

# 配置日志分析的分机移动并排除故障

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## 简介

本文档介绍如何对Cisco Extension Mobility进行故障排除和日志分析。

## 先决条件

### 要求

本文档没有任何特定的要求。

### 使用的组件

本文档中的信息基于以下软件和硬件版本：

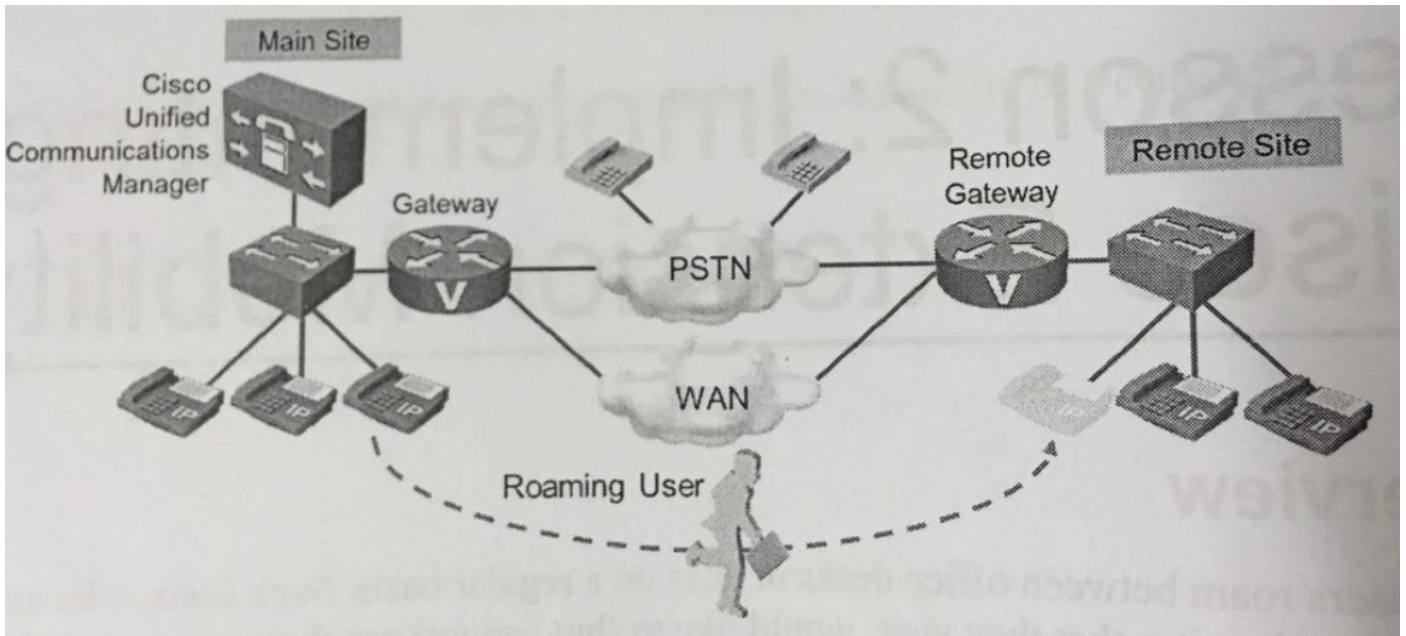
- CUCM版本：12.0.0.99834-4
- 电话型号:CIPC 8.6.6.1

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

## 背景信息

当用户在站点之间漫游且没有电话时，他们可能希望使用站点上的任何可用电话，以便访问。最常

见的问题包括错误的分机号、呼叫权限等，如图所示。



## 思科EM运营

当用户想登录电话时，会发生以下事件：

1. 用户按下电话上的“服务”按钮，然后从电话上可用的电话服务列表中选择思科EM移动服务
2. 思科EM服务要求用户使用用户ID和PIN登录。用户输入所需数据。
3. 如果输入的用户ID和PIN正确，思科EM将选择与该用户关联的设备配置文件。如果用户与多个设备配置文件关联，则用户必须选择要使用的设备配置文件。
4. CUCM使用所选设备配置文件的设置更新电话配置。用户特定设备级参数、线路和其他电话按键会使用用户特定设置进行更新
5. IP电话重置并加载更新的配置

用户可以通过按“服务”按钮并在“思科EM服务”中选择“注销”来注销思科EM。如果用户不自行注销，则系统会在最长登录时间到期后自动注销（如果已相应配置了适当的服务参数）

## 配置

1. 激活思科分机移动服务。
2. 设置思科分机移动服务参数。
3. 添加思科EM电话服务。
4. 为使用的所有电话型号创建默认设备配置文件（可选）。
5. 创建设备配置文件并订用思科EM电话服务。
6. 创建最终用户并将其与设备配置文件关联。
7. 为电话启用思科EM，并为电话订用思科EM服务。

有关详细配置步骤，请参阅以下链接：

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

## 验证

当前没有可用于此配置的验证过程。

## 故障排除

本部分提供了可用于对配置进行故障排除的信息。

收集以下调试级别日志：

- 呼叫管理器日志 ( 调试级别 )
- 分机移动 ( 调试级别 )
- 分机移动应用 ( 调试级别 )
- Tomcat日志
- Tomcat安全日志
- 事件查看器系统日志
- 事件查看器应用程序日志
- 电话控制台日志

在记录这些日志的同时，记录下列详细信息：

- 发生问题的电话的MAC地址
- 发生问题的电话的IP地址
- 用户 ID
- 登录时间

## 日志分析

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

本节介绍在所述跟踪中需要查看的所有事件：

### 在Tomcat安全日志中

```
### Login Constructor
```

```
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
```

## 在EM服务日志中

```
### 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>
```

## 在EmApp日志中

```
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

```

## 在Call Manager日志中

```

### 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>

<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

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-remotec-ec-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>
```

## 分机移动的常见缺陷

- [CSCuv93330](#):tvsGetNextThread()返回NULL
- [CSCur57864](#):8841/8851安全分机移动登录间歇性失败
- [CSCvb98664](#):即使配置了其他时区，时间戳也将以UTC显示
- [CSCuo94742](#):CCM设备层在EM登录后始终使用英文区域设置
- [CSCuo13456](#):Extension Mobility:78xx和88xx上的电话最多只能输入32个字符
- [CSCtz28748](#):登录分机移动时，登录失败未知7
- [CSCtx18810](#):CIPC不支持安全EM ( EM的HTTPS登录 )
- [CSCue33973](#):Tomcat高CPU/内存 — AXL限制泄漏导致过多查询
- [CSCug88643](#) :CME:Extension Mobility:支持不同子网中的SIP电话
- [CSCuo99592](#) :7841间歇性无法登录分机移动
- [CSCug94607](#):getDeviceProfile响应提供错误代码-1
- [CSCud97811](#) :EM注销时未删除ExtensionMobilityDynamic条目

## 分机移动错误代码

本文档介绍常见的错误代码：

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/trouble/8\\_6\\_1/trbl861/tbfeat.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/trouble/8_6_1/trbl861/tbfeat.pdf)

## 常见错误

本文档介绍常见错误及其修复：

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