

Unity Express بة صاخلا MWI ءاطخأ فاشكتسأ اهحالصإو

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المقدمة

يقدم هذا المستند نظرة عامة على وظيفة إشارة انتظار الرسائل (MWI) في Cisco Unity Express.

المتطلبات الأساسية

المتطلبات

يجب أن يكون لقارئ هذا المستند معرفة بواجهة سطر الأوامر (Cisco Unity Express) (CLI).

المكونات المستخدمة

تستند المعلومات الواردة في هذا المستند إلى Cisco Unity Express، الإصدار x/8.x.2.3/1.0 أو إصدار أحدث. يتم أخذ جميع عمليات التكوين ومخرجات الشاشة من Cisco Unity Express، الإصدار 1.1.1.

تم إنشاء المعلومات الواردة في هذا المستند من الأجهزة الموجودة في بيئة معملية خاصة. بدأت جميع الأجهزة المستخدمة في هذا المستند بتكوين ممسوح (افتراضي). إذا كانت شبكتك مباشرة، فتأكد من فهمك للتأثير المحتمل لأي أمر.

الاصطلاحات

راجع [اصطلاحات تلميحات Cisco التقنية للحصول على مزيد من المعلومات حول اصطلاحات المستندات.](#)

نظرة عامة على MWI

توفر عملية MWI للمستخدمين المسجلين في Cisco CallManager Express أو CallManager مع إشارة مرئية إلى وجود رسائل بريد صوتي جديدة. MWI لا يعمل عندما يكون لديك Cisco Unity Express مدمج مع Cisco CallManager والنظام في وضع (SRST Survivable Remote Site Telephony) بسبب انقطاع شبكة WAN.

إذا كان لديك Cisco Unity Express مدمج مع Cisco CallManager Express، يتم وضع إستدعاء بروتوكول بدء جلسة عمل (SIP) على `extension_MWI_on/off_number@CallManager_Express_IP_Address` عند وصول رسالة بريد صوتي جديدة إلى علبة بريد المستخدم. يتم بدء إستدعاء SIP أيضا عندما يسترجع المستخدم كافة الرسائل الجديدة. وهذا يطابق رقم ephone-dn على الموجه Cisco CallManager Express. يحتوي رقم ephone-dn على رقم MWI بالإضافة إلى عدد من أرقام أحرف البديل تساوي عدد الأرقام في امتداد مشترك Cisco Unity Express. على سبيل المثال، لنفترض أن رقم MWI-on لصندوق البريد 12345 هو 420. عنوان Cisco CallManager Express IP هو 10.2.3.6. في هذا المثال، يتم إرسال الرسالة إلى `10.2.3.6@42012345`. رقم ephone-dn مع مجموعة معلمات التكوين "mwi on" هو "...420".

بالنسبة لعمليات تكامل Cisco CallManager، يعمل بروتوكول واجهة برمجة التطبيقات الهاتفية لجافا (JTAPI) على إضاءة المصباح مباشرة. لا حاجة إلى إجراء اتصال برقم محدد. يدعم بروتوكول JTAPI نفسه الأمر `setMessageWaiting`، والذي يعالج أحداث MWI. لذلك، يجب أن تعمل MWIs بغض النظر عما إذا تم تكوين ملحقات MWI في Cisco CallManager أم لا. تذكر أن MWIs لا يعمل عندما Cisco Unity Express في وضع SRST. يحدث تحديث MWI الكامل فقط بعد عمليات إعادة تسجيل Cisco Unity Express مع Cisco CallManager ولم تعد هواتف IP في الوضع الاحتياطي ل CallManager.

تحدث الغالبية العظمى من المشاكل مع التكامل بين Cisco CallManager Express/CallManager و Cisco Unity Express. تذكر أنه من المحتمل ألا ترتبط MWI بمصباح فيزيائي. إذا لم يكن الرقم الذي يستلم الرسالة خطا أساسيا على الهاتف، فيمكنه فقط تلقي إعلام بالمظروف على شاشة الهاتف. في Cisco CallManager، يمكنك تكوين كيفية معالجة كل خط MWI. إذا كان هناك مستخدم واحد أو اثنين فقط لديهم مشكلة، فيمكنك البدء في البحث عن المشكلة هنا.

يجب أن يحتوي رقم الدليل على علبة بريد صالحة على نظام Cisco Unity Express لتلقي MWI. يجب أن يكون الرقم مقترنا بمستخدم، ويجب أن يكون لهذا المستخدم علبة بريد. قبل البدء في تصحيح الأخطاء واتخاذ تدابير متقدمة لاستكشاف الأخطاء وإصلاحها، يمكنك تنفيذ مهمة واحدة بسيطة لاستكشاف الأخطاء وإصلاحها: تأكد من أن المستخدم قام بتسجيل الدخول إلى علبة البريد ويمكنه إرسال رسائل البريد الصوتي واستردادها.

من واجهة المستخدم الرسومية أو واجهة سطر الأوامر، يمكنك العثور على مستخدم ليتم إختباره معه. في هذه الحالة، هو user3. يمكنك تحديد موقع الملحق الذي تم تكوينه للمستخدم وتحديد حالة علبة بريد المستخدم (ممكن أو غير ممكن، من بين معلومات أخرى) وتحديد ما إذا كان لدى المستخدم أية رسائل جديدة أو قديمة. في هذا المثال، تستخدم واجهة سطر الأوامر (CLI) لاستكشاف الأخطاء وإصلاحها:

```
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

```

تحقق من وجود هذا المستخدم، لديه رقم مقترن، وليس لديه أية رسائل. إذا كانت هذه العناصر صحيحة، فيجب إيقاف تشغيل حالة MWI.

ملاحظة: لا يستخدم عنوان (E.164 (ITU-T) لأغراض MWI. يمكن استخدام رقم الهاتف الأساسي فقط.

[مشاكل التكامل Cisco Unity Express](#)

[Cisco CallManager Express مع MWI](#)

يجب التحقق من التكوين قبل القيام بأي شيء آخر. في Cisco CallManager Express، اعرض التكوين باستخدام إصدار الأمر `show running-config ephone-dn`. أكثر مباشرة، يمكنك إصدار الأمر `show telephony-service ephone-dn`. تظهر مخرجات مماثلة لهذا:

```

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

```

يوضح هذا الإخراج بعض المعلومات المهمة. رقم MWI على 11099. رقم إيقاف MWI هو 11098. عدد الأرقام في خطة الطلب هو خمسة أرقام. (النقاط الخمس [...]) التي تتبع تعليمات MWI البرمجية للتشغيل أو الإيقاف تظهر (هذا). بعبارة أخرى، تعمل MWI فقط لرقم الدليل (DN) الذي يحتوي على خمسة أرقام بالضبط.

على جانب Cisco Unity Express، يمكنك التحقق من التكوين والترخيص أيضا. توجد مشكلة عامة تتمثل في تحميل

ترخيص Cisco CallManager بدلا من ترخيص CallManager Express. أصدرت العرض برمجية ترخيص أمر من
ال cisco وحدة Express in order to دقت هذا:

```
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
```

إذا وجدت، بدلا من ذلك، أن وضع التطبيق هو CCM، و Cisco CallManager، فإن كل شيء يعمل باستثناء MWI. للأسف، إذا كان الترخيص خاطئا، فإن الخيار الوحيد هو إعادة تكوين البرنامج وإعادة تطبيق الترخيص. لا يمكنك حفظ أي رسائل أو تكوين أو استعادته.

بعد ذلك، تحقق من التكوين. يمكنك عرض التكوين نفسه باستخدام الأمر `show run`، أو يمكنك استخدام الأمر `show ccn application`:

```
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
```

ملاحظة: تم تمكين التطبيق وأرقام MWI_ON و MWI_OFF هي 11098 و 11099 على التوالي. لا يتضمن النظام مفهوما لعدد الأرقام الموجودة في الملحقات، بل يقوم ببساطة بوضع اتصال برقم MWI المناسب على أو إيقاف تشغيله وإلحاق ملحق علبة البريد. يجب أن يكون للنظام Cisco CallManager Express نظير طلب مع العدد المناسب من النقاط في نمط الوجهة لتوجيه المكالمات بشكل صحيح.

أخيرا، تأكد من أن عنوان IP لبوابة Cisco Unity Express يشير إلى عنوان IP الصحيح Cisco CallManager Express.

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

إذا كان هذا غير صحيح، فلن يتم إرسال المكالمات إلى Cisco CallManager Express الصحيح. فشل المكالمات.

هناك طريقتان لبدء استكشاف أخطاء إرسال الإشارات وإصلاحها. من جانب Cisco Unity Express، يكون عادة أسهل لتعطيل المسارات الافتراضية أولا، ثم، قم بإعادة تمكينها حسب الحاجة. قم بإصدار الأمر `no trace all` من أجل القيام بذلك. أمر التتبع الذي سيتم البدء به هو `CCN Stacksip Dbug` تتبع.

ملاحظة: راجع المستند [إعداد بيانات التتبع وتجميعها في CUE](#) للحصول على مزيد من المعلومات حول التتبع.

قبل إرسال رسالة MWI، قم بمسح مخزن التتبع المؤقت. كل رسائل التتبع تكتب إلى مخزن الذاكرة المؤقت هذا. تريد مسحه حتى لا تكون هناك حاجة لعرض كافة الرسائل السابقة عندما تنتظر إليه بعد مكالمة الاختبار. ويقوم بذلك أمر `تتبع واضح بسيط`.

بعد ذلك، أرسل رسالة MWI. استخدم الأمر `mwiRefresh telephonenumber xxxx` للقيام بذلك. يمكنك أيضا إصدار تحديثات من واجهة المستخدم الرسومية (GUI).

أخيرا، قم بعرض المخزن المؤقت للتتبع وعرض الإخراج باستخدام الأمر `show trace buffer long`. يسلط هذا المثال

الضوء على بعض العناصر المهمة:

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

ACCN SIPL 0 --- send message --- to 14.80.227.125:5060 14:28:27.263 07/14 2106

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

كما هو موضح في هذا الإخراج، فأنت ترسل رسالة ، ويستجيب Cisco CallManager Express مع رسالة . بمجرد أن يرسل Cisco CallManager Express رسالة ، فإنك ترسل رسالة . رقم MWI لا يلتقط ويتلقى مكالمة. يكون وضع مكالمة للرقم نفسه كافيا لتشغيل المصباح أو إيقافه. في هذه الحالة، تحتاج أن تعرف ما إذا كان 11098 به تشغيل MWI أو إيقاف تشغيله. أيضا، 11043 يحتاج أن يكون ملحق صالح في Cisco CallManager Express. بعد أن يجمع أنت all the ضروري cisco وحدة طرفية أثر، أفضل شيء أن يعمل أن يعجز كل أثر وبعد ذلك يمكن التقصير أثر ثانية. قم بإصدار الأمر clear trace all لتعطيل التتبع. ثم الصق الشفرة المعروضة هنا في Cisco Unity

الافتراضية إذا قمت بإعادة تشغيل Cisco Unity Express. Express CLI in order to reenable all of the تقصير أثر:ملاحظة: بدلا من ذلك، يمكنك إستعادة المسارات

```
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
```

يمكنك أيضا تشخيص جميع رسائل SIP على الموجه Cisco CallManager Express نفسه بسهولة. عادة، تصحيح أخطاء CCSIP رسالة و debug ccsip media هي الأوامر الأكثر فائدة. عندما يكون إرسال إشارات SIP فقط ضروريا، يكون هذا التشخيص أسرع بكثير، ويقوم Cisco Unity Express بتعقب معلومات غير ضرورية. إذا كان Cisco Unity Express يرسل الإشارات إلى عنوان IP الصحيح CallManager Express، فسيتم نسخ إشارات SIP على كل خادم. تتطلب الاستدعاءات إلى Cisco Unity Express أو منها الإصدار G.711، والذي يمثل مشكلة مشتركة أخرى. على سبيل المثال، يمكن أن يعرض تصحيح الأخطاء حزمة SIP هذه من الوحدة النمطية Cisco CallManager Express

```
: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
Cisco Unity من SIP رسالة لأن المكالمات رفض Cisco CallManager Express إلى أن الإخراج
Express لم تطابق نظير طلب تم تكوين G.711 له. يمكنك إضافة نظير طلب خاص لحركة مرور MWI لتصحيح
رفض الاستدعاء هذا. المثال في هذا القسم له 11099..... ل MWI 11098..... من أجل MWI. يمكنك إضافة:
dial-peer voice 123 voip
.....[incoming called-number 1109[8,9
codec g711ulaw
no vad
!

آخر إصدار شائع هو أن حركة مرور MWI تطابق نمط ترجمة يتم تطبيقه على نظير الطلب أو قاعدة الوارد الخاصة ب VoIP أو في أي مكان آخر. أو، يمكن أن تقوم قواعد فئة التقييد (COR) بحظر المكالمات. تذكر أنه على الرغم من أنك تطلب رقم تشغيل/إيقاف MWI والإمتداد لإضاءة MWI، فإن المكالمات لا تتصرف بالطريقة نفسها عند وصول المكالمات عبر SIP. راجع المستند [تكوين فئة القيود \(COR\)](#) للحصول على مزيد من المعلومات حول COR. في الخلاصة، دقت دائما هذا مادة:

- يوجد ترخيص Cisco CallManager Express. قم بإصدار الأمر show software license باستخدام ترخيص Cisco CallManager، يعمل كل شيء باستثناء MWI.
 - تم تكوين أرقام تشغيل وإيقاف MWI في Cisco CallManager Express. يشير عدد النقاط إلى طول الملحق. قم بإصدار الأمر show telephony-service ephone-dn.
 - في Cisco Unity Express، يتم تكوين أرقام تشغيل وإيقاف MWI لمطابقة أرقام التشغيل وإيقاف التشغيل في Cisco CallManager Express دون نقاط. يعرض أمر show ccn application هذا.
 - يشير Cisco Unity Express إلى عنوان IP الصحيح لخادم Cisco CallManager Express. يعرض الأمر show ccn subsystem sip هذا.
 - تأكد من تكوين استدعاء MWI SIP ضمن الأمر ccnSubsystem sip.
- بعد ذلك، إذا فشل الكل الآخر، فعليك البدء في أكتشاف الأخطاء وإصلاحها باستخدام الأمر trace ccn stacksip dbug. مؤشرات انتظار الرسائل (Cisco Unified CallManager Express) (MWIs فقط) العرض: بعد الترقية إلى إصدار جديد من Cisco Unity Express، لا يتم إضاءة MWIs حتى عند ترك الرسائل في علب البريد.
- الشرح—أزال إجراء الترقية عنوان IP الخاص بالنظام الفرعي لبروتوكول بدء جلسة عمل (SIP).
 - الإجراء الموصى به—إعادة تكوين عنوان SIP للإشارة إلى موجه CME الموحد من Cisco.

خطأ: البحث، حدث خطأ أثناء عرض رسالتك عند محاولة إسترداد الرسائل، رسالة الخطأ .أتمت ال steps
يصف في أن يمكن هاتف عرض لنظام هاتف in order to حللت الإصدار. **كيفية أكتشاف أخطاء نظام Cisco CallManager Express وإصلاحها** أنجزت هذا steps in order to تحريت ال cisco CallManager Express نظام:

1. أدخل الأمر show ephone لعرض جميع الهواتف المسجلة. إذا لم يتم تسجيل أي هواتف، فعليك بتنفيذ المهام التالية: تحقق من تكوين DHCP، والذي يتضمن الموجه الافتراضي وعنوان خادم TFTP (خيار 150). استخدم الأمر dir للتحقق من أن الملفات المطلوبة موجودة في ذاكرة Flash (الذاكرة المؤقتة) الخاصة بالموجه. تحقق من تعيين الأمر tftp-server للملفات المطلوبة. استخدم الأمر debug ephone register mac-address لعرض نشاط تسجيل هاتف Cisco IP. استخدم الأمر debug ip dhcp لتأكيد عملية DHCP.
2. أدخل الأمر show ephone لعرض جميع الهواتف المسجلة. إذا تم تسجيل الهواتف وعرضها، فعليك بتنفيذ الخطوات التالية: تحقق من صحة ربط زر الهاتف برقم الدليل. تحقق من أن هواتف Cisco IP مسجلة. استخدم الإعدادات المعروضة على الهاتف للتحقق من إعدادات معلمات IP على هاتف Cisco IP. تحقق من أن عدد keepalive محدث عندما تدخل الأمر show phone. أدخل الأمر debug ephone register mac-address لإعادة ضبط الهاتف ومراقبة إعادة التسجيل، لعرض هواتف Cisco IP. أدخل الأمر show ephone-dn summary للتحقق من حالة خطوط هاتف Cisco IP. تحقق من عنوان IP الخاص بالهاتف وحاول اختبار الاتصال بالعنوان.
3. استخدم الأمر debug ephone keepalive لتعيين تصحيح أخطاء رسائل تنشيط الاتصال لهواتف Cisco IP.
4. استخدم الأمر debug ephone state لتعيين تصحيح أخطاء الحالة لهواتف Cisco IP.

MWI مع Cisco CallManager بالنسبة لعمليات التكامل Cisco Unity Express مع Cisco CallManager، فمن المهم للغاية التأكد من تسجيل Unity Express وأن لديه جميع معلومات تسجيل الدخول الصحيحة. تمثل الخطوة

الأولى في تحديد ما إذا كان الهاتف في وضع SRST، إذا كان متوفراً، لاستكشاف الأخطاء وإصلاحها. قم بتسجيل الدخول إلى الموجه الذي تم تثبيت الوحدة النمطية Cisco Unity Express فيه. ثم قم بإصدار الأمر show ephone registered. لا تستلم أي هواتف مسجلة أي MWI، حتى إذا تم تسجيل Cisco Unity Express بشكل صحيح إلى Cisco CallManager.

vnt-2651-44a#show ephone registered

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

```
ephone-4 Mac:0008.E37F.A119 TCP socket:[4] activeLine:0 REGISTERED
mediaActive:0 offhook:0 ringing:0 reset:0 reset_sent:0 paging 0 debug:0
IP:14.80.119.207 50963 Telecaster 7960 keepalive 2696 max_line 6
  button 1: dn 3 number 2104 CM Fallback CH1 IDLE
```

إذا لم تكن هناك هواتف في الحالة الاحتياطية Cisco CallManager، والمشار إليها بواسطة الحالة، كما هو موضح مسبقاً، فإن SRST غير نشطة لتلك الأجهزة. الخطوة التالية، بعد ذلك، هي التحقق من تكوينات Cisco Unity Express و Cisco CallManager للتأكد من تسجيل Unity Express ل Cisco 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
```

يسرد هذا الإخراج جميع أرقام دليل نقطة توجيه دمج الاتصال الهاتفي بجهاز الكمبيوتر (CTI) وحساب JTAPI الذي يستخدمه Cisco Unity Express لتسجيل الدخول إلى Cisco CallManager. تحتاج إلى التأكد من تسجيل Cisco Unity Express بشكل صحيح في Cisco CallManager. أولاً، تأكد من أن منافذ CTI مسجلة بالفعل. تعتبر أسهل طريقة للقيام بذلك هي الانتقال إلى صفحة الويب الخاصة بإدارة اتصال Cisco. بعد ذلك، اختر أداة < هاتف وابحث عن منافذ CTI المدرجة في الإخراج أعلاه. يجب ملء حقل الحالة وعنوان IP بالكامل.

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

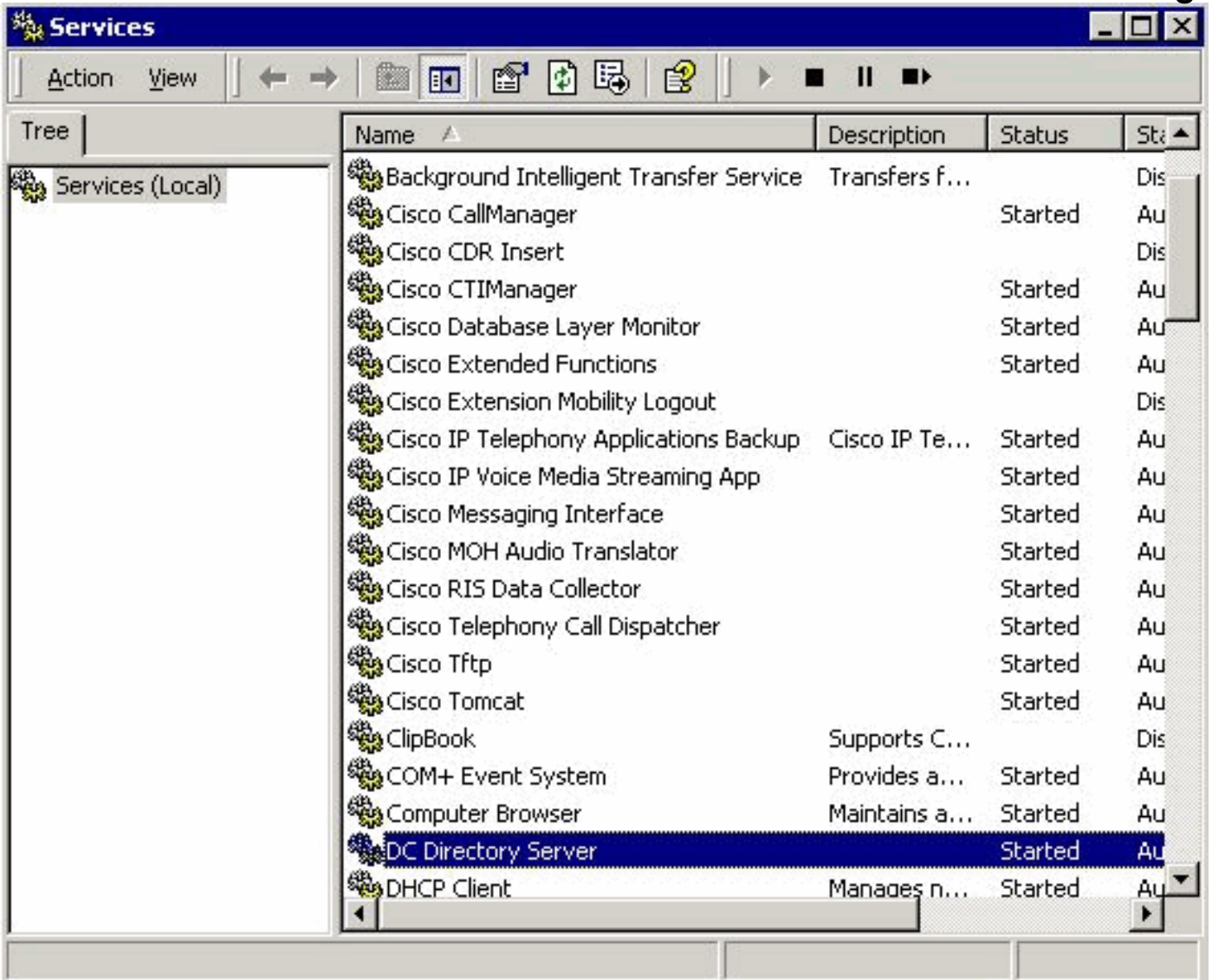
To list all items, click Find without entering any search text, or use "Device Name is not empty" as the search.

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	

إن يجد أنت أن الميناء غير مسجل، ال Cisco Unity Express يعجز أن يتصل مع ال Cisco CallManager. احتمال آخر هو أن تسجيل الدخول غير صحيح. أصدرت إختبار بسيط من ال Cisco Unity Express وحدة نمطية إلى ال Cisco CallManager في order to تحريث هذا. إذا نجح هذا الإجراء، فتتحقق من بدء تشغيل Cisco CallManager وخدمات الدليل، وهي خادم دليل DC في هذه الحالة. من خادم Cisco CallManager، اختر Start (البداء) < البرامج < الأدوات الإدارية < الخدمات للتحقق



يجب عليك أيضا التحقق من وجود حساب مستخدم JTAPI، والذي هو site1cue في هذا المثال. يجب أن تجد منافذ CTI، نقاط المسار، و Enable CTI تطبيق إستخدام محقق. تحقق أيضا من كلمة المرور. هناك مشكلة أخرى شائعة وهي مساحة بحث الاستدعاء الخاصة بمنافذ CTI. يجب أن تحتوي مساحة البحث الاستدعاء هذه على أقسام أرقام الدليل التي تحاول إضاءة MWI من أجلها. على سبيل المثال، يجب أن تحتوي مساحة البحث الاستدعاء لمنافذ CTI، وليس نقاط المسار، على قسم الخط 1 لتعيين MWI للملحق 1234 في سطر القسم 1. إذا كانت مساحة البحث الاستدعاء لمنافذ CTI بلا، فعندئذ تعمل الملحقات في القسم none ل MWI. إذا ظهر التكوين صحيحا، يمكن تمكين تشخيصات JTAPI على الوحدة النمطية Cisco Unity Express. ولكن، يتطلب التمكين والتعطيل إعادة التشغيل. هذا المستوى من التشخيص يتجاوز إعدادات تصحيح أخطاء التتبع العادية. لا تترك هذا ممكنا، خصوصا لوحدتك التكامل المتقدمة (AIM)، لأن الكتابة الزائدة إلى بطاقة الذاكرة المؤقتة الداخلية يمكن أن تقلل عمر ذاكرة Flash (الذاكرة المؤقتة). أصدرت عرض ccn تتبع jtapi أمر in order to شاهدت الحالي، يمكن JTAPI أثر: ملاحظة: بشكل افتراضي، تم تعطيل جميع آثار JTAPI.

```
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
```

أصدرت هذا أمر in order to مكنت كل أثر:

```
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
```

الآن، تحتاج إلى إعادة تحميل النظام. أصدرت ال نفسه CCN يتتبع أمر يظهر أعلاه، غير أن يسبق كل أمر مع ال no الكلمة المفتاح in order to أعجزت هذا فيما بعد. على سبيل المثال، قم بإصدار تصحيح أخطاء ال CCN trace jtapi warning all وهذه خطوة مهمة يجب تذكرها، وخصوصا في الهدف. يؤثر الفشل في أداء هذه الخطوة على الأداء المحتمل، وبقل من عمر بطاقة الفلاش المدمجة على AIM. بعد إعادة التحميل، يبدأ النظام في كتابة الملفات CiscoJtapi1.log و CiscoJtapi2.log، عند امتلاء الملف الأول. يمكنك عرض هذه السجلات إذا قمت بإصدار الأمر show log name CiscoJtapi1.log. يمكنك أيضا نسخ ملف السجل إلى خادم FTP، ثم عرض المعلومات دون اتصال. الأمر copy log CiscoJtapi1.log url ftp://user:passwd@ftpservipaddr./ciscoJtapi1.log باستخدام أي من الطريقتين، تظهر جميع معلومات JTAPI. في هذا المثال، تحاول الوحدة النمطية Cisco Unity Express التسجيل، ولكنها غير ناجحة بسبب فشل شبكة WAN:

```
Jul 14 03:58:24.412 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Trying :15252
connection to server: 14.80.227.127
```

```
Jul 14 03:58:24.416 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Provider.tryOpen :15253
Failure java.net.NoRouteToHostException: No route to host ()
```

```
Jul 14 03:58:24.417 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) ProviderRetryThread :15254
waiting for 30000 msecsCCNException = com.cisco.cti.client.CCNException: No route to host
```

```
Jul 14 03:58:54.803 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Trying connection :15255
to server: 14.80.227.127
```

```
Jul 14 03:58:54.808 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Provider.tryOpen :15256
Failure java.net.NoRouteToHostException: No route to host ()
```

```
Jul 14 03:58:54.809 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) ProviderRetryThread :15257
waiting for 30000 msecsCCNException = com.cisco.cti.client.CCNException: No route to host
```

```
Jul 14 03:59:24.817 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Trying connection :15258
to server: 14.80.227.127
```

```
Jul 14 03:59:24.820 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Provider.tryOpen :15259
Failure java.net.NoRouteToHostException: No route to host ()
```

```
Jul 14 03:59:24.821 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) ProviderRetryThread :15260
waiting for 30000 msecsCCNException = com.cisco.cti.client.CCNException: No route to host
```

```
Jul 14 03:59:55.210 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Trying connection :15261
to server: 14.80.227.127
```

يعرض المسار التالي تسجيلًا كاملاً ل Cisco Unity Express إلى Cisco CallManager. في هذا المثال، ترى أن هناك ثمانية منافذ CTI مرتبطة بمستخدم JTAPI. ولكن، لأن Cisco Unity Express مرخص فقط لأربعة منافذ، يتم استخدام أربعة منافذ فقط. لاحظ أيضا أن النظام يقوم تلقائيا بإعادة مزامنة MWI بالكامل بعد إعادة التسجيل إلى Cisco CallManager:

```
Jul 14 11:28:56.037 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Trying :17937
connection to server: 14.80.227.127
```

```
Jul 14 11:28:56.042 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) connected :17938
```

```
Jul 14 11:28:56.043 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread: created :17939
```

```
Jul 14 11:28:56.045 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :17940
...starting up
```

```
(Jul 14 11:28:56.056 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17941
```

```
] ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderOpenRequest]
sequenceNumber = 238
```

```
provider = 14.80.227.127
```

```
qbeClientVersion = Cisco JTAPI 1.4(3.12) Release
```

```
login = site1cue
```

```
password = 0c0a000a2c
```

```
] filter = com.cisco.cti.protocol.ProviderEventFilter
```

```
deviceRegistered = true
```

```
deviceUnregistered = true
```

```

        directoryChangeNotify = true
        {
        applicationID = Cisco IP IVR
        desiredServerHeartbeatTime = 30
        cmAssignedApplicationID = 0
        {
Jul 14 11:28:56.072 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) ReceiveThread :17942
        ...starting up
Jul 14 11:28:56.114 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17943
        } Response: com.cisco.cti.protocol.ProviderOpenResponse
        sequenceNumber = 238
        (providerInfoString = 3.3(3
        clientHeartbeat = 30
        serverHeartbeat = 30
        {
:Jul 14 11:28:56.131 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Server response :17944
        will send server heartbeat every 30 seconds
:Jul 14 11:28:56.131 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Server response :17945
        expecting client heartbeat every 30 seconds
Jul 14 11:28:56.133 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) HeartbeatSendThread :17946
        starting up
        (Jul 14 11:28:56.135 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127 :17947
        DeviceLineUpdateThread: created
        (Jul 14 11:28:56.136 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127 :17948
        ...DeviceLineUpdateThread starting up
Jul 14 11:28:56.671 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17949
        } Event: com.cisco.cti.protocol.ProviderOpenCompletedEvent
        eventSequence = 279
        reason = 0
        sequenceNumber = 238
        (providerInfoString = 3.3(3
        clientHeartbeat = 30
        serverHeartbeat = 30
        failureDescription = null
        bMonitorCallParkDNs = false
        {
        MISC-7-UNK:(P1-14.80.227.127) EventThread: queuing
        com.cisco.cti.protocol.ProviderOpenCompletedEvent
Jul 14 11:28:56.674 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :17951
        [handling event com.cisco.cti.protocol.ProviderOpenCompletedEvent[279
Jul 14 11:28:56.674 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) connected to :17952
        (CTIManager version 3.3(3
        (Jul 14 11:28:56.676 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17953
} ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderGetCapabilitiesRequest]
        sequenceNumber = 239
        {
Jul 14 11:28:56.679 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17954
        } Response: com.cisco.cti.protocol.ProviderGetCapabilitiesResponse
        sequenceNumber = 239
        } providerCapabilitiesInfo = com.cisco.cti.protocol.ProviderCapabilitiesInfo
        controlAnyDevice = false
        maxNumberOfDevicesOpen = 0
        {
        {
Jul 14 11:28:56.680 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) can control any :17955
        device = false
        (Jul 14 11:28:56.681 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17956
} ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderGetDeviceInfoRequest]
        sequenceNumber = 240
        deviceGroup = 1
        enumerateRegisterableDevices = true
        {
Jul 14 11:28:56.685 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17957
        } Response: com.cisco.cti.protocol.ProviderGetDeviceInfoResponse

```

```
sequenceNumber = 240
enumerationHandle = 3
{
(Jul 14 11:28:56.686 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17958
:ProviderRetryThread] sending: com.80.227.127) received Response]
) com.cisco.cti.protocol.GetDeviceInfoFetchResponse
sequenceNumber = 241
]@info = 11
} com.cisco.cti.protocol.DeviceInfo
name = CUE_Site1_GMS
type = 73
allowsRegistration = true
,{
} com.cisco.cti.protocol.DeviceInfo
name = CUE_Site1_AA
type = 73
allowsRegistration = true
,{
} com.cisco.cti.protocol.DeviceInfo
name = CUE_Site1_VM
type = 73
allowsRegistration = true
,{
} com.cisco.cti.protocol.DeviceInfo
name = cue_site1_p01
type = 72
allowsRegistration = true
,{
} com.cisco.cti.protocol.DeviceInfo
name = cue_site1_p03
type = 72
allowsRegistration = true
,{
} com.cisco.cti.protocol.DeviceInfo
name = cue_site1_p02
type = 72
allowsRegistration = true
,{
} com.cisco.cti.protocol.DeviceInfo
name = cue_site1_p05
type = 72
allowsRegistration = true
,{
} com.cisco.cti.protocol.DeviceInfo
name = cue_site1_p04
type = 72
allowsRegistration = true
,{
} com.cisco.cti.protocol.DeviceInfo
name = cue_site1_p07
type = 72
allowsRegistration = true
,{
} com.cisco.cti.protocol.DeviceInfo
name = cue_site1_p06
type = 72
allowsRegistration = true
,{
} com.cisco.cti.protocol.DeviceInfo
name = cue_site1_p08
type = 72
allowsRegistration = true
[ {
more = false
```

```
{
    (Jul 14 11:28:56.706 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17960
} ProviderRetryThread] sending: com.cisco.cti.protocol.GetDeviceInfoCloseRequest]
    sequenceNumber = 242
    enumerationHandle = 3
    {
    Jul 14 11:28:56.709 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17961
    } Response: com.cisco.cti.protocol.GetDeviceInfoCloseResponse
    sequenceNumber = 242
    {
    Jul 14 11:28:56.710 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) creating controlled :17962
    devices
    (Jul 14 11:28:56.712 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p08(0,0 :17963
    updating lines
    (Jul 14 11:28:56.713 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17964
} ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest]
    sequenceNumber = 243
    deviceName = cue_site1_p08
    {
    Jul 14 11:28:56.716 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17965
    } Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
    sequenceNumber = 243
    enumerationHandle = 1
    {
    (Jul 14 11:28:56.718 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17966
} ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest]
    sequenceNumber = 244
    enumerationHandle = 1
    count = 10
    {
    Jul 14 11:28:56.754 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17967
    } Response: com.cisco.cti.protocol.GetLineInfoFetchResponse
    } sequenceNumber = 01.LineInfo
    name = 28008
    permanentLineID = 1936802189
    [{
    more = false
    {
    (Jul 14 11:28:56.761 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17968
} ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest]
    sequenceNumber = 245
    enumerationHandle = 1
    {
    Jul 14 11:28:56.967 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17969
    } Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
    sequenceNumber = 245
    {
    (Jul 14 11:28:56.968 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p08(0,0 :17970
    refreshing lines: previous=1 current=1 created=0 removed=0
    (Jul 14 11:28:56.969 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p07(0,0 :17971
    updating lines
    (Jul 14 11:28:56.970 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17972
} ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest]
    sequenceNumber = 246
    deviceName = cue_site1_p07
    {
    Jul 14 11:28:56.973 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17973
    } Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
    sequenceNumber = 246
    enumerationHandle = 2
    {
    (Jul 14 11:28:56.975 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17974
} ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest]
    sequenceNumber = 247
```

```
enumerationHandle = 2
count = 10
{
Jul 14 11:28:57.007 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17975
} Response: com.cisco.cti.protocol.GetLineInfoFetchRequest
sequenceNumber = 247
]@info = 1
com.cisconeID = 829100962
[ {
more = false
{
(Jul 14 11:28:57.009 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17976
) ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest]
sequenceNumber = 248
enumerationHandle = 2
{
Jul 14 11:28:57.227 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17977
} Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
sequenceNumber = 248
{
(Jul 14 11:28:57.229 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p07(0,0 :17978
refreshing lines: previous=1 current=1 created=0 removed=0
(Jul 14 11:28:57.229 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p06(0,0 :17979
updating lines
(Jul 14 11:28:57.230 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17980
) ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest]
sequenceNumber = 249
deviceName = cue_site1_p06
{
Jul 14 11:28:57.233 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17981
} Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
sequenceNumber = 249
enumerationHandle = 3
{
(Jul 14 11:28:57.235 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17982
) ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest]
sequenceNumber = 250
enumerationHandle = 3
count = 10
{
Jul 14 11:28:57.260 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17983
} Response: com.cisco.cti.protocol.GetLineInfoFetchRequest
sequenceNumber = 250
]@info = 1
} com.cisco.cti.protocol.LineInfo
name = 28006
permanentLineID = 294850253
[ {
more = false
{
(Jul 14 11:28:57.262 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17984
) ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest]
sequenceNumber = 251
enumerationHandle = 3
{
Jul 14 11:28:57.265 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17985
} Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
sequenceNumber = 251
{
(Jul 14 11:28:57.267 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p06(0,0 :17986
refreshing lines: previous=1 current=1 created=0 removed=0
(Jul 14 11:28:57.268 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p05(0,0 :17987
updating lines
(Jul 14 11:28:57.268 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17988
```

```

} ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest]
                                sequenceNumber = 252
                                deviceName = cue_site1_p05
                                {
Jul 14 11:28:57.271 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17989
                                } Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
                                sequenceNumber = 252
                                enumerationHandle = 4
                                {
      (Jul 14 11:28:57.273 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17990
} ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest]
                                sequenceNumber = 253
                                enumerationHandle = 4
                                count = 10
                                {
Jul 14 11:28:57.309 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17991
                                } 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
                                {
Jul 14 11:28:57.314 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17993
                                } Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
                                sequenceNumber = 254
                                {
      (Jul 14 11:28:57.316 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p05(0,0 :17994
                                refreshing lines: previous=1 current=1 created=0 removed=0
      (Jul 14 11:28:57.317 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p04(0,0 :17995
                                updating lines
      (Jul 14 11:28:57.318 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17996
} ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest]
                                sequenceNumber = 255
                                deviceName = cue_site1_p04
                                {
Jul 14 11:28:57.322 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17997
                                } Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
                                sequenceNumber = 255
                                enumerationHandle = 5
                                {
      (Jul 14 11:28:57.324 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :17998
} ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest]
                                sequenceNumber = 256
                                enumerationHandle = 5
                                count = 10
                                {
Jul 14 11:28:57.358 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :17999
                                } Response: com.cisco.cti.protocol.GetLineInfoFetchResponse
                                sequenceNumber = 256
                                ]@info = 1
                                } com.cisco.cti.protocol.LineInfo
                                name = 28004
                                permanentLineID = 1897211172
                                [{
                                more = false
                                {
                                Jul :18000
                                enumerationHandle = 5
                                {
Jul 14 11:28:57.363 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18001
                                } Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
                                sequenceNumber = 257

```



```
{
(Jul 14 11:28:57.364 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p04(0,0 :18002
refreshing lines: previous=1 current=1 created=0 removed=0
(Jul 14 11:28:57.365 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p03(0,0 :18003
updating lines
(Jul 14 11:28:57.366 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18004
} ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest]
sequenceNumber = 258
deviceName = cue_site1_p03
{
Jul 14 11:28:57.587 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18005
} Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
sequenceNumber = 258
enumerationHandle = 6
{
(Jul 14 11:28:57.589 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18006
} ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest]
sequenceNumber = 259
enumerationHandle = 6
count = 10
{
Jul 14 11:28:57.632 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18007
} Response: com.cisco.cti.protocol.GetLineInfoFetchResponse
sequenceNumber = 259
]@info = 1
} com.cisco.cti.protocol.LineInfo
name = 28003
permanentLineID = 2109152574
[ {
more = false
{
(Jul 14 11:28:57.634 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18008
} ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest]
sequenceNumber = 260
enumerationHandle = 6
{
Jul 14 11:28:57.637 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18009
} Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
sequenceNumber = 260
{
(Jul 14 11:28:57.638 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p03(0,0 :18010
refreshing lines: previous=1 current=1 created=0 removed=0
(Jul 14 11:28:57.639 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p02(0,0 :18011
updating lines
(Jul 14 11:28:57.640 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18012
} ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest]
sequenceNumber = 261
deviceName = cue_site1_p02
{
Jul 14 11:28:57.645 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18013
} Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
sequenceNumber = 261
enumerationHandle = 7
{
(Jul 14 11:28:57.646 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18014
} ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest]
sequenceNumber = 262
enumerationHandle = 7
count = 10
{
Jul 14 11:28:57.681 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18015
} Response: com.cisco.cti.protocol.GetLineInfoFetchResponse
sequenceNumber = 262
]@info = 1
}
```

```
        } com.cisco.cti.protocol.LineInfo
            name = 28002
            permanentLineID = 1035863534
            [{
                more = false
            }
        {
            (Jul 14 11:28:57.683 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18016
(ProviderRetryThread] sending: com.cisco.cti.protocol.GetLUNK:(P1-14.80.227.127]
            } received Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
                sequenceNumber = 263
            {
            (Jul 14 11:28:57.687 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p02(0,0 :18018
                refreshing lines: previous=1 current=1 created=0 removed=0
            (Jul 14 11:28:57.688 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p01(0,0 :18019
                updating lines
            (Jul 14 11:28:57.689 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18020
} ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest]
                sequenceNumber = 264
                deviceName = cue_site1_p01
            {
            Jul 14 11:28:57.692 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18021
            } Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
                sequenceNumber = 264
                enumerationHandle = 8
            {
            (Jul 14 11:28:57.694 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18022
} ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest]
                sequenceNumber = 265
                enumerationHandle = 8
                count = 10
            {
            Jul 14 11:28:57.708 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18023
            } Response: com.cisco.cti.protocol.GetLineInfoFetchResponse
                sequenceNumber = 265
                ]@info = 1
            } com.cisco.cti.protocol.LineInfo
                name = 28001
                permanentLineID = 1084634008
            [{
                more = false
            }
        {
            (Jul 14 11:28:57.710 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18024
} ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest]
                sequenceNumber = 266
                enumerationHandle = 8
            {
                :Jul 14 11:28:57.713 EDT %JTAPI-esponse :18025
            } com.cisco.cti.protocol.GetLineInfoCloseResponse
                sequenceNumber = 266
            {
            (Jul 14 11:28:57.716 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p01(0,0 :18026
                refreshing lines: previous=1 current=1 created=0 removed=0
            (Jul 14 11:28:57.717 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_GMS(0,0 :18027
                updating lines
            (Jul 14 11:28:57.718 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18028
} ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest]
                sequenceNumber = 267
                deviceName = CUE_Site1_GMS
            {
            Jul 14 11:28:57.725 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18029
            } Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
                sequenceNumber = 267
                enumerationHandle = 9
            {
```

```
(Jul 14 11:28:57.727 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18030
) ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest]
                                sequenceNumber = 268
                                enumerationHandle = 9
                                count = 10
                                {
Jul 14 11:28:57.961 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18031
} Response: com.cisco.cti.protocol.GetLineInfoFetchResponse
                                sequenceNumber = 268
                                ]@info = 1
                                } com.cisco.cti.protocol.LineInfo
                                name = 28111
                                permanentLineID = 632514620
                                [{
                                more = false
                                {
(Jul 14 11:28:57.963 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18032
) ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest]
                                sequenceNumber = 269
                                enumerationHandle = 9
                                {
Jul 14 11:28:57.966 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18033
} Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
                                sequenceNumber = 269
                                {
(Jul 14 11:28:57.967 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_GMS(0,0 :18034
                                refreshing lines: previous=1 current=1 created=0 removed=0
(Jul 14 11:28:57.968 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_AA(0,0 :18035
                                updating lines
(Jul 14 11:28:57.969 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18036
) ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest]
                                sequenceNumber = 270
                                deviceName = CUE_Site1_AA
                                {
Jul 14 11:28:57.972 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18037
} Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
                                sequenceNumber = 270
                                enumerationHandle = 10
                                {
(Jul 14 11:28:57.974 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18038
) ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest]
                                sequenceNumber = 271
                                enumerationHandle = 10
                                count = 10
                                {
Jul 14 11:28:58.011 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18039
} Response: com.cisco.cti.protocol.GetLineInfoFetchResponse
                                sequenceNumber = 271
                                ]@info = 1
                                } com.cisco.cti.protocol.LineInfo
                                name = 28100
                                permanentLineID = 117519949
                                [{
                                more = false
                                {
(Jul 14 11:28:58.013 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18040
) ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest]
                                sequenceNumber = 272
                                enumerationHandle = 10
                                {
                                :Jul 14 11:28:58.018 EDT %JTAVed Response :18041
} com.cisco.cti.protocol.GetLineInfoCloseResponse
                                sequenceNumber = 272
                                {
```

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(Jul 14 11:28:58.019 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Site1_AA(0,0 :18042
    refreshing lines: previous=1 current=1 created=0 removed=0
(Jul 14 11:28:58.020 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Site1_VM(0,0 :18043
    updating lines
(Jul 14 11:28:58.021 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18044
} ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest]
    sequenceNumber = 273
    deviceName = CUE_Site1_VM
    {
Jul 14 11:28:58.025 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18045
    } Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
    sequenceNumber = 273
    enumerationHandle = 11
    {
(Jul 14 11:28:58.035 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18046
} ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest]
    sequenceNumber = 274
    enumerationHandle = 11
    count = 10
    {
Jul 14 11:28:58.060 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18047
    } Response: com.cisco.cti.protocol.GetLineInfoFetchResponse
    sequenceNumber = 274
    ]@info = 1
    } com.cisco.cti.protocol.LineInfo
    name = 28000
    permanentLineID = 1978608865
    [{
    more = false
    {
(Jul 14 11:28:58.061 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18048
} ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest]
    sequenceNumber = 275
    enumerationHandle = 11
    {
Jul 14 11:28:58.277 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227s=1 current=1 :18049
    created=0 removed=0
Jul 14 11:28:58.279 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) refreshing device :18051
    map: previous=11 current=11 created=0 removed=0
(Jul 14 11:28:58.280 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18052
} ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderGetDeviceInfoRequest]
    sequenceNumber = 276
    deviceGroup = 3
    enumerateRegisterableDevices = true
    {
Jul 14 11:28:58.283 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18053
    } Response: com.cisco.cti.protocol.ProviderGetDeviceInfoResponse
    sequenceNumber = 276
    enumerationHandle = 4
    {
(Jul 14 11:28:58.285 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18054
} ProviderRetryThread] sending: com.cisco.cti.protocol.GetDeviceInfoFetchRequest]
    sequenceNumber = 277
    enumerationHandle = 4
    count = 100
    type = 2
    {
Jul 14 11:28:58.296 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18055
    } Response: com.cisco.cti.protocol.GetDeviceInfoFetchResponse
    sequenceNumber = 277
    info = null
    more = false
    {
(Jul 14 11:28:58.298 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18056
```

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} ProviderRetryThread] sending: com.cisco.cti.protocol.GetDeviceInfoCloseRequest]
                                sequenceNumber = 278
                                enumerationHandle = 4
                                {
Jul 14 11:28:58.507 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18057
                                } Response: com.cisco.cti.protocol.GetDeviceInfoCloseResponse
                                sequenceNumber = 278
                                {
Jul 14 11:28:58.508 EDT %JTAPI-MISC-7-UNK:Provider "(P1-sitelcue)" changing :18058
                                state to IN_SERVICE
[Jul 14 11:28:58.509 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue)[ProviderRetryThread :18059
                                P1-sitelcue) Request: getObservers)
[Jul 14 11:28:58.510 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) ProvInServiceEv [#684 :18060
                                :Jul 14 11:28:58.511 EDT %JTAPI-JTAPIIMPL-7-UNK :18061
                                [com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4]
                                ObserverProxy.queueEvents: queuing asynchronously
                                Jul 14 11:28:58.511 EDT %JTAPI-MISC-7-UNK:ObserverThread :18062
                                :(com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4)
                                queuing com.cisco.jtapi.JtapiProviderEventSet
                                Jul 14 11:28:58.512 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread :18063
                                :(com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4)
                                [delivering JPES[1
                                :Jul 14 11:28:58.513 EDT %JTAPI-JTAPIIMPL-7-UNK :18064
                                [com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4]
                                ()ObserverProxy.deliverEvents
                                :Jul 14 11:28:58.517 EDT %JTAPI-JTAPIIMPL-7-UNK :18065
                                [com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4]
                                ObserverProxy.deliverEvents() completed
Jul 14 11:28:58.522 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device :18066
                                (P1-sitelcue) CUE_Site1_GMS(0,0)
                                (Jul 14 11:28:58.525 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18067
                                ) ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceOpenRequest]
                                sequenceNumber = 279
                                deviceName = CUE_Site1_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
                                {
(Jul 14 11:28:58.544 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18068
                                ) received Event: com.cisco.cti.protocol.DeviceRegisteredEvent
                                eventSequence = 280
                                } deviceInfo = com.cisco.cti.protocol.DeviceInfo
                                name = CUE_Site1_GMS
                                type = 73
                                allowsRegistration = true
                                {
                                loginAllowed = false
                                = loginUserID
                                controllable = true
                                reason = 0
                                {
:Jul 14 11:28:58.545 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18069
                                queuing com.cisco.cti.protocol.DeviceRegisteredEvent
Jul 14 11:28:58.546 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18070
                                [handling event com.cisco.cti.protocol.DeviceRegisteredEvent[280

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Jul 14 11:28:58.546 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received :18071
                                DeviceRegisteredEvent
Jul 14 11:28:59.303 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18072
                                } Response: com.cisco.cti.protocol.DeviceOpenResponse
                                                sequenceNumber = 279
                                                callManagerID = 16777227
                                                deviceID = 33
                                {
:Jul 14 11:28:59.306 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap :18073
                                "opening device "CUE_Site1_GMS
                                (Jul 14 11:28:59.314 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127 :18074
                                DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
                                ) Jul 14 11:28:59.315 EDT %JTAPI-CTI.protocol.DeviceGetLineInfoRequest :18075
                                                sequenceNumber = 280
                                                deviceName = CUE_Site1_GMS
                                {
(Jul 14 11:28:59.325 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_GMS(16777227,33 :18077
                                (reopening line 28111(0,0
                                (Jul 14 11:28:59.328 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18078
                                ) 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
                                {
Jul 14 11:28:59.305 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18079
                                } Event: com.cisco.cti.protocol.DeviceInServiceEvent
                                                eventSequence = 281
                                                deviceCallManagerID = 16777227
                                                deviceID = 33
                                {
:Jul 14 11:28:59.330 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18080
                                queuing com.cisco.cti.protocol.DeviceInServiceEvent
Jul 14 11:28:59.331 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18081
                                [handling event com.cisco.cti.protocol.DeviceInServiceEvent[281
                                Jul 14 11:28:59.332 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Terminal :18082
                                CUE_Site1_GMS" in service"
                                [Jul 14 11:28:59.333 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [CUE_Site1_GMS :18083
                                [CiscoTermInServiceEv [#685
Jul 14 11:28:59.334 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18084
                                } Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
                                                sequenceNumber = 280
                                                enumerationHandle = 12
                                {
                                (Jul 14 11:28:59.336 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18085
                                :P1-14.80.227.127) DeviceLineUpdateThread] sending)]
                                } com.cisco.cti.protocol.GetLineInfoFetchRequest
                                                sequenceNumber = 282
                                                enumerationHandle = 12
                                                count = 10
                                {
Jul 14 11:28:59.362 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18086

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} Response: com.cisco.cti.protocol.LineOpenResponse
                sequenceNumber = 281
                callManagerID = 16777227
                lineID = 33
        {
Jul 14 11:28:59.364 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device :18087
                (P1-site1cue) CUE_Site1_AA(0,0)
        (Jul 14 11:28:59.367 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18088
        } 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
        {
Jul 14 11:28:59.371 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18089
        } Event: com.cisco.cti.protocol.LineInServiceEvent
                eventSequence = 282
                lineCallManagerID = 16777227
                lineID = 33
        {
:Jul 14 11:28:59.371 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18090
                queuing com.cisco.cti.protocol.LineInServiceEvent
Jul 14 11:28:59.372 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18091
        [handling event com.cisco.cti.protocol.LineInServiceEvent[282
{(Jul 14 11:28:59.373 EDT %JTAPI-CTI-7-UNK:(P1-site1cue){Line:28111(16777227,33 :18092
                LineInServiceEvent
"Jul 14 11:28:59.374 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28111 :18093
                in service
        [Jul 14 11:28:59.374 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28111 :18094
                [CiscoAddrInServiceEv [#686
                :Jul 14 11:28:59.375 EDT %JTAPI-JTAPIIMPL-7-UNK :18095
        [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d8576e6]
                ObserverProxy.queueEvents: queuing asynchronously
                Jul 14 11:28:59.376 EDT %JTAPI-MISC-7-UNK:ObserverThread :18096
        :(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d8576e6)
                queuing com.cisco.jtapi.JtapiAddressEventSet
                Jul 14 11:28:59.377 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread :18097
        :(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d8576e6)
                [delivering JAES[1
                :Jul 14 11:28:59.378 EDT %JTAPI-JTAPIIMPL-7-UNK :18098
        [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d8576e6]
                ()ObserverProxy.deliverEvents
Jul 14 11:28:59.391 EDT %JTAPI-JTAPIIMPL-7-UNK:[com.cisco.wf.subsyscompleted :18099
Jul 14 11:28:59.403 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18100
        } Response: com.cisco.cti.protocol.GetLineInfoFetchResponse
                sequenceNumber = 282
                ]@info = 1
        } com.cisco.cti.protocol.LineInfo
                name = 28111
                permanentLineID = 632514620
        {

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more = false
{
(Jul 14 11:28:59.405 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18101
:P1-14.80.227.127) DeviceLineUpdateThread] sending)]
} com.cisco.cti.protocol.GetLineInfoCloseRequest
sequenceNumber = 284
enumerationHandle = 12
{
Jul 14 11:28:59.408 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18102
} 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
{
:Jul 14 11:28:59.409 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18103
queuing com.cisco.cti.protocol.DeviceRegisteredEvent
Jul 14 11:28:59.410 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18104
[handling event com.cisco.cti.protocol.DeviceRegisteredEvent[283
Jul 14 11:28:59.411 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received :18105
DeviceRegisteredEvent
Jul 14 11:28:59.412 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18106
} Response: com.cisco.cti.protocol.DeviceOpenResponse
sequenceNumber = 283
callManagerID = 16777227
deviceID = 34
{
Jul 14 11:28:59.414 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18107
} Event: com.cisco.cti.protocol.DeviceInServiceEvent
eventSequence = 284
deviceCallManagerID = 16777227
deviceID = 34
{
Jul 14 11:28:59.416 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening :18108
"device "CUE_Site1_AA
(Jul 14 11:28:59.417 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127 :18109
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
(Jul 14 11:28:59.418 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_AA(16777227,34 :18110
(reopening line 28100(0,0
(Jul 14 11:28:59.420 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18111
} 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
{

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:Jul 14 11:28:59.422 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18112
      queuing com.cisco.cti.protocol.DeviceInServiceEvent
Jul 14 11:28:59.423 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18113
      handling event com.cisco.cti.proto
[Jul 14 11:28:59.425 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [CUE_Site1_AA :18115
      [CiscoTermInServiceEv [#687
Jul 14 11:28:59.428 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18116
      } Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
      sequenceNumber = 284
      {
(Jul 14 11:28:59.429 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_GMS(16777227,33 :18117
      refreshing lines: previous=1 current=1 created=0 removed=0
(Jul 14 11:28:59.430 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_AA(16777227,34 :18118
      updating lines
      (Jul 14 11:28:59.431 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18119
      :P1-14.80.227.127) DeviceLineUpdateThread] sending)]
      } com.cisco.cti.protocol.DeviceGetLineInfoRequest
      sequenceNumber = 286
      deviceName = CUE_Site1_AA
      {
Jul 14 11:28:59.434 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18120
      } Response: com.cisco.cti.protocol.LineOpenResponse
      sequenceNumber = 285
      callManagerID = 16777227
      lineID = 34
      {
Jul 14 11:28:59.436 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device :18121
      (P1-site1cue) cue_site1_p08(0,0)
(Jul 14 11:28:59.436 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue_site1_p08(0,0 :18122
      Device is not Opened previously, not attempting to open
Jul 14 11:28:59.437 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device :18123
      (P1-site1cue) CUE_Site1_VM(0,0)
      (Jul 14 11:28:59.439 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18124
      ) ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceOpenRequest]
      sequenceNumber = 287
      deviceName = CUE_Site1_VM
      filter ssd = false
      lampModeChanged = false
      ringModeChanged = false
      displayChanged = false
      startTransmission = true
      stopTransmission = true
      startReception = true
      stopReception = true
      softKeyPressed = false
      deviceData = true
      {
      disableAutoRecovery = false
      {
Jul 14 11:28:59.442 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18125
      } Event: com.cisco.cti.protocol.LineInServiceEvent
      eventSequence = 285
      lineCallManagerID = 16777227
      lineID = 34
      {
:Jul 14 11:28:59.443 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18126
      queuing com.cisco.cti.protocol.LineInServiceEvent
Jul 14 11:28:59.444 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18127
      [handling event com.cisco.cti.protocol.LineInServiceEvent[285
{(Jul 14 11:28:59.445 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) {Line:28100(16777227,34 :18128
      LineInServiceEvent
"Jul 14 11:28:59.446 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28100 :18129
      in service
[Jul 14 11:28:59.447 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28100 :18130
```

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[CiscoAddrInServiceEv [#688
:Jul 14 11:28:59.448 EDT %JTAPI-JTAPIIMPL-7-UNK :18131
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7]
ObserverProxy.queueEvents: queuing asynchronously
Jul 14 11:28:59.448 EDT %JTAPI-MISC-7-UNK:ObserverThread :18132
:(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7)
queuing com.cisco.jtapi.JtapiAddressEventSet
Jul 14 11:28:59.449 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread :18133
:(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7)
[delivering JAES[1
:Jul 14 11:28:59.450 EDT %JTAPI-JTAPIIMPL-7-UNK :18134
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7]
()ObserverProxy.deliverEvents
:Jul 14 11:28:59.468 EDT %JTAPI-JTAPIIMPL-7-UNK :18135
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7]
ObserverProxy.deliverEvents() completed
Jul 14 11:28:59.475 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18136
} Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
sequenceNumber = 286
enumerationHandle = 13
{
(Jul 14 11:28:59.476 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18137
:P1-14.80.227.127) DeviceLineUpdateThread] sending)]
} com.cisco.cti.protocol.GetLineInfoFetchRequest
sequenceNumber = 288
enumerationHandle = 13
count = 10
{
Jul 14 11:28:59.481 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18138
} 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
{
:Jul 14 11:28:59.482 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18139
queuing com.cisco.cti.protocol.DeviceRegisteredEvent
Jul 14 11:28:59.483 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18140
[handling event com.cisco.cti.protocol.DeviceRegisteredEvent[286
Jul 14 11:28:59.484 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received :18141
DeviceRegisteredEvent
Jul 14 11:28:59.705 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18142
} Response: com.cisco.cti.protocol.DeviceOpenResponse
sequenceNumber = 287
callManagerID = 16777227
deviceID = 35
{
Jul 14 11:28:59.707 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening :18143
"device "CUE_Site1_VM
(Jul 14 11:28:59.708 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127 :18144
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
(Jul 14 11:28:59.709 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_VM(16777227,35 :18145
(reopening line 28000(0,0
(Jul 14 11:28:59.711 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18146
} ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest]
sequenceNumber = 289
deviceName = CUE_Site1_VM
lineName = 28000

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    } 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
        }
    Jul 14 11:28:59.714 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18147
        } Event: com.cisco.cti.protocol.DeviceInServiceEvent
            eventSequ
    Jul 14 11:28:59.716 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18149
        [handling event com.cisco.cti.protocol.DeviceInServiceEvent[287
    Jul 14 11:28:59.718 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Terminal :18150
        CUE_Site1_VM" in service"
    [Jul 14 11:28:59.718 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [CUE_Site1_VM :18151
        [CiscoTermInServiceEv [#689
    Jul 14 11:28:59.720 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18152
        } Response: com.cisco.cti.protocol.GetLineInfoFetchRequest
            sequenceNumber = 288
            ]@info = 1
        } com.cisco.cti.protocol.LineInfo
            name = 28100
            permanentLineID = 117519949
            [{
                more = false
            }
        (Jul 14 11:28:59.722 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18153
            :P1-14.80.227.127) DeviceLineUpdateThread] sending)]
        } com.cisco.cti.protocol.GetLineInfoCloseRequest
            sequenceNumber = 290
            enumerationHandle = 13
        {
    Jul 14 11:28:59.724 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18154
        } Response: com.cisco.cti.protocol.LineOpenResponse
            sequenceNumber = 289
            callManagerID = 16777227
            lineID = 35
        {
    Jul 14 11:28:59.726 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device :18155
        (P1-site1cue) cue_site1_p07(0,0)
    (Jul 14 11:28:59.726 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue_site1_p07(0,0 :18156
        Device is not Opened previously, not attempting to open
    Jul 14 11:28:59.727 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device :18157
        (P1-site1cue) cue_site1_p06(0,0)
    (Jul 14 11:28:59.728 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue_site1_p06(0,0 :18158
        Device is not Opened previously, not attempting to open
    Jul 14 11:28:59.728 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device :18159
        (P1-site1cue) cue_site1_p05(0,0)
    (Jul 14 11:28:59.729 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue_site1_p05(0,0 :18160
        Device is not Opened previously, not attempting to open
    Jul 14 11:28:59.729 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device :18161
        (P1-site1cue) cue_site1_p04(0,0)
    (Jul 14 11:28:59.733 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18162
    } ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceRegisterDeviceRequest]
        sequenceNumber = 291
        deviceName = cue_site1_p04
        ipAddr = 1802113708

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        rtpPortNumber = 16384
        mediaSpecificationTimeout = 0
        ]@mediaCaps = 2
    } com.cisco.cti.protocol.MediaCapability
        payloadCapability = 4
        maxFramesPerPacket = 30
        bitRate = 1
        ,{
    } com.cisco.cti.protocol.MediaCapability
        payloadCapability = 2
        maxFramesPerPacket = 30
        bitRate = 1
        [{
    } filter = com.cisco.cti.protocol.DeviceEventFilter
        deviceModeChanged = false
        keyPressed = false
        featureButtonPressed = false
        lampModeChanged = false
        ringModeChanged = false
        displayChanged = false
        startTransmission = true
        stopTransmission = true
        startReception = true
        stopReception = true
        softKeyPressed = false
deviceData 163: Jul 14 11:28:59.737 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
    } Event: com.cisco.cti.protocol.LineInServiceEvent
        eventSequence = 288
        lineCallManagerID = 16777227
        lineID = 35
        {
:Jul 14 11:28:59.737 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18164
        queuing com.cisco.cti.protocol.LineInServiceEvent
Jul 14 11:28:59.739 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18165
        [handling event com.cisco.cti.protocol.LineInServiceEvent[288
{(Jul 14 11:28:59.739 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) {Line:28000(16777227,35 :18166
        LineInServiceEvent
Jul 14 11:28:59.740 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28000" in :18167
        service
        [Jul 14 11:28:59.741 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28000 :18168
        [CiscoAddrInServiceEv [#690
        :Jul 14 11:28:59.741 EDT %JTAPI-JTAPIIMPL-7-UNK :18169
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@40b3b6e1]
        ObserverProxy.queueEvents: queuing asynchronously
        Jul 14 11:28:59.742 EDT %JTAPI-MISC-7-UNK:ObserverThread :18170
:(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@40b3b6e1)
        queuing com.cisco.jtapi.JtapiAddressEventSet
        Jul 14 11:28:59.744 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread :18171
:(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@40b3b6e1)
        [delivering JAES[1
        :Jul 14 11:28:59.744 EDT %JTAPI-JTAPIIMPL-7-UNK :18172
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@40b3b6e1]
        ()ObserverProxy.deliverEvents
        :Jul 14 11:28:59.760 EDT %JTAPI-JTAPIIMPL-7-UNK :18173
        com.cisco.wf.subsystems.jtapi.T]
Jul 14 11:28:59.768 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18174
    } Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
        sequenceNumber = 290
        {
(Jul 14 11:28:59.769 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_AA(16777227,34 :18175
        refreshing lines: previous=1 current=1 created=0 removed=0
(Jul 14 11:28:59.770 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_VM(16777227,35 :18176
        updating lines
(Jul 14 11:28:59.771 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18177

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:P1-14.80.227.127) DeviceLineUpdateThread] sending)]
    } com.cisco.cti.protocol.DeviceGetLineInfoRequest
        sequenceNumber = 292
        deviceName = CUE_Site1_VM
    {
:Jul 14 11:28:59.775 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Event :18178
    } 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
    }
:Jul 14 11:28:59.776 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18179
    queuing com.cisco.cti.protocol.DeviceRegisteredEvent
Jul 14 11:28:59.777 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18180
    [handling event com.cisco.cti.protocol.DeviceRegisteredEvent[289
Jul 14 11:28:59.778 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received :18181
    DeviceRegisteredEvent
Jul 14 11:28:59.780 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18182
    } 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
    {
    {
Jul 14 11:28:59.781 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening :18183
        "device "cue_site1_p04
        (Jul 14 11:28:59.782 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127 :18184
        DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
(Jul 14 11:28:59.783 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p04(16777227,36 :18185
        (reopening line 28004(0,0
        (Jul 14 11:28:59.785 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18186
        ) 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
    }
Jul 14 11:28:59.789 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18187
    } Event: com.cisco.cti.protocol.DeviceInServiceEvent
        eventSequence = 290
        deviceCallManagerID = 16777227

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deviceID cti.protocol.DeviceInServiceEvent
Jul 14 11:28:59.790 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18189
    [handling event com.cisco.cti.protocol.DeviceInServiceEvent[290
Jul 14 11:28:59.791 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Terminal :18190
    cue_site1_p04" in service"
[Jul 14 11:28:59.792 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [cue_site1_p04 :18191
    [CiscoTermInServiceEv [#691
Jul 14 11:28:59.794 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18192
    } Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
        sequenceNumber = 292
        enumerationHandle = 14
        {
    (Jul 14 11:28:59.796 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18193
        :P1-14.80.227.127) DeviceLineUpdateThread] sending)]
        } com.cisco.cti.protocol.GetLineInfoFetchRequest
            sequenceNumber = 294
            enumerationHandle = 14
            count = 10
            {
Jul 14 11:28:59.799 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18194
        } Response: com.cisco.cti.protocol.LineOpenResponse
            sequenceNumber = 293
            callManagerID = 16777227
            lineID = 36
            {
Jul 14 11:28:59.800 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening :18195
            (device (P1-site1cue) cue_site1_p03(0,0
    (Jul 14 11:28:59.803 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18196
} 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
            {
Jul 14 11:28:59.807 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18197
        } Event: com.cisco.cti.protocol.LineInServiceEvent
            eventSequence = 291
            lineCallManagerID = 16777227
            lineID = 36
            {
:Jul 14 11:28:59.808 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18198
        queuing com.cisco.cti.protocol.LineInServiceEvent

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Jul 14 11:28:59.809 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18199
      [handling event com.cisco.cti.protocol.LineInServiceEvent[291
{(Jul 14 11:28:59.810 EDT %JTAPI-CTI-7-UNK:(P1-site1cue)(Line:28004(16777227,36 :18200
      LineInServiceEvent
"Jul 14 11:28:59.810 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28004 :18201
      in service
      [Jul 14 11:28:59.811 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28004 :18202
      [CiscoAddrInServiceEv [#692
      :Jul 14 11:28:59.812 EDT %JTAPI-JTAPIIMPL-7-UNK :18203
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3928f6e1]
      ObserverProxy.queueEvents: queuing asynchronously
      Jul 14 11:28:59.812 EDT %JTAPI-MISC-7-UNK:ObserverThread :18204
:(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3928f6e1)
      queuing com.cisco.jtapi.JtapiAddressEventSet
      Jul 14 11:28:59.813 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread :18205
:(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3928f6e1)
      [delivering JAES[1
      :Jul 14 11:28:59.814 EDT %JTAPI-JTAPIIMPL-7-UNK :18206
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3928f6e1]
      ()ObserverProxy.deliverEvents
      :Jul 14 11:28:59.948 EDT %JTAPI-JTAPIIMPL-7-UNK :18207
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3928f6e1]
      ObserverProxy.deliverEvents() completed
Jul 14 11:29:00.057 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18208
      } Response: com.cisco.cti.protocol.GetLineInfoFetchResponse
      sequenceNumber = 294
      ]@info = 1
      } com.cisco.cti.protocol.LineInfo
      name = 28000
      permanentLineID = 1978608865
      [{
      more = false
      {
      (Jul 14 11:29:00.059 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18209
      :P1-14.80.227.127) DeviceLineUpdateThread] sending)]
      } com.cisco.cti.protocol.GetLineInfoCloseRequest
      sequenceNumber = 296
      enumerationHandle = 14
      {
Jul 14 11:29:00.062 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18210
      } Event: com.cisco.cti.protocol.DeviceRegisteredEvent
      eventSequence = 292
      } deviceInfo = com.cisco.cti.protocol.DeviceInfo
      name = cue_site1_p03
      type = 72
      owsRegistration = true
      {
      loginAllowed = false
      = loginUserID
      controllable = true
      reason = 0
      {
      :Jul 14 11:29:00.063 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18211
      queuing com.cisco.cti.protocol.DeviceRegisteredEvent
Jul 14 11:29:00.064 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18212
      [handling event com.cisco.cti.protocol.DeviceRegisteredEvent[292
Jul 14 11:29:00.065 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received :18213
      DeviceRegisteredEvent
Jul 14 11:29:00.067 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18214
      } Response: com.cisco.cti.protocol.DeviceRegisterDeviceResponse
      sequenceNumber = 295
      callManagerID = 16777227
      deviceID = 37
      } deviceInfo = com.cisco.cti.protocol.DeviceInfo

```

```

name = cue_site1_p03
type = 72
allowsRegistration = true
{
{
Jul 14 11:29:00.068 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening :18215
"device "cue_site1_p03
(Jul 14 11:29:00.069 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127 :18216
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
Jul 14 11:29:00.070 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p03 :18217
(reopening line 28003(0,0 (16777227,37)
(Jul 14 11:29:00.072 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18218
} 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
{
Jul 14 11:29:00.096 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18219
} Event: com.cisco.cti.protocol.DeviceInServiceEvent
eventSequence = 293
deviceCallManagerID = 16777227
deviceID = 37
{
:Jul 14 11:29:00.097 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18220
queuing com.cisco.cti.protocol.DeviceInServiceEvent
Jul 14 11:29:00.098 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18221
[handling event com.cisco.cti.protocol.DeviceInServiceEvent[293
Jul 14 11:29:00.098 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Terminal :18222
cue_site1_p03" in service"
[Jul 14 11:29:00.099 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [cue_site1_p03 :18223
[CiscoTermInServiceEv [#693
Jul 14 11:29:00.101 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18224
} Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
sequenceNumber = 296
{
(Jul 14 11:29:00.102 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_VM(16777227,35 :18225
refreshing lines: previous=1 current=1 created=0 removed=0
(Jul 14 11:29:00.103 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p04(16777227,36 :18226
updating lines
(Jul 14 11:29:00.104 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18227
:P1-14.80.227.127) DeviceLineUpdateThread] sending)]
} com.cisco.cti.protocol.DeviceGetLineInfoRequest
sequenceNumber = 298
deviceName = cue_site1_p04
{
Jul 14 11:29:00.107 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18228
} Response: com.cisco.cti.protocol.LineOpenResponse
sequenceNumber = 297
callManagerID = 16777227
lineID = 37
{
Jul 14 11:29:00.108 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device :18229
(P1-site1cue) cue_site1_p02(0,0)
(Jul 14 11:29:00.112 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18230
} ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceRegisterDeviceRequest]
sequenceNumber = 299

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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
  {
Jul 14 11:29:00.116 EDT %JTAPI-PROTOCOL-7-UNK:(P1-1 294 :18231
  lineCallManagerID = 16777227
  lineID = 37
  {
:Jul 14 11:29:00.117 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18232
  queuing com.cisco.cti.protocol.LineInServiceEvent
Jul 14 11:29:00.118 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18233
  [handling event com.cisco.cti.protocol.LineInServiceEvent[294
{(Jul 14 11:29:00.119 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) {Line:28003(16777227,37 :18234
  LineInServiceEvent
"Jul 14 11:29:00.120 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28003 :18235
  in service
  [Jul 14 11:29:00.120 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28003 :18236
    [CiscoAddrInServiceEv [#694
      :Jul 14 11:29:00.121 EDT %JTAPI-JTAPIIMPL-7-UNK :18237
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1]
  ObserverProxy.queueEvents: queuing asynchronously
  Jul 14 11:29:00.122 EDT %JTAPI-MISC-7-UNK:ObserverThread :18238
:(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1)
  queuing com.cisco.jtapi.JtapiAddressEventSet
  Jul 14 11:29:00.123 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread :18239
:(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1)
  [delivering JAES[1
    :Jul 14 11:29:00.123 EDT %JTAPI-JTAPIIMPL-7-UNK :18240
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1]
  ()ObserverProxy.deliverEvents
    :Jul 14 11:29:00.139 EDT %JTAPI-JTAPIIMPL-7-UNK :18241
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1]
  ObserverProxy.deliverEvents() completed
Jul 14 11:29:00.141 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227ceNumber = 298 :18242
  enumerationHandle = 15
  {
(Jul 14 11:29:00.142 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18243

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:PI-14.80.227.127) DeviceLineUpdateThread] sending)]
    } com.cisco.cti.protocol.GetLineInfoFetchRequest
        sequenceNumber = 300
        enumerationHandle = 15
        count = 10
    {
Jul 14 11:29:00.147 EDT %JTAPI-PROTOCOL-7-UNK:(PI-14.80.227.127) received :18244
    } 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
    {
:Jul 14 11:29:00.147 EDT %JTAPI-MISC-7-UNK:(PI-14.80.227.127) EventThread :18245
        queuing com.cisco.cti.protocol.DeviceRegisteredEvent
Jul 14 11:29:00.148 EDT %JTAPI-CTIIMPL-7-UNK:(PI-14.80.227.127) EventThread :18246
    [handling event com.cisco.cti.protocol.DeviceRegisteredEvent[295
Jul 14 11:29:00.149 EDT %JTAPI-PROTOCOL-7-UNK:(PI-14.80.227.127) Received :18247
        DeviceRegisteredEvent
Jul 14 11:29:00.151 EDT %JTAPI-PROTOCOL-7-UNK:(PI-14.80.227.127) received :18248
    } 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
    {
    {
Jul 14 11:29:00.152 EDT %JTAPI-CTI-7-UNK:(PI-site1cue) DeviceMap: opening :18249
        "device "cue_site1_p02
        (Jul 14 11:29:00.154 EDT %JTAPI-MISC-7-UNK:(PI-14.80.227.127 :18250
        DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
(Jul 14 11:29:00.155 EDT %JTAPI-CTI-7-UNK:(PI-site1cue) cue_site1_p02(16777227,38 :18251
        (reopening line 28002(0,0
        (Jul 14 11:29:00.157 EDT %JTAPI-PROTOCOL-7-UNK:(PI-14.80.227.127 :18252
    } 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
    {
Jul 14 11:29:00.161 EDT %JTAPI-PROTOCOL-7-UNK:(PI-14.80.227.127) received :18253
    } Event: com.cisco.cti.protocol.DeviceInServiceEvent
        eventSequence = 296

```

```

deviceCallManagerID = 16777227
deviceID = 38
{
:Jul 14 11:29:00.161 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18254
    queuing com.cisco.cti.protocol.DeviceInServiceEvent
Jul 14 11:29:00.162 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18255
    [handling event com.cisco.cti.protocol.DeviceInServiceEvent[296
    [Jul 14 11:29:00.163 EDT %JTAPI-JTAPIIMPL-7-UNKscoTermInServiceEv [#695 :18256
Jul 14 11:29:00.166 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18258
    } Response: com.cisco.cti.protocol.GetLineInfoFetchRequest
        sequenceNumber = 300
        ]@info = 1
    } com.cisco.cti.protocol.LineInfo
        name = 28004
        permanentLineID = 1897211172
    [{
        more = false
    }
    {
    (Jul 14 11:29:00.188 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18259
        :P1-14.80.227.127) DeviceLineUpdateThread] sending)]
        } com.cisco.cti.protocol.GetLineInfoCloseRequest
            sequenceNumber = 302
            enumerationHandle = 15
    }
Jul 14 11:29:00.192 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18260
    } Response: com.cisco.cti.protocol.LineOpenResponse
        sequenceNumber = 301
        callManagerID = 16777227
        lineID = 38
    }
Jul 14 11:29:00.193 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening :18261
    (device (P1-site1cue) cue_site1_p01(0,0
    (Jul 14 11:29:00.197 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18262
} 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
    }

```

```

Jul 14 11:29:00.202 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18263
    } Event: com.cisco.cti.protocol.LineInServiceEvent
    eventSequence = 297
    lineCallManagerID = 16777227
    lineID = 38
    {
:Jul 14 11:29:00.202 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18264
    queuing com.cisco.cti.protocol.LineInServiceEvent
Jul 14 11:29:00.204 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18265
    [handling event com.cisco.cti.protocol.LineInServiceEvent[297
{(Jul 14 11:29:00.204 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) (Line:28002(16777227,38 :18266
    LineInServiceEvent
"Jul 14 11:29:00.205 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28002 :18267
    in service
    [Jul 14 11:29:00.206 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28002 :18268
    [CiscoAddrInServiceEv [#696
    :Jul 14 11:29:00.207 EDT %JTAPI-JTAPIIMPL-7-UNK :18269
    [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d4a36e0]
    ObserverProxy.queueEvents: queuing asynchronously
    Jul 14 11:29:00.207 EDT %JTAPI-MISC-7-UNK:ObserverThread :18270
: (com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d4a36e0)
    queuing com.cisco.jtapi.JtapiAddressEventSet
    Jul 14 11:29:00.208 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread :18271
: (com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d4a36e0)
    [delivering JAES[1
    :Jul 14 11:29:00.209 EDT %JTAPI-JTAPIIMPL-7-UNK :18272
    [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d4a36e0]
    ()ObserverProxy.deliverEvents
    :Jul 14 11:29:00.218 EDT %JTAPI-JTAPIIMPL-7-UNK :18273
    [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d4a36e0]
    ObserverProxy.deliverEvents() completed
Jul 14 11:29:00.220 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18274
    } Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
    sequenceNumber = 302
    {
(Jul 14 11:29:00.222 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p04(16777227,36 :18275
    refreshing lines: previous=1 current=1 created=0 removed=0
(Jul 14 11:29:00.223 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p03(16777227,37 :18276
    updating lines
    (Jul 14 11:29:00.224 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18277
    :P1-14.80.227.127) DeviceLineUpdateThread] sending)]
    } com.cisco.cti.protocol.DeviceGetLineInfoRequest
    sequenceNumber = 304
    deviceName = cue_site1_p03
    {
:Jul 14 11:29:00.231 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [Thread-37] [28002]Request :18278
    ( setMessageWaiting ( 2104,true
    [Jul 14 11:29:00.232 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [Thread-37 :18279
    } sending: com.cisco.cti.protocol.LineSetMessageWaitingRequest
    sequenceNumber = 305
    lineCallManagerID = 16777227
    lineID = 38
    lineName = 2104
    lampMode = 2
    {
:1828PROTOCOL-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
{
:Jul 14 11:29:00.237 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18281
    queuing com.cisco.cti.protocol.DeviceRegisteredEvent
Jul 14 11:29:00.238 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18282
    [handling event com.cisco.cti.protocol.DeviceRegisteredEvent[298
Jul 14 11:29:00.238 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received :18283
    DeviceRegisteredEvent
Jul 14 11:29:00.240 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18284
    } 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
    {
    {
Jul 14 11:29:00.242 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening :18285
        "device "cue_site1_p01
        (Jul 14 11:29:00.242 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) :18286
        DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
(Jul 14 11:29:00.244 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p01(16777227,39 :18287
        (reopening line 28001(0,0
        .Jul 14 11:29:00.246 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227 :18288
        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
    {
:Jul 14 11:29:00.249 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Event :18289
    } com.cisco.cti.protocol.DeviceInServiceEvent
        eventSequence = 299
        deviceCallManagerID = 16777227
        deviceID = 39
    {
:Jul 14 11:29:00.250 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18290
    queuing com.cisco.cti.protocol.DeviceInServiceEvent
Jul 14 11:29:00.251 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18291
    [handling event com.cisco.cti.protocol.DeviceInServiceEvent[299
    Jul 14 11:29:00.252 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Terminal :18292
        cue_site1_p01" in service"
    [Jul 14 11:29:00.253 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [cue_site1_p01 :18293
        [CiscoTermInServiceEv [#697
Jul 14 11:29:00.255 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18294
    } Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
        sequenceNumber = 304
        enumerationHandle = 16
    {

```

```

(Jul 14 11:29:00.268 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18295
      :P1-14.80.227.127) DeviceLineUpdateThread] sending)]
      } com.cisco.cti.protocol.GetLineInfoFetchRequest
      sequenceNumber = 307
      enumerationHandle = 16
      count = 10
      {
Jul 14 11:29:00.271 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18296
      } Response: com.cisco.cti.protocol.LineSetMessageWaitingResponse
      sequenceNumber = 305
      {
Jul 14 11:29:00.290 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18297
      } Response: com.cisco.cti.protocol.LineOpenResponse
      sequenceNumber = 306
      callManagerID = 16777227
      lineID = 39
      {
      (Jul 14 11:29:00.291 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127 :18298
      ProviderRetryThread stopping retries
      (Jul 14 11:29:00.292 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127 :18299
      ProviderRetryThread waiting until notified
Jul 14 11:29:00.294 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18300
      } Event: com.cisco.cti.protocol.LineInServiceEvent
      eventSequence = 300
      lineCallManagerID = 16777227
      lineID = 39
      {
      :Jul 14 11:29:00.294 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread :18301
      queuing com.cisco.cti.protocol.LineInServiceEvent
Jul 14 11:29:00.295 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread :18302
      [handling event com.cisco.cti.protocol.LineInServiceEvent[300
((Jul 14 11:29:00.296 EDT %JTAPI-CTI-7-UNK:(P1-site1cue){Line:28001(16777227,39 :18303
      LineInServiceEvent
"Jul 14 11:29:00.297 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28001 :18304
      in service
      [Jul 14 11:29:00.298 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28001 :18305
      CiscoDT %JTAPI-MISC-7-UNK:ObserverThread
      :(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0)
      queuing com.cisco.jtapi.JtapiAddressEventSet
      Jul 14 11:29:00.300 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread :18308
      :(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0)
      [delivering JAES[1
      :Jul 14 11:29:00.301 EDT %JTAPI-JTAPIIMPL-7-UNK :18309
      [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0]
      ()ObserverProxy.deliverEvents
      :Jul 14 11:29:00.327 EDT %JTAPI-JTAPIIMPL-7-UNK :18310
      [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0]
      ObserverProxy.deliverEvents() completed
Jul 14 11:29:00.376 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18311
      } Response: com.cisco.cti.protocol.GetLineInfoFetchResponse
      sequenceNumber = 307
      ]@info = 1
      } com.cisco.cti.protocol.LineInfo
      name = 28003
      permanentLineID = 2109152574
      [{
      more = false
      {
      (Jul 14 11:29:00.377 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18312
      :P1-14.80.227.127) DeviceLineUpdateThread] sending)]
      } com.cisco.cti.protocol.GetLineInfoCloseRequest
      sequenceNumber = 308
      enumerationHandle = 16
      {

```

```
Jul 14 11:29:00.381 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18313
    } Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
        sequenceNumber = 308
    {
(Jul 14 11:29:00.382 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p03(16777227,37 :18314
    refreshing lines: previous=1 current=1 created=0 removed=0
:Jul 14 11:29:00.383 EDT %JTAPI-CTI-7-UNK EDT %JTAPI-PROTOCOL-7-UNK :18315
:P1-14.80.227.127) [(P1-14.80.227.127) DeviceLineUpdateThread] sending)
    } com.cisco.cti.protocol.DeviceGetLineInfoRequest
        sequenceNumber = 309
        deviceName = cue_site1_p02
    {
Jul 14 11:29:00.387 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18317
    } Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
        sequenceNumber = 309
        enumerationHandle = 17
    {
(Jul 14 11:29:00.389 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18318
:P1-14.80.227.127) DeviceLineUpdateThread] sending)]
    } com.cisco.cti.protocol.GetLineInfoFetchRequest
        sequenceNumber = 310
        enumerationHandle = 17
        count = 10
    {
Jul 14 11:29:00.397 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18319
    } Response: com.cisco.cti.protocol.GetLineInfoFetchResponse
        sequenceNumber = 310
        ]@info = 1
    } com.cisco.cti.protocol.LineInfo
        name = 28002
        permanentLineID = 1035863534
    [{
        more = false
    {
(Jul 14 11:29:00.398 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18320
:P1-14.80.227.127) DeviceLineUpdateThread] sending)]
    } com.cisco.cti.protocol.GetLineInfoCloseRequest
        sequenceNumber = 311
        enumerationHandle = 17
    {
Jul 14 11:29:00.403 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18321
    } Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
        sequenceNumber = 311
    {
(Jul 14 11:29:00.405 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p02(16777227,38 :18322
    refreshing lines: previous=1 current=1 created=0 removed=0
(Jul 14 11:29:00.405 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p01(16777227,39 :18323
    updating lines
(Jul 14 11:29:00.406 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18324
:P1-14.80.227.127) DeviceLineUpdateThread] sending)]
    } com.cisco.cti.protocol.DeviceGetLineInfoRequest
        sequenceNumber = 312
        deviceName = cue_site1_p01
    {
Jul 14 11:29:00.409 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18325
    } Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse
        sequenceNumber = 312
        enumerationHandle = 18
    {
(Jul 14 11:29:00.411 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18326
:P1-14.80.227.127) DeviceLineUpdateThread] sending)]
    } com.cisco.cti.protocol.GetLineInfoFetchRequest
        sequenceNumber = 313
        enumerationHandle = 18
```

```

count = 10
{
Jul 14 11:29:00.419 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18327
} Response: com.cisco.cti.protocol.GetLineInfoFetchResponse
sequenceNumber = 313
]@info = 1
} com.cisco.cti.protocol.LineInfo
name = 28001
permanentLineID = 1084634008
[ {
more = false
{
(Jul 14 11:29:00.476 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18328
:P1-14.80.227.127) DeviceLineUpdateThread] sending)]
} com.cisco.cti.protocol.GetLineInfoCloseRequest
sequenceNumber = 314
enumerationHandle = 18
{
Jul 14 11:29:00.480 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18329
} Response: com.cisco.cti.protocol.GetLineInfoCloseResponse
sequenceNumber = 314
{
(Jul 14 11:29:00.521 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue :18330
[Jul 14 11:29:01.514 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [Thread-36] [28001 :18331
( Request: setMessageWaiting ( 2104,true
[Jul 14 11:29:01.516 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [Thread-36 :18332
} sending: com.cisco.cti.protocol.LineSetMessageWaitingRequest
sequenceNumber = 315
lineCallManagerID = 16777227
lineID = 39
lineName = 2104
lampMode = 2
{
Jul 14 11:29:01.520 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18333
} Response: com.cisco.cti.protocol.LineSetMessageWaitingResponse
sequenceNumber = 315
{
[Jul 14 11:29:02.807 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [Thread-37] [28001 :18334
( Request: setMessageWaiting ( 2103,false
[Jul 14 11:29:02.808 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [Thread-37 :18335
} sending: com.cisco.cti.protocol.LineSetMessageWaitingRequest
sequenceNumber = 316
lineCallManagerID = 16777227
lineID = 39
lineName = 2103
lampMode = 1
{
Jul 14 11:29:02.815 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18336
} Response: com.cisco.cti.protocol.LineSetMessageWaitingResponse
sequenceNumber = 316
{
Jul 14 11:29:26.129 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18337
} server Heartbeat: com.cisco.cti.protocol.Heartbeat
{
(Jul 14 11:29:41.158 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18338
} HeartbeatSendThread] sending: com.cisco.cti.protocol.Heartbeat]
{
Jul 14 11:29:56.473 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18339
server Heartbeat: com.cisco.cti.protocol
{
(Jul 14 11:30:11.480 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18340
} HeartbeatSendThread] sending: com.cisco.cti.protocol.Heartbeat]
{
Jul 14 11:30:26.172 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received :18341

```



```
} server Heartbeat: com.cisco.cti.protocol.Heartbeat
{
(Jul 14 11:30:41.503 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127 :18342
) HeartbeatSendThread] sending: com.cisco.cti.protocol.Heartbeat]
{
```

تتبع MWI والبريد الصوتي العام بصرف النظر عن مشاكل التكامل المذكورة في [نظرة عامة على](#) القسم MWI، يمكن أستكشاف أخطاء التسليم وأحداث MWI في النظام وإصلاحها باستخدام مرفق التتبع. عادة ما يندرج هذا ضمن فئة أستكشاف أخطاء البريد الصوتي العامة وإصلاحها. ولكن بما أن هذه القضايا تتداخل غالبا، فمن المفيد أن نشير إلى بعض المبادئ الأساسية. يقدم هذا القسم مثلا على الأمر `trace voiceEmail all`. يتم إجراء مكالمة للمستخدم 11044، ويتم إعادة توجيهها إلى البريد الصوتي. على الأقل، يجب عليك إصدار الأمر `trace voiceEmail mwi all` و `voiceEmail vmxl all`. ملاحظة: يقوم المستخدم بالضغط 2 لوضع علامة على الرسالة كعاجلة. يقع حدث MWI الذي يشير إليه هذا المثال بعد حدوث الإشارات بالفعل. تحدث إشارة SIP/JTAPI، ومن ثم تطبع هذه الرسالة لإخطارك بأنها نجحت. ملاحظة: هناك معرف مكالمة يساعد على تعقب مكالمة معينة إذا كانت هناك مكالمات متعددة في نفس الوقت. في هذه الحالة، يكون معرف المكالمة 0x00000037e11d669. إذا كان هذا نظام Cisco CallManager Express-integrated، فيجب عليك أيضا إصدار الأمر `trace ccn stacksip` و `debug`. يوضح هذا الأمر بشكل أكثر وضوحا عند إدخال أرقام، وكذلك عند حدوث انقطاع وحوادث أخرى.

```
cue-3660-41a>show trace buffer long
...Press <CTRL-C> to exit
voicemail ldap "getUserByPhoneNo" 11044 13:33:44.198 07/15 5047
".voicemail ldap "getUserByPhoneNo: userDn 13:33:44.200 07/15 5047
sw/local/users/user3/
:voicemail ldap 0 getAttributeValue 13:33:44.200 07/15 5047
sw/local/users/user3/Language/preferredLanguage/
:voicemail ldap 0 getAttributeValue 13:33:44.201 07/15 5047
sw/local/users/user3/TelephoneNumbers/primaryExtension/
voicemail database 0 Got connection: 1, inUse: 1, active: 3 13:33:44.202 07/15 5047
voicemail database "SQL: " select mailboxid from vm_mbxusers 13:33:44.202 07/15 5047
;where owner=true and userdn='/sw/local/users/user3
"voicemail database "Database query results 13:33:44.204 07/15 5047
PERSONAL_00000000000000000000003
voicemail database 0 Freed connection: 1, inUse: 0, active: 3 13:33:44.204 07/15 5047
voicemail database 0 Got connection: 2, inUse: 1, active: 3 13:33:44.255 07/15 5047
voicemail database "SQL: " 0x000000037e11d669 select mailboxid 13:33:44.255 07/15 5047
;from vm_mbxusers where owner=true and userdn='/sw/local/users/user3
voicemail database "Database query results" 0x000000037e11d669 13:33:44.257 07/15 5047
PERSONAL_00000000000000000000003
voicemail database "SQL: " 0x000000037e11d669 select distinct 13:33:44.258 07/15 5047
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
voicemail database 0 Freed connection: 2, inUse: 0, active: 3 13:33:44.265 07/15 5047
".voicemail ldap "getSpokenNameByName: userDn 13:33:44.279 07/15 18885
sw/local/users/user3/
voicemail ldap "normalizeDN" /sw/local/users/user3 13:33:44.279 07/15 18885
,voicemail ldap "getSpokenName: dn." uid=user3,ou=users 13:33:44.279 07/15 18885
ou=branch123,o=cisco.com
voicemail database 0 Got connection: 0, inUse: 1, active: 3 13:33:44.292 07/15 18885
voicemail database "SQL: " 0x000000037e11d669 select 13:33:44.293 07/15 18885
greetingid,greetingtype,messagelength,message size,greetingoid from vm_greeting
;where greetingtype=10 and mailboxid='PERSONAL_000000000000000000003
voicemail database 0 Freed connection: 0, inUse: 0, active: 3 13:33:44.296 07/15 18885
voicemail vxml "Sorry. Extension" 0x000000037e11d669 13:33:44.324 07/15 1989
AvPHGreetENU021.wav
voicemail vxml 0 0x000000037e11d669 11044 13:33:44.334 07/15 1989
voicemail vxml "is not available." 0x000000037e11d669 13:33:44.334 07/15 1989
AvSubGreetingsENU018.wav
.voicemail vxml "You may record your message at the tone 13:33:44.348 07/15 1989
When you are finished, press #" 0x000000037e11d669 AvSubSendMsgENU050.wav
voicemail agc "AGC processing buffer" 8160 0 13:33:51.757 07/15 2043
voicemail agc "AGC processing buffer" 8160 0 13:33:52.777 07/15 2043
voicemail agc "AGC processing buffer" 8160 0 13:33:53.797 07/15 2043
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voicemail agc "AGC processing buffer" 8160 0 13:33:54.817 07/15 2043
voicemail agc "AGC processing buffer" 8160 0 13:33:55.837 07/15 2043
voicemail agc "AGC processing buffer" 8160 0 13:33:56.257 07/15 2043
voicemail vxml "To send this message with normal 13:33:56.627 07/15 1989
".priority, press 1. To send this message with urgent priority, press 2
0x000000037e11d669 AvPHGreetENU002.wav
.voicemail vxml "To listen to your message, press 3 13:33:56.627 07/15 1989
To re-record it, press 4." 0x000000037e11d669 AvAesopCustomENU004.wav
"voicemail vxml "To cancel press 6 13:33:56.632 07/15 1989
0x000000037e11d669 AvPHGreetENU403.wav
"voicemail vxml "callerMsgRecord.record_message.action 13:34:03.395 07/15 1989
0x000000037e11d669 2
voicemail ldap "getUserByPhoneNo" undefined 13:34:03.402 07/15 18885
".voicemail ldap "getUserByPhoneNo: No entry found 13:34:03.407 07/15 18885
voicemail message "Creating Message" 1089912843407_0 13:34:03.407 07/15 18885
voicemail message "Message Length" 5398, Message Size: 44218 13:34:03.407 07/15 18885
"voicemail mailbox "Sending message(s) from 13:34:03.407 07/15 18885
0x000000037e11d669 /sw/local/users/user3
"voicemail mailbox "Sending message to 13:34:03.407 07/15 18885
0x000000037e11d669 11044
voicemail database 0 Got connection: 1, inUse: 1, active: 3 13:34:03.408 07/15 18885
voicemail mailbox "Message received" 0x000000037e11d669 13:34:03.408 07/15 18885
PERSONAL_000000000000000000000003,1089912843407_0
voicemail database "SQL: " 0x000000037e11d669 select count 13:34:03.408 07/15 18885
; 'messageid) from vm_message where messageid='1089912843407_0)
"voicemail database "Database query results 13:34:03.413 07/15 18885
0x000000037e11d669 0
voicemail database "SQL: " 0x000000037e11d669 update 13:34:03.413 07/15 18885
, 'vm_message set messageid='1089912843407_0',messagetype=1,sender='Unknown
; 'urgent=true,private=false,attachedmsgid=null where messageId='OID_16650
voicemail database "SQL: " 0x000000037e11d669 insert 13:34:03.559 07/15 18885
, 'into vm_usermsg values ('PERSONAL_000000000000000000000003
; (1,1089912843407,'0_1089912843407'
voicemail database "SQL: " 0x000000037e11d669 select 13:34:03.564 07/15 18885
'totalmessagetime from vm_mailbox where mailboxid='PERSONAL_000000000000000000000003
; for update
"voicemail database "Database query results 13:34:03.566 07/15 18885
0x000000037e11d669 28061
voicemail database "SQL: " 0x000000037e11d669 update 13:34:03.567 07/15 18885
vm_mailbox set totalmessagetime=33459 where
; 'mailboxid='PERSONAL_000000000000000000000003
"voicemail database "Committing transaction 13:34:03.570 07/15 18885
0x000000037e11d669
:voicemail ldap 0 getAttributeValue 13:34:03.601 07/15 18885
sw/local/users/user3/TelephoneNumbers/primaryExtension/
"voicemail mwi "setMessageWaiting 13:34:03.601 07/15 18885
0x000000037e11d669 11044,true
voicemail mwi " job state" adding job 13:34:03.602 07/15 18885
"voicemail mwi " job state 13:34:03.602 07/15 1677
http://localhost:8080/mwiapp?extn=11044&state=1
,voicemail database 0 Freed connection: 1, inUse: 0 13:34:03.677 07/15 18885
active: 3
".voicemail vxml "Thank you. Your message has been sent 13:34:03.688 07/15 1989
0x000000037e11d669 AvPHGreetENU008.wav
voicemail "Hello, Unity-lite messaging system. If you 13:34:03.700 07/15 1989
".have a mailbox in this system press '*', Otherwise please hold for an operator
0x000000037e11d669 AvAesopCustomENU001.wav
voicemail vxml 0 0x000000037e11d669 TIMEOUT 13:34:07.756 07/15 1989
voicemail vxml 0 0x000000037e11d669 TIMEOUT 13:34:07.757 07/15 1989

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معلومات ذات صلة

- إعداد عرض الهاتف في Cisco Unity Connection، الإصدار x.8
- دليل مسؤول النظام Cisco CallManager Express 3.1

- [دليل الترقية والتثبيت Cisco Unity Express 2.3](#)
- [دليل مسؤول GUI ل Cisco Unity Express ج Cisco CallManager، الإصدار 2.1](#)
- [دعم تقنية الصوت](#)
- [دعم منتجات الاتصالات الصوتية والاتصالات الموحدة](#)
- [الدعم التقني والمستندات - Cisco Systems](#)

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امك ةق قء نوك ت نل ةللأل ةمچرت لصف أن ةظحال مء ءرء. ةصاأل مء تءل ب
Cisco ةللخت. فرتمة مچرت مء مء دقء ةللأل ةل فارتحال ةمچرتل عم لاعل او
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