

Configurar e solucionar problemas da Mobilidade de Ramal para Análise de Log

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Introduction

Este documento descreve como solucionar problemas e ser capaz de fazer a análise de log do Cisco Extension Mobility.

Prerequisites

Requirements

Não existem requisitos específicos para este documento.

Componentes Utilizados

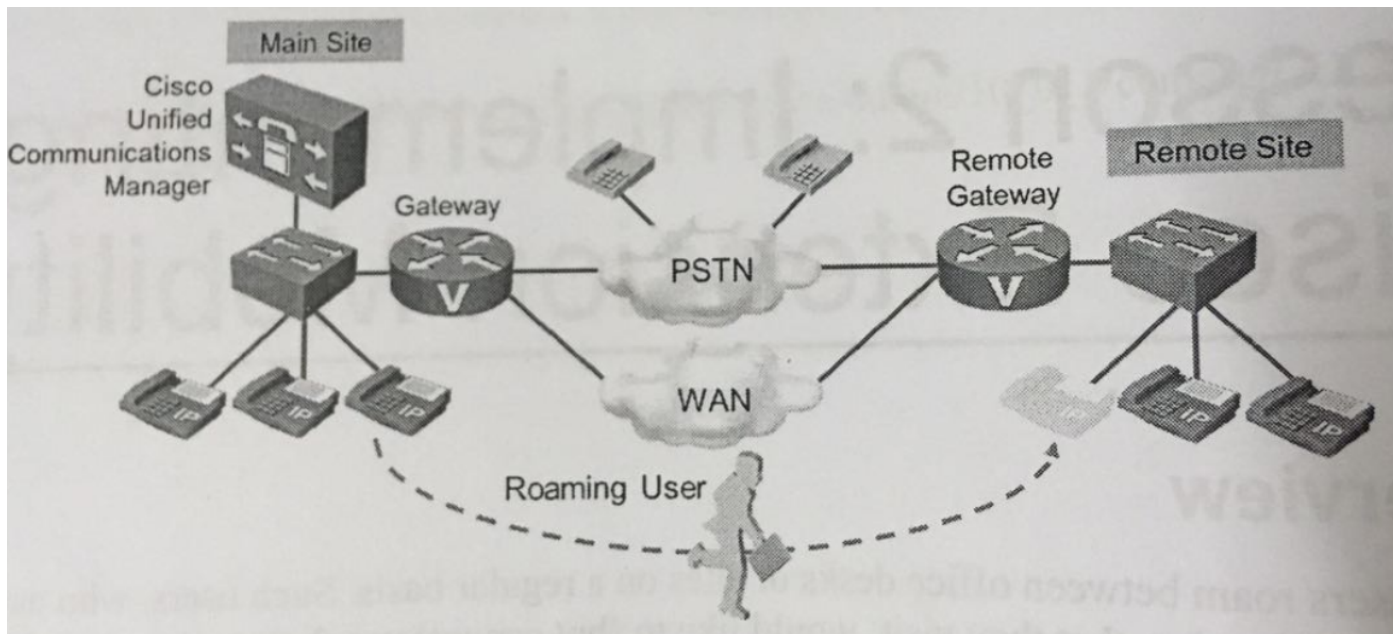
As informações neste documento são baseadas nestas versões de software e hardware:

- Versão do CUCM: 12.0.0.99834-4
- Modelo do telefone: CIPC 8.6.6.1

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

Informações de Apoio

Quando os usuários fazem roaming entre os sites e não têm seu telefone com eles, eles podem querer usar qualquer telefone disponível no site para o qual eles tenham viajado. A maioria dos problemas comuns que surgem inclui números de ramal errados, privilégios de chamada, etc, conforme mostrado na imagem.



Operação do Cisco EM

Quando um usuário deseja fazer login em um telefone, esta sequência de eventos ocorre:

1. O usuário pressiona a tecla Serviços no telefone e escolhe o serviço Mobilidade EM da lista de serviços telefônicos disponíveis no telefone
2. O serviço Cisco EM exige que o usuário faça login usando uma ID de usuário e um PIN. O usuário insere os dados necessários.
3. Se a ID de usuário e o PIN inseridos estiverem corretos, o Cisco EM escolhe o perfil do dispositivo associado a esse usuário. Se um usuário estiver associado a vários perfis de dispositivo, ele deverá escolher qual perfil de dispositivo usar.
4. O CUCM atualiza a configuração do telefone com as configurações do perfil do dispositivo escolhido. Os parâmetros, linhas e outros botões do telefone específicos do usuário são atualizados com configurações específicas do usuário
5. O telefone IP é redefinido e carrega a configuração atualizada

Os usuários podem fazer logoff do Cisco EM pressionando o botão Serviços e escolhendo Logout no serviço Cisco EM. Se os usuários não fizerem logoff sozinhos, o sistema os desconectará automaticamente após a expiração do tempo máximo de logon (se o parâmetro de serviço apropriado tiver sido configurado de acordo)

Configurar

1. Ative o serviço Cisco Extension Mobility.
2. Defina os parâmetros do serviço Cisco Extension Mobility.

3. Adicione o serviço de telefone Cisco EM.
4. Crie um perfil de dispositivo padrão para todos os modelos de telefone usados (opcional).
5. Crie perfis de dispositivo e assine-os ao serviço de telefone Cisco EM.
6. Crie usuários finais e associe-os a perfis de dispositivo.
7. Ative o Cisco EM para telefones e assinem telefones para o serviço Cisco EM.

Para ver as etapas detalhadas de configuração, consulte este link:

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

Verificar

No momento, não há procedimento de verificação disponível para esta configuração.

Troubleshoot

Esta seção disponibiliza informações para a solução de problemas de configuração.

Colete estes logs de nível de depuração:

- Registros do gerenciador de chamadas (nível de depuração)
- Mobilidade de Ramal (nível de depuração)
- Aplicativo de Mobilidade de Ramal (nível de depuração)
- Tomcat logs
- Tomcat Security logs
- Registros do sistema do Visualizador de Eventos
- Registros do aplicativo Visualizador de eventos
- Registros do console do telefone

Junto com esses registros, anote os detalhes da seguinte maneira:

- Endereço MAC do telefone no qual ocorreu o problema
- Endereço IP do telefone no qual ocorreu o problema
- ID do usuário
- Hora do login

Análise de log

Details:

User ID:EMuser

Normal DN: 7777

Device profile DN: 8888

Phone Name: test_secure (CIPC)

Time of login: 19:10

Phone IP: 192.168.0.105

PC IP on which CIPC running: 10.65.40.61

Publisher IP: 10.106.111.182

Esta seção descreve o que todos os eventos precisam ser vistos nos rastreamentos mencionados:

Em Registros De Segurança Tomcat

Login Constructor

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

Em Registros de Serviço EM

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

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

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

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

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

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

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

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

Em Registros DoApp

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

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

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

```

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

```

Nos registros do Call Manager

```
### The device profile DN (here 8888)
```

```

02760565.000 |19:11:08.329 |SdlSig |CtiDeviceRegisterNotifyWithLineInfo |wait
|CTIRegistrar(1,100,237,1) |SIPStationD(1,100,76,128)
|1,100,14,8722.2^10.65.40.61^test_secure |[R:N-H:0,N:1,L:2,V:0,Z:0,D:0] deviceName=test_secure
EventContent=14 DeviceConfigInfo= Locale=1 AltScript= DNDOption=0 ConfigIpAddrMode=3 Hotelling=T

```

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

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

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

[101339,NET]

REGISTER sip:10.106.111.182 SIP/2.0

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

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

To: <sip:8888@10.106.111.182>

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

Max-Forwards: 70

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

CSeq: 2151 REGISTER

User-Agent: Cisco-SIIPCommunicator/9.1.1

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

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

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

Expires: 3600

Content-Type: multipart/mixed; boundary=uniqueBoundary

Mime-Version: 1.0

Content-Length: 1073

--uniqueBoundary

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

Content-Disposition: session;handling=optional

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

<x-cisco-remotecc-request>

<bulkregisterreq>

<contact all="true">

<register></register>

</contact>

</bulkregisterreq>

</x-cisco-remotecc-request>

--uniqueBoundary

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

Content-Disposition: session;handling=optional

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

<x-cisco-remotecc-request>

<optionsind>

<combine max="6">

<remotecc>

<status></status>

</remotecc>

<service-control></service-control>

</combine>

<dialog usage="hook status">

<unot></unot>

</dialog>

<dialog usage="shared line">

<unot></unot>

</dialog>

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

200 OK

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

[101341,NET]

SIP/2.0 200 OK

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

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

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

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

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

Server: Cisco-CUCM12.0

CSeq: 2151 REGISTER

Expires: 120

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

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

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

Content-Length: 367

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

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

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

[101342,NET]

REGISTER sip:10.106.111.182 SIP/2.0

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

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

To: <sip:7777@10.106.111.182>

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

Max-Forwards: 70

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

CSeq: 2153 REGISTER

User-Agent: Cisco-SIIPCommunicator/9.1.1

Contact: <sip:479c83c3-cb54-18e8-1ba1-06a9d6b9e33c@192.168.0.105:57417;transport=tcp>;+sip.instance="urn:uuid:00000000-0000-0000-

0000-005056c00001>" ;+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>" ;+u.sip!devicename.ccm.features.cisco.com="test_secure";+u.sip!model.ccm.cisco.com="30016"

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

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

Expires: 3600

Content-Type: multipart/mixed; boundary=uniqueBoundary

Mime-Version: 1.0

Content-Length: 1073

--uniqueBoundary

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

Content-Disposition: session;handling=optional

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

<x-cisco-remotecc-request>

<bulkregisterreq>

<contact all="true">

<register></register>

</contact>

</bulkregisterreq>

</x-cisco-remotecc-request>

--uniqueBoundary

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

Content-Disposition: session;handling=optional

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

<x-cisco-remotecc-request>

<optionsind>

<combine max="6">

<remotecc>

```
<status></status>

</remotecc>

<service-control></service-control>

</combine>

<dialog usage="hook status">

  <unot></unot>

  <sub></sub>

</dialog>

<dialog usage="shared line">

  <unot></unot>

  <sub></sub>

</dialog>

<presence usage="blf speed dial">

  <unot></unot>

  <sub></sub>

</presence>

<joinreq></joinreq>

<cfwdall-anyline>No</cfwdall-anyline>

<coaching></coaching>

<oosalarm></oosalarm>

</optionsind>

</x-cisco-remotecc-request>
```

200 OK

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

[101344,INT]

SIP/2.0 200 OK

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

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

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

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

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

Server: Cisco-CUCM12.0

CSeq: 2153 REGISTER

Expires: 120

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

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

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

Content-Length: 367

<x-cisco-remotecc-response>

<response>

<code>200</code>

<optionsind>

<combine max="6">

<remotecc><status/></remotecc>

<service-control/>

</combine>

<dialog usage="hook status"><unot/></dialog>

<dialog usage="shared line"><unot/></dialog>

<presence usage="blf speed dial"><unot/></presence>

<joinreq></joinreq>

</optionsind>

</response>

</x-cisco-remotecc-response>

Defeitos comuns da mobilidade de ramal

- [CSCuv93330](#): tvsGetNextThread() retornou NULL
- [CSCur57864](#): 8841/8851 Falha intermitente de login da Mobilidade de Ramal Segura
- [CSCvb98664](#): O carimbo de data/hora será exibido no UTC mesmo que outro fuso horário esteja configurado

- [CSCuo94742](#): A camada de dispositivo CCM está sempre usando localidades em inglês após o login EM
- [CSCuo13456](#): Mobilidade de ramal: Os telefones são limitados para digitar até 32 caracteres em 78xx e 88xx
- [CSCtz28748](#): Ao fazer login na mobilidade de ramal, o Login não é bem-sucedido 7
- [CSCtx18810](#): O CIPC não oferece suporte ao login EM seguro (HTTPS para EM)
- [CSCue33973](#): CPU / memória altas Tomcat - Limitação AXL de vazamento, causando consultas excessivas
- [CSCug88643](#) : CME: Mobilidade de ramal: Suporte para telefones SIP em diferentes sub-redes
- [CSCuo99592](#) : 7841 Intermitentemente, não fará login na Mobilidade de Ramal
- [CSCug94607](#): a resposta getDeviceProfile dá o código de erro -1
- [CSCud97811](#) : Mobilidade de ramadasentradas dinâmicas não excluídas no logoff do EM

Códigos de erro da Mobilidade de Ramal

Este documento descreve os códigos de erro mais comuns:

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

Erros comuns experimentados

Este documento descreve erros comuns juntamente com sua correção:

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