

# Mobilità di estensione e mobilità di estensione tra cluster: Modifiche in CUCM 12.5

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## Introduzione

In questo documento vengono descritte le modifiche apportate a uno dei parametri del servizio **Multiple Login Behavior** per la mobilità delle estensioni tra cluster.

## Prerequisiti

### Requisiti

Nessun requisito specifico previsto per questo documento.

### Componenti usati

Le informazioni fornite in questo documento si basano sulle seguenti versioni software e hardware:

- Versione di Cisco Call Manager: **12.5.0.9800-1078 e 12.5.0.99832-3**
- Cisco IP Phone 8861  
Protocollo: SIP  
Firmware: 12-0-1 SR1-1
- Cisco IP Phone 8851

Protocollo: SIP

Firmware: 12-0-1 SR1-1

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

## Configurazione

**Mobilità di estensione:** Consente agli utenti di accedere temporaneamente alla configurazione del proprio Cisco IP Phone (composizione veloce, aspetto della linea) da un altro Cisco IP Phone sullo stesso cluster.

**Mobilità di estensione tra cluster:** Questa funzionalità consente a un utente di un cluster Cisco Unified Communications Manager (CUCM), in genere denominato cluster principale, di accedere a un Cisco IP Phone di un altro cluster CUCM, denominato cluster locale, come se utilizzasse il telefono IP del sito principale.

### Prima della 12.5

Si è verificato un parametro del servizio **Comportamento di accesso multiplo all'interno del cluster (Sistema > Parametro servizio**, quindi Selezionare il gestore delle chiamate e il servizio di mobilità delle estensioni). Questo parametro viene utilizzato per controllare più account di accesso per la mobilità delle estensioni. Valori validi:

- Consentito

Un utente può accedere a più telefoni contemporaneamente.

- Non consentito

Se un utente è connesso a uno dei telefoni, non potrà accedere a un altro telefono.

- Disconnessione automatica

Se un utente è collegato a un telefono e tenta di accedere a un altro telefono, l'accesso verrà eseguito correttamente sul secondo telefono e verrà disconnesso dal primo telefono.

Per EMCC, tale comportamento non si è verificato. Sono sempre stati consentiti più accessi e l'amministratore non ha potuto controllarli.

### Nuove modifiche a partire dalla versione 12.5

EMC offre inoltre la flessibilità necessaria per controllare più accessi. Per ottenere questo risultato, è disponibile un nuovo parametro del servizio denominato **Multiple Login Behavior (Sistema > Parametro servizio** e quindi Seleziona il gestore delle chiamate e la mobilità delle estensioni come servizio). Ha gli stessi valori di prima:

- Sono consentiti più accessi

- Non sono consentiti più accessi

- Disconnessione automatica

**Nota:** Le impostazioni di configurazione dei parametri del servizio applicate nel cluster principale vengono applicate e non visitano il cluster.

Scenario di esempio: I parametri relativi al **comportamento di più accessi** sono impostati su **Più accessi non consentiti** nel cluster principale e **Più accessi consentiti** nel cluster visitante.

Se si accede al cluster in visita e quindi si tenta di accedere di nuovo a un altro telefono nel cluster in visita, pertanto in questo caso non è consentito effettuare l'accesso poiché, il parametro è impostato su **Più accessi non consentiti** nel cluster principale.

## Risoluzione dei problemi

### Analisi del log per la mobilità delle estensioni

#### Caso 1: Comportamento di più accessi impostato su Più accessi consentiti

Il parametro del servizio è simile al seguente:

The screenshot shows the Cisco Unified CM Administration interface. The main content area is titled 'Service Parameter Configuration' and shows parameters for 'Cisco Extension Mobility (Active) Parameters on server 10.106.125.174--CUCM Voice/Video (Active)'. A table lists several parameters, with 'Multiple Login Behavior' highlighted by a red box. The table has three columns: Parameter Name, Parameter Value, and Suggested Value.

Parameter Name	Parameter Value	Suggested Value
<b>Clusterwide Parameters (Parameters that apply to all servers)</b>		
<a href="#">Enforce Intra-cluster Maximum Login Time *</a>	False	False
<a href="#">Intra-cluster Maximum Login Time *</a>	0	8:00
<a href="#">Inter-cluster Maximum Login Time *</a>	10:00	10:00
<a href="#">Multiple Login Behavior *</a>	Multiple Logins Allowed	Multiple Logins Not Allowed
<a href="#">Alphanumeric User ID *</a>	True	True
<a href="#">Remember the Last User Logged In *</a>	False	False
<a href="#">Clear Call Logs on Intra-Cluster EM *</a>	False	False

Nei registri del servizio di mobilità delle estensioni è possibile visualizzare il parametro qui:

```
2019-01-26 10:55:59,109 INFO [Thread-68 ] ServiceParameters - -----
Begin Service Parameters -----

2019-01-26 10:55:59,109 INFO [Thread-68 ] ServiceParameters - Max Duration
Enabled = false

2019-01-26 10:55:59,109 INFO [Thread-68 ] ServiceParameters - Intra-Cluster
Max Login Duration String = 0

2019-01-26 10:55:59,109 INFO [Thread-68 ] ServiceParameters - Inter-cluster
Max Login Duration String = 10:00

2019-01-26 10:55:59,109 INFO [Thread-68 ] ServiceParameters - Multi Login
Policy = multiOK
```

```

2019-01-26 10:55:59,109 INFO [Thread-68 ] ServiceParameters - Max Concurrent
Sessions = 15

2019-01-26 10:55:59,109 INFO [Thread-68 ] ServiceParameters - Is IP Check
Enabled = false

2019-01-26 10:55:59,110 INFO [Thread-68 ] ServiceParameters - Trusted IP List
=

2019-01-26 10:55:59,110 INFO [Thread-68 ] ServiceParameters - EM Device Cache
Size = 10000

2019-01-26 10:55:59,110 INFO [Thread-68 ] ServiceParameters - Allow Proxy
= false

2019-01-26 10:55:59,110 INFO [Thread-68 ] ServiceParameters - EMCC Allow
Proxy = true

2019-01-26 10:55:59,110 INFO [Thread-68 ] ServiceParameters - -----
End Service Parameters -----

```

## Caso 2: Comportamento di più accessi impostato su Più accessi non consentito

Il parametro del servizio è simile al seguente:

The screenshot shows the Cisco Unified CM Administration interface. The page title is "Service Parameter Configuration" for "Cisco Extension Mobility (Active) Parameters on server 10.106.125.174--CUCM Voice/Video (Active)". A table lists various parameters, with "Multiple Login Behavior" highlighted by a red box. The table has three columns: Parameter Name, Parameter Value, and Suggested Value.

Parameter Name	Parameter Value	Suggested Value
<b>Clusterwide Parameters (Parameters that apply to all servers)</b>		
Enforce Intra-cluster Maximum Login Time *	False	False
Intra-cluster Maximum Login Time *	0	8:00
Inter-cluster Maximum Login Time *	10:00	10:00
<b>Multiple Login Behavior *</b>	<b>Multiple Logins Not Allowed</b>	Multiple Logins Not Allowed
Remember the Last User Logged In *	True	True
Remember the Last User Logged In *	False	False
Clear Call Legs on Intra-Cluster EM *	False	False

Nei registri del servizio di mobilità delle estensioni è possibile visualizzare questo parametro:

```

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - -----
Begin Service Parameters -----

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - Max Duration
Enabled = false

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - Intra-Cluster
Max Login Duration String = 0

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - Inter-cluster
Max Login Duration String = 10:00

```

```

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - Multi Login
Policy = noLogin

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - Max Concurrent
Sessions = 15

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - Is IP Check
Enabled = false

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - Trusted IP List
=

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - EM Device Cache
Size = 10000

2019-01-24 22:12:15,917 INFO [Thread-68 ] ServiceParameters - Allow Proxy
= false

2019-01-24 22:12:15,917 INFO [Thread-68 ] ServiceParameters - EMCC Allow
Proxy = true

2019-01-24 22:12:15,917 INFO [Thread-68 ] ServiceParameters - -----
End Service Parameters -----

```

**L'errore viene stampato nel modo seguente:**

```

2019-01-26 10:54:45,661 ERROR [http-bio-8443-exec-19] EMServiceServlet - 110:
LoginService: Dev: test2- Error# 25-com.cisco.emservice.MyException: Policy Violation:
com.cisco.emservice.PolicyValidatorException: Not allowed to log into multiple devices.

```

```

2019-01-26 10:54:45,661 INFO [http-bio-8443-exec-19] EMServiceServlet - 110:Request
succeeded returning<response>

```

<failure>

<error code="25">Policy Violation: com.cisco.emservice.PolicyValidatorException: Not allowed to log into multiple devices.

</error>

</failure>

</response>

**Al telefono, tale errore è presente.**



### Caso 3: Logout multiplo impostato su Logout automatico

Il parametro del servizio è simile al seguente:

Cisco Unified CM Administration

Navigation: Cisco Unified CM Administration | Go

admin | Search Documentation | About | Logout

System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help

Service Parameter Configuration | Related Links: Parameters for All Servers | Go

Save | Set to Default | Advanced

Select Server and Service

Server: 10.106.125.174--CUCM Voice/Video (Active)

Service: Cisco Extension Mobility (Active)

All parameters apply only to the current server except parameters that are in the cluster-wide group(s).

Cisco Extension Mobility (Active) Parameters on server 10.106.125.174--CUCM Voice/Video (Active)

Parameter Name	Parameter Value	Suggested Value
<b>Clusterwide Parameters (Parameters that apply to all servers)</b>		
Enforce Intra-cluster Maximum Login Time *	False	False
Intra-cluster Maximum Login Time *	0	8:00
Inter-cluster Maximum Login Time *	10:00	10:00
<b>Multiple Login Behavior *</b>	Auto Logout	Multiple Logins Not Allowed
Alphanumeric User ID *	True	True
Remember the Last User Logged In *	False	False
Clear Call Logs on Intra-Cluster EM *	False	False

There are hidden parameters in this group. Click on Advanced button to see hidden parameters.

Save | Set to Default | Advanced

\* - indicates required item.

\*\* The Set-to-Default button restores all parameters that have been modified to their original default values.

Nei log del servizio di mobilità delle estensioni, è possibile visualizzare questo parametro:

```
2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - -----
Begin Service Parameters -----

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Max Duration
Enabled = false

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Intra-Cluster
Max Login Duration String = 0

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Inter-cluster
Max Login Duration String = 10:00

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Multi Login
Policy = autoLogout

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Max Concurrent
Sessions = 15

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Is IP Check
Enabled = false

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Trusted IP List
=

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - EM Device Cache
Size = 10000

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Allow Proxy
= false

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - EMCC Allow
Proxy = true

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - -----
End Service Parameters -----
```

## Analisi dei log per EMC

### Caso 1: Comportamento di più accessi impostato su Più accessi consentiti

Cluster home

Nei log del servizio EM:

Richiesta di accesso per la prima volta dal telefono (SEPF8A5C59E1126)

```
2019-01-26 13:45:36,635 DEBUG [http-bio-8443-exec-1] EmccSaxHandler - EMURI =
http%3A%2F%2F10.106.125.174%3A8080%2Femapp%2FEMAppServlet%3Fdevice%3DSEPF8A5C59E1126%26doLogout%
3Dtrue
2019-01-26 13:45:36,637 DEBUG [http-bio-8443-exec-1] EMServiceServlet - 101: Parse Complete
2019-01-26 13:45:36,637 INFO [http-bio-8443-exec-1] EMServiceServlet - 101: Setting remoteIPAddr
to connection IP=10.106.125.174
2019-01-26 13:45:36,637 INFO [http-bio-8443-exec-1] EMServiceServlet - 101 : 137 : atbabu:
processEmccRequest: Received EMCC Home Cluster Login Request for :rak
2019-01-26 13:45:36,637 INFO [http-bio-8443-exec-1] EMServiceServlet - 101 : 137 :
DeviceSecurityMode: 1 HomeCluster SecurityMode: 0
2019-01-26 13:45:36,637 INFO [http-bio-8443-exec-1] EMServiceServlet - 101: authenticate pin for
```

rak  
2019-01-26 13:45:36,650 INFO [http-bio-8443-exec-1] EMServiceServlet - 101 : 137 : atbabu:  
EmccHomeLogin : Performing Home Device Login for :rak  
2019-01-26 13:45:36,650 INFO [http-bio-8443-exec-1] EmccData - 101: getRemoteClusterInfo: Pkid  
for cluster atbabu is d23ef9ea-8392-dbbf-61db-1d9e1d505243  
2019-01-26 13:45:36,650 DEBUG [http-bio-8443-exec-1] EmccData - 101: getRemoteClusterInfo:  
Hostname = 10.106.125.174  
2019-01-26 13:45:36,650 INFO [http-bio-8443-exec-1] Authenticator -  
101:Authenticator.userExists: UserID: rak- Calling cmdb.isLocalUser(osUserID)...  
2019-01-26 13:45:36,650 DEBUG [http-bio-8443-exec-1] CMDatabase - Userid being passed to the  
query is rak  
2019-01-26 13:45:36,651 DEBUG [http-bio-8443-exec-1] CMDatabase - CMDatabase.isLocalUser() :  
SELECT islocaluser FROM EndUser WHERE my\_lower(userid)= my\_lower(?) : parameter ( 'rak' )  
2019-01-26 13:45:36,655 DEBUG [http-bio-8443-exec-1] CMDatabase - PKID for the ROW is  
2019-01-26 13:45:36,655 DEBUG [http-bio-8443-exec-1] CMDatabase - CMDatabase.isLocalUser() :  
isLocaluser : true  
2019-01-26 13:45:36,656 DEBUG [http-bio-8443-exec-1] CMDatabase - is Local user value :true  
2019-01-26 13:45:36,656 INFO [http-bio-8443-exec-1] Authenticator -  
101:Authenticator.userExists: UserID: rak- cmdb.isLocalUser(osUserID) returned  
2019-01-26 13:45:36,656 DEBUG [http-bio-8443-exec-1] EMServiceServlet - 101: 137: atbabu:  
performHomeDeviceLogin for deviceName: SEPF8A5C59E1126  
2019-01-26 13:45:36,656 INFO [http-bio-8443-exec-1] EMServiceServlet - 101:  
computeLoginDuration: Device: SEPF8A5C59E1126 EMCC Request: true EM API Request: false Duration  
Requested through EM API: -1  
2019-01-26 13:45:36,658 INFO [http-bio-8443-exec-1] CMDatabase -  
CMDatabase.getEndUserEmMaxLoginTime() : SELECT EmMaxLoginTime FROM EndUser WHERE userid=? :  
parameters ( 'rak' )  
2019-01-26 13:45:36,659 INFO [http-bio-8443-exec-1] EMServiceServlet - Effective Login Duration  
:36000 seconds  
2019-01-26 13:45:36,659 DEBUG [http-bio-8443-exec-1] DBRequestor - 101 : 137 : atbabu:  
performHomeDeviceLogin: Excecuting Stored Procedure:

## Richiesta per lo stesso utente dal secondo telefono

2019-01-26 13:45:56,442 DEBUG [http-bio-8443-exec-8] EmccSaxHandler - EMURI =  
http%3A%2F%2F10.106.125.174%3A8080%2Femapp%2FEMAppServlet%3Fdevice%3DSEPB000B4BA01F1%26doLogout%  
3Dtrue  
2019-01-26 13:45:56,442 DEBUG [http-bio-8443-exec-8] EMServiceServlet - 103: Parse Complete  
2019-01-26 13:45:56,445 INFO [http-bio-8443-exec-8] EMServiceServlet - 103: Setting remoteIPAddr  
to connection IP=10.106.125.174  
2019-01-26 13:45:56,445 INFO [http-bio-8443-exec-8] EMServiceServlet - 103 : 139 : atbabu:  
processEmccRequest: Received EMCC Home Cluster Login Request for :rak  
2019-01-26 13:45:56,445 INFO [http-bio-8443-exec-8] EMServiceServlet - 103 : 139 :  
DeviceSecurityMode: 1 HomeCluster SecurityMode: 0  
2019-01-26 13:45:56,445 INFO [http-bio-8443-exec-8] EMServiceServlet - 103: authenticate pin for  
rak  
2019-01-26 13:45:56,469 INFO [http-bio-8443-exec-8] EMServiceServlet - 103 : 139 : atbabu:  
EmccHomeLogin : Performing Home Device Login for :rak  
2019-01-26 13:45:56,469 INFO [http-bio-8443-exec-8] EmccData - 103: getRemoteClusterInfo: Pkid  
for cluster atbabu is d23ef9ea-8392-dbbf-61db-1d9e1d505243  
2019-01-26 13:45:56,470 DEBUG [http-bio-8443-exec-8] EmccData - 103: getRemoteClusterInfo:  
Hostname = 10.106.125.174  
2019-01-26 13:45:56,470 INFO [http-bio-8443-exec-8] Authenticator -  
103:Authenticator.userExists: UserID: rak- Calling cmdb.isLocalUser(osUserID)...  
2019-01-26 13:45:56,470 DEBUG [http-bio-8443-exec-8] CMDatabase - Userid being passed to the  
query is rak  
2019-01-26 13:45:56,470 DEBUG [http-bio-8443-exec-8] CMDatabase - CMDatabase.isLocalUser() :  
SELECT islocaluser FROM EndUser WHERE my\_lower(userid)= my\_lower(?) : parameter ( 'rak' )  
2019-01-26 13:45:56,476 DEBUG [http-bio-8443-exec-8] CMDatabase - PKID for the ROW is  
2019-01-26 13:45:56,477 DEBUG [http-bio-8443-exec-8] CMDatabase - CMDatabase.isLocalUser() :  
isLocaluser : true  
2019-01-26 13:45:56,478 DEBUG [http-bio-8443-exec-8] CMDatabase - is Local user value :true  
2019-01-26 13:45:56,478 INFO [http-bio-8443-exec-8] Authenticator -



103:Authenticator.userExists: UserID: rak- cmdb.isLocalUser(osUserID) returned  
2019-01-26 13:45:56,478 DEBUG [http-bio-8443-exec-8] EMServiceServlet - 103: 139: atbabu:  
performHomeDeviceLogin for deviceName: SEPB000B4BA01F1  
2019-01-26 13:45:56,478 INFO [http-bio-8443-exec-8] EMServiceServlet - 103:  
computeLoginDuration: Device: SEPB000B4BA01F1 EMCC Request: true EM API Request: false Duration  
Requested through EM API: -1  
2019-01-26 13:45:56,482 INFO [http-bio-8443-exec-8] CMDatabase -  
CMDatabase.getEndUserEmMaxLoginTime() : SELECT EmMaxLoginTime FROM EndUser WHERE userid=? :  
parameters ( 'rak' )  
2019-01-26 13:45:56,485 INFO [http-bio-8443-exec-8] EMServiceServlet - Effective Login Duration  
:36000 seconds  
2019-01-26 13:45:56,485 DEBUG [http-bio-8443-exec-8] DBRequestor - 103 : 139 : atbabu:  
performHomeDeviceLogin: Excecuting Stored Procedure:

## Visita al cluster

## Richiesta di accesso per la prima volta dal telefono (SEPF8A5C59E1126)

2019-01-26 13:45:46,786 DEBUG [mjunnur ] EmccCommunicator - 137: postMsg - Url =  
https://10.106.106.200:8443/emservice/EMServiceServlet m\_iHttpsTimeout = 120000  
2019-01-26 13:45:47,055 DEBUG [mjunnur ] EmccCommunicator - 137: Retrieved actual user from  
remote cluster : 'rak'  
2019-01-26 13:45:47,056 DEBUG [mjunnur ] EmccCommunicator - 137: performCheckUser: Num of DP is  
: 1  
2019-01-26 13:45:47,056 DEBUG [mjunnur ] CheckUserThread - 137: PerformCheckUser: Home Cluster  
for UserId: rak is :https://10.106.106.200:8443/emservice/EMServiceServlet  
2019-01-26 13:45:47,056 DEBUG [http-bio-8443-exec-7] EmccData - 137: cacheUserToCluster for  
user: rak  
2019-01-26 13:45:47,057 INFO [http-bio-8443-exec-7] EMServiceServlet - 137: EmccLoginRequest:  
Home Cluster URL for User:rak is : https://10.106.106.200:8443/emservice/EMServiceServlet  
2019-01-26 13:45:47,057 INFO [http-bio-8443-exec-7] EMServiceServlet - 137: EmccLoginRequest:  
Device Profile for this user is: Prerna-EM  
2019-01-26 13:45:47,057 DEBUG [http-bio-8443-exec-7] EMServiceServlet - 137:getEmccLoginInfo -  
SEPF8A5C59E1126  
2019-01-26 13:45:47,057 DEBUG [http-bio-8443-exec-7] DBRequestor - 137: getEmccLoginInfo: Query  
= execute function getEmccLoginInfo('SEPF8A5C59E1126')  
2019-01-26 13:45:47,131 DEBUG [http-bio-8443-exec-7] DBRequestor - 137: <VEMAPP>

## Richiesta per lo stesso utente dal secondo telefono

2019-01-26 13:46:06,784 DEBUG [mjunnur ] EmccCommunicator - 139: postMsg - Url =  
https://10.106.106.200:8443/emservice/EMServiceServlet m\_iHttpsTimeout = 120000  
2019-01-26 13:46:06,901 DEBUG [mjunnur ] EmccCommunicator - 139: Retrieved actual user from  
remote cluster : 'rak'  
2019-01-26 13:46:06,902 DEBUG [mjunnur ] EmccCommunicator - 139: performCheckUser: Num of DP is  
: 1  
2019-01-26 13:46:06,902 DEBUG [mjunnur ] CheckUserThread - 139: PerformCheckUser: Home Cluster  
for UserId: rak is :https://10.106.106.200:8443/emservice/EMServiceServlet  
2019-01-26 13:46:06,902 DEBUG [http-bio-8443-exec-20] EmccData - 139: cacheUserToCluster for  
user: rak  
2019-01-26 13:46:06,903 INFO [http-bio-8443-exec-20] EMServiceServlet - 139: EmccLoginRequest:  
Home Cluster URL for User:rak is : https://10.106.106.200:8443/emservice/EMServiceServlet  
2019-01-26 13:46:06,903 INFO [http-bio-8443-exec-20] EMServiceServlet - 139: EmccLoginRequest:  
Device Profile for this user is: Prerna-EM  
2019-01-26 13:46:06,903 DEBUG [http-bio-8443-exec-20] EMServiceServlet - 139:getEmccLoginInfo -  
SEPB000B4BA01F1  
2019-01-26 13:46:06,903 DEBUG [http-bio-8443-exec-20] DBRequestor - 139: getEmccLoginInfo: Query  
= execute function getEmccLoginInfo('SEPB000B4BA01F1')  
2019-01-26 13:46:06,909 DEBUG [http-bio-8443-exec-20] DBRequestor - 139: <VEMAPP>

## Accesso riuscito

```
2019-01-26 13:46:07,143 INFO [http-bio-8443-exec-20] EMServiceServlet - 139: EmccLoginRequest:
Performing Visiting Device Login for :rak
2019-01-26 13:46:07,144 INFO [http-bio-8443-exec-20] EMServiceServlet -
139:performVisitingDeviceLogin - SEPB000B4BA01F1
2019-01-26 13:46:07,144 DEBUG [http-bio-8443-exec-20] DBRequestor - 139:
performVisitingDeviceLogin: Query:
execute function visitingDeviceLogin('SEPB000B4BA01F1', 'mjunnur',
'http://10.106.125.174:8080/emapp/EMAppServlet?device=SEPB000B4BA01F1&doLogout=true', 'rak',
'10.106.106.200', 'null', '10.106.106.200', 'null')
2019-01-26 13:46:07,166 DEBUG [http-bio-8443-exec-20] DBRequestor - 139: t
2019-01-26 13:46:07,167 DEBUG [http-bio-8443-exec-20] EMServiceServlet - 139: EmccLoginRequest:
Result:
<?xml version="1.0"?>
<response>
<success/>
</response>
```

## Caso 2: Comportamento di più accessi impostato su Più accessi non consentito

### Cluster home

### Richiesta per il primo utente

```
2019-01-26 14:34:43,093 INFO [http-bio-8443-exec-16] EMServiceServlet - 109 : 142 : atbabu:
processEmccRequest: Received EMCC Home Cluster Login Request for :rak
2019-01-26 14:34:43,093 INFO [http-bio-8443-exec-16] EMServiceServlet - 109 : 142 :
DeviceSecurityMode: 1 HomeCluster SecurityMode: 0
2019-01-26 14:34:43,093 INFO [http-bio-8443-exec-16] EMServiceServlet - 109: authenticate pin
for rak
2019-01-26 14:34:43,112 INFO [http-bio-8443-exec-16] EMServiceServlet - 109 : 142 : atbabu:
EmccHomeLogin : Performing Home Device Login for :rak
2019-01-26 14:34:43,112 INFO [http-bio-8443-exec-16] EmccData - 109: getRemoteClusterInfo: Pkid
for cluster atbabu is d23ef9ea-8392-dbbf-61db-1d9e1d505243
2019-01-26 14:34:43,112 DEBUG [http-bio-8443-exec-16] EmccData - 109: getRemoteClusterInfo:
Hostname = 10.106.125.174
2019-01-26 14:34:43,112 INFO [http-bio-8443-exec-16] Authenticator -
109:Authenticator.userExists: UserID: rak- Calling cmdb.isLocalUser(osUserID)...
2019-01-26 14:34:43,112 DEBUG [http-bio-8443-exec-16] CMDatabase - Userid being passed to the
query is rak
2019-01-26 14:34:43,113 DEBUG [http-bio-8443-exec-16] CMDatabase - CMDatabase.isLocalUser() :
SELECT islocaluser FROM EndUser WHERE my_lower(userid)= my_lower(?) : parameter ( 'rak' )
2019-01-26 14:34:43,119 DEBUG [http-bio-8443-exec-16] CMDatabase - PKID for the ROW is
2019-01-26 14:34:43,119 DEBUG [http-bio-8443-exec-16] CMDatabase - CMDatabase.isLocalUser() :
isLocaluser : true
2019-01-26 14:34:43,119 DEBUG [http-bio-8443-exec-16] CMDatabase - is Local user value :true
2019-01-26 14:34:43,120 INFO [http-bio-8443-exec-16] Authenticator -
109:Authenticator.userExists: UserID: rak- cmdb.isLocalUser(osUserID) returned
2019-01-26 14:34:43,120 DEBUG [http-bio-8443-exec-16] CMDatabase - Userid being passed to the
query is rak
2019-01-26 14:34:43,122 INFO [http-bio-8443-exec-16] CMDatabase -
CMDatabase:getLoggedInDeviceNames: query=SELECT decode(d.tkclass,249,emcd.devicename,d.name)
name FROM Device d left outer join emcdynamic emcd on d.pkid = emcd.fkdevice INNER JOIN
extensionmobilitydynamic emd ON d.pkid=emd.fkdevice AND emd.fkenduser= ? AND emd.logintime is
NOT NULL AND D.tkDeviceProfile=0 : parameter ( '952a2d32-14e5-fd43-d192-742c4a50d5ab' )
2019-01-26 14:34:43,129 DEBUG [http-bio-8443-exec-16] EMServiceServlet - 109: 142: atbabu:
performHomeDeviceLogin for deviceName: SEPF8A5C59E1126
```

La seconda volta che lo stesso utente non è consentito.

```
2019-01-26 14:38:05,841 ERROR [http-bio-8443-exec-12] EMServiceServlet - 111: Not allowed to log
into multiple devices.
2019-01-26 14:38:05,841 INFO [http-bio-8443-exec-12] EMServiceServlet - 111: EmccRequest
Processing Time: 38
2019-01-26 14:38:05,842 ERROR [http-bio-8443-exec-12] EMServiceServlet - 111: Error processing
EMCC request :com.cisco.emservice.PolicyValidatorException: Not allowed to log into multiple
devices.
2019-01-26 14:38:05,842 DEBUG [http-bio-8443-exec-12] EMServiceServlet - 111: EMCC: Decrement
Counter
2019-01-26 14:38:05,842 INFO [http-bio-8443-exec-12] Counters - 111: Counters --
>111,31,4,18,0,0,0,15,3,0,33,0,71,3,0
```

## Visita al cluster

```
2019-01-26 14:34:53,341 DEBUG [mjunnur ] EmccCommunicator - 142: postMsg - Url =
https://10.106.106.200:8443/emservice/EMServiceServlet m_iHttpsTimeout = 120000
2019-01-26 14:34:53,558 DEBUG [mjunnur ] EmccCommunicator - 142: Retrieved actual user from
remote cluster : 'rak'
2019-01-26 14:34:53,558 DEBUG [mjunnur ] EmccCommunicator - 142: performCheckUser: Num of DP is
: 1
2019-01-26 14:34:53,558 DEBUG [mjunnur ] CheckUserThread - 142: PerformCheckUser: Home Cluster
for UserId: rak is :https://10.106.106.200:8443/emservice/EMServiceServlet
2019-01-26 14:34:53,559 DEBUG [http-bio-8443-exec-16] EmccData - 142: cacheUserToCluster for
user: rak
2019-01-26 14:34:53,560 INFO [http-bio-8443-exec-16] EMServiceServlet - 142: EmccLoginRequest:
Home Cluster URL for User:rak is : https://10.106.106.200:8443/emservice/EMServiceServlet
2019-01-26 14:34:53,560 INFO [http-bio-8443-exec-16] EMServiceServlet - 142: EmccLoginRequest:
Device Profile for this user is: Prerna-EM
2019-01-26 14:34:53,560 DEBUG [http-bio-8443-exec-16] EMServiceServlet - 142:getEmccLoginInfo -
SEPF8A5C59E1126
2019-01-26 14:34:53,560 DEBUG [http-bio-8443-exec-16] DBRequestor - 142: getEmccLoginInfo: Query
= execute function getEmccLoginInfo('SEPF8A5C59E1126')
2019-01-26 14:34:53,576 DEBUG [http-bio-8443-exec-16] DBRequestor - 142: <VEMAPP>
```

## Accesso riuscito.

```
2019-01-26 14:34:53,822 DEBUG [http-bio-8443-exec-16] EMServiceServlet - 142: EmccLoginRequest:
Result:
<?xml version="1.0"?>
<response>
<success/>
</response>
```

## Richiesta di accesso dal secondo telefono.

```
2019-01-26 14:38:16,081 DEBUG [mjunnur ] EmccCommunicator - 145: postMsg - Url =
https://10.106.106.200:8443/emservice/EMServiceServlet m_iHttpsTimeout = 120000
2019-01-26 14:38:16,287 DEBUG [mjunnur ] EmccCommunicator - 145: Retrieved actual user from
remote cluster : 'rak'
2019-01-26 14:38:16,288 DEBUG [mjunnur ] EmccCommunicator - 145: performCheckUser: Num of DP is
: 1
2019-01-26 14:38:16,288 DEBUG [mjunnur ] CheckUserThread - 145: PerformCheckUser: Home Cluster
for UserId: rak is :https://10.106.106.200:8443/emservice/EMServiceServlet
2019-01-26 14:38:16,290 DEBUG [http-bio-8443-exec-2] EmccData - 145: cacheUserToCluster for
user: rak
2019-01-26 14:38:16,291 INFO [http-bio-8443-exec-2] EMServiceServlet - 145: EmccLoginRequest:
Home Cluster URL for User:rak is : https://10.106.106.200:8443/emservice/EMServiceServlet
2019-01-26 14:38:16,291 INFO [http-bio-8443-exec-2] EMServiceServlet - 145: EmccLoginRequest:
```

Device Profile for this user is: Prerna-EM

```
2019-01-26 14:38:16,291 DEBUG [http-bio-8443-exec-2] EMServiceServlet - 145:getEmccLoginInfo -
SEPB000B4BA01F1
2019-01-26 14:38:16,292 DEBUG [http-bio-8443-exec-2] DBRequestor - 145: getEmccLoginInfo: Query
= execute function getEmccLoginInfo('SEPB000B4BA01F1')
2019-01-26 14:38:16,328 DEBUG [http-bio-8443-exec-2] DBRequestor - 145: <VEMAPP>
```

**Accesso non consentito al secondo utente.**

```
2019-01-26 14:38:16,449 DEBUG [http-bio-8443-exec-2] EmccCommunicator - 145:
parseHomeLoginResponse
2019-01-26 14:38:16,452 ERROR [http-bio-8443-exec-2] EmccCommunicator - 145:
handleEmccErrorResponse - 25: Not allowed to log into multiple devices.
2019-01-26 14:38:16,452 ERROR [http-bio-8443-exec-2] EMServiceServlet - 145: Not allowed to log
into multiple devices.
2019-01-26 14:38:16,452 INFO [http-bio-8443-exec-2] EMServiceServlet - 145: EmccRequest
Processing Time: 438
2019-01-26 14:38:16,453 ERROR [http-bio-8443-exec-2] EMServiceServlet - 145: Error processing
EMCC request :com.cisco.emservice.MyException: Not allowed to log into multiple devices.
2019-01-26 14:38:16,453 DEBUG [http-bio-8443-exec-2] EMServiceServlet - 145: EMCC: Decrement
Counter
2019-01-26 14:38:16,453 INFO [http-bio-8443-exec-2] Counters - 145: Counters --
>145,96,29,10,0,0,0,33,34,0,0,0,32,0,21
```

### Caso 3: Logout multiplo impostato su Logout automatico

#### Cluster home

```
2019-01-26 15:24:47,080 INFO [Thread-6861 ] EmccVisitingLogoutThread - 117EmccLogoutThread:
Logout Request sent to visitng cluster :
https://10.106.125.176:8443/emservice/EMServiceServlet
2019-01-26 15:24:47,080 DEBUG [Thread-6861 ] EmccCommunicator - 117: performDoLogout
2019-01-26 15:24:47,080 DEBUG [Thread-6861 ] EmccCommunicator - 117: formVisitingLogoutXml :
<emcc><visitingLogout><requestNum>117</requestNum><deviceName>SEPF8A5C59E1126</deviceName><clust
erId>mjunnur</clusterId></visitingLogout></emcc>
2019-01-26 15:24:47,080 DEBUG [Thread-6861 ] EmccCommunicator - 117: postMsg - Url =
https://10.106.125.176:8443/emservice/EMServiceServlet m_iHttpsTimeout = 0
2019-01-26 15:24:47,139 DEBUG [http-bio-8443-exec-12] DBRequestor - 117: t
2019-01-26 15:24:47,140 INFO [http-bio-8443-exec-12] LogoutScheduler - 117:
LogoutScheduler.removeLogout(): Dev: SEPF8A5C59E1126- removed logout
2019-01-26 15:24:47,140 INFO [http-bio-8443-exec-12] DBRequestor - 117:
DBRequestor.logoutDevName: Dev: SEPF8A5C59E1126- deviceLogout returned
2019-01-26 15:24:47,141 DEBUG [http-bio-8443-exec-12] EMServiceServlet - 117: 151: atbabu:
performHomeDeviceLogin for deviceName: SEPB000B4BA01F1
2019-01-26 15:24:47,141 INFO [http-bio-8443-exec-12] EMServiceServlet - 117:
computeLoginDuration: Device: SEPB000B4BA01F1 EMCC Request: true EM API Request: false Duration
Requested through EM API: -1
2019-01-26 15:24:47,143 INFO [http-bio-8443-exec-12] CMDatabase -
CMDatabase.getEndUserEmMaxLoginTime() : SELECT EmMaxLoginTime FROM EndUser WHERE userid=? :
parameters ( 'rak')
2019-01-26 15:24:47,152 INFO [http-bio-8443-exec-12] EMServiceServlet - Effective Login Duration
:36000 seconds
```

Per la configurazione di EM, fare riferimento a questo collegamento:

<http://www.learnCisco.net/courses/cucm-basics/mobility-features/extension-mobility-configuration.html>

Per la configurazione completa di EMC, fare riferimento al seguente collegamento:

<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/200599-Enable-UC-servers-for-Extension-Mobility.html>