

ログ分析のためのExtension Mobilityの設定とトラブルシューティング

内容

[概要](#)

[前提条件](#)

[要件](#)

[使用するコンポーネント](#)

[背景説明](#)

[Cisco EMの動作](#)

[設定](#)

[確認](#)

[トラブルシューティング](#)

[ログ分析](#)

[Tomcatセキュリティログ](#)

[EMサービスログ](#)

[EmAppログ](#)

[Call Managerログ](#)

[エクステンションモビリティの共通不具合](#)

[エクステンションモビリティのエラーコード](#)

[一般的なエラーの発生](#)

概要

このドキュメントでは、トラブルシューティングの方法と、Cisco Extension Mobilityのログ分析を実行する方法について説明します。

前提条件

要件

このドキュメントに特有の要件はありません。

使用するコンポーネント

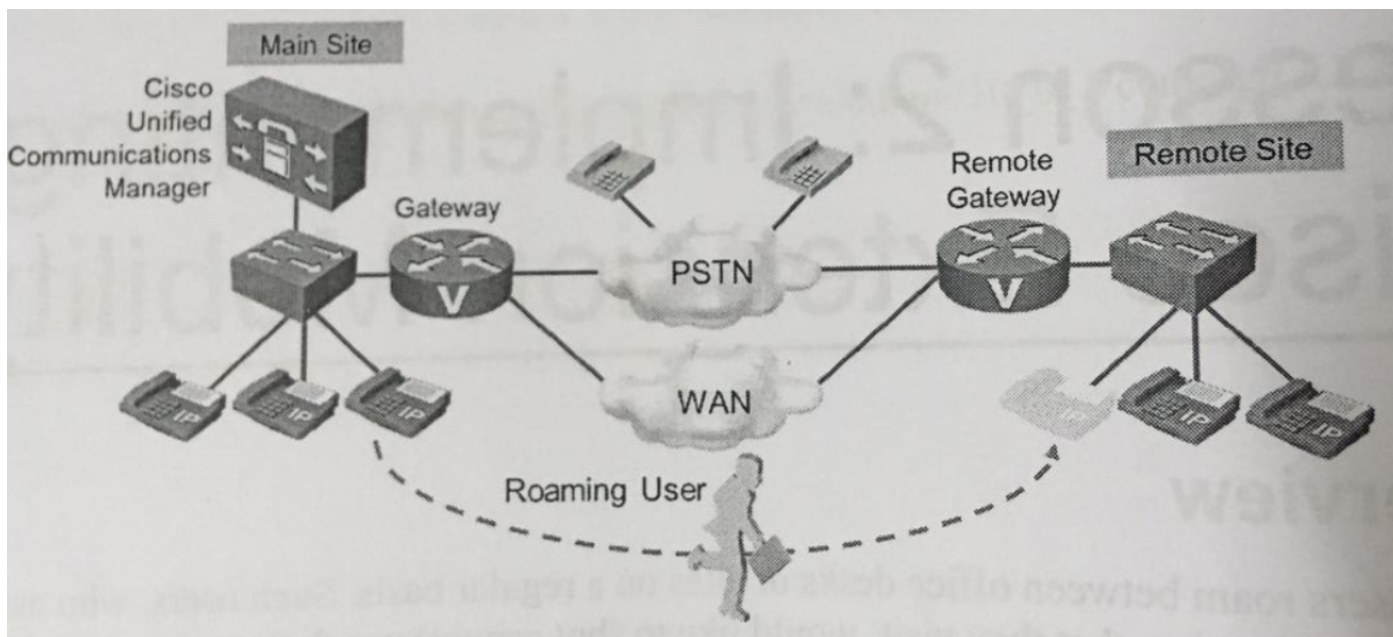
このドキュメントの情報は、次のソフトウェアとハードウェアのバージョンに基づいています。

- CUCM バージョン:12.0.0.99834-4
- IP Phone のモデル:CIPC 8.6.6.1

このドキュメントの情報は、特定のラボ環境にあるデバイスに基づいて作成されました。このドキュメントで使用するすべてのデバイスは、初期（デフォルト）設定の状態から起動しています。本稼働中のネットワークでは、各コマンドによって起こる可能性がある影響を十分確認してください。

背景説明

ユーザがサイト間を移動し、電話を持っていない場合は、そのサイトで利用可能な電話を使用して移動することができます。発生するほとんどの一般的な問題には、図に示すように、誤った内線番号、発信権限などが含まれます。



Cisco EMの動作

ユーザが電話機にログインしようとする時、次の一連のイベントが発生します。

1. ユーザが電話機の[Services]ボタンを押し、電話機で使用可能な電話サービスのリストからCisco EM Mobilityサービスを選択します
2. Cisco EMサービスでは、ユーザIDとPINを使用してログインする必要があります。ユーザが必要なデータを入力します。
3. 入力したユーザIDとPINが正しければ、Cisco EMはそのユーザに関連付けられているデバイスプロファイルを選択します。ユーザが複数のデバイスプロファイルに関連付けられている場合、使用するデバイスプロファイルを選択する必要があります。
4. CUCMは、選択したデバイスプロファイルの設定で電話設定を更新します。ユーザ固有のデバイスレベルのパラメータ、回線、およびその他の電話ボタンは、ユーザ固有の設定で更新されます
5. IP Phoneがリセットされ、更新された設定がロードされます

ユーザは、Servicesボタンを押し、Cisco EMサービスでLogoutを選択することで、Cisco EMからログアウトできます。ユーザが自分自身でログアウトしない場合、最大ログイン時間が経過すると(適切なサービスパラメータが適宜設定されている場合)、自動的にログアウトされます

設定

1. Cisco Extension Mobilityサービスをアクティブにします。
2. Cisco Extension Mobilityサービスパラメータを設定します。
3. Cisco EM Phoneサービスを追加します。
4. 使用するすべての電話機モデルのデフォルトデバイスプロファイルを作成します(オプション)

ン)。

5. デバイスプロファイルを作成し、Cisco EM Phoneサービスに登録します。
6. エンドユーザを作成し、デバイスプロファイルに関連付けます。
7. 電話機のCisco EMを有効にし、電話機をCisco EMサービスに登録します。

設定手順の詳細については、次のリンクを参照してください。

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

確認

現在、この設定に使用できる確認手順はありません。

トラブルシューティング

ここでは、設定のトラブルシューティングに使用できる情報を示します。

次のデバッグレベルのログを収集します。

- Call Managerログ (デバッグレベル)
- エクステンションモビリティ (デバッグレベル)
- Extension Mobilityアプリケーション (デバッグレベル)
- Tomcatログ
- Tomcatセキュリティログ
- イベントビューアのシステムログ
- イベントビューアのアプリケーションログ
- 電話機のコンソール ログ

これらのログとともに、次のように詳細をメモします。

- 問題が発生した電話機のMACアドレス
- 問題が発生した電話機のIPアドレス
- ユーザ ID
- ログイン時刻

ログ分析

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

このセクションでは、言及されているトレースですべてのイベントを確認する必要がある内容について説明します。

Tomcatセキュリティログ

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サービスログ

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>
```

EmAppログ

```
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

```

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>

</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>
```

エクステンションモビリティの共通不具合

- [CSCuv93330](#):tvsGetNextThread()がNULLを返しました
- [CSCur57864](#):8841/8851 Secured Extension Mobilityログインが断続的に失敗する
- [CSCvb98664](#):他のタイムゾーンが設定されている場合でも、タイムスタンプはUTCで表示されます
- [CSCuo94742](#):CCMデバイス層は、EMログイン後に常に英語のロケールを使用します

- [CSCuo13456](#): エクステンション モビリティ : 電話機は78xxおよび88xxで最大32文字まで入力できます
- [CSCtz28748](#): エクステンションモビリティへのログイン時に「Login unsuccessful Unknown 7」が表示される
- [CSCtx18810](#): CIPCはセキュアEM (EMのHTTPSログイン) をサポートしていません
- [CSCue33973](#): Tomcatの高CPU/メモリ – AXLスロットリングリークにより過剰なクエリが発生する
- [CSCug88643](#) :CME: エクステンション モビリティ : 異なるサブネットのSIP電話のサポート
- [CSCuo99592](#) :7841はExtension Mobilityに断続的にログインしない
- [CSCug94607](#): getDeviceProfile応答でエラーコード-1が返される
- [CSCud97811](#) :Extensionmobilitydynamic entries not deleted on EM Logout

エクステンションモビリティのエラーコード

このドキュメントでは、一般的に発生するエラーコードについて説明します。

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

一般的なエラーの発生

このドキュメントでは、一般的なエラーとその修正について説明します。

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