

Configuración y resolución de problemas de Extension Mobility para el análisis de registros

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Introducción

Este documento describe cómo resolver problemas y poder hacer análisis de registro para Cisco Extension Mobility.

Prerequisites

Requirements

No hay requisitos específicos para este documento.

Componentes Utilizados

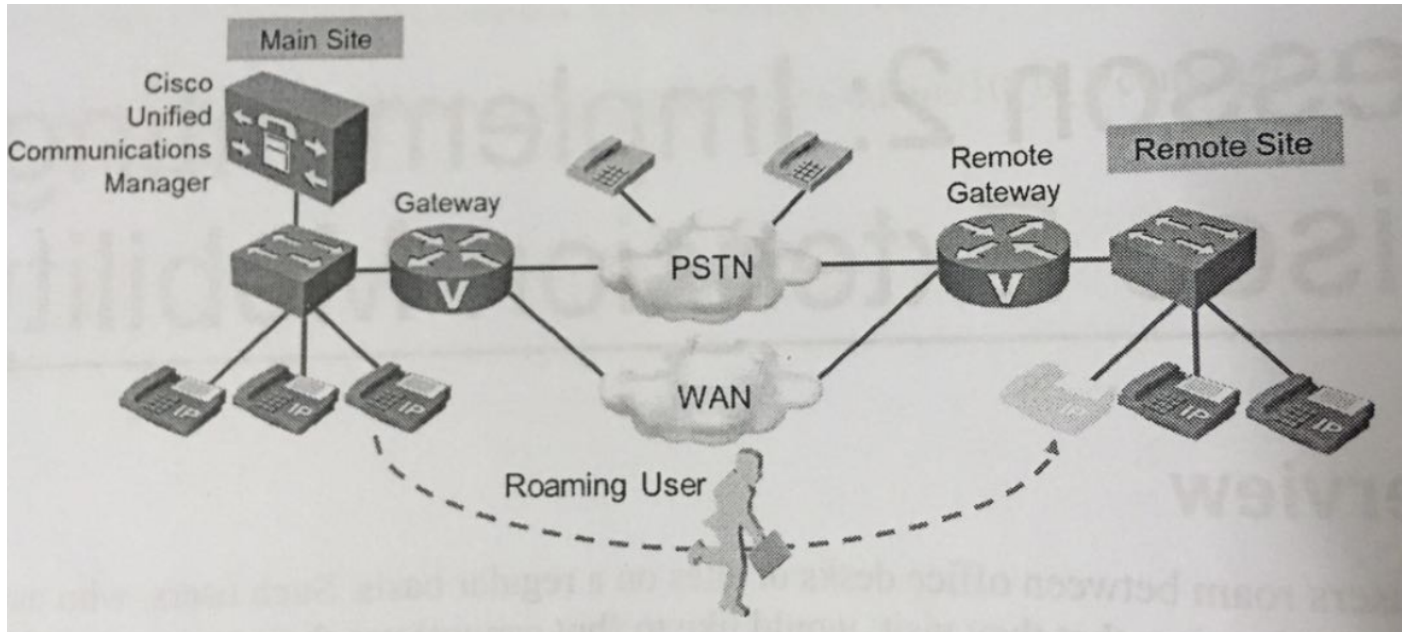
La información que contiene este documento se basa en las siguientes versiones de software y hardware.

- Versión de CUCM: 12.0.0.99834-4
- Modelo de teléfono: CIPC 8.6.6.1

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. Si tiene una red en vivo, asegúrese de entender el posible impacto de cualquier comando.

Antecedentes

Cuando los usuarios deambulan entre sitios y no tienen su teléfono con ellos, es posible que deseen utilizar cualquier teléfono disponible en el sitio para desplazarse. Los problemas más comunes que surgen incluyen números de extensión incorrectos, privilegios de llamada, etc., como se muestra en la imagen.



Operación de Cisco EM

Cuando un usuario desea iniciar sesión en un teléfono, se produce esta secuencia de eventos:

1. El usuario pulsa el botón Servicios del teléfono y elige el servicio Cisco EM Mobility de la lista de servicios telefónicos disponibles en el teléfono
2. El servicio Cisco EM requiere que el usuario inicie sesión con un ID de usuario y un PIN. El usuario introduce los datos necesarios.
3. Si la ID de usuario y el PIN introducidos son correctos, Cisco EM elige el perfil de dispositivo asociado a ese usuario. Si un usuario está asociado a varios perfiles de dispositivo, el usuario debe elegir el perfil de dispositivo que desea utilizar.
4. CUCM actualiza la configuración del teléfono con la configuración del perfil de dispositivo seleccionado. Los parámetros, líneas y otros botones del teléfono específicos del usuario se actualizan con la configuración específica del usuario
5. El teléfono IP se restablece y carga la configuración actualizada

Los usuarios pueden cerrar sesión en Cisco EM pulsando el botón Servicios y eligiendo Cerrar sesión en el servicio Cisco EM. Si los usuarios no se desconectan por sí mismos, el sistema los desconecta automáticamente después del vencimiento del tiempo máximo de inicio de sesión (si se ha configurado el parámetro de servicio adecuado)

Configurar

1. Active el servicio Cisco Extension Mobility.
2. Establezca los parámetros del servicio Cisco Extension Mobility.

3. Agregue el servicio telefónico de Cisco EM.
4. Cree un perfil de dispositivo predeterminado para todos los modelos de teléfono utilizados (opcional).
5. Cree perfiles de dispositivo y suscríbase al servicio telefónico de Cisco EM.
6. Cree usuarios finales y asócielos a perfiles de dispositivo.
7. Habilite Cisco EM para teléfonos y suscríbase al servicio Cisco EM.

Para obtener información detallada sobre los pasos de configuración, consulte este enlace:

<https://supportforums.cisco.com/t5/collaboration-voice-and-video/configuring-extension-mobility-on-cucm-10-x/ta-p/3137666>

Verificación

Actualmente, no hay un procedimiento de verificación disponible para esta configuración.

Troubleshoot

En esta sección se brinda información que puede utilizar para resolver problemas en su configuración.

Recopile estos registros de nivel de depuración:

- Registros del administrador de llamadas (nivel de depuración)
- Extension Mobility (nivel de depuración)
- Aplicación de movilidad de extensiones (nivel de depuración)
- Registros Tomcat
- Registros de seguridad Tomcat
- Registros del sistema del visor de eventos
- Registros de la aplicación Visor de eventos
- Registros de la consola del teléfono

Junto con estos registros, tome nota de los detalles de la siguiente manera:

- Dirección MAC del teléfono en el que se ha producido el problema
- Dirección IP del teléfono en el que se ha producido el problema
- ID de usuario
- Hora de inicio de sesión

Análisis de registro

Details:

User ID:EMuser

Normal DN: 7777

Device profile DN: 8888

Phone Name: test_secure (CIPC)

Time of login: 19:10

Phone IP: 192.168.0.105

PC IP on which CIPC running: 10.65.40.61

Publisher IP: 10.106.111.182

Esta sección describe lo que deben verse todos los eventos en los seguimientos mencionados:

Registros de seguridad en Tomcat

Login Constructor

```
2018-04-14 19:10:51,961 DEBUG [http-bio-8080-exec-23] authentication.AuthenticationImpl -
successfully read propertyfile -
classname is com.cisco.security.ims.impl.CUCMUtil 2018-04-14 19:10:51,962 DEBUG [http-bio-8080-
exec-23] authentication.AuthenticationImpl - login: Entering login 2018-04-14 19:10:51,962 DEBUG
[http-bio-8080-exec-23] authentication.AuthenticationImpl - loginUtil: Authenticating against
DB. 2018-04-14 19:10:51,962 DEBUG [http-bio-8080-exec-23] impl.AuthenticationDB - Constructor:
### Authenticate user 2018-04-14 19:10:51,962 DEBUG [http-bio-8080-exec-23]
impl.AuthenticationDB - authenticateUser: userId=EM**** isLogin true 2018-04-14 19:10:51,962
DEBUG [http-bio-8080-exec-23] security.Log4jEncLogger - Entering HashTextSHA ### Authentication
for the user is TRUE and CUCM checks that EMuser is a valid end user.
Authentication complete with result =0; 0 means successful and 1 means not successful 2018-04-14
19:10:51,992 DEBUG [http-bio-8080-exec-23] impl.AuthenticationDB - authenticateUser:
Authentication Match. 2018-04-14 19:10:51,992 DEBUG [http-bio-8080-exec-23]
impl.AuthenticationDB - authenticateUser:Resetting last login time and Hack count.. 2018-04-14
19:10:51,992 DEBUG [http-bio-8080-exec-23] impl.AuthenticationDB - Calling combined API End user
2018-04-14 19:10:52,007 DEBUG [http-bio-8080-exec-23] impl.AuthenticationDB - Authentication
Sucessful .. Returning true 2018-04-14 19:10:52,007 DEBUG [http-bio-8080-exec-23]
impl.AuthenticationDB - authenticateUser: userId=EMuser is a valid END user. 2018-04-14
19:10:52,009 DEBUG [http-bio-8080-exec-23] authentication.AuthenticationImpl - loginUtil:
Authentication complete with result=0
```

En registros de servicio EM

Request for device (here name of phone is test_secure; otherwise it will be the MAC address here)

```
2018-04-14 19:09:45,772 INFO [http-bio-8443-exec-23] DBRequestor - 5:Querying
device user for device test_secure
```

```
2018-04-14 19:09:45,772 INFO [http-bio-8443-exec-23] DBRequestor - 5:Getting
device object - three params
```

```
2018-04-14 19:09:45,772 INFO [http-bio-8443-exec-23] DBRequestor - 5:
DBRequestor.queryDeviceUser: Dev: 'test_secure' - Getting device object
```

```
2018-04-14 19:09:45,793 DEBUG [http-bio-8443-exec-23] CMDatabase -
CMDatabase:getDeviceInfo(): SELECT COUNT(pkid) as count from emccdynamic where
my_lower(devicename) = my_lower(?) :: Parameter ('test_secure')
```

```
2018-04-14 19:09:45,795 DEBUG [http-bio-8443-exec-23] CMDatabase -
CMDatabase:getDeviceInfo(): SELECT device.pkid, loginduration,decode(emremotedynamic.logintime,
null, extensionmobilitydynamic.logintime, emremotedynamic.logintime) logintime,
```

```
allowhotelingsflag,
decode(remoteuserid, null, e2.userid, remoteuserid) currentuserid, decode(lastremoteuserid,
null, e1.userid, lastremoteuserid) lastuserid, extensionmobilitydynamic.tkuserlocale,
fkdevicepool, tkdeviceprotocol, tkproduct, tkmodel
FROM Device left outer join extensionmobilitydynamic on
device.pkid=extensionmobilitydynamic.fkdevice left outer join emremotedynamic on
(extensionmobilitydynamic.fkdevice=emremotedynamic.fkdevice) left outer join enduser e1 on
(extensionmobilitydynamic.fkenduser_lastlogin=e1.pkid)
left outer join enduser e2 on (extensionmobilitydynamic.fkenduser=e2.pkid) where
my_lower(device.name) = my_lower(?) :: Parameter ('test_secure') 2018-04-14 19:09:45,798 INFO
[http-bio-8443-exec-23] CMDatabase - getDeviceInfo:Result of the query: {tkproduct=30041,
loginduration=, lastuserid=,
tkdeviceprotocol=11, pkid=d72b2e5f-5dd2-51fc-ec50-c9daf98aab66, tkmodel=30016, logintime=,
currentuserid=, allowhotelingsflag=t, fkdevicepool=1b1b9eb6-7803-11d3-bdf0-00108302ead1,
tkuserlocale=} 2018-04-14 19:09:45,798 INFO [http-bio-8443-exec-23] DBRequestor - 5:
DBRequestor.queryDeviceUser: Dev: 'test_secure' - Device object returned 2018-04-14 19:09:45,798
INFO [http-bio-8443-exec-23] DBRequestor - 5: QueryDeviceUser: Device Logged out 2018-04-14
19:09:45,799 INFO [http-bio-8443-exec-23] DBRequestor - 5:Device query info contains userid=
2018-04-14 19:09:45,799 INFO [http-bio-8443-exec-23] DBRequestor - 5:Device query info contains
last login userid= 2018-04-14 19:09:45,800 DEBUG [http-bio-8443-exec-23] EMServiceServlet - 5:
executeQuery complete. 2018-04-14 19:09:45,800 DEBUG [http-bio-8443-exec-23] EMServiceServlet -
5:Query completed, returning<response> <deviceUserResults> <device name="test_secure"> <none/>
<none/> <emccDevice>no</emccDevice> </device> </deviceUserResults> </response> <!DOCTYPE query
SYSTEM "http://10.106.111.182:8080/emservice/jsp/LoginQuery.dtd">
<query><appInfo><appID>CCMSysUser</appID><appEncryptedCertificate>*****
</appInfo><checkUser><userID>EMuser</userID><remoteIPAddr>10.65.40.61</remoteIPAddr><isViaHeader
Set>false</isViaHeaderSet></checkUser></query> ### CUCM sends that EMuser is a local user 2018-
04-14 19:10:51,940 DEBUG [http-bio-8443-exec-4] CMDatabase - Userid being passed to the query is
EMuser 2018-04-14 19:10:51,941 DEBUG [http-bio-8443-exec-4] CMDatabase -
CMDatabase.isLocalUser() : SELECT islocaluser FROM EndUser WHERE my_lower(userid)= my_lower(?) :
parameter ( 'EMuser' ) 2018-04-14 19:10:51,947 DEBUG [http-bio-8443-exec-4] CMDatabase - PKID
for the ROW is 2018-04-14 19:10:51,948 DEBUG [http-bio-8443-exec-4] CMDatabase -
CMDatabase.isLocalUser() : isLocaluser : true 2018-04-14 19:10:51,949 DEBUG [http-bio-8443-exec-
4] EMServiceServlet - 6:Query completed, returning<response> <checkUserResults> <user
id="EMuser"> <exists>EMuser</exists> </user> </checkUserResults> </response> ### Login request
2018-04-14 19:10:52,061 INFO [http-bio-8443-exec-21] EMServiceServlet - 7:EM Service: Request
type=Login/Logout 2018-04-14 19:10:52,062 INFO [http-bio-8443-exec-21] EMServiceServlet - 7:
LoginService.processRequest: Received Request 2018-04-14 19:10:52,062 INFO [http-bio-8443-exec-
21] EMServiceServlet - 7:Parsing Request... 2018-04-14 19:10:52,063 INFO [http-bio-8443-exec-21]
EMServiceServlet - 7:Request-><?xml version="1.0"?> ### Login process 2018-04-14 19:10:52,095
DEBUG [http-bio-8443-exec-21] EMServiceServlet - 7: processXMLRequest: EMuser: EM2 2018-04-14
19:10:52,095 INFO [http-bio-8443-exec-21] EMServiceServlet - 7:Finished Parsing XML request
2018-04-14 19:10:52,095 INFO [http-bio-8443-exec-21] EMServiceServlet - 7:Executing Login...
2018-04-14 19:10:52,133 INFO [http-bio-8443-exec-21] EMServiceServlet - 7:
LoginService.executeLogin: Dev: test_secure- Sending request to DB 2018-04-14 19:10:52,133 DEBUG
[http-bio-8443-exec-21] DBRequestor - 7: LoginInfo.profile is NULL 2018-04-14 19:10:52,133 INFO
[http-bio-8443-exec-21] DBRequestor - 7: 'DBRequestor.login': Dev: 'test_secure' - Getting
device profile object 2018-04-14 19:10:52,134 INFO [http-bio-8443-exec-21] CMDatabase -
CMDatabase:getProfileInfo: ###: SELECT pkid from Device
WHERE my_lower(name) = my_lower(?) : parameter ( 'EM2' ) 2018-04-14 19:10:52,135 DEBUG [http-
bio-8443-exec-21] CMDatabase - CMDatabase:getProfileInfo:
PKID for device : 0bff3cfd-13c1-5352-1a39-9188bdd855d8 2018-04-14 19:10:52,136 INFO [http-bio-
8443-exec-21] DBRequestor - 7: DBRequestor.login: Dev: test_secure- Device profile object
returned 2018-04-14 19:10:52,136 INFO [http-bio-8443-exec-21] DBRequestor - 7:
DBRequestor.login: Dev: test_secure-
Calling deviceLogin(d72b2e5f-5dd2-51fc-ec50-c9daf98aab66, 0bff3cfd-13c1-5352-1a39-9188bdd855d8,
EMuser, 0, false, 0) 2018-04-14 19:10:52,136 INFO [http-bio-8443-exec-21] CMDatabase -
CMDatabase:deviceLogin() ### Login successful 2018-04-14 19:10:52,137 DEBUG [http-bio-8443-exec-
21] CMDatabase - Userid being passed to the query is EMuser 2018-04-14 19:10:52,139 INFO [http-
bio-8443-exec-21] CMDatabase - CMDatabase:deviceLogin:
execute function DeviceLogin ('d72b2e5f-5dd2-51fc-ec50-c9daf98aab66', '0bff3cfd-13c1-5352-1a39-
9188bdd855d8', '181a09dd-9e03-2acb-c107-c1156e171e88', '0', '0', 'f') 2018-04-14 19:10:52,466 INFO
[http-bio-8443-exec-21] DBRequestor - 7: DBRequestor.login: Dev: test_secure- deviceLogin
returned 2018-04-14 19:10:52,467 INFO [http-bio-8443-exec-21] EMServiceServlet - 7:
```

LoginService.executeLogin: Dev: test_secure- Login Successful 2018-04-14 19:10:52,467 INFO [http-bio-8443-exec-21] EMServiceServlet - 7:Request succeeded returning<?xml version="1.0"?><response> <success/> </response> ### Logout request 2018-04-14 19:11:23,919 INFO [http-bio-8443-exec-3] EMServiceServlet - EMService Request# ----> : 9 2018-04-14 19:11:23,920 DEBUG [http-bio-8443-exec-3] EMServiceServlet - 9: Conn. Via Header= null 2018-04-14 19:11:23,920 DEBUG [http-bio-8443-exec-3] EMServiceServlet - 9: osHost is localhostAddress = 10.106.111.182 2018-04-14 19:11:23,920 INFO [http-bio-8443-exec-3] EMServiceServlet - 9:EM Service: Request type=Login/Logout 2018-04-14 19:11:23,920 INFO [http-bio-8443-exec-3] EMServiceServlet - 9: LoginService.processRequest: Received Request 2018-04-14 19:11:23,920 INFO [http-bio-8443-exec-3] EMServiceServlet - 9:Parsing Request... ### Logout process 2018-04-14 19:11:23,925 INFO [http-bio-8443-exec-3] EMServiceServlet - 9:Executing Logout... 2018-04-14 19:11:23,925 INFO [http-bio-8443-exec-3] EMServiceServlet - 9:Executing Logout for device=test_secure 2018-04-14 19:11:23,925 INFO [http-bio-8443-exec-3] EMServiceServlet - 9: Executing authenticate2... ### Logout successful 2018-04-14 19:11:23,936 INFO [http-bio-8443-exec-3] CMDatabase - CMDatabase:deviceLogout() 2018-04-14 19:11:23,936 INFO [http-bio-8443-exec-3] CMDatabase - CMDatabase:deviceLogout: execute function DeviceLogout ('d72b2e5f-5dd2-51fc-ec50-c9daf98aab66') 2018-04-14 19:11:24,122 INFO [http-bio-8443-exec-3] DBRequestor - 9: DBRequestor.logout: Dev: test_secure- deviceLogout returned 2018-04-14 19:11:24,122 INFO [http-bio-8443-exec-3] EMServiceServlet - 9: LoginService.executeLogout: Dev: test_secure- Logout Successful 2018-04-14 19:11:24,122 INFO [http-bio-8443-exec-3] EMServiceServlet - 9:Request succeeded returning<?xml version="1.0"?> <response> <success/> </response>

Registros de EmApp

2018-04-14 19:09:45,566 INFO [http-bio-8080-exec-10] EMAppServlet - EMApp Request# ---->5

2018-04-14 19:09:45,567 INFO [http-bio-8080-exec-10] EMAppServlet - EMAppServlet: Request protocol is :http

2018-04-14 19:09:45,567 INFO [http-bio-8080-exec-10] EMAppServlet - EMApp Request parameters:
Logout=null Device Name=test_secure User Id=null Device Profile=null Refresh=null Remote Host IP Address = 10.65.40.61 Via Header Set = false getClusterInfo = null
Lang = en_US Charset=utf-8,iso-8859-1;q=0.8 Emcc = null LoginType = null 2018-04-14 19:09:45,568 INFO [http-bio-8080-exec-10] CMDatabase - CMDatabase:checkDeviceAllowsAlternateScript 2018-04-14 19:09:45,580 INFO [http-bio-8080-exec-10] CMDatabase - test_secure with model 30016 and locale 1 does not support alternate script 2018-04-14 19:09:45,580 INFO [http-bio-8080-exec-10] EMAppServlet - Alternate Script for device test_secure = 2018-04-14 19:09:45,581 DEBUG [http-bio-8080-exec-10] EMServiceCommunicator - Posting to EM Service:<query> <appInfo> <appID>CCMSysUser</appID> <appEncryptedCertificate>xxxxxxx</appEncryptedCertificate> </appInfo> <deviceUserQuery> <deviceName>test_secure</deviceName> <remoteIPAddr>10.65.40.61</remoteIPAddr> </deviceUserQuery> </query> 2018-04-14 19:09:45,581 INFO [http-bio-8080-exec-10] EMServiceCommunicator - Posting to EM Query Service:
https://localhost:8443/emservice/EMServiceServlet 2018-04-14 19:09:45,581 DEBUG [http-bio-8080-exec-10] EMServiceCommunicator - postMsg: EMService URL is :
https://localhost:8443/emservice/EMServiceServlet 2018-04-14 19:09:45,808 INFO [http-bio-8080-exec-10] EMAppServlet - The login status result for :test_secure:null:null:null:no 2018-04-14 19:09:45,809 INFO [http-bio-8080-exec-10] CMDatabase - CMDatabase:checkDeviceAllowsAlternateScript 2018-04-14 19:09:45,811 INFO [http-bio-8080-exec-10] CMDatabase - test_secure with model 30016 and locale 1 does not support alternate script 2018-04-14 19:09:45,812 INFO [http-bio-8080-exec-10] EMAppServlet - Sent login page for device test_secure 2018-04-14 19:09:45,812 INFO [http-bio-8080-exec-10] EMAppServlet - findPreferredCharSet on utf-8,iso-8859-1;q=0.8 2018-04-14 19:09:45,812 INFO [http-bio-8080-exec-10] EMAppServlet - token1 = utf-8 2018-04-14 19:09:45,813 INFO [http-bio-8080-exec-10] EMAppServlet - token2 = utf-8 2018-04-14 19:09:45,813 INFO [http-bio-8080-exec-10] EMAppServlet - charset with q value is 1 utf-8 2018-04-14 19:09:45,813 INFO [http-bio-8080-exec-10] EMAppServlet - returning charset as q value is 1 utf-8 2018-04-14 19:09:45,813 INFO [http-bio-8080-exec-10] EMAppServlet - my charset =utf-8 2018-04-14 19:10:51,885 INFO [http-bio-8080-exec-23] EMAppServlet - EMApp Request# ---->6 2018-04-14 19:10:51,886 INFO [http-bio-8080-exec-23] EMAppServlet - EMAppServlet: Request protocol is :http 2018-04-14 19:10:51,886 INFO [http-bio-

```

8080-exec-23] EMAppServlet - EMApp Request parameters: Logout=null Device Name=test_secure User
Id=EMuser Device Profile=null Refresh=null
Remote Host IP Address = 10.65.40.61 Via Header Set = false getClusterInfo = null Lang = en_US
Charset=utf-8,iso-8859-1;q=0.8 Emcc = null LoginType = null 2018-04-14 19:10:51,894 DEBUG [http-
bio-8080-exec-23] EMAppServlet - isUserLocal: userid = EMuser 2018-04-14 19:10:51,895 DEBUG
[http-bio-8080-exec-23] EMServiceCommunicator - Posting to EM
Service:<query><appInfo><appID>CCMSysUser</appID><appEncryptedCertificate>xxxxxxx
</appEncryptedCertificate></appInfo><checkUser><userID>EMuser</userID><remoteIPAddr>10.65.40.61<
/remoteIPAddr><isViaHeaderSet>>false</isViaHeaderSet></checkUser></query> 2018-04-14 19:10:51,895
INFO [http-bio-8080-exec-23] EMServiceCommunicator - Posting to EM Query
Service:https://localhost:8443/emservice/EMServiceServlet 2018-04-14 19:10:51,896 DEBUG [http-
bio-8080-exec-23] EMServiceCommunicator - postMsg: EMService URL is :
https://localhost:8443/emservice/EMServiceServlet 2018-04-14 19:10:51,957 DEBUG [http-bio-8080-
exec-23] XMLGenParser - XMLUtil.getDocumentFromStream 2018-04-14 19:10:51,957 DEBUG [http-bio-
8080-exec-23] XMLGenParser - XMLUtil.getValueFromDocument 2018-04-14 19:10:51,958 INFO [http-
bio-8080-exec-23] EMAppServlet - User 'EMuser' exists locally 2018-04-14 19:10:51,958 INFO
[http-bio-8080-exec-23] EMAppServlet - EM Request for EMuser 2018-04-14 19:10:52,010 INFO [http-
bio-8080-exec-23] EMAppServlet - User authentication complete for user EMuser 2018-04-14
19:10:52,011 DEBUG [http-bio-8080-exec-23] CMDatabase - Userid being passed to the query is
EMuser 2018-04-14 19:10:52,011 DEBUG [http-bio-8080-exec-23] CMDatabase -
CMDatabase.getEndUserInfo - Query is - SELECT Device.name, Device.tkDeviceProfile,
EndUserDeviceMap.defaultprofile
FROM Device INNER JOIN EndUserDeviceMap ON Device.pkid = EndUserDeviceMap.fkDevice WHERE
EndUserDeviceMap.fkEndUser = (SELECT pkid FROM EndUser WHERE my_lower(userid)=my_lower(?)) and
device.tkDeviceProfile=1
AND EndUserDeviceMap.tkuserassociation = ? : parameter ( 'EMuser' ) 2018-04-14 19:10:52,014
DEBUG [http-bio-8080-exec-23] CMDatabase - CMDatabase.getEndUserInfo - name : EM2 2018-04-14
19:10:52,025 INFO [http-bio-8080-exec-23] EMAppServlet - Device profiles for
user:EMuser=UserInfo: UserID: EMuser Password: Locale: 1 Authentication proxy rights:
falseDevice Profiles: EM2 2018-04-14 19:10:52,026 DEBUG [http-bio-8080-exec-23]
EMServiceCommunicator - Posting to EM Service:<request> 2018-04-14 19:10:52,471 INFO [http-bio-
8080-exec-23] EMAppServlet - Successfully performed Login for user EMuser at test_secure 2018-
04-14 19:10:52,472 INFO [http-bio-8080-exec-23] EMAppServlet - findPreferredCharSet on utf-
8,iso-8859-1;q=0.8 2018-04-14 19:11:23,896 INFO [http-bio-8080-exec-13] EMAppServlet - EMApp
Request# ----->9 2018-04-14 19:11:23,897 INFO [http-bio-8080-exec-13] EMAppServlet -
EMAppServlet: Request protocol is :http 2018-04-14 19:11:23,897 INFO [http-bio-8080-exec-13]
EMAppServlet - EMApp Request parameters: Logout=true Device Name=test_secure User Id=null
Device Profile=null Refresh=null Remote Host IP Address = 10.65.40.61 Via Header Set = false
getClusterInfo = null Lang = en_US Charset=utf-8,iso-8859-1;q=0.8 Emcc = true LoginType = null
2018-04-14 19:11:23,899 DEBUG [http-bio-8080-exec-13] EMServiceCommunicator - Posting to EM
Service:<request> <appInfo> <appID>CCMSysUser</appID>
<appEncryptedCertificate>xxxxxxx</appEncryptedCertificate> </appInfo> <logout>
<deviceName>test_secure</deviceName> <remoteIPAddr>10.65.40.61</remoteIPAddr>
<isViaHeaderSet>>false</isViaHeaderSet> </logout> </request> 2018-04-14 19:11:23,900 INFO [http-
bio-8080-exec-13] EMServiceCommunicator - postMsgToLoginService: Service URL
:https://localhost:8443/emservice/EMServiceServlet 2018-04-14 19:11:23,900 DEBUG [http-bio-8080-
exec-13] EMServiceCommunicator - postMsg: EMService URL is :
https://localhost:8443/emservice/EMServiceServlet 2018-04-14 19:11:24,126 INFO [http-bio-8080-
exec-13] EMAppServlet - Successfully performed Logout for user null at test_secure 2018-04-14
19:11:24,127 DEBUG [http-bio-8080-exec-13] EMAppServlet - EMCC: true

```

Registros del administrador de llamadas

The device profile DN (here 8888)

```

02760565.000 |19:11:08.329 |SdlSig |CtiDeviceRegisterNotifyWithLineInfo |wait
|CTIRegistrar(1,100,237,1) |SIPStationD(1,100,76,128)
|1,100,14,8722.2^10.65.40.61^test_secure |[R:N-H:0,N:1,L:2,V:0,Z:0,D:0] deviceName=test_secure

```

EventContent=14 DeviceConfigInfo= Locale=1 AltScript= DNDOption=0 ConfigIpAddrMode=3 Hotelling=T
Restricted=F OutboundRO=0 BIB=F DNDStatus=F LoginStatus=1 DeviceRegistrationInfo=
TerminateMedia=5 ActiveIPAddrMode=0 IPv4=1761650880 IPv6= LoginUser=EMuser ProfilePkid=0bff3cfd-
13c1-5352-1a39-9188bdd855d8 Encoding=3 CtiControllable=1 AppCapability=52
UserCapability=20Protocol=2 MultiMediaCapabilityBitMask=3 DeviceMultiMediaInfo=
DeviceVideoCapability=0 TelepresenceInfo=0 ScreenCount=0 HuntLogStatus=1 TotalLines=1
LineCount=1 MoreLines=F DN = 8888 Part = PkGpDN = PkGpPart = num RD = 0
StationPid(1,100,76,128) CTIHandlerId(0) LoginStatus=1

Request for registering the phone for DN mentioned in the device profile

02760551.004 |19:11:08.219 |AppInfo |SIPtcp - wait_SdlReadRsp: Incoming SIP TCP message from
10.65.40.61 on port 57378 index 12386 with 2203 bytes:

[101339,NET]

REGISTER sip:10.106.111.182 SIP/2.0

Via: SIP/2.0/TCP 192.168.0.105:57378;branch=z9hG4bK00007806

From: <sip:8888@10.106.111.182>;tag=005056c000010926000036cb-00003151

To: <sip:8888@10.106.111.182>

Call-ID: 005056c0-0001027b-00001cf2-00001201@192.168.0.105

Max-Forwards: 70

Date: Sat, 14 Apr 2018 13:40:19 GMT

CSeq: 2151 REGISTER

User-Agent: Cisco-SIIPCommunicator/9.1.1

Contact: <sip:f5927b99-efa0-d1a0-8705-e11d9e2ebf0b@192.168.0.105:57378;transport=tcp>;+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>";+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>";+u.sip!devicename.ccm.features.cisco.com="test_secure";+u.sip!model.ccm.cisco.com="30016"

Supported: replaces,join,sdp-anat,norefersub,extended-refer,X-cisco-callinfo,X-cisco-serviceuri,X-cisco-escapecodes,X-cisco-service-control,X-cisco-srtp-fallback,X-cisco-monrec,X-cisco-config,X-cisco-sis-5.1.0,X-cisco-xsi-8.5.1

Reason: SIP;cause=200;text="cisco-alarm:14 Name=SEP005056C00001 Load=CIPC-8-6-6-1 Last=cm-closed-tcp"

Expires: 3600

Content-Type: multipart/mixed; boundary=uniqueBoundary

Mime-Version: 1.0

Content-Length: 1073

--uniqueBoundary

Content-Type: application/x-cisco-remotecc-request+xml

Content-Disposition: session;handling=optional

<?xml version="1.0" encoding="UTF-8"?>

<x-cisco-remotecc-request>

<bulkregisterreq>

<contact all="true">

<register></register>

</contact>

</bulkregisterreq>

</x-cisco-remotecc-request>

--uniqueBoundary

Content-Type: application/x-cisco-remotecc-request+xml

Content-Disposition: session;handling=optional

<?xml version="1.0" encoding="UTF-8"?>

<x-cisco-remotecc-request>

<optionsind>

<combine max="6">

<remotecc>

<status></status>

</remotecc>

<service-control></service-control>

</combine>

<dialog usage="hook status">

<unot></unot>

</dialog>

<dialog usage="shared line">

<unot></unot>

</dialog>

```
<presence usage="blf speed dial">
  <unot></unot>
  <sub></sub>
</presence>
<joinreq></joinreq>
<cfwdall-anyline>No</cfwdall-anyline>
<coaching></coaching>
<oosalarm></oosalarm>
</optionsind>
</x-cisco-remotecc-request>
```

200 OK

02760584.001 |19:11:08.334 |AppInfo |SIPtcp - wait_SdlSPISignal: Outgoing SIP TCP message to 10.65.40.61 on port 57378 index 12386

[101341,NET]

SIP/2.0 200 OK

Via: SIP/2.0/TCP 192.168.0.105:57378;branch=z9hG4bK00007806;received=10.65.40.61

From: <sip:8888@10.106.111.182>;tag=005056c000010926000036cb-00003151

To: <sip:8888@10.106.111.182>;tag=1168208381

Date: Sat, 14 Apr 2018 13:41:08 GMT

Call-ID: 005056c0-0001027b-00001cf2-00001201@192.168.0.105

Server: Cisco-CUCM12.0

CSeq: 2151 REGISTER

Expires: 120

Contact: <sip:f5927b99-efa0-d1a0-8705-e11d9e2ebf0b@192.168.0.105:57378;transport=tcp>;+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>";+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>";+u.sip!devicename.ccm.features.cisco.com="test_secure";+u.sip!model.ccm.cisco.com="30016";x-cisco-newreg

Supported: X-cisco-srtp-fallback,X-cisco-sis-9.0.0

Content-Type: application/x-cisco-remotecc-response+xml

Content-Length: 367

```
<x-cisco-remotecc-response>
<response>
<code>200</code>
<optionsind>
<combine max="6">
<remotecc><status/></remotecc>
<service-control/>
</combine>
<dialog usage="hook status"><unot/></dialog>
<dialog usage="shared line"><unot/></dialog>
<presence usage="blf speed dial"><unot/></presence>
<joinreq></joinreq>
</optionsind>
</response>
</x-cisco-remotecc-response>
```

After logout the device again registers with its normal DN (7777)

02760738.004 |19:11:36.004 |AppInfo |SIPTcp - wait_SdlReadRsp: Incoming SIP TCP message from 10.65.40.61 on port 57417 index 12389 with 2203 bytes:

[101342,NET]

REGISTER sip:10.106.111.182 SIP/2.0

Via: SIP/2.0/TCP 192.168.0.105:57417;branch=z9hG4bK00002532

From: <sip:7777@10.106.111.182>;tag=005056c00001092900001fb0-00000fc1

To: <sip:7777@10.106.111.182>

Call-ID: 005056c0-00010285-000046e9-00006cf9@192.168.0.105

Max-Forwards: 70

Date: Sat, 14 Apr 2018 13:40:47 GMT

CSeq: 2153 REGISTER

User-Agent: Cisco-SIIPCommunicator/9.1.1

Contact: <sip:479c83c3-cb54-18e8-1ba1-

06a9d6b9e33c@192.168.0.105:57417;transport=tcp>;+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>" ;+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>" ;+u.sip!devicename.ccm.features.cisco.com="test_secure";+u.sip!model.ccm.cisco.com="30016"

Supported: replaces,join,sdp-anat,norefersub,extended-refer,X-cisco-callinfo,X-cisco-serviceuri,X-cisco-escapecodes,X-cisco-service-control,X-cisco-srtp-fallback,X-cisco-monrec,X-cisco-config,X-cisco-sis-5.1.0,X-cisco-xsi-8.5.1

Reason: SIP;cause=200;text="cisco-alarm:14 Name=SEP005056C00001 Load=CIPC-8-6-6-1 Last=cm-closed-tcp"

Expires: 3600

Content-Type: multipart/mixed; boundary=uniqueBoundary

Mime-Version: 1.0

Content-Length: 1073

--uniqueBoundary

Content-Type: application/x-cisco-remotecc-request+xml

Content-Disposition: session;handling=optional

<?xml version="1.0" encoding="UTF-8"?>

<x-cisco-remotecc-request>

<bulkregisterreq>

<contact all="true">

<register></register>

</contact>

</bulkregisterreq>

</x-cisco-remotecc-request>

--uniqueBoundary

Content-Type: application/x-cisco-remotecc-request+xml

Content-Disposition: session;handling=optional

<?xml version="1.0" encoding="UTF-8"?>

<x-cisco-remotecc-request>

<optionsind>

<combine max="6">

```
<remotecc>
  <status></status>
</remotecc>
<service-control></service-control>
</combine>
<dialog usage="hook status">
  <unot></unot>
  <sub></sub>
</dialog>
<dialog usage="shared line">
  <unot></unot>
  <sub></sub>
</dialog>
<presence usage="blf speed dial">
  <unot></unot>
  <sub></sub>
</presence>
<joinreq></joinreq>
<cfwdall-anyline>No</cfwdall-anyline>
<coaching></coaching>
<oosalarm></oosalarm>
</optionsind>
</x-cisco-remotecc-request>
```

200 OK

02760759.001 |19:11:36.114 |AppInfo |//SIP/SIPNormalization/trace_sip_message: Before outbound
SIP Normalization msg is:

[101344,INT]

SIP/2.0 200 OK

Via: SIP/2.0/TCP 192.168.0.105:57417;branch=z9hG4bK00002532;received=10.65.40.61

From: <sip:7777@10.106.111.182>;tag=005056c00001092900001fb0-00000fc1

To: <sip:7777@10.106.111.182>;tag=983899518

Date: Sat, 14 Apr 2018 13:41:36 GMT

Call-ID: 005056c0-00010285-000046e9-00006cf9@192.168.0.105

Server: Cisco-CUCM12.0

CSeq: 2153 REGISTER

Expires: 120

Contact: <sip:479c83c3-cb54-18e8-1ba1-06a9d6b9e33c@192.168.0.105:57417;transport=tcp>;+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>" ;+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>" ;+u.sip!devicename.ccm.features.cisco.com="test_secure" ;+u.sip!model.ccm.cisco.com="30016" ;x-cisco-newreg

Supported: X-cisco-srtp-fallback,X-cisco-sis-9.0.0

Content-Type: application/x-cisco-remotecc-response+xml

Content-Length: 367

```
<x-cisco-remotecc-response>
<response>
<code>200</code>
<optionsind>
<combine max="6">
<remotecc><status/></remotecc>
<service-control/>
</combine>
<dialog usage="hook status"><unot/></dialog>
<dialog usage="shared line"><unot/></dialog>
<presence usage="blf speed dial"><unot/></presence>
<joinreq></joinreq>
</optionsind>
</response>
</x-cisco-remotecc-response>
```

Defectos comunes para la movilidad de extensiones

- [CSCuv93330](#): tvsGetNextThread() devolvió NULL
- [CSCur57864](#): 8841/8851 El inicio de sesión de movilidad de extensiones seguras falla intermitentemente

- [CSCvb98664](#): La marca de tiempo se mostrará en UTC aunque se haya configurado otra zona horaria
- [CSCuo94742](#): La capa de dispositivo CCM siempre utiliza la configuración regional en inglés después de iniciar sesión en EM
- [CSCuo13456](#): Extensión móvil: Los teléfonos se limitan a introducir hasta 32 caracteres en 78xx y 88xx
- [CSCtz28748](#): Al iniciar sesión en Extension Mobility, el inicio de sesión no se realiza correctamente. Desconocido 7
- [CSCtx18810](#): CIPC no admite EM segura (inicio de sesión HTTPS para EM)
- [CSCue33973](#): Uso elevado de memoria/CPU de Tomcat: pérdida de aceleración de AXL que provoca consultas excesivas
- [CSCug88643](#) : CME: Extensión móvil: Compatibilidad con teléfonos SIP en diferentes subredes
- [CSCuo99592](#) : 7841 No se iniciará sesión de forma intermitente en Extension Mobility.
- [CSCug94607](#): la respuesta getDeviceProfile proporciona el código de error -1
- [CSCud97811](#) : Extensionmobilityentradas dinámicas no eliminadas en EM Logout

Códigos de error de Extension Mobility

Este documento describe los códigos de error que se suelen experimentar:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/trouble/8_6_1/trbl861/tbfeat.pdf

Errores comunes experimentados

Este documento describe errores comunes junto con su corrección:

<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/18772-extension-mobility.html>