

# Resolución de Problemas de Unity Express MWI

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## **Introducción**

Este documento proporciona una descripción de la funcionalidad de Indicación de mensaje en espera (MWI) en Cisco Unity Express.

## **Prerequisites**

## **Requirements**

Los lectores de este documento deben tener conocimiento de la interfaz de línea de comandos (CLI) de Cisco Unity Express.

## **Componentes Utilizados**

La información en este documento se basa en la versión 1.0/2.3.x/8.x o posterior de Cisco Unity Express. Todas las configuraciones de ejemplo y la salida de pantalla se toman de la versión 1.1.1 de Cisco Unity Express.

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. If your network is live, make sure that you understand the potential impact of any command.

## **Convenciones**

Consulte [Convenciones de Consejos Técnicos Cisco para obtener más información sobre las convenciones del documento.](#)

## Descripción general de MWI

La operación MWI proporciona a los usuarios registrados con Cisco CallManager Express o CallManager una indicación visual de que hay nuevos mensajes de correo de voz presentes. MWI no funciona cuando Cisco Unity Express se integra con Cisco CallManager y el sistema está en modo Survivable Remote Site Telephony (SRST) debido a una interrupción de la WAN.

Si tiene Cisco Unity Express integrado con Cisco CallManager Express, se realiza una llamada del protocolo de inicio de sesión (SIP) a la *extensión MWI\_on/off\_number @CallManager\_Express\_IP\_address* cuando llega un nuevo mensaje de correo de voz a un buzón de correo de usuario. La llamada SIP también se inicia cuando el usuario recupera todos los mensajes nuevos. Esto coincide con un número ephone-dn en el router Cisco CallManager Express. El número ephone-dn tiene el número MWI más un número de dígitos comodín igual al número de dígitos en la extensión de los suscriptores de Cisco Unity Express. Como ejemplo, suponga que el número de MWI-on para el buzón 12345 es 420. La dirección IP de Cisco CallManager Express es 10.2.3.6. En este ejemplo, el mensaje se envía a 42012345@10.2.3.6. El número ephone-dn con el conjunto de parámetros de configuración "mwi on" es "420...".

Para las integraciones de Cisco CallManager, el protocolo Java Telephony Application Programming Interface (JTAPI) ilumina una lámpara directamente. No es necesario realizar una llamada a un número específico. El propio protocolo JTAPI admite un comando **setMessageWaiting**, que administra los eventos MWI. Por lo tanto, los MWI deben funcionar independientemente de si las extensiones MWI están configuradas en Cisco CallManager. Recuerde que los MWIs no funcionan cuando Cisco Unity Express está en modo SRST. Una actualización completa de MWI sólo se produce después de que Cisco Unity Express vuelva a registrarse con Cisco CallManager y los teléfonos IP ya no estén en el modo de reserva de CallManager.

La gran mayoría de los problemas se producen con la integración entre Cisco CallManager Express/CallManager y Cisco Unity Express. Tenga en cuenta que el MWI posiblemente no pueda correlacionarse con una lámpara física. Si el número que recibe el mensaje no es una línea principal en un teléfono, sólo puede recibir una notificación de sobre en la pantalla del teléfono. En Cisco CallManager, puede configurar cómo cada línea maneja MWI. Si sólo uno o dos usuarios tienen un problema, puede comenzar a buscar el problema aquí.

Un número de directorio debe tener un buzón válido en el sistema Cisco Unity Express para recibir un MWI. El número debe estar asociado a un usuario y dicho usuario debe tener un buzón de correo. Antes de comenzar la depuración y tomar medidas avanzadas para resolver problemas, puede realizar una tarea sencilla para resolver problemas: asegúrese de que el usuario ha iniciado sesión en el buzón y puede enviar y recuperar mensajes de correo de voz.

Desde la GUI o la CLI, puede encontrar un usuario con el que probar. En este caso, es user3. Puede localizar la extensión configurada para el usuario, determinar el estado del buzón de correo del usuario (habilitado o no habilitado, entre otra información) y determinar si el usuario tiene mensajes nuevos o antiguos. En este ejemplo, usted utiliza la CLI para resolver problemas:

```
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>

```

Verifique que este usuario existe, tiene un número asociado y no tiene ningún mensaje. Si estos elementos son verdaderos, el estado de MWI debería estar desactivado.

**Nota:** La dirección E.164 (ITU-T) no se utiliza para fines de MWI. Sólo se puede utilizar el número de teléfono principal.

## [Problemas de integración de Cisco Unity Express](#)

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

Debe verificar la configuración antes de hacer otra cosa. En Cisco CallManager Express, vea la configuración con el problema del comando **show running-config**. Más directamente, puede ejecutar el comando **show telephony-service ephone-dn**. Aparece una salida similar a esta:

```

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

```

Este resultado ilustra información importante. El número de MWI on es 11099. El número para MWI off es 11098. El número de dígitos del plan de marcación es cinco. (Los cinco puntos [...] que siguen el código MWI activado o desactivado muestran esto.) En otras palabras, MWI sólo funciona para un número de directorio (DN) que contenga exactamente cinco dígitos.

En el lado de Cisco Unity Express, puede verificar la configuración y también la licencia. Un problema común es que se carga una licencia de Cisco CallManager en lugar de una licencia para CallManager Express. Ejecute el comando **show software licenses** de Cisco Unity Express para verificar esto:

```

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

```

Si, en cambio, encuentra que el modo de aplicación es CCM, Cisco CallManager, todo funciona *excepto* MWI. Desafortunadamente, si la licencia es incorrecta, la única opción es recrear la imagen del software y volver a aplicar la licencia. No puede guardar ni restaurar ningún mensaje o configuración.

A continuación, verifique la configuración. Puede ver la configuración misma con el comando **show run**, o puede utilizar el comando **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

```

**Nota:** La aplicación está habilitada y los números MWI\_OFF y MWI\_ON son 11098 y 11099, respectivamente. El sistema no tiene un concepto del número de dígitos en las extensiones; simplemente realiza una llamada al número de MWI adecuado encendido o apagado y agrega la extensión del buzón. El sistema Cisco CallManager Express debe tener un par de marcado con el número adecuado de puntos en el patrón de destino para rutear la llamada correctamente.

Por último, asegúrese de que la dirección IP del gateway SIP de Cisco Unity Express apunte a la dirección IP correcta de Cisco CallManager Express.

```

cue-3660-41a>show ccn subsystem sip
SIP Gateway:                        14.80.227.125

```

SIP Port Number:

5060

Si esto es incorrecto, las llamadas no se envían al Cisco CallManager Express correcto. Las llamadas fallan.

Hay dos maneras de comenzar a resolver problemas de señalización. Desde el lado de Cisco Unity Express, normalmente es más fácil inhabilitar primero los seguimientos predeterminados; a continuación, vuelva a habilitarlos según sea necesario. Ejecute el comando **no trace all** para hacer esto. El comando trace con el que comenzar es **trace ccn stacksip dbug**.

**Nota:** Refiérase al documento [Configuración y Recopilación de Datos de Seguimiento en CUE](#) para obtener más información sobre el seguimiento.

Antes de enviar un mensaje MWI, borre el búfer de seguimiento. Todos los mensajes de seguimiento se escriben en este búfer de memoria. Deseará borrarlo para que no sea necesario mostrar todos los mensajes anteriores cuando los vea después de la llamada de prueba. Un simple comando **clear trace** lo logra.

A continuación, envíe el mensaje MWI. Utilice el comando **mwi upgrade phone number xxxx** para hacer esto. También puede ejecutar actualizaciones desde la GUI.

Finalmente, muestre el búfer de seguimiento y vea el resultado con el comando **show trace buffer long**. Este ejemplo resalta algunos elementos importantes:

```
cue-3660-41a>trace ccn stacksip dbug
cue-3660-41a>clear trace
cue-3660-41a>mwi refresh telephonenumber 11043
cue-3660-41a>show trace buffer long
Press <CTRL-C> to exit...
2106 07/14 14:28:27.263 ACCN SIPL 0 --- send message --- to 14.80.227.125:5060
INVITE sip:1109811043@14.80.227.125;user=phone SIP/2.0
Via: SIP/2.0/UDP 14.80.227.145:5060
From: "Cisco SIP Channel3"
```

```
;tag=f0a4ab8e-488
```

**To:**

```
Call-ID: alc0ece2-486@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: alc0ece2-486@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: alc0ece2-486@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= alc0ece2-486@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= alc0ece2-  
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: alc0ece2-486@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: alc0ece2-486@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= alc0ece2-  
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= alc0ece2-486@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=alc0ece2-  
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: alc0ece2-486@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: alc0ece2-486@14.80.227.145:5060 CSeq: 51 ACK Max-Forwards: 50 Content-Length: 0

Como se ve en este resultado, usted envía un mensaje **INVITE**, y Cisco CallManager Express responde con un **Intyng**. Tan pronto como Cisco CallManager Express envía un mensaje **Timbre**, usted envía un **CANCELAR**. El número MWI no responde y realiza una llamada. La colocación de una llamada en el propio número es suficiente para encender o apagar la luz. En este caso, debe saber si 11098 tiene MWI activado o desactivado. Además, 11043 debe ser una extensión válida en Cisco CallManager Express. Después de recopilar todos los seguimientos necesarios de Cisco Unity Express, lo mejor es inhabilitar todos los seguimientos y luego habilitar los seguimientos predeterminados de nuevo. Ejecute el comando `clear trace all` para inhabilitar los seguimientos. A continuación, pegue el código mostrado aquí en la CLI de Cisco Unity Express para volver a habilitar todos los seguimientos predeterminados: Nota: Alternativamente, puede restaurar los seguimientos predeterminados si reinicia Cisco Unity Express.

```
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
```

También puede diagnosticar fácilmente todos los mensajes SIP en el router Cisco CallManager Express. Por lo general, debug ccsip messages y debug ccsip media son los comandos más útiles. Cuando sólo se necesita la señalización SIP, este diagnóstico es mucho más rápido y Cisco Unity Express rastrea menos información innecesaria. Si Cisco Unity Express envía la señalización a la dirección IP correcta de CallManager Express, la señalización SIP se duplica en cada servidor. Las llamadas hacia o desde Cisco Unity Express requieren G.711, lo que presenta otro problema común. Por ejemplo, los debugs pueden mostrar este paquete SIP desde el módulo 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
```

Este resultado indica que Cisco CallManager Express rechazó la llamada porque el mensaje `INVITE` SIP de Cisco Unity Express no coincidía con un par de marcado que G.711 configuró. Puede agregar un par de marcado específicamente para el tráfico MWI para corregir este rechazo de llamada. El ejemplo de esta sección tiene 11099..... para `MWI on` y 11098..... para `MWI apagado`. Puede agregar:

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

El último problema común es que el tráfico MWI coincide con un patrón de traducción que se aplica en un par de marcado, regla entrante VoIP o en cualquier otro lugar. O bien, las reglas de clase de restricción (COR) pueden bloquear la llamada. Tenga en cuenta que, aunque marque el número MWI encendido/apagado y la extensión para encender el MWI, la llamada no se comporta necesariamente de la misma manera cuando llega una llamada a través de SIP. Consulte el documento [Configuración de la Clase de Restricciones \(COR\)](#) para obtener más información sobre COR. En resumen, verifique siempre estos elementos:

- Existe una licencia de Cisco CallManager Express. Ejecute el comando `show software licenses`. Con una licencia de Cisco CallManager, todo funciona *excepto* MWI.
- Los números de encendido y apagado de MWI se configuran en Cisco CallManager Express. El número de puntos indica la longitud de las extensiones. Ejecute el comando `show telephony-service ephone-dn`.
- En Cisco Unity Express, los números de encendido y apagado de MWI se configuran para que coincidan con los números de encendido y apagado en Cisco CallManager Express sin los puntos. El comando `show ccn application` muestra esto.



- Cisco Unity Express señala la dirección IP correcta del servidor de Cisco CallManager Express. El comando `show ccn subnet sip` muestra esto.
- Asegúrese de que `mwi sip outcall` esté configurado bajo el comando `cnsistema sip`.

Luego, si todo lo demás falla, comience a resolver problemas con el problema del comando `trace ccn stacksip debug`. Indicadores de mensaje en espera (MWI) (sólo Cisco Unified CallManager Express) Síntoma: Después de actualizar a una nueva versión de Cisco Unity Express, los MWIs no se encienden incluso cuando se dejan mensajes en los buzones.

- Explicación : el procedimiento de actualización eliminó la dirección IP del subsistema de protocolo de inicio de sesión (SIP).
- Acción recomendada: reconfigure la dirección IP SIP para que apunte al router Cisco Unified CME.

**Error: Buscando, se ha producido un error al mostrar el mensaje** Cuando intenta recuperar los mensajes, aparece el mensaje `Buscando, se ha producido un error que muestra el mensaje de error`. Complete los pasos descritos en [Para habilitar Phone View para un sistema telefónico](#) para resolver el problema. [Cómo Resolver Problemas de Cisco CallManager Express System](#) Realice estos pasos para resolver el problema del Cisco CallManager Express System:

1. Ingrese el comando `show ephone` para mostrar todos los teléfonos registrados. Si no hay ningún teléfono registrado, realice estas tareas: Verifique la configuración DHCP, que incluye el router predeterminado y la dirección del servidor TFTP (opción 150). Utilice el comando `dir` para verificar que los archivos requeridos estén en la memoria Flash del router. Verifique que el comando `tftp-server` esté configurado para los archivos requeridos. Utilice el comando `debug ephone register mac-address` para mostrar la actividad de registro del teléfono IP de Cisco. Utilice el comando `debug ip dhcp` para confirmar la operación DHCP.
2. Ingrese el comando `show ephone` para mostrar todos los teléfonos registrados. Si los teléfonos están registrados y se muestran, siga estos pasos: Compruebe que el botón de teléfono que se enlaza al número de directorio es correcto. Compruebe que los teléfonos IP de Cisco se muestran como registrados. Utilice la pantalla Configuración del teléfono para verificar la configuración de parámetros IP del teléfono IP de Cisco. Verifique que el conteo de `keepalive` se actualice cuando ingrese el comando `show phone`. Ingrese el comando `debug ephone register mac-address` para reiniciar el teléfono y observar el re-registro, para mostrar los teléfonos IP de Cisco. Ingrese el comando `show ephone-dn summary` para verificar el estado de las líneas de teléfono IP de Cisco. Verifique la dirección IP del teléfono e intente hacer ping a la dirección.
3. Utilice el comando `debug ephone keepalive` para configurar la depuración de `keepalive` para los teléfonos IP de Cisco.
4. Utilice el comando `debug ephone state` para establecer la depuración de estado para los teléfonos IP de Cisco.

**MWI con Cisco CallManager** Para las integraciones de Cisco Unity Express con Cisco CallManager, es muy importante asegurarse de que Unity Express esté registrado y tenga toda la información de inicio de sesión correcta. El primer paso es determinar si un teléfono está en modo SRST, si está disponible, para resolver problemas. Inicie sesión en el router en el que está instalado el módulo Cisco Unity Express. Luego, ejecute el comando `show ephone registered`. Cualquier teléfono registrado no recibe ningún MWI, incluso si Cisco Unity Express está registrado correctamente en 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
```

Si ningún teléfono se encuentra en el estado de reserva de Cisco CallManager, indicado por el estado REGISTERED, como se muestra anteriormente, SRST no está activo para esos dispositivos. El siguiente paso, entonces, es verificar las configuraciones de Cisco Unity Express y Cisco CallManager para asegurarse de que Unity Express esté registrado en 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
```

Este resultado muestra todos los números de directorio de punto de ruta de la integración de telefonía informática (CTI) y la cuenta JTAPI que Cisco Unity Express utiliza para iniciar sesión en Cisco CallManager. Debe asegurarse de que Cisco Unity Express se registre correctamente en Cisco CallManager. En primer lugar, confirme que los puertos CTI están registrados realmente. La forma más sencilla de hacerlo es ir a la página web de administración de Cisco CallManager. A continuación, elija Device > Phone y busque los puertos CTI enumerados en el resultado anterior. Los campos Status (Estado) y IP Address (Dirección IP) deben rellenarse completamente.

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

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

Find phones where

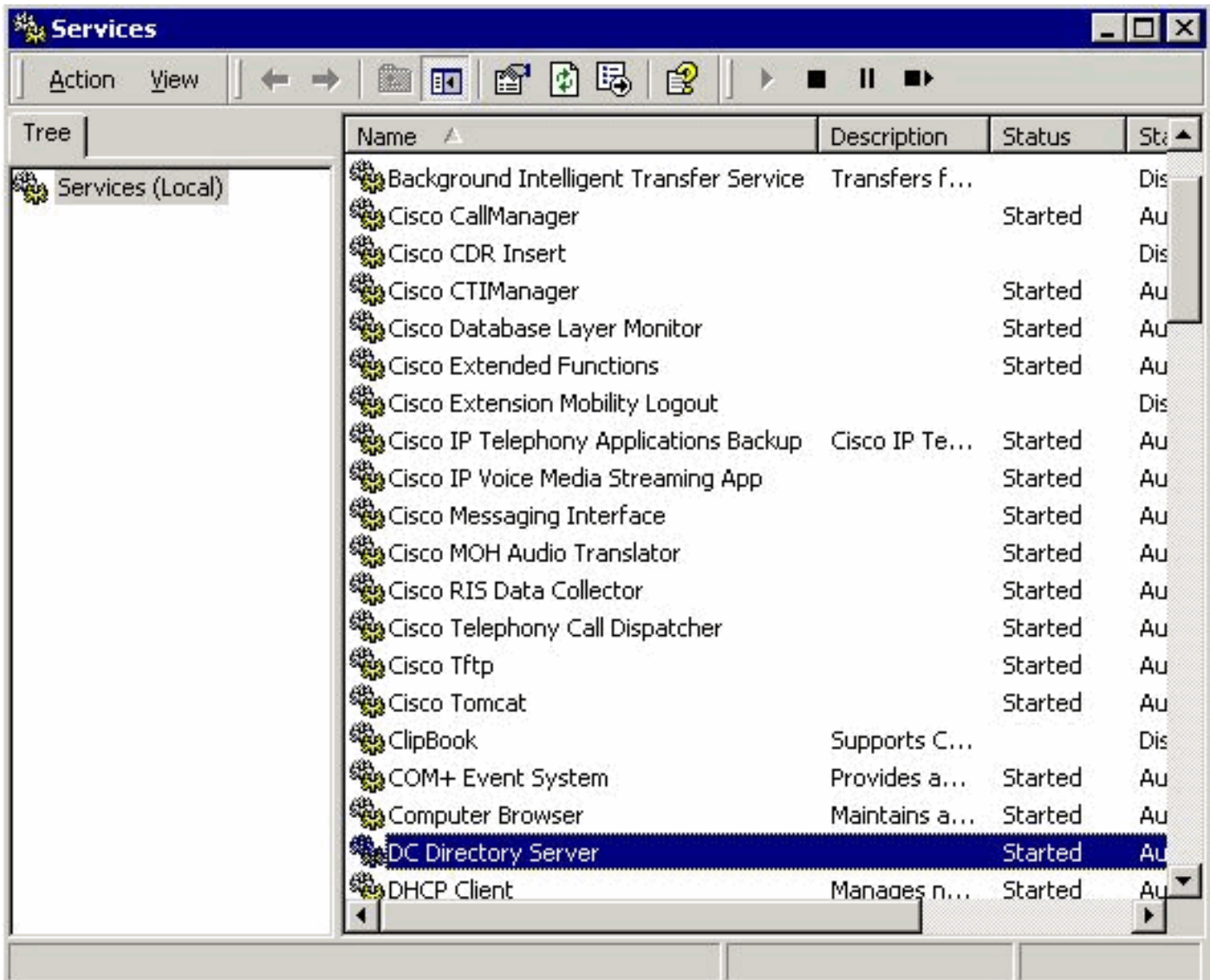
and show  items per page

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

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

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

Si descubre que los puertos no están registrados, Cisco Unity Express no puede comunicarse con Cisco CallManager. Otra posibilidad es que el login sea incorrecto. Ejecute pings simples del módulo Cisco Unity Express al Cisco CallManager para resolver este problema. Si esto funciona, verifique que Cisco CTI Manager y los servicios de directorio, que en este caso es DC Directory Server, hayan comenzado. Desde el servidor de Cisco CallManager, elija Inicio > Programas > Herramientas administrativas > Servicios para verificar:



También debe verificar que la cuenta de usuario JTAPI, que es site1cue en este ejemplo, existe. Debe encontrar los puertos CTI, los puntos de ruta y la casilla Enable CTI Application Use (Activar uso de la aplicación CTI) activados. Además, verifique la contraseña. Otro problema común es el espacio de búsqueda de llamadas de los puertos CTI. Este espacio de búsqueda de llamadas debe contener las particiones de los números de directorio para los que intenta iluminar la luz MWI. Por ejemplo, el espacio de búsqueda de llamada para los puertos CTI, no los puntos de ruta, debe contener la partición Line1 para establecer un MWI para la extensión 1234 en la línea 1 de partición. Si el espacio de búsqueda de llamadas para los puertos CTI es Ninguno, sólo las extensiones de la partición Ninguno funcionan para MWI. Si la configuración parece ser correcta, los diagnósticos JTAPI se pueden habilitar en el módulo Cisco Unity Express. Sin embargo, la activación y la desactivación requieren un reinicio. Este nivel de diagnóstico está más allá de la configuración de depuración de seguimiento normal. No deje esto activado, especialmente para el módulo de integración avanzada (AIM), porque las escrituras excesivas en la tarjeta flash interna pueden reducir la vida útil de la memoria flash. Ejecute un comando `show ccn trace jtapi` para ver los seguimientos JTAPI actuales y habilitados: Nota: De forma predeterminada, todos los seguimientos JTAPI están desactivados.

```
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
```

Ejecute estos comandos para habilitar todos los seguimientos:

```
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
```

Ahora, necesita volver a cargar el sistema. Ejecute los mismos comandos ccn trace que se muestran arriba, pero preceda cada comando con la palabra clave no para inhabilitar esto más adelante. Por ejemplo, ejecute no ccn trace jtapi debug all. Este es un paso importante que recordar, especialmente en el AIM. Si no se realiza este paso, se reduce el rendimiento potencial y la vida útil de la tarjeta Flash compacta en el AIM. Después de la recarga, el sistema comienza a escribir los archivos CiscoJtapi1.log y CiscoJtapi2.log, cuando el primero está lleno. Puede ver estos registros si ejecuta el comando show log name CiscoJtapi1.log. También puede copiar el archivo de registro en un servidor FTP y, a continuación, ver la información sin conexión. El comando es copy log CiscoJtapi1.log url ftp://user:passwd@ftpservipaddr/. Con cualquiera de los dos métodos, aparece toda la información de JTAPI. En este ejemplo, el módulo Cisco Unity Express intenta registrarse, pero no funciona debido a una falla de WAN:

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

El siguiente seguimiento muestra un registro completo de Cisco Unity Express a un Cisco CallManager. En este ejemplo, verá que hay ocho puertos CTI asociados con el usuario JTAPI. Sin embargo, como Cisco Unity Express sólo tiene licencia para cuatro puertos, sólo se utilizan cuatro puertos. Además, observe que el sistema realiza automáticamente una resincronización MWI completa después de volver a registrarse en Cisco CallManager:

```
17937: Jul 14 11:28:56.037 EDT %JTAPI-CTIIMPL-7-UNK: (P1-14.80.227.127) Trying
connection to server: 14.80.227.127
17938: Jul 14 11:28:56.042 EDT %JTAPI-CTIIMPL-7-UNK: (P1-14.80.227.127) connected
17939: Jul 14 11:28:56.043 EDT %JTAPI-MISC-7-UNK: (P1-14.80.227.127) EventThread: created
17940: Jul 14 11:28:56.045 EDT %JTAPI-MISC-7-UNK: (P1-14.80.227.127) EventThread
starting up...
17941: Jul 14 11:28:56.056 EDT %JTAPI-PROTOCOL-7-UNK: (P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderOpenRequest {
```

```
sequenceNumber = 238
provider = 14.80.227.127
qbcClientVersion = Cisco JTAPI 1.4(3.12) Release
login = sitelcue
password = 0c0a000a2c
filter = com.cisco.cti.protocol.ProviderEventFilter {
deviceRegistered = true
deviceUnregistered = true
directoryChangeNotify = true
}
applicationID = Cisco IP IVR
desiredServerHeartbeatTime = 30
cmAssignedApplicationID = 0
}
17942: Jul 14 11:28:56.072 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) ReceiveThread
starting up...
17943: Jul 14 11:28:56.114 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.ProviderOpenResponse {
sequenceNumber = 238
providerInfoString = 3.3(3)
clientHeartbeat = 30
serverHeartbeat = 30
}
17944: Jul 14 11:28:56.131 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Server response:
will send server heartbeat every 30 seconds
17945: Jul 14 11:28:56.131 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Server response:
expecting client heartbeat every 30 seconds
17946: Jul 14 11:28:56.133 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) HeartbeatSendThread
starting up
17947: Jul 14 11:28:56.135 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
DeviceLineUpdateThread: created
17948: Jul 14 11:28:56.136 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
DeviceLineUpdateThread starting up...
17949: Jul 14 11:28:56.671 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.ProviderOpenCompletedEvent {
eventSequence = 279
reason = 0
sequenceNumber = 238
providerInfoString = 3.3(3)
clientHeartbeat = 30
serverHeartbeat = 30
failureDescription = null
bMonitorCallParkDNs = false
}
1ISC-7-UNK:(P1-14.80.227.127) EventThread: queuing
com.cisco.cti.protocol.ProviderOpenCompletedEvent
17951: Jul 14 11:28:56.674 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.ProviderOpenCompletedEvent[279]
17952: Jul 14 11:28:56.674 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) connected to
CTIManager version 3.3(3)
17953: Jul 14 11:28:56.676 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderGetCapabilitiesRequest {
sequenceNumber = 239
}
17954: Jul 14 11:28:56.679 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.ProviderGetCapabilitiesResponse {
sequenceNumber = 239
providerCapabilitiesInfo = com.cisco.cti.protocol.ProviderCapabilitiesInfo {
controlAnyDevice = false
maxNumberOfDevicesOpen = 0
}
}
17955: Jul 14 11:28:56.680 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) can control any
device = false
```

```
17956: Jul 14 11:28:56.681 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderGetDeviceInfoRequest {
sequenceNumber = 240
deviceGroup = 1
enumerateRegisterableDevices = true
}
17957: Jul 14 11:28:56.685 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.ProviderGetDeviceInfoResponse {
sequenceNumber = 240
enumerationHandle = 3
}
17958: Jul 14 11:28:56.686 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.80.227.127) received Response:
 com.cisco.cti.protocol.GetDeviceInfoFetchResponse {
sequenceNumber = 241
info = 11@[
com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_GMS
type = 73
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_AA
type = 73
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_VM
type = 73
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p01
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p03
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p02
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p05
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p04
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p07
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p06
type = 72
```

```
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_site1_p08
type = 72
allowsRegistration = true
}]
more = false
}
17960: Jul 14 11:28:56.706 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.GetDeviceInfoCloseRequest {
sequenceNumber = 242
enumerationHandle = 3
}
17961: Jul 14 11:28:56.709 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetDeviceInfoCloseResponse {
sequenceNumber = 242
}
17962: Jul 14 11:28:56.710 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) creating controlled
 devices
17963: Jul 14 11:28:56.712 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p08(0,0)
 updating lines
17964: Jul 14 11:28:56.713 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 243
deviceName = cue_site1_p08
}
17965: Jul 14 11:28:56.716 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 243
enumerationHandle = 1
}
17966: Jul 14 11:28:56.718 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 244
enumerationHandle = 1
count = 10
}
17967: Jul 14 11:28:56.754 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 01.LineInfo {
name = 28008
permanentLineID = 1936802189
}]
more = false
}
17968: Jul 14 11:28:56.761 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 245
enumerationHandle = 1
}
17969: Jul 14 11:28:56.967 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 245
}
17970: Jul 14 11:28:56.968 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p08(0,0)
 refreshing lines: previous=1 current=1 created=0 removed=0
17971: Jul 14 11:28:56.969 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p07(0,0)
 updating lines
17972: Jul 14 11:28:56.970 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 246
deviceName = cue_site1_p07
}
}
```

```
17973: Jul 14 11:28:56.973 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 246
enumerationHandle = 2
}
17974: Jul 14 11:28:56.975 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 247
enumerationHandle = 2
count = 10
}
17975: Jul 14 11:28:57.007 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 247
info = 1@[
com.cisconeID = 829100962
]}
more = false
}
17976: Jul 14 11:28:57.009 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 248
enumerationHandle = 2
}
17977: Jul 14 11:28:57.227 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 248
}
17978: Jul 14 11:28:57.229 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p07(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
17979: Jul 14 11:28:57.229 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p06(0,0)
updating lines
17980: Jul 14 11:28:57.230 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 249
deviceName = cue_site1_p06
}
17981: Jul 14 11:28:57.233 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 249
enumerationHandle = 3
}
17982: Jul 14 11:28:57.235 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 250
enumerationHandle = 3
count = 10
}
17983: Jul 14 11:28:57.260 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 250
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28006
permanentLineID = 294850253
}
]}
more = false
}
17984: Jul 14 11:28:57.262 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 251
enumerationHandle = 3
}
17985: Jul 14 11:28:57.265 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
```



```
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 251
}
17986: Jul 14 11:28:57.267 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_site1_p06(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
17987: Jul 14 11:28:57.268 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_site1_p05(0,0)
updating lines
17988: Jul 14 11:28:57.268 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 252
deviceName = cue_site1_p05
}
17989: Jul 14 11:28:57.271 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 252
enumerationHandle = 4
}
17990: Jul 14 11:28:57.273 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 253
enumerationHandle = 4
count = 10
}
17991: Jul 14 11:28:57.309 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 253
info = 1@[
com.cisco.cti.protocol.LineInfo {7.311 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 254
enumerationHandle = 4
}
17993: Jul 14 11:28:57.314 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 254
}
17994: Jul 14 11:28:57.316 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_site1_p05(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
17995: Jul 14 11:28:57.317 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_site1_p04(0,0)
updating lines
17996: Jul 14 11:28:57.318 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 255
deviceName = cue_site1_p04
}
17997: Jul 14 11:28:57.322 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 255
enumerationHandle = 5
}
17998: Jul 14 11:28:57.324 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 256
enumerationHandle = 5
count = 10
}
17999: Jul 14 11:28:57.358 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 256
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28004
permanentLineID = 1897211172
}]
}]
```

```
more = false
}
18000: Jul
enumerationHandle = 5
}
18001: Jul 14 11:28:57.363 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 257
}
18002: Jul 14 11:28:57.364 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p04(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18003: Jul 14 11:28:57.365 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p03(0,0)
updating lines
18004: Jul 14 11:28:57.366 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 258
deviceName = cue_site1_p03
}
18005: Jul 14 11:28:57.587 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 258
enumerationHandle = 6
}
18006: Jul 14 11:28:57.589 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 259
enumerationHandle = 6
count = 10
}
18007: Jul 14 11:28:57.632 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 259
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28003
permanentLineID = 2109152574
}]
more = false
}
18008: Jul 14 11:28:57.634 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 260
enumerationHandle = 6
}
18009: Jul 14 11:28:57.637 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 260
}
18010: Jul 14 11:28:57.638 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p03(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18011: Jul 14 11:28:57.639 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p02(0,0)
updating lines
18012: Jul 14 11:28:57.640 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 261
deviceName = cue_site1_p02
}
18013: Jul 14 11:28:57.645 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 261
enumerationHandle = 7
}
18014: Jul 14 11:28:57.646 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
```

```
sequenceNumber = 262
enumerationHandle = 7
count = 10
}
18015: Jul 14 11:28:57.681 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 262
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28002
permanentLineID = 1035863534
}]
more = false
}
18016: Jul 14 11:28:57.683 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLUNK:(P1-14.80.227.127)
received Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 263
}
18018: Jul 14 11:28:57.687 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p02(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18019: Jul 14 11:28:57.688 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p01(0,0)
updating lines
18020: Jul 14 11:28:57.689 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 264
deviceName = cue_site1_p01
}
18021: Jul 14 11:28:57.692 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 264
enumerationHandle = 8
}
18022: Jul 14 11:28:57.694 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 265
enumerationHandle = 8
count = 10
}
18023: Jul 14 11:28:57.708 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 265
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28001
permanentLineID = 1084634008
}]
more = false
}
18024: Jul 14 11:28:57.710 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 266
enumerationHandle = 8
}
18025: Jul 14 11:28:57.713 EDT %JTAPI-esponse:
com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 266
}
18026: Jul 14 11:28:57.716 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p01(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18027: Jul 14 11:28:57.717 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_GMS(0,0)
updating lines
18028: Jul 14 11:28:57.718 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
```

```
sequenceNumber = 267
deviceName = CUE_Site1_GMS
}
18029: Jul 14 11:28:57.725 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 267
enumerationHandle = 9
}
18030: Jul 14 11:28:57.727 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 268
enumerationHandle = 9
count = 10
}
18031: Jul 14 11:28:57.961 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 268
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28111
permanentLineID = 632514620
}]
more = false
}
18032: Jul 14 11:28:57.963 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 269
enumerationHandle = 9
}
18033: Jul 14 11:28:57.966 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 269
}
18034: Jul 14 11:28:57.967 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Site1_GMS(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18035: Jul 14 11:28:57.968 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Site1_AA(0,0)
updating lines
18036: Jul 14 11:28:57.969 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 270
deviceName = CUE_Site1_AA
}
18037: Jul 14 11:28:57.972 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 270
enumerationHandle = 10
}
18038: Jul 14 11:28:57.974 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 271
enumerationHandle = 10
count = 10
}
18039: Jul 14 11:28:58.011 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 271
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28100
permanentLineID = 117519949
}]
more = false
}
18040: Jul 14 11:28:58.013 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
```

```
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 272
enumerationHandle = 10
}
18041: Jul 14 11:28:58.018 EDT %JTAVed Response:
com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 272
}
18042: Jul 14 11:28:58.019 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Site1_AA(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18043: Jul 14 11:28:58.020 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Site1_VM(0,0)
updating lines
18044: Jul 14 11:28:58.021 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 273
deviceName = CUE_Site1_VM
}
18045: Jul 14 11:28:58.025 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 273
enumerationHandle = 11
}
18046: Jul 14 11:28:58.035 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 274
enumerationHandle = 11
count = 10
}
18047: Jul 14 11:28:58.060 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 274
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28000
permanentLineID = 1978608865
}]
more = false
}
18048: Jul 14 11:28:58.061 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 275
enumerationHandle = 11
}
18049: Jul 14 11:28:58.277 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227s=1 current=1
created=0 removed=0
18051: Jul 14 11:28:58.279 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) refreshing device
map: previous=11 current=11 created=0 removed=0
18052: Jul 14 11:28:58.280 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderGetDeviceInfoRequest {
sequenceNumber = 276
deviceGroup = 3
enumerateRegisterableDevices = true
}
18053: Jul 14 11:28:58.283 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.ProviderGetDeviceInfoResponse {
sequenceNumber = 276
enumerationHandle = 4
}
18054: Jul 14 11:28:58.285 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetDeviceInfoFetchRequest {
sequenceNumber = 277
enumerationHandle = 4
count = 100
type = 2
```

```
}
18055: Jul 14 11:28:58.296 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetDeviceInfoFetchResponse {
sequenceNumber = 277
info = null
more = false
}
18056: Jul 14 11:28:58.298 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetDeviceInfoCloseRequest {
sequenceNumber = 278
enumerationHandle = 4
}
18057: Jul 14 11:28:58.507 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetDeviceInfoCloseResponse {
sequenceNumber = 278
}
18058: Jul 14 11:28:58.508 EDT %JTAPI-MISC-7-UNK:Provider "(P1-sitelcue)" changing
state to IN_SERVICE
18059: Jul 14 11:28:58.509 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue)[ProviderRetryThread]
(P1-sitelcue) Request: getObservers
18060: Jul 14 11:28:58.510 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) ProvInServiceEv [#684]
18061: Jul 14 11:28:58.511 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4]
ObserverProxy.queueEvents: queuing asynchronously
18062: Jul 14 11:28:58.511 EDT %JTAPI-MISC-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4):
queuing com.cisco.jtapi.JtapiProviderEventSet
18063: Jul 14 11:28:58.512 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4):
delivering JPES[1]
18064: Jul 14 11:28:58.513 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4]
ObserverProxy.deliverEvents()
18065: Jul 14 11:28:58.517 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4]
ObserverProxy.deliverEvents() completed
18066: Jul 14 11:28:58.522 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-sitelcue) CUE_Sitel_GMS(0,0)
18067: Jul 14 11:28:58.525 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceOpenRequest {
sequenceNumber = 279
deviceName = CUE_Sitel_GMS
filter = com.cisco.cti.protocol.DeviceEventFilter {
deviceModeChanged = false
keyPressed = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData = true
}
disableAutoRecovery = false
}
18068: Jul 14 11:28:58.544 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
received Event: com.cisco.cti.protocol.DeviceRegisteredEvent {
eventSequence = 280
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_GMS
type = 73
allowsRegistration = true
}
loginAllowed = false
```

```
loginUserID =
controllable = true
reason = 0
}
18069: Jul 14 11:28:58.545 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
  queuing com.cisco.cti.protocol.DeviceRegisteredEvent
18070: Jul 14 11:28:58.546 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
  handling event com.cisco.cti.protocol.DeviceRegisteredEvent[280]
18071: Jul 14 11:28:58.546 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received
  DeviceRegisteredEvent
18072: Jul 14 11:28:59.303 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Response: com.cisco.cti.protocol.DeviceOpenResponse {
sequenceNumber = 279
callManagerID = 16777227
deviceID = 33
}
18073: Jul 14 11:28:59.306 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap:
  opening device "CUE_Site1_GMS"
18074: Jul 14 11:28:59.314 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
  DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18075: Jul 14 11:28:59.315 EDT %JTAPI-CTI.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 280
deviceName = CUE_Site1_GMS
}
18077: Jul 14 11:28:59.325 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_GMS(16777227,33)
  reopening line 28111(0,0)
18078: Jul 14 11:28:59.328 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
  [ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 281
deviceName = CUE_Site1_GMS
lineName = 28111
filter = com.cisco.cti.protocol.LineEventFilter {
callStateChanged = true
dtmf = true
ring = false
toneChanged = false
globalCallHandleChanged = true
openReceiveChannel = false
partyInfoChanged = true
bExistingCallEvent = true
bNewCallEvent = true
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18079: Jul 14 11:28:59.305 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequence = 281
deviceCallManagerID = 16777227
deviceID = 33
}
18080: Jul 14 11:28:59.330 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
  queuing com.cisco.cti.protocol.DeviceInServiceEvent
18081: Jul 14 11:28:59.331 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
  handling event com.cisco.cti.protocol.DeviceInServiceEvent[281]
18082: Jul 14 11:28:59.332 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Terminal
  "CUE_Site1_GMS" in service
18083: Jul 14 11:28:59.333 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [CUE_Site1_GMS]
  CiscoTermInServiceEv [#685]
18084: Jul 14 11:28:59.334 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 280
enumerationHandle = 12
}
```

18085: Jul 14 11:28:59.336 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.GetLineInfoFetchRequest {  
sequenceNumber = 282  
enumerationHandle = 12  
count = 10  
}  
18086: Jul 14 11:28:59.362 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.LineOpenResponse {  
sequenceNumber = 281  
callManagerID = 16777227  
lineID = 33  
}  
18087: Jul 14 11:28:59.364 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device  
(P1-site1cue) CUE\_Site1\_AA(0,0)  
18088: Jul 14 11:28:59.367 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceOpenRequest {  
sequenceNumber = 283  
deviceName = CUE\_Site1\_AA  
filter = com.cisco.cti.protocol.DeviceEventFilter {  
deviceModeChanged = false  
keyPressed = false  
featureButtonPressed = false  
lampModeChanged = false  
ringModeChanged = false  
displayChanged = false  
startTransmission = true  
stopTransmission = true  
startReception = true  
stopReception = true  
softKeyPressed = false  
deviceData = true  
}  
dilse  
}  
18089: Jul 14 11:28:59.371 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Event: com.cisco.cti.protocol.LineInServiceEvent {  
eventSequence = 282  
lineCallManagerID = 16777227  
lineID = 33  
}  
18090: Jul 14 11:28:59.371 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.LineInServiceEvent  
18091: Jul 14 11:28:59.372 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.LineInServiceEvent[282]  
18092: Jul 14 11:28:59.373 EDT %JTAPI-CTI-7-UNK:(P1-site1cue){Line:28111(16777227,33)}  
LineInServiceEvent  
18093: Jul 14 11:28:59.374 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28111"  
in service  
18094: Jul 14 11:28:59.374 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28111]  
CiscoAddrInServiceEv [#686]  
18095: Jul 14 11:28:59.375 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@6d8576e6]  
ObserverProxy.queueEvents: queuing asynchronously  
18096: Jul 14 11:28:59.376 EDT %JTAPI-MISC-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@6d8576e6):  
queuing com.cisco.jtapi.JtapiAddressEventSet  
18097: Jul 14 11:28:59.377 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@6d8576e6):  
delivering JAES[1]  
18098: Jul 14 11:28:59.378 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@6d8576e6]  
ObserverProxy.deliverEvents()  
18099: Jul 14 11:28:59.391 EDT %JTAPI-JTAPIIMPL-7-UNK:[com.cisco.wf.subsyscompleted



```
18100: Jul 14 11:28:59.403 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 282
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28111
permanentLineID = 632514620
}]
more = false
}
18101: Jul 14 11:28:59.405 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 284
enumerationHandle = 12
}
18102: Jul 14 11:28:59.408 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceRegisteredEvent {
eventSequence = 283
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = CUE_Site1_AA
type = 73
allowsRegistration = true
}
loginAllowed = false
loginUserID =
controllable = true
reason = 0
}
18103: Jul 14 11:28:59.409 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceRegisteredEvent
18104: Jul 14 11:28:59.410 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[283]
18105: Jul 14 11:28:59.411 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received
DeviceRegisteredEvent
18106: Jul 14 11:28:59.412 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceOpenResponse {
sequenceNumber = 283
callManagerID = 16777227
deviceID = 34
}
18107: Jul 14 11:28:59.414 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequence = 284
deviceCallManagerID = 16777227
deviceID = 34
}
18108: Jul 14 11:28:59.416 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening
device "CUE_Site1_AA"
18109: Jul 14 11:28:59.417 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18110: Jul 14 11:28:59.418 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_AA(16777227,34)
reopening line 28100(0,0)
18111: Jul 14 11:28:59.420 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 285
deviceName = CUE_Site1_AA
lineName = 28100
filter = com.cisco.cti.protocol.LineEventFilter {
callStateChanged = true
dtmf = true
ring = false
toneChanged = false
globalCallHandleChanged = true
```

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

```
queuing com.cisco.cti.protocol.LineInServiceEvent
18127: Jul 14 11:28:59.444 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.LineInServiceEvent[285]
18128: Jul 14 11:28:59.445 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue){Line:28100(16777227,34)}
LineInServiceEvent
18129: Jul 14 11:28:59.446 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Address "28100"
in service
18130: Jul 14 11:28:59.447 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [28100]
CiscoAddrInServiceEv [#688]
18131: Jul 14 11:28:59.448 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7]
ObserverProxy.queueEvents: queuing asynchronously
18132: Jul 14 11:28:59.448 EDT %JTAPI-MISC-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7):
queuing com.cisco.jtapi.JtapiAddressEventSet
18133: Jul 14 11:28:59.449 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7):
delivering JAES[1]
18134: Jul 14 11:28:59.450 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7]
ObserverProxy.deliverEvents()
18135: Jul 14 11:28:59.468 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7]
ObserverProxy.deliverEvents() completed
18136: Jul 14 11:28:59.475 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 286
enumerationHandle = 13
}
18137: Jul 14 11:28:59.476 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 288
enumerationHandle = 13
count = 10
}
18138: Jul 14 11:28:59.481 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceRegisteredEvent {
eventSequence = 286
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_VM
type = 73
allowsRegistration = true
}
loginAllowed = false
loginUserID =
controllable = true
reason = 0
}
18139: Jul 14 11:28:59.482 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceRegisteredEvent
18140: Jul 14 11:28:59.483 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[286]
18141: Jul 14 11:28:59.484 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received
DeviceRegisteredEvent
18142: Jul 14 11:28:59.705 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceOpenResponse {
sequenceNumber = 287
callManagerID = 16777227
deviceID = 35
}
18143: Jul 14 11:28:59.707 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) DeviceMap: opening
device "CUE_Sitel_VM"
18144: Jul 14 11:28:59.708 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
```

```
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18145: Jul 14 11:28:59.709 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_VM(16777227,35)
reopening line 28000(0,0)
18146: Jul 14 11:28:59.711 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 289
deviceName = CUE_Site1_VM
lineName = 28000
filter = com.cisco.cti.protocol.LineEventFilter {
callStateChanged = true
dtmf = true
ring = false
toneChanged = false
globalCallHandleChanged = true
openReceiveChannel = false
partyInfoChanged = true
bExistingCallEvent = true
bNewCallEvent = true
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18147: Jul 14 11:28:59.714 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequ
18149: Jul 14 11:28:59.716 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceInServiceEvent[287]
18150: Jul 14 11:28:59.718 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Terminal
"CUE_Site1_VM" in service
18151: Jul 14 11:28:59.718 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [CUE_Site1_VM]
CiscoTermInServiceEv [#689]
18152: Jul 14 11:28:59.720 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 288
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28100
permanentLineID = 117519949
}]
more = false
}
18153: Jul 14 11:28:59.722 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 290
enumerationHandle = 13
}
18154: Jul 14 11:28:59.724 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 289
callManagerID = 16777227
lineID = 35
}
18155: Jul 14 11:28:59.726 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-site1cue) cue_site1_p07(0,0)
18156: Jul 14 11:28:59.726 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue_site1_p07(0,0)
Device is not Opened previously, not attempting to open
18157: Jul 14 11:28:59.727 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-site1cue) cue_site1_p06(0,0)
18158: Jul 14 11:28:59.728 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue_site1_p06(0,0)
Device is not Opened previously, not attempting to open
18159: Jul 14 11:28:59.728 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-site1cue) cue_site1_p05(0,0)
18160: Jul 14 11:28:59.729 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue_site1_p05(0,0)
```

Device is not Opened previously, not attempting to open  
18161: Jul 14 11:28:59.729 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device  
(P1-site1cue) cue\_site1\_p04(0,0)  
18162: Jul 14 11:28:59.733 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceRegisterDeviceRequest {  
sequenceNumber = 291  
deviceName = cue\_site1\_p04  
ipAddr = 1802113708  
rtpPortNumber = 16384  
mediaSpecificationTimeout = 0  
mediaCaps = 2@[  
com.cisco.cti.protocol.MediaCapability {  
payloadCapability = 4  
maxFramesPerPacket = 30  
bitRate = 1  
},  
com.cisco.cti.protocol.MediaCapability {  
payloadCapability = 2  
maxFramesPerPacket = 30  
bitRate = 1  
}]  
filter = com.cisco.cti.protocol.DeviceEventFilter {  
deviceModeChanged = false  
keyPressed = false  
featureButtonPressed = false  
lampModeChanged = false  
ringModeChanged = false  
displayChanged = false  
startTransmission = true  
stopTransmission = true  
startReception = true  
stopReception = true  
softKeyPressed = false  
deviceData 163: Jul 14 11:28:59.737 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Event: com.cisco.cti.protocol.LineInServiceEvent {  
eventSequence = 288  
lineCallManagerID = 16777227  
lineID = 35  
}  
18164: Jul 14 11:28:59.737 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.LineInServiceEvent  
18165: Jul 14 11:28:59.739 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.LineInServiceEvent[288]  
18166: Jul 14 11:28:59.739 EDT %JTAPI-CTI-7-UNK:(P1-site1cue){Line:28000(16777227,35)}  
LineInServiceEvent  
18167: Jul 14 11:28:59.740 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28000" in  
service  
18168: Jul 14 11:28:59.741 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28000]  
CiscoAddrInServiceEv [#690]  
18169: Jul 14 11:28:59.741 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@40b3b6e1]  
ObserverProxy.queueEvents: queuing asynchronously  
18170: Jul 14 11:28:59.742 EDT %JTAPI-MISC-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@40b3b6e1):  
queuing com.cisco.jtapi.JtapiAddressEventSet  
18171: Jul 14 11:28:59.744 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@40b3b6e1):  
delivering JAES[1]  
18172: Jul 14 11:28:59.744 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@40b3b6e1]  
ObserverProxy.deliverEvents()  
18173: Jul 14 11:28:59.760 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.T  
18174: Jul 14 11:28:59.768 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received

```
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 290
}
18175: Jul 14 11:28:59.769 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Sitel_AA(16777227,34)
refreshing lines: previous=1 current=1 created=0 removed=0
18176: Jul 14 11:28:59.770 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Sitel_VM(16777227,35)
updating lines
18177: Jul 14 11:28:59.771 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 292
deviceName = CUE_Sitel_VM
}
18178: Jul 14 11:28:59.775 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Event:
com.cisco.cti.protocol.DeviceRegisteredEvent {
eventSequence = 289
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p04
type = 72
allowsRegistration = true
}
loginAllowed = false
loginUserID =
controllable = true
reason = 0
}
18179: Jul 14 11:28:59.776 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceRegisteredEvent
18180: Jul 14 11:28:59.777 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[289]
18181: Jul 14 11:28:59.778 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received
DeviceRegisteredEvent
18182: Jul 14 11:28:59.780 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceRegisterDeviceResponse {
sequenceNumber = 291
callManagerID = 16777227
deviceID = 36
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p04
type = 72
allowsRegistration = true
}
}
18183: Jul 14 11:28:59.781 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) DeviceMap: opening
device "cue_sitel_p04"
18184: Jul 14 11:28:59.782 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18185: Jul 14 11:28:59.783 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_sitel_p04(16777227,36)
reopening line 28004(0,0)
18186: Jul 14 11:28:59.785 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 293
deviceName = cue_sitel_p04
lineName = 28004
filter = com.cisco.cti.protocol.LineEventFilter {
callStateChanged = true
dtmf = true
ring = false
toneChanged = false
globalCallHandleChanged = true
openReceiveChannel = false
partyInfoChanged = true
bExistingCallEvent = true
bNewCallEvent = true
}
```

```
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18187: Jul 14 11:28:59.789 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequence = 290
deviceCallManagerID = 16777227
deviceID cti.protocol.DeviceInServiceEvent
18189: Jul 14 11:28:59.790 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceInServiceEvent[290]
18190: Jul 14 11:28:59.791 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Terminal
"cue_site1_p04" in service
18191: Jul 14 11:28:59.792 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [cue_site1_p04]
CiscoTermInServiceEv [#691]
18192: Jul 14 11:28:59.794 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 292
enumerationHandle = 14
}
18193: Jul 14 11:28:59.796 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 294
enumerationHandle = 14
count = 10
}
18194: Jul 14 11:28:59.799 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 293
callManagerID = 16777227
lineID = 36
}
18195: Jul 14 11:28:59.800 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening
device (P1-site1cue) cue_site1_p03(0,0)
18196: Jul 14 11:28:59.803 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceRegisterDeviceRequest {
sequenceNumber = 295
deviceName = cue_site1_p03
ipAddr = 1802113708
rtpPortNumber = 16386
mediaSpecificationTimeout = 0
mediaCaps = 2@[
com.cisco.cti.ability {
payloadCapability = 2
maxFramesPerPacket = 30
bitRate = 1
}]
filter = com.cisco.cti.protocol.DeviceEventFilter {
deviceModeChanged = false
keyPressed = false
featureButtonPressed = false
lampModeChanged = false
ringModeChanged = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData = true
}
disableAutoRecovery = false
}
```

18197: Jul 14 11:28:59.807 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Event: com.cisco.cti.protocol.LineInServiceEvent {  
eventSequence = 291  
lineCallManagerID = 16777227  
lineID = 36  
}  
18198: Jul 14 11:28:59.808 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.LineInServiceEvent  
18199: Jul 14 11:28:59.809 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.LineInServiceEvent[291]  
18200: Jul 14 11:28:59.810 EDT %JTAPI-CTI-7-UNK:(P1-site1cue){Line:28004(16777227,36)}  
LineInServiceEvent  
18201: Jul 14 11:28:59.810 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28004"  
in service  
18202: Jul 14 11:28:59.811 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28004]  
CiscoAddrInServiceEv [#692]  
18203: Jul 14 11:28:59.812 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1]  
ObserverProxy.queueEvents: queuing asynchronously  
18204: Jul 14 11:28:59.812 EDT %JTAPI-MISC-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1):  
queuing com.cisco.jtapi.JtapiAddressEventSet  
18205: Jul 14 11:28:59.813 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1):  
delivering JAES[1]  
18206: Jul 14 11:28:59.814 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1]  
ObserverProxy.deliverEvents()  
18207: Jul 14 11:28:59.948 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1]  
ObserverProxy.deliverEvents() completed  
18208: Jul 14 11:29:00.057 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {  
sequenceNumber = 294  
info = 1@[  
com.cisco.cti.protocol.LineInfo {  
name = 28000  
permanentLineID = 1978608865  
}]  
more = false  
}  
18209: Jul 14 11:29:00.059 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.GetLineInfoCloseRequest {  
sequenceNumber = 296  
enumerationHandle = 14  
}  
18210: Jul 14 11:29:00.062 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Event: com.cisco.cti.protocol.DeviceRegisteredEvent {  
eventSequence = 292  
deviceInfo = com.cisco.cti.protocol.DeviceInfo {  
name = cue\_site1\_p03  
type = 72  
owsRegistration = true  
}  
loginAllowed = false  
loginUserID =  
controllable = true  
reason = 0  
}  
18211: Jul 14 11:29:00.063 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.DeviceRegisteredEvent  
18212: Jul 14 11:29:00.064 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[292]



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

18214: Jul 14 11:29:00.067 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Response: com.cisco.cti.protocol.DeviceRegisterDeviceResponse {  
sequenceNumber = 295  
callManagerID = 16777227  
deviceID = 37  
deviceInfo = com.cisco.cti.protocol.DeviceInfo {  
name = cue\_site1\_p03  
type = 72  
allowsRegistration = true  
}  
}

18215: Jul 14 11:29:00.068 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening device "cue\_site1\_p03"

18216: Jul 14 11:29:00.069 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device

18217: Jul 14 11:29:00.070 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue\_site1\_p03 (16777227,37) reopening line 28003(0,0)

18218: Jul 14 11:29:00.072 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {  
sequenceNumber = 297  
deviceName = cue\_site1\_p03  
lineName = 28003  
filter = com.cisco.cti.protocol.LineEventFilter {  
calls  
partyInfoChanged = true  
bExistingCallEvent = true  
bNewCallEvent = true  
bLineCfwdAllStatus = true  
}  
disableAutoRecovery = false  
}

18219: Jul 14 11:29:00.096 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Event: com.cisco.cti.protocol.DeviceInServiceEvent {  
eventSequence = 293  
deviceCallManagerID = 16777227  
deviceID = 37  
}

18220: Jul 14 11:29:00.097 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread: queuing com.cisco.cti.protocol.DeviceInServiceEvent

18221: Jul 14 11:29:00.098 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread handling event com.cisco.cti.protocol.DeviceInServiceEvent[293]

18222: Jul 14 11:29:00.098 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Terminal "cue\_site1\_p03" in service

18223: Jul 14 11:29:00.099 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [cue\_site1\_p03] CiscoTermInServiceEv [#693]

18224: Jul 14 11:29:00.101 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {  
sequenceNumber = 296  
}

18225: Jul 14 11:29:00.102 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE\_Site1\_VM(16777227,35) refreshing lines: previous=1 current=1 created=0 removed=0

18226: Jul 14 11:29:00.103 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue\_site1\_p04(16777227,36) updating lines

18227: Jul 14 11:29:00.104 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [(P1-14.80.227.127) DeviceLineUpdateThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {  
sequenceNumber = 298  
deviceName = cue\_site1\_p04  
}

18228: Jul 14 11:29:00.107 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Response: com.cisco.cti.protocol.LineOpenResponse {  
sequenceNumber = 297

```
callManagerID = 16777227
lineID = 37
}
18229: Jul 14 11:29:00.108 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-site1cue) cue_site1_p02(0,0)
18230: Jul 14 11:29:00.112 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceRegisterDeviceRequest {
sequenceNumber = 299
deviceName = cue_site1_p02
ipAddr = 1802113708
rtpPortNumber = 16388
mediaSpecificationTimeout = 0
mediaCaps = 2@[
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 4
maxFramesPerPacket = 30
bitRate = 1
},
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 2
maxFramesPerPacket = 30
bitRate = 1
}]
filter = com.cisco.cti.protocol.DeviceEventFilter {
deviceModeChanged = false
keyPressed = false
featureButtonPressed = false
lampModeChanged = false
ringModeChanged = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData = true
}
disableAutoRecovery = false
}
18231: Jul 14 11:29:00.116 EDT %JTAPI-PROTOCOL-7-UNK:(P1-1 294
lineCallManagerID = 16777227
lineID = 37
}
18232: Jul 14 11:29:00.117 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.LineInServiceEvent
18233: Jul 14 11:29:00.118 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.LineInServiceEvent[294]
18234: Jul 14 11:29:00.119 EDT %JTAPI-CTI-7-UNK:(P1-site1cue){Line:28003(16777227,37)}
LineInServiceEvent
18235: Jul 14 11:29:00.120 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28003"
in service
18236: Jul 14 11:29:00.120 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28003]
CiscoAddrInServiceEv [#694]
18237: Jul 14 11:29:00.121 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1]
ObserverProxy.queueEvents: queuing asynchronously
18238: Jul 14 11:29:00.122 EDT %JTAPI-MISC-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1):
queuing com.cisco.jtapi.JtapiAddressEventSet
18239: Jul 14 11:29:00.123 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1):
delivering JAES[1]
18240: Jul 14 11:29:00.123 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1]
```

```
ObserverProxy.deliverEvents()
18241: Jul 14 11:29:00.139 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1]
ObserverProxy.deliverEvents() completed
18242: Jul 14 11:29:00.141 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227ceNumber = 298
enumerationHandle = 15
}
18243: Jul 14 11:29:00.142 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 300
enumerationHandle = 15
count = 10
}
18244: Jul 14 11:29:00.147 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceRegisteredEvent {
eventSequence = 295
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = cue_site1_p02
type = 72
allowsRegistration = true
}
loginAllowed = false
loginUserID =
controllable = true
reason = 0
}
18245: Jul 14 11:29:00.147 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceRegisteredEvent
18246: Jul 14 11:29:00.148 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[295]
18247: Jul 14 11:29:00.149 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received
DeviceRegisteredEvent
18248: Jul 14 11:29:00.151 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceRegisterDeviceResponse {
sequenceNumber = 299
callManagerID = 16777227
deviceID = 38
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = cue_site1_p02
type = 72
allowsRegistration = true
}
}
18249: Jul 14 11:29:00.152 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening
device "cue_site1_p02"
18250: Jul 14 11:29:00.154 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18251: Jul 14 11:29:00.155 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p02(16777227,38)
reopening line 28002(0,0)
18252: Jul 14 11:29:00.157 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 301
deviceName = cue_site1_p02
lineName = 28002
filter = com.cisco.cti.protocol.LineEventFilter {
callStateChanged = true
dtmf = true
ring = false
toneChanged = false
globalCallHandleChanged = true
openReceiveChannel = false
partyInfoChanged = true
bExistingCallEvent = true
```

```
bNewCallEvent = true
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18253: Jul 14 11:29:00.161 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequence = 296
deviceCallManagerID = 16777227
deviceID = 38
}
18254: Jul 14 11:29:00.161 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceInServiceEvent
18255: Jul 14 11:29:00.162 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceInServiceEvent[296]
18256: Jul 14 11:29:00.163 EDT %JTAPI-JTAPIIMPL-7-UNKscoTermInServiceEv [#695]
18258: Jul 14 11:29:00.166 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 300
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28004
permanentLineID = 1897211172
}]
more = false
}
18259: Jul 14 11:29:00.188 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 302
enumerationHandle = 15
}
18260: Jul 14 11:29:00.192 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 301
callManagerID = 16777227
lineID = 38
}
18261: Jul 14 11:29:00.193 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening
device (P1-site1cue) cue_site1_p01(0,0)
18262: Jul 14 11:29:00.197 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceRegisterDeviceRequest {
sequenceNumber = 303
deviceName = cue_site1_p01
ipAddr = 1802113708
rtpPortNumber = 16390
mediaSpecificationTimeout = 0
mediaCaps = 2@[
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 4
maxFramesPerPacket = 30
bitRate = 1
},
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 2
maxFramesPerPacket = 30
bitRate = 1
}]
filter false
featureButtonPressed = false
lampModeChanged = false
ringModeChanged = false
displayChanged = false
startTransmission = true
```

```
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData = true
}
disableAutoRecovery = false
}
18263: Jul 14 11:29:00.202 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.LineInServiceEvent {
eventSequence = 297
lineCallManagerID = 16777227
lineID = 38
}
18264: Jul 14 11:29:00.202 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.LineInServiceEvent
18265: Jul 14 11:29:00.204 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.LineInServiceEvent[297]
18266: Jul 14 11:29:00.204 EDT %JTAPI-CTI-7-UNK:(P1-site1cue){Line:28002(16777227,38)}
LineInServiceEvent
18267: Jul 14 11:29:00.205 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28002"
in service
18268: Jul 14 11:29:00.206 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28002]
CiscoAddrInServiceEv [#696]
18269: Jul 14 11:29:00.207 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d4a36e0]
ObserverProxy.queueEvents: queuing asynchronously
18270: Jul 14 11:29:00.207 EDT %JTAPI-MISC-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d4a36e0):
queuing com.cisco.jtapi.JtapiAddressEventSet
18271: Jul 14 11:29:00.208 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d4a36e0):
delivering JAES[1]
18272: Jul 14 11:29:00.209 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d4a36e0]
ObserverProxy.deliverEvents()
18273: Jul 14 11:29:00.218 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d4a36e0]
ObserverProxy.deliverEvents() completed
18274: Jul 14 11:29:00.220 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 302
}
18275: Jul 14 11:29:00.222 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p04(16777227,36)
refreshing lines: previous=1 current=1 created=0 removed=0
18276: Jul 14 11:29:00.223 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p03(16777227,37)
updating lines
18277: Jul 14 11:29:00.224 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 304
deviceName = cue_site1_p03
}
18278: Jul 14 11:29:00.231 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [Thread-37] [28002]Request:
setMessageWaiting ( 2104,true )
18279: Jul 14 11:29:00.232 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [Thread-37]
sending: com.cisco.cti.protocol.LineSetMessageWaitingRequest {
sequenceNumber = 305
lineCallManagerID = 16777227
lineID = 38
lineName = 2104
lampMode = 2
}
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
}
18281: Jul 14 11:29:00.237 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceRegisteredEvent
18282: Jul 14 11:29:00.238 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[298]
18283: Jul 14 11:29:00.238 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received
DeviceRegisteredEvent
18284: Jul 14 11:29:00.240 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceRegisterDeviceResponse {
sequenceNumber = 303
callManagerID = 16777227
deviceID = 39
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = cue_site1_p01
type = 72
allowsRegistration = true
}
}
18285: Jul 14 11:29:00.242 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening
device "cue_site1_p01"
18286: Jul 14 11:29:00.242 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18287: Jul 14 11:29:00.244 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p01(16777227,39)
reopening line 28001(0,0)
18288: Jul 14 11:29:00.246 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.
sequenceNumber = 306
deviceName = cue_site1_p01
lineName = 28001
filter = com.cisco.cti.protocol.LineEventFilter {
callStateChanged = true
dtmf = true
ring = false
toneChanged = false
globalCallHandleChanged = true
openReceiveChannel = false
partyInfoChanged = true
bExistingCallEvent = true
bNewCallEvent = true
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18289: Jul 14 11:29:00.249 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Event:
com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequence = 299
deviceCallManagerID = 16777227
deviceID = 39
}
18290: Jul 14 11:29:00.250 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceInServiceEvent
18291: Jul 14 11:29:00.251 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceInServiceEvent[299]
18292: Jul 14 11:29:00.252 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Terminal
```

```
"cue_site1_p01" in service
18293: Jul 14 11:29:00.253 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [cue_site1_p01]
CiscoTermInServiceEv [#697]
18294: Jul 14 11:29:00.255 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 304
enumerationHandle = 16
}
18295: Jul 14 11:29:00.268 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 307
enumerationHandle = 16
count = 10
}
18296: Jul 14 11:29:00.271 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineSetMessageWaitingResponse {
sequenceNumber = 305
}
18297: Jul 14 11:29:00.290 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 306
callManagerID = 16777227
lineID = 39
}
18298: Jul 14 11:29:00.291 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
ProviderRetryThread stopping retries
18299: Jul 14 11:29:00.292 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
ProviderRetryThread waiting until notified
18300: Jul 14 11:29:00.294 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.LineInServiceEvent {
eventSequence = 300
lineCallManagerID = 16777227
lineID = 39
}
18301: Jul 14 11:29:00.294 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.LineInServiceEvent
18302: Jul 14 11:29:00.295 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.LineInServiceEvent[300]
18303: Jul 14 11:29:00.296 EDT %JTAPI-CTI-7-UNK:(P1-site1cue){Line:28001(16777227,39)}
LineInServiceEvent
18304: Jul 14 11:29:00.297 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28001"
in service
18305: Jul 14 11:29:00.298 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28001]
CiscoDT %JTAPI-MISC-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0):
queuing com.cisco.jtapi.JtapiAddressEventSet
18308: Jul 14 11:29:00.300 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0):
delivering JAES[1]
18309: Jul 14 11:29:00.301 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0]
ObserverProxy.deliverEvents()
18310: Jul 14 11:29:00.327 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0]
ObserverProxy.deliverEvents() completed
18311: Jul 14 11:29:00.376 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 307
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28003
permanentLineID = 2109152574
}]
}]
```

```
more = false
}
18312: Jul 14 11:29:00.377 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 308
enumerationHandle = 16
}
18313: Jul 14 11:29:00.381 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 308
}
18314: Jul 14 11:29:00.382 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p03(16777227,37)
refreshing lines: previous=1 current=1 created=0 removed=0
18315: Jul 14 11:29:00.383 EDT %JTAPI-CTI-7-UNK EDT %JTAPI-PROTOCOL-7-UNK:
(P1-14.80.227.127) [(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 309
deviceName = cue_site1_p02
}
18317: Jul 14 11:29:00.387 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 309
enumerationHandle = 17
}
18318: Jul 14 11:29:00.389 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 310
enumerationHandle = 17
count = 10
}
18319: Jul 14 11:29:00.397 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 310
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28002
permanentLineID = 1035863534
}]
more = false
}
18320: Jul 14 11:29:00.398 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 311
enumerationHandle = 17
}
18321: Jul 14 11:29:00.403 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 311
}
18322: Jul 14 11:29:00.405 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p02(16777227,38)
refreshing lines: previous=1 current=1 created=0 removed=0
18323: Jul 14 11:29:00.405 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p01(16777227,39)
updating lines
18324: Jul 14 11:29:00.406 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 312
deviceName = cue_site1_p01
}
18325: Jul 14 11:29:00.409 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
```



```
sequenceNumber = 312
enumerationHandle = 18
}
18326: Jul 14 11:29:00.411 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 313
enumerationHandle = 18
count = 10
}
18327: Jul 14 11:29:00.419 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 313
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28001
permanentLineID = 1084634008
}]
more = false
}
18328: Jul 14 11:29:00.476 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 314
enumerationHandle = 18
}
18329: Jul 14 11:29:00.480 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 314
}
18330: Jul 14 11:29:00.521 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue)
18331: Jul 14 11:29:01.514 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue)[Thread-36][28001]
Request: setMessageWaiting ( 2104,true )
18332: Jul 14 11:29:01.516 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [Thread-36]
sending: com.cisco.cti.protocol.LineSetMessageWaitingRequest {
sequenceNumber = 315
lineCallManagerID = 16777227
lineID = 39
lineName = 2104
lampMode = 2
}
18333: Jul 14 11:29:01.520 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineSetMessageWaitingResponse {
sequenceNumber = 315
}
18334: Jul 14 11:29:02.807 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue)[Thread-37][28001]
Request: setMessageWaiting ( 2103,false )
18335: Jul 14 11:29:02.808 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [Thread-37]
sending: com.cisco.cti.protocol.LineSetMessageWaitingRequest {
sequenceNumber = 316
lineCallManagerID = 16777227
lineID = 39
lineName = 2103
lampMode = 1
}
18336: Jul 14 11:29:02.815 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineSetMessageWaitingResponse {
sequenceNumber = 316
}
18337: Jul 14 11:29:26.129 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
server Heartbeat: com.cisco.cti.protocol.Heartbeat {
}
18338: Jul 14 11:29:41.158 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[HeartbeatSendThread] sending: com.cisco.cti.protocol.Heartbeat {
```



18885 07/15 13:33:44.293 voicemail database "SQL: " 0x000000037e11d669 select  
greetingid,greetingtype,messagelength,messageize,greetingoid from vm\_greeting  
where greetingtype=10 and mailboxid='PERSONAL\_000000000000000000000003';  
18885 07/15 13:33:44.296 voicemail database 0 Freed connection: 0, inUse: 0, active: 3  
1989 07/15 13:33:44.324 voicemail vxml "Sorry. Extension" 0x000000037e11d669  
AvPHGreetENU021.wav  
1989 07/15 13:33:44.334 voicemail vxml 0 0x000000037e11d669 11044  
1989 07/15 13:33:44.334 voicemail vxml "is not available." 0x000000037e11d669  
AvSubGreetingsENU018.wav  
1989 07/15 13:33:44.348 voicemail vxml "You may record your message at the tone.  
When you are finished, press #" 0x000000037e11d669 AvSubSendMsgENU050.wav  
2043 07/15 13:33:51.757 voicemail agc "AGC processing buffer" 8160 0  
2043 07/15 13:33:52.777 voicemail agc "AGC processing buffer" 8160 0  
2043 07/15 13:33:53.797 voicemail agc "AGC processing buffer" 8160 0  
2043 07/15 13:33:54.817 voicemail agc "AGC processing buffer" 8160 0  
2043 07/15 13:33:55.837 voicemail agc "AGC processing buffer" 8160 0  
2043 07/15 13:33:56.257 voicemail agc "AGC processing buffer" 8160 0  
1989 07/15 13:33:56.627 voicemail vxml "To send this message with normal  
priority, press 1. To send this message with urgent priority, press 2."  
0x000000037e11d669 AvPHGreetENU002.wav  
1989 07/15 13:33:56.627 voicemail vxml "To listen to your message, press 3.  
To re-record it, press 4." 0x000000037e11d669 AvAesopCustomENU004.wav  
1989 07/15 13:33:56.632 voicemail vxml "To cancel press 6"  
0x000000037e11d669 AvPHGreetENU403.wav  
1989 07/15 13:34:03.395 voicemail vxml "callerMsgRecord.record\_message.action"  
0x000000037e11d669 2  
18885 07/15 13:34:03.402 voicemail ldap "getUserByPhoneNo" undefined  
18885 07/15 13:34:03.407 voicemail ldap "getUserByPhoneNo: No entry found."  
18885 07/15 13:34:03.407 voicemail message "Creating Message" 1089912843407\_0  
18885 07/15 13:34:03.407 voicemail message "Message Length" 5398, Message Size: 44218  
18885 07/15 13:34:03.407 voicemail mailbox "Sending message(s) from"  
0x000000037e11d669 /sw/local/users/user3  
18885 07/15 13:34:03.407 voicemail mailbox "Sending message to"  
0x000000037e11d669 11044  
18885 07/15 13:34:03.408 voicemail database 0 Got connection: 1, inUse: 1, active: 3  
18885 07/15 13:34:03.408 voicemail mailbox "Message received" 0x000000037e11d669  
PERSONAL\_000000000000000000000003,1089912843407\_0  
18885 07/15 13:34:03.408 voicemail database "SQL: " 0x000000037e11d669 select count  
(messageid) from vm\_message where messageid='1089912843407\_0';  
18885 07/15 13:34:03.413 voicemail database "Database query results"  
0x000000037e11d669 0  
18885 07/15 13:34:03.413 voicemail database "SQL: " 0x000000037e11d669 update  
vm\_message set messageid='1089912843407\_0',messagetype=1,sender='Unknown',  
urgent=true,private=false,attachedmsgid=null where messageId='OID\_16650';  
18885 07/15 13:34:03.559 voicemail database "SQL: " 0x000000037e11d669 insert  
into vm\_usermsg values('PERSONAL\_000000000000000000000003',  
'1089912843407\_0',1,1089912843407);  
18885 07/15 13:34:03.564 voicemail database "SQL: " 0x000000037e11d669 select  
totalmessagetime from vm\_mailbox where mailboxid='PERSONAL\_000000000000000000000003'  
for update;  
18885 07/15 13:34:03.566 voicemail database "Database query results"  
0x000000037e11d669 28061  
18885 07/15 13:34:03.567 voicemail database "SQL: " 0x000000037e11d669 update  
vm\_mailbox set totalmessagetime=33459 where  
mailboxid='PERSONAL\_000000000000000000000003';  
18885 07/15 13:34:03.570 voicemail database "Committing transaction"  
0x000000037e11d669  
18885 07/15 13:34:03.601 voicemail ldap 0 getAttributeValue:  
/sw/local/users/user3/TelephoneNumbers/primaryExtension  
18885 07/15 13:34:03.601 voicemail mwi "setMessageWaiting"  
0x000000037e11d669 11044,true  
18885 07/15 13:34:03.602 voicemail mwi " job state" adding job  
1677 07/15 13:34:03.602 voicemail mwi " job state"  
http://localhost:8080/mwiapp?extn=11044&state=1

```
18885 07/15 13:34:03.677 voicemail database 0 Freed connection: 1, inUse: 0,
active: 3
1989 07/15 13:34:03.688 voicemail vxml "Thank you. Your message has been sent."
0x000000037e11d669 AvPHGreetENU008.wav
1989 07/15 13:34:03.700 voicemail "Hello, Unity-lite messaging system. If you
have a mailbox in this system press '*', Otherwise please hold for an operator."
0x000000037e11d669 AvAesopCustomENU001.wav
1989 07/15 13:34:07.756 voicemail vxml 0 0x000000037e11d669 TIMEOUT
1989 07/15 13:34:07.757 voicemail vxml 0 0x000000037e11d669 TIMEOUT
```

## [Información Relacionada](#)

- [Configuración de Phone View en Cisco Unity Connection 8.x](#)
- [Guía del administrador del sistema de Cisco CallManager Express 3.1](#)
- [Guía de Instalación y Actualización de Cisco Unity Express 2.3](#)
- [Guía del Administrador de GUI de Cisco Unity Express para Cisco CallManager, versión 2.1](#)
- [Soporte de tecnología de voz](#)
- [Soporte de Productos de Voice and Unified Communications](#)
- [Soporte Técnico y Documentación - Cisco Systems](#)