟和關閉號碼匹配，而不帶圓點。show ccn application命令會顯示此情況。
- Cisco Unity Express指向正確的Cisco CallManager Express伺服器IP地址。show ccn subsystem sip命令會顯示此情況。
- 確保ccnsubsystem sip命令下配置了mwi sip outcall。

然後，如果所有其他方法都失敗，請開始使用trace ccn stacksip dbug命令進行故障排除。消息等待指示器(MWI) (僅限Cisco Unified CallManager Express) 症狀：升級到新版本的Cisco Unity Express後，即使郵件留在郵箱中，MWI也不會啟動。

- 說明 — 升級過程刪除了會話初始協定(SIP)子系統的IP地址。
- 建議操作 — 重新配置SIP IP地址以指向Cisco Unified CME路由器。

錯誤：正在搜尋，顯示消息時出錯當您嘗試檢索消息時，會出現「Searching there an error for displaying your message error()」錯誤消息。完成為[電話系統啟用電話檢視](#)中描述的步驟以解決問題。[如何排除Cisco CallManager Express系統的故障](#)執行以下步驟以對Cisco CallManager Express系統進行故障排除：

1. 輸入show ephone命令以顯示所有已註冊的電話。如果未註冊電話，則執行以下任務：檢查DHCP配置，包括預設路由器和TFTP伺服器地址 (選項150)。使用dir命令檢查所需檔案是否位於路由器的快閃記憶體中。檢查是否針對所需檔案設定了tftp-server命令。使用debug ephone register mac-address命令以顯示Cisco IP電話註冊活動。使用debug ip dhcp命令確認DHCP操作。
2. 輸入show ephone命令以顯示所有已註冊的電話。如果電話已註冊並顯示，請執行以下步驟：檢查繫結到電話號碼的電話按鍵是否正確。檢查Cisco IP電話是否顯示為已註冊。使用電話上的Settings顯示驗證Cisco IP電話上的IP引數設定。輸入show phone命令時，檢查是否更新了keepalive計數。輸入debug ephone register mac-address命令以重置電話並觀察重新註冊，以顯示Cisco IP電話。輸入show ephone-dn summary命令以檢查Cisco IP電話線路的狀態。檢查電話的IP地址並嘗試對該地址執行ping操作。
3. 使用debug ephone keepalive命令為Cisco IP電話設定keepalive調試。
4. 使用debug ephone state命令為Cisco IP電話設定狀態調試。

使用Cisco CallManager的MWI對於Cisco Unity Express與Cisco CallManager的整合，請務必確保Unity Express已註冊並且擁有所有正確的登入資訊。第一步是確定電話是否處於SRST模式 (如果可用)，以便進行故障排除。登入到安裝Cisco Unity Express模組的路由器。然後，發出show ephone registered命令。任何已註冊的電話都不會收到任何MWI，即使Cisco Unity Express已正確註冊到Cisco CallManager也是如此。

```
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
```

如果沒有電話處於Cisco CallManager回退狀態(如REGISTERED狀態所示)，則這些裝置的SRST處於非活動狀態。下一步是驗證Cisco Unity Express和Cisco CallManager配置，以確保Unity Express已註冊到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
```

此輸出列出所有電腦電話整合(CTI)路由點目錄號碼和Cisco Unity Express用於登入Cisco CallManager的JTAPI帳戶。您需要確保Cisco Unity Express正確註冊到Cisco CallManager。首先，確認CTI埠確實已註冊。最簡單的方法是轉到Cisco CallManager管理網頁。然後選擇Device > Phone，並搜尋上述輸出中列出的CTI埠。應完全填寫Status和IP Address欄位。

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

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

Find phones where begins with

and show items per page

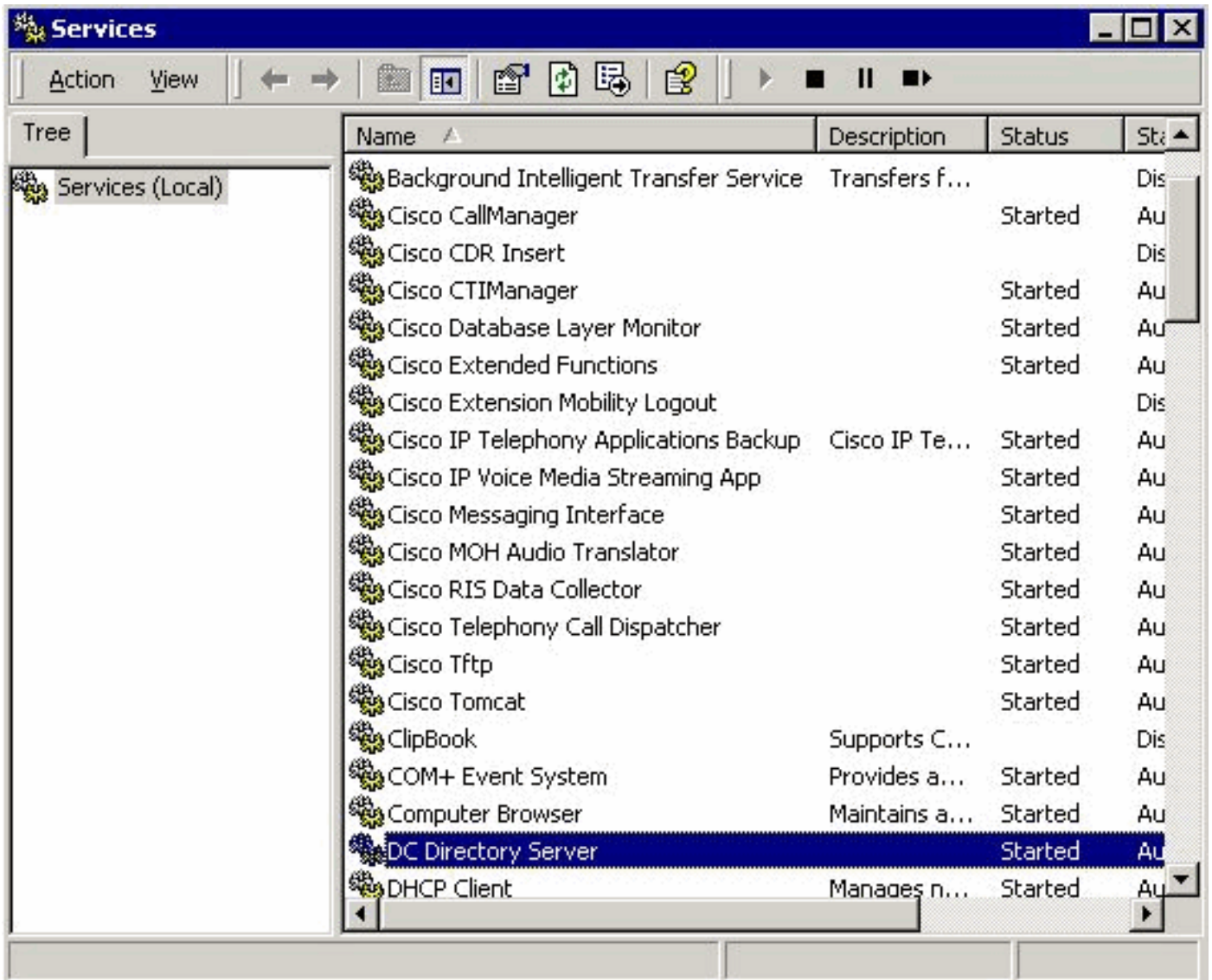
To list all items, click Find without entering any search text, or use "Device Name is not empty" as the search.

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	

如果您發現埠未註冊，則Cisco Unity Express無法與Cisco CallManager通訊。另一種可能是登入不正確。從Cisco Unity Express模組向Cisco CallManager發出簡單ping以便排除故障。如果正常工作，請驗證Cisco CTI Manager和目錄服務（在本例中為DC目錄伺服器）是否已啟動。在Cisco CallManager伺服器上，選擇開始>程式>管理工具>服務以驗證

:



您還應驗證JTAPI使用者帳戶（在本例中為site1cue）是否存在。您應該會發現CTI埠、路由點和啟用CTI應用使用已選中。此外，請確認密碼。另一個常見問題是CTI埠的呼叫搜尋空間。此呼叫搜尋空間必須包含您嘗試點亮MWI燈的目錄號碼的分割槽。例如，CTI埠的呼叫搜尋空間（而不是路由點）必須包含Line1分割槽，以便為Partition Line1中的分機1234設定MWI。如果CTI埠的呼叫搜尋空間為None，則只有None分割槽中的分機才能用於MWI。如果配置正確，則可以在Cisco Unity Express模組上啟用JTAPI診斷。但是，啟用和禁用需要重新啟動。此診斷級別超出常規trace調試設定。請勿啟用此功能，尤其是對於高級整合模組(AIM)，因為過多寫入內部快閃記憶體卡會縮短快閃記憶體的使用時間。發出show ccn trace jtapi命令，以檢視當前已啟用的JTAPI跟蹤：注意：預設情況下，所有JTAPI跟蹤均禁用。

```
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
```

發出以下命令以啟用所有跟蹤：

```
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
```

現在，您需要重新載入系統。發出上面顯示的ccn trace命令，但請在每個命令前面加上no關鍵字，以在以後禁用此功能。例如，發出no ccn trace jtapi debug all。這是需要記住的重要步驟，特別是在AIM上。未能執行此步驟會影響潛在效能，並會減少AIM上CF卡的壽命。重新載入後，系統會在第一個檔案已滿時開始寫入檔案CiscoJtapi1.log和CiscoJtapi2.log。如果您發出show log name CiscoJtapi1.log命令，就可以檢視這些日誌。您還可以將日誌檔案複製到FTP伺服器，然後離線檢視資訊。命令是copy log CiscoJtapi1.log url ftp://user:passwd@ftpservipaddr/。無論使用哪種方法，都會顯示所有JTAPI資訊。在本示例中，Cisco Unity Express模組嘗試註冊，但由於WAN故障而失敗：

```
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.CCNException: 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.CCNException: 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.CCNException: 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
```

下一個跟蹤顯示了將Cisco Unity Express完整註冊到Cisco CallManager的過程。在此示例中，您會看到有八個與JTAPI使用者關聯的CTI埠。但是，由於Cisco Unity Express只許可四個埠，因此只使用四個埠。另請注意，在重新註冊到Cisco CallManager後，系統會自動執行完整的MWI重新同步：

```
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
qbcClientVersion = 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_site1_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_site1_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_site1_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_site1_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_site1_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_site1_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_site1_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_site1_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_site1_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_site1_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_site1_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_site1_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_site1_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_site1_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_site1_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_site1_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_site1_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-site1cue) cue_site1_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-site1cue) cue_site1_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_site1_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_site1_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_site1_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_site1_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_site1_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_Site1_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_Site1_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_Site1_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_Site1_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_Site1_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_Site1_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_Site1_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_Site1_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_Site1_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_Site1_GMS
}
18077: Jul 14 11:28:59.325 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Site1_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_Site1_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_Site1_GMS" in service
18083: Jul 14 11:28:59.333 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [CUE_Site1_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-site1cue) CUE_Site1_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_Site1_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-site1cue){Line:28111(16777227,33)}
 LineInServiceEvent
18093: Jul 14 11:28:59.374 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28111"
 in service
18094: Jul 14 11:28:59.374 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [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
```

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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_Site1_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-site1cue) DeviceMap: opening
device "CUE_Site1_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-site1cue) CUE_Site1_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_Site1_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-site1cue) [CUE_Site1_AA]
CiscoTermInServiceEv [#687]
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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-site1cue) CUE_Site1_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-site1cue) CUE_Site1_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_Site1_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-site1cue) cue_site1_p08(0,0)
18122: Jul 14 11:28:59.436 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue_site1_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-site1cue) CUE_Site1_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_Site1_VM
filter sssd = 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-site1cue){Line:28100(16777227,34)}
LineInServiceEvent
18129: Jul 14 11:28:59.446 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28100"
in service
18130: Jul 14 11:28:59.447 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [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_Site1_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-site1cue) DeviceMap: opening
device "CUE_Site1_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-site1cue) CUE_Site1_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_Site1_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-site1cue) Terminal
"CUE_site1_VM" in service
18151: Jul 14 11:28:59.718 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [CUE_site1_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.GetLineInfoFetchRequest {
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-site1cue) cue_site1_p07(0,0)
18156: Jul 14 11:28:59.726 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue_site1_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-site1cue) cue_site1_p06(0,0)
18158: Jul 14 11:28:59.728 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue_site1_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-site1cue) cue_site1_p05(0,0)
18160: Jul 14 11:28:59.729 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue_site1_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-site1cue) cue_site1_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_site1_p04
ipAddr = 1802113708
rtpPortNumber = 16384
mediaSpecificationTimeout = 0
mediaCaps = 2@[
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 4
maxFramesPerPacket = 30
```

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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-site1cue){Line:28000(16777227,35)}
  LineInServiceEvent
18167: Jul 14 11:28:59.740 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28000" in
  service
18168: Jul 14 11:28:59.741 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [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-site1cue) CUE_Site1_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-site1cue) CUE_Site1_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_Site1_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_site1_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_site1_p04
type = 72
allowsRegistration = true
}
}
18183: Jul 14 11:28:59.781 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening
device "cue_site1_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-site1cue) cue_site1_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_site1_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-site1cue) Terminal
"cue_site1_p04" in service
18191: Jul 14 11:28:59.792 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [cue_site1_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-site1cue) cue_site1_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_site1_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-site1cue){Line:28004(16777227,36)}
LineInServiceEvent
18201: Jul 14 11:28:59.810 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) 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.GetLineInfoFetchRequest {
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_site1_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-site1cue) cue_site1_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_site1_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-site1cue) Terminal
  "cue_site1_p03" in service
18223: Jul 14 11:29:00.099 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [cue_site1_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-site1cue) CUE_Site1_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-site1cue) cue_site1_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_site1_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-site1cue) cue_site1_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_site1_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-site1cue){Line:28003(16777227,37)}
  LineInServiceEvent
18235: Jul 14 11:29:00.120 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28003"
  in service
18236: Jul 14 11:29:00.120 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [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_site1_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_site1_p02
type = 72
allowsRegistration = true
}
}
18249: Jul 14 11:29:00.152 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening
device "cue_site1_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-site1cue) cue_site1_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_site1_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-site1cue) cue_site1_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_site1_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_site1_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_site1_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_site1_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_site1_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_site1_p01
type = 72
allowsRegistration = true
}
}
18285: Jul 14 11:29:00.242 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening
device "cue_site1_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-site1cue) cue_site1_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_site1_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-site1cue) Terminal
"cue_site1_p01" in service
18293: Jul 14 11:29:00.253 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [cue_site1_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-site1cue){Line:28001(16777227,39)}
LineInServiceEvent
18304: Jul 14 11:29:00.297 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28001"
in service
18305: Jul 14 11:29:00.298 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [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-site1cue) cue_site1_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_site1_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-site1cue) cue_site1_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-site1cue) cue_site1_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_site1_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 {
}
```


常規MWI和語音郵件跟蹤除了MWI概述部分中提到的整合問題外，還可以使用跟蹤工具對系統中的傳遞和MWI事件進行故障排除。這通常屬於一般語音郵件故障排除類別。但是，由於這些問題常常互相重疊，指出一些基本問題是一件好事。本節提供trace voicemail all命令的示例。呼叫被傳送到使用者11044，然後被轉發到語音郵件。您至少應該發出trace voicemail vmxl all命令和trace voicemail mwi all命令。注意：使用者按2將郵件標識為緊急。此示例指示的MWI事件實際上是在信號傳送之後。出現SIP/JTAPI訊號，然後列印此消息以通知您已成功。注意：有一個呼叫ID，可在同時有多個呼叫時幫助跟蹤特定呼叫。在這種情況下，呼叫ID為0x00000037e11d669。如果這是Cisco CallManager Express整合系統，您還應發出trace ccn stacksip debug命令。此命令在輸入數字以及斷開連線和其他事件發生時顯示得更清楚。

```
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_00000000000000000000000000000000
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: " 0x00000037e11d669 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" 0x00000037e11d669
PERSONAL_00000000000000000000000000000000
5047 07/15 13:33:44.258 voicemail database "SQL: " 0x00000037e11d669 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: " 0x00000037e11d669 select
greetingid,greetingtype,messagelength,messageSize,greetingoid from vm_greeting
where greetingtype=10 and mailboxid='PERSONAL_00000000000000000000000000000000';
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 vmxl "Sorry. Extension" 0x00000037e11d669
AvPHGreetENU021.wav
1989 07/15 13:33:44.334 voicemail vmxl 0 0x00000037e11d669 11044
1989 07/15 13:33:44.334 voicemail vmxl "is not available." 0x00000037e11d669
AvSubGreetingsENU018.wav
1989 07/15 13:33:44.348 voicemail vmxl "You may record your message at the tone.
When you are finished, press #" 0x00000037e11d669 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 vmxl "To send this message with normal
priority, press 1. To send this message with urgent priority, press 2."
0x00000037e11d669 AvPHGreetENU002.wav
1989 07/15 13:33:56.627 voicemail vmxl "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_0000000000000000000003'
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_0000000000000000000003';
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
```

相關資訊

- [在Cisco Unity Connection 8.x中設定電話檢視](#)
- [Cisco CallManager Express 3.1系統管理員指南](#)
- [Cisco Unity Express 2.3安裝和升級指南](#)
- [適用於Cisco CallManager的Cisco Unity Express GUI管理員指南，版本2.1](#)
- [語音技術支援](#)
- [語音和整合通訊產品支援](#)
- [技術支援與文件 - Cisco Systems](#)