

# 排除Unity Express MWI故障

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## 简介

本文档概述了Cisco Unity Express中的消息等待指示(MWI)功能。

## 先决条件

### 要求

本文档的读者应了解Cisco Unity Express命令行界面(CLI)。

### 使用的组件

本文档中的信息基于Cisco Unity Express 1.0/2.3.x/8.x版或更高版本。所有示例配置和屏幕输出均取自Cisco Unity Express 1.1.1版。

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。如果您使用的是真实网络,请确保您已经了解所有命令的潜在影响。

### 规则

有关文档规则的详细信息,请参阅 [Cisco 技术提示规则](#)。

## MWI概述

MWI操作为注册到Cisco CallManager Express或CallManager的用户提供显示存在新语音邮件消息的直观指示。当您将在Cisco Unity Express与Cisco CallManager集成，并且系统因广域网中断而处于可存活远程站点电话(SRST)模式时，MWI不起作用。

如果将Cisco Unity Express与Cisco CallManager Express集成，则当新语音邮件消息到达用户邮箱时，会向`extension_MWI_on/off_number @ CallManager_Express_IP_address`发出会话发起协议(SIP)呼叫。当用户检索所有新消息时，SIP呼叫也会启动。这与Cisco CallManager Express路由器上的ephone-dn号码匹配。ephone-dn号码的MWI号码加上通配符位数等于Cisco Unity Express用户分机号。例如，假设邮箱12345的MWI-on号码是420。Cisco CallManager Express IP地址是10.2.3.6。在本例中，消息发送到`42012345@10.2.3.6`。配置参数设置为“mwi on”的ephone-dn号码是“420...”。

对于Cisco CallManager集成，Java电话应用编程接口(JTAPI)协议直接点亮灯。无需拨打特定号码。JTAPI协议本身支持`setMessageWaiting`命令，该命令处理MWI事件。因此，无论MWI分机是否在Cisco CallManager中配置，MWI都应工作。请记住，当Cisco Unity Express处于SRST模式时，MWI不起作用。只有在Cisco Unity Express重新注册到Cisco CallManager且IP电话不再处于CallManager回退模式后，才会完全刷新MWI。

Cisco CallManager Express/CallManager与Cisco Unity Express集成时，绝大多数问题都会发生。请记住，MWI可能与物理灯无关。如果接收留言的号码不是电话上的主线路，则它只能在电话显示屏上接收信封通知。在Cisco CallManager中，您可以配置每条线路处理MWI的方式。如果只有一两个用户遇到问题，您可以开始在此处查找问题。

目录号码必须在Cisco Unity Express系统上具有有效邮箱才能接收MWI。号码必须与用户关联，并且该用户必须有邮箱。在开始调试并采取高级措施进行故障排除之前，您可以执行一项简单任务来排除故障：确保用户已登录邮箱，并可以发送和接收语音邮件。

从GUI或CLI中，您可以找到要测试的用户。在这种情况下，它是user3。您可以找到为用户配置的分机，确定用户邮箱状态（启用或未启用，以及其他信息），并确定用户是否有任何新邮件或旧邮件。在本例中，您使用CLI进行故障排除：

```
cue-3660-41a>show users
administrator
operator
user1
user2
user3
user4
user6
user7
user8
cue-3660-41a>show user detail username user3
Full Name:          user
First Name:
Last Name:          user
Nickname:           user
Phone:           11044
Phone(E.164):
Language:           en_US
cue-3660-41a>show voicemail mailboxes
OWNER                MSGS  NEW  SAVED  MSGTIME  MBXSIZE  USED
"operator"           0    0    0      0         3000    0 %
"user1"              0    0    0      0         3000    0 %
"user2"              0    0    0      0         3000    0 %
"user3"            0   0   0     0        3000  0 %
"user4"              0    0    0      0         3000    0 %
```

```
"user6"          0    0    0    0    3000    0 %
"user7"          0    0    0    0    3000    0 %
"user8"          0    0    0    0    3000    0 %
```

```
cue-3660-41a>show voicemail detail mailbox user3
Owner:                /sw/local/users/user3
Type:                 Personal
Description:
Busy state:          idle
Enabled:          true
Mailbox Size (seconds): 3000
Message Size (seconds): 60
Play Tutorial:      true
Space Used (seconds): 0
Total Message Count: 0
New Message Count:  0
Saved Message Count: 0
Expiration (days):  30
Greeting:           standard
Zero Out Number:
Created/Last Accessed: Jun 17 2004 09:54:39 EDT
cue-3660-41a>
```

验证此用户是否存在、是否关联了号码以及是否没有任何消息。如果这些项为true，则MWI状态应为关闭。

**注意：** E.164(ITU-T)地址不用于MWI用途。只能使用主电话号码。

## [Cisco Unity Express集成问题](#)

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

您必须先验证配置，然后才能执行其他操作。在Cisco CallManager Express上，使用show running-config命令查看配置。更直接的是，您可以发出show telephony-service ephone-dn命令。屏幕上将显示如下输出：

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

此输出说明了一些重要信息。MWI on的号码是11099。MWI off的号码是11098。拨号方案中的位数是五。(五点[.....]在MWI开/关代码后显示此信息。)换句话说，MWI仅适用于仅包含五位数字的目录号码(DN)。

在Cisco Unity Express端，您可以验证配置和许可证。一个常见问题是加载了Cisco CallManager许可证而不是CallManager Express的许可证。从Cisco Unity Express发出show software licenses命令以验证以下情况：

```
cue-3660-41a>show software licenses
Core:e
 - application mode: CCME
!--- CCME represents Cisco CallManager Express. - total usable system ports: 8 Voicemail/Auto
```

Attendant: - max system mailbox capacity time: 6000 - max general delivery mailboxes: 20 - max personal mailboxes: 100 Languages: - max installed languages: 1 - max enabled languages: 1

如果您发现应用模式为CCM(Cisco CallManager), 则除MWI, 一切都会正常运行。遗憾的是, 如果许可证错误, 唯一的选项是重新映像软件并重新应用许可证。无法保存或恢复任何消息或配置。

接下来, 检验配置。您可以使用show run命令查看配置本身, 也可以使用show ccn application命令:

```
cue-3660-41a> show ccn application
Name:                               ciscoMWIapplication
Description:                         ciscoMWIapplication
Script:                              setMWI.aef
ID number:                           0
Enabled:                             yes
Maximum number of sessions:         4
strMWI_OFF_DN:                      11098
strMWI_ON_DN:                       11099
CallControlGroupID:                 0
```

**注意:** 应用已启用, MWI\_OFF和MWI\_ON编号分别为11098和11099。系统对分机号码没有概念; 它只需将呼叫接通或断开相应的MWI号码并附加邮箱分机。Cisco CallManager Express系统必须具有目标模式中点数适当的拨号对等体, 才能正确路由呼叫。

最后, 确保Cisco Unity Express SIP网关IP地址指向正确的Cisco CallManager Express IP地址。

```
cue-3660-41a>show ccn subsystem sip
SIP Gateway:                        14.80.227.125
SIP Port Number:                    5060
```

如果不正确, 则呼叫不会发送到正确的Cisco CallManager Express。呼叫失败。

有两种方法可以开始排除信令问题。从Cisco Unity Express端, 通常最容易先禁用默认跟踪; 然后, 根据需要重新启用它们。发出no trace all命令以执行此操作。要开头的trace命令是trace ccn stacksip debug。

**注意:** 有关跟踪的[详细信息](#), 请参阅CUE中的文档设置和收集跟踪数据。

在发送MWI消息之前, 请清除跟踪缓冲区。所有跟踪消息都写入此内存缓冲区。您要清除它, 以便在测试呼叫后查看它时无需显示所有之前的消息。一个简单的clear trace命令可完成此操作。

接下来, 发送MWI消息。使用mwi refresh telephonenumber xxxx命令执行此操作。您还可以从GUI发出刷新。

最后, 显示跟踪缓冲区并使用show trace buffer long命令查看输出。本示例重点介绍一些重要事项:

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

;tag=f0a4ab8e-488

To:

Call-ID: a1c0ece2-486@14.80.227.145:5060 CSeq: 51 INVITE Contact: sip:outbound-0@14.80.227.145:5060 User-Agent: Jasmin UA / ver 1.1 Accept: application/sdp Content-Type: application/sdp Content-Length: 224 v=0 o=CiscoSystemsSIP-Workflow-App-UserAgent 3582 3582 IN IP4 14.80.227.145 s=SIP Call c=IN IP4 14.80.227.145 t=0 0 m=audio 16902 RTP/AVP 0 111 a=rtpmap:0 pcmu/8000 a=rtpmap:111 telephone-event/8000 a=fmtp:111 0-11 2069 07/14 14:28:27.275

ACCN SIPL 0 receive 379 from 14.80.227.125:51955 2070 07/14 14:28:27.275 ACCN SIPL 0 not found header for Date 2070 07/14 14:28:27.275 ACCN SIPL 0 not found header for Allow-Events 2070 07/14 14:28:27.276 ACCN SIPL 0 -----

SIP/2.0 100 Trying Via: SIP/2.0/UDP 14.80.227.145:5060 From: "Cisco SIP Channel3" <sip:outbound-0@14.80.227.125>;tag=f0a4ab8e-488 To: <sip:1109811043@14.80.227.125;user=phone>;tag=5FF5244-43A Date: Sat, 15 Jun 2002 13:33:41 GMT

Call-ID: a1c0ece2-486@14.80.227.145:5060 Server: Cisco-SIPGateway/IOS-12.x CSeq: 51 INVITE Allow-Events: telephone-event Content-Length: 0 2069 07/14 14:28:27.276

ACCN SIPL 0 receive 441 from 14.80.227.125:51955 2070 07/14 14:28:27.294 ACCN SIPL 0 not found header for Date 2070 07/14 14:28:27.294 ACCN SIPL 0 not found header for Allow-Events 2070 07/14 14:28:27.294 ACCN SIPL 0 -----

SIP/2.0 180 Ringing Via: SIP/2.0/UDP 14.80.227.145:5060 From: "Cisco SIP Channel3" <sip:outbound-0@14.80.227.125>;tag=f0a4ab8e-488 To: <sip:1109811043@14.80.227.125;user=phone>;tag=5FF5244-43A Date: Sat, 15 Jun 2002 13:33:41 GMT

Call-ID: a1c0ece2-486@14.80.227.145:5060 Server: Cisco-SIPGateway/IOS-12.x CSeq: 51 INVITE Allow: UPDATE Allow-Events: telephone-event Contact: <sip:1109811043@14.80.227.125:5060> Content-Length: 0 2072 07/14 14:28:27.294 ACCN SIPL 0 ignore null remote tag for Dialog1610: callid= a1c0ece2-486@14.80.227.145:5060, localTag=f0a4ab8e-488, remoteTag=5FF5244-43A 2072 07/14 14:28:27.294 ACCN SIPL 0 ltp95: ContactingState processResponse 100 Trying 2072 07/14 14:28:27.294 ACCN SIPL 0 ignore null remote tag for Dialog1611: callid= a1c0ece2-486@14.80.227.145:5060, localTag=f0a4ab8e-488, remoteTag=5FF5244-43A 2072 07/14 14:28:27.294 ACCN SIPL 0 ltp95: ContactingState processResponse 180 Ringing 2106 07/14 14:28:32.274 ACCN SIPL 0 ltp95: ContactingState close terminate cause=20 2106 07/14 14:28:32.275 ACCN SIPL 0 addHeadersAndBody: branch = null 2106 07/14 14:28:32.276

ACCN SIPL 0 --- send message --- to 14.80.227.125:5060

CANCEL sip:1109811043@14.80.227.125;user=phone SIP/2.0 Via: SIP/2.0/UDP 14.80.227.145:5060 From: "Cisco SIP Channel3" <sip:outbound-0@14.80.227.125>;tag=f0a4ab8e-488 To: <sip:1109811043@14.80.227.125;user=phone> Call-ID: a1c0ece2-486@14.80.227.145:5060 CSeq: 51 CANCEL Max-Forwards: 50 Content-Length: 0 2069 07/14 14:28:32.282

ACCN SIPL 0 receive 293 from 14.80.227.125:51955 2070 07/14 14:28:32.283 ACCN SIPL 0 not found header for Date 2070 07/14 14:28:32.283 ACCN SIPL 0 -----

```
SIP/2.0 200 OK Via: SIP/2.0/UDP 14.80.227.145:5060 From: "Cisco SIP Channel3" <sip:outbound-0@14.80.227.125>;tag=f0a4ab8e-488 To: <sip:1109811043@14.80.227.125;user=phone> Date: Sat, 15 Jun 2002 13:33:46 GMT
```

```
Call-ID: a1c0ece2-486@14.80.227.145:5060 Content-Length: 0 CSeq: 51 CANCEL 2072 07/14 14:28:32.283 ACCN SIPL 0 ignore null remote tag for Dialog1612: callid= a1c0ece2-486@14.80.227.145:5060, localTag=f0a4ab8e-488, remoteTag=null 2072 07/14 14:28:32.283 ACCN SIPL 0 ltp95: TerminatedState process response to CANCEL, unregister 2072 07/14 14:28:32.284 ACCN SIPL 0 ignore null remote tag for Dialog1609: callid= a1c0ece2-486@14.80.227.145:5060, localTag=f0a4ab8e-488, remoteTag=null 2072 07/14 14:28:32.284 ACCN SIPL 0 com.cisco.jasmin.impl.sip.MessageDispatcherImpl unregister Dialog1609: callid=a1c0ece2-486@14.80.227.145:5060, localTag=f0a4ab8e-488, remoteTag=null 2069 07/14 14:28:32.284
```

```
ACCN SIPL 0 receive 390 from 14.80.227.125:51955 2070 07/14 14:28:32.284 ACCN SIPL 0 not found header for Date 2070 07/14 14:28:32.284 ACCN SIPL 0 not found header for Allow-Events 2070 07/14 14:28:32.284 ACCN SIPL 0 -----
```

```
SIP/2.0 487 Request Cancelled Via: SIP/2.0/UDP 14.80.227.145:5060 From: "Cisco SIP Channel3" <sip:outbound-0@14.80.227.125>;tag=f0a4ab8e-488 To: <sip:1109811043@14.80.227.125;user=phone>;tag=5FF5244-43A Date: Sat, 15 Jun 2002 13:33:46 GMT
```

```
Call-ID: a1c0ece2-486@14.80.227.145:5060 Server: Cisco-SIPGateway/IOS-12.x CSeq: 51 INVITE Allow-Events: telephone-event Content-Length: 0 2072 07/14 14:28:32.285 ACCN SIPL 0 LocalLineImpl outbound-0 send ACK to INVITE 487 2072 07/14 14:28:32.285 ACCN SIPL 0 can not extract contact address from null 2072 07/14 14:28:32.285
```

```
ACCN SIPL 0 --- send message --- to 14.80.227.125:5060 ACK sip:1109811043@14.80.227.125;user=phone SIP/2.0 Via: SIP/2.0/UDP 14.80.227.145:5060 From: "Cisco SIP Channel3" <sip:outbound-0@14.80.227.125>;tag=f0a4ab8e-488 To: <sip:1109811043@14.80.227.125;user=phone>;tag=5FF5244-43A
```

```
Call-ID: a1c0ece2-486@14.80.227.145:5060 CSeq: 51 ACK Max-Forwards: 50 Content-Length: 0
```

如此输出所示，您发送INVITE消息，Cisco CallManager Express以Trying消息响应。一旦Cisco CallManager Express发送振铃，您就会发送CANCEL消息。MWI号码实际上不会接听电话。对号码本身的呼叫位置足以点亮或熄灭灯。在这种情况下，您需要知道11098的MWI是打开还是关闭。此外，11043必须是Cisco CallManager Express中的有效分机。收集所有必要的Cisco Unity Express跟踪后，最好禁用所有跟踪，然后重新启用默认跟踪。发出clear trace all命令以禁用跟踪。然后，将此处显示的代码粘贴到Cisco Unity Express CLI中，以重新启用所有默认跟踪：注意：或者，如果重新启动Cisco Unity Express，则可以恢复默认跟踪。

```
trace ccn engine debug
trace ccn libldap debug
trace ccn subsystemappl debug
trace ccn managerappl debug
trace ccn managerchannel debug
trace ccn subsystemjtapi debug
trace ccn subsystemsip debug
trace ccn stacksip debug
trace ccn subsystemhttp debug
trace ccn vbrowsercore debug
trace ccn subsystemcmt debug
trace ccn libmedia debug
```

```

trace ccn managercontact dbug
trace ccn stepcall dbug
trace ccn stepmedia dbug
trace config-ccn sip-subsystem debug
trace config-ccn jtapi-subsystem debug
trace config-ccn sip-trigger debug
trace config-ccn jtapi-trigger debug
trace config-ccn http-trigger debug
trace config-ccn group debug
trace config-ccn application debug
trace config-ccn script debug
trace config-ccn prompt debug
trace config-ccn miscellaneous debug
trace voicemail database query
trace voicemail database results
trace voicemail database transaction
trace voicemail database connection
trace voicemail database execute
trace voicemail mailbox login
trace voicemail mailbox logout
trace voicemail mailbox send
trace voicemail mailbox save
trace voicemail mailbox receive
trace voicemail mailbox delete
trace voicemail message create
trace voicemail message dec
trace voicemail message delete
trace voicemail message get
trace voicemail message inc
trace webinterface initwizard init

```

您还可以轻松诊断Cisco CallManager Express路由器本身上的所有SIP消息。通常，debug ccsp messages和debug csip media是最有用的命令。如果只需要SIP信令，诊断会快得多，Cisco Unity Express可以更少地跟踪不必要的信息。如果Cisco Unity Express将信令发送到正确的CallManager Express IP地址，则SIP信令将镜像到每台服务器。Cisco Unity Express的呼叫或来自Cisco Unity Express的呼叫需要G.711，这会带来另一个常见问题。例如，调试可以显示来自Cisco CallManager Express模块的此SIP数据包：

```

Mar 11 10:09:13.767 EST: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 488 Not Acceptable Media
Via: SIP/2.0/UDP 172.18.106.88:5060
From: "Cisco SIP Channel1" <sip:outbound-0@172.18.106.66>;tag=75b5194d-133
To: <sip:1109811043@172.18.106.66;user=phone>;tag=23F1578C-252
Date: Fri, 11 Mar 2005 15:09:13 GMT
Call-ID: e34bafcc-131@172.18.106.88:5060
Server: Cisco-SIPGateway/IOS-12.x
CSeq: 51 INVITE
Allow-Events: telephone-event
Content-Length: 0

```

此输出表示Cisco CallManager Express拒绝了呼叫，因为来自Cisco Unity Express的SIP INVITE消息与G.711配置的拨号对等体不匹配。您可以为MWI流量专门添加拨号对等体以更正此呼叫拒绝。本节中的示例11099..... MWI on11098.....关掉MWI。您可以添加：

```

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

```

最后一个常见问题是MWI流量匹配在拨号对等体、VoIP传入规则或其他位置上应用的转换模式。或者，限制类(COR)规则可以阻止呼叫。请记住，即使您拨打MWI开/关号码和分机以点亮MWI，呼叫在通过SIP到达时也未必表现相同。有关COR的[详细信息，请参阅文档](#)配置限制类(COR)。总之，请始终验证以下项目：



- 存在Cisco CallManager Express许可证。发出show software licenses命令。使用Cisco CallManager许可证，除MWI外，一切都正常。
- MWI开/关号码在Cisco CallManager Express中配置。点数表示分机的长度。发出show telephony-service ephone-dn命令。
- 在Cisco Unity Express中，MWI开/关号码配置为与Cisco CallManager Express中的开/关号码匹配，不带圆点。show ccn application命令显示了这一点。
- Cisco Unity Express指向正确的Cisco CallManager Express服务器IP地址。show ccn subsystem sip命令可以显示这一点。
- 确保在ccnsubsystem sip命令下配置了mwi sip outcall。

然后，如果所有其他操作都失败，请开始使用trace ccn stacksip dbug命令进行故障排除。消息等待指示灯(MWI) ( 仅限Cisco Unified CallManager Express ) 症状：升级到新版本的Cisco Unity Express后，即使留言留在邮箱中，MWI也不会亮起。

- 解释 — 升级过程删除了会话初始协议(SIP)子系统的IP地址。
- Recommended Action — 重新配置SIP IP地址以指向Cisco Unified CME路由器。

**Error:搜索时，显示您的消息时出错**当您尝试检索消息时，将显示错误消息。完成为电话系统启用电话视图中介绍的步骤，以解决该问题。[如何对Cisco CallManager Express系统进行故障排除](#)要对Cisco CallManager Express系统进行故障排除，请执行以下步骤：

1. 输入show ephone命令以显示所有已注册的电话。如果未注册电话，请执行以下任务：检查DHCP配置，包括默认路由器和TFTP服务器地址 ( 选项150 )。使用dir命令检查所需文件是否在路由器的闪存中。检查是否已为必需的文件设置 tftp-server 命令。使用debug ephone register mac-address命令显示Cisco IP电话注册活动。使用debug ip dhcp命令确认DHCP的运行。
2. 输入show ephone命令以显示所有已注册的电话。如果已注册并显示电话，请执行以下步骤：检查电话按钮到目录号码的绑定是否正确。检查 Cisco IP 电话是否显示为已注册。使用电话上的 Settings 显示以验证 Cisco IP 电话上的 IP 参数设置。在输入show phone命令时，检查keepalive计数是否更新。输入debug ephone register mac-address命令以重置电话并观察重新注册，以显示Cisco IP电话。输入show ephone-dn summary命令以检查Cisco IP电话线路的状态。检查电话的IP地址并尝试ping该地址。
3. 使用debug ephone keepalive命令为Cisco IP电话设置keepalive调试。
4. 使用debug ephone state命令为Cisco IP电话设置状态调试。

**带Cisco CallManager的MWI**对于Cisco Unity Express与Cisco CallManager的集成，最重要的是确保Unity Express已注册并拥有所有正确的登录信息。第一步是确定电话是否处于SRST模式 ( 如果可用 )，以便进行故障排除。登录安装Cisco Unity Express模块的路由器。然后，发出show ephone registered命令。任何已注册的电话都不会收到任何MWI，即使Cisco Unity Express已正确注册到Cisco CallManager。

```
vnt-2651-44a#show ephone registered
```

```
ephone-3 Mac:0008.E31B.7AFC TCP socket:[2] activeLine:0 REGISTERED
mediaActive:0 offhook:0 ringing:0 reset:0 reset_sent:0 paging 0 debug:0
IP:14.80.119.206 51984 Telecaster 7960 keepalive 2697 max_line 6
button 1: dn 1 number 2103 CM fallback CH1 IDLE
button 2: dn 2 number 2199 CM fallback CH1 IDLE
```

```
ephone-4 Mac:0008.E37F.A119 TCP socket:[4] activeLine:0 REGISTERED
mediaActive:0 offhook:0 ringing:0 reset:0 reset_sent:0 paging 0 debug:0
IP:14.80.119.207 50963 Telecaster 7960 keepalive 2696 max_line 6
button 1: dn 3 number 2104 CM fallback CH1 IDLE
```

如前所示，如果没有电话处于Cisco CallManager回退状态(由REGISTERED状态指示)，则这些设备的SRST不处于活动状态。然后，下一步是验证Cisco Unity Express和Cisco CallManager配置，以确保Unity Express已注册到CallManager。



```
VNT-AIM-CUE1>show ccn subsystem jtapi
Cisco Call Manager:          14.80.227.127
CCM JTAPI Username:        sitelcue
CCM JTAPI Password:        *****
Call Control Group 1 CTI ports: 28001,28002,28003,28004
```

此输出列出了所有计算机电话集成(CTI)路由点目录号码和Cisco Unity Express用于登录Cisco CallManager的JTAPI帐户。您需要确保Cisco Unity Express正确注册到Cisco CallManager。首先，确认CTI端口实际已注册。最简单的方法是访问Cisco CallManager管理网页。然后，选择Device > Phone并搜索上述输出中列出的CTI端口。“状态”和“IP地址”字段应完全填写。

## Find and List Phones









[Add a New Phone](#)

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

Find phones where      
and show  items per page   
To list all items, click Find without entering any search text, or use "Device Name is not empty" as the search.

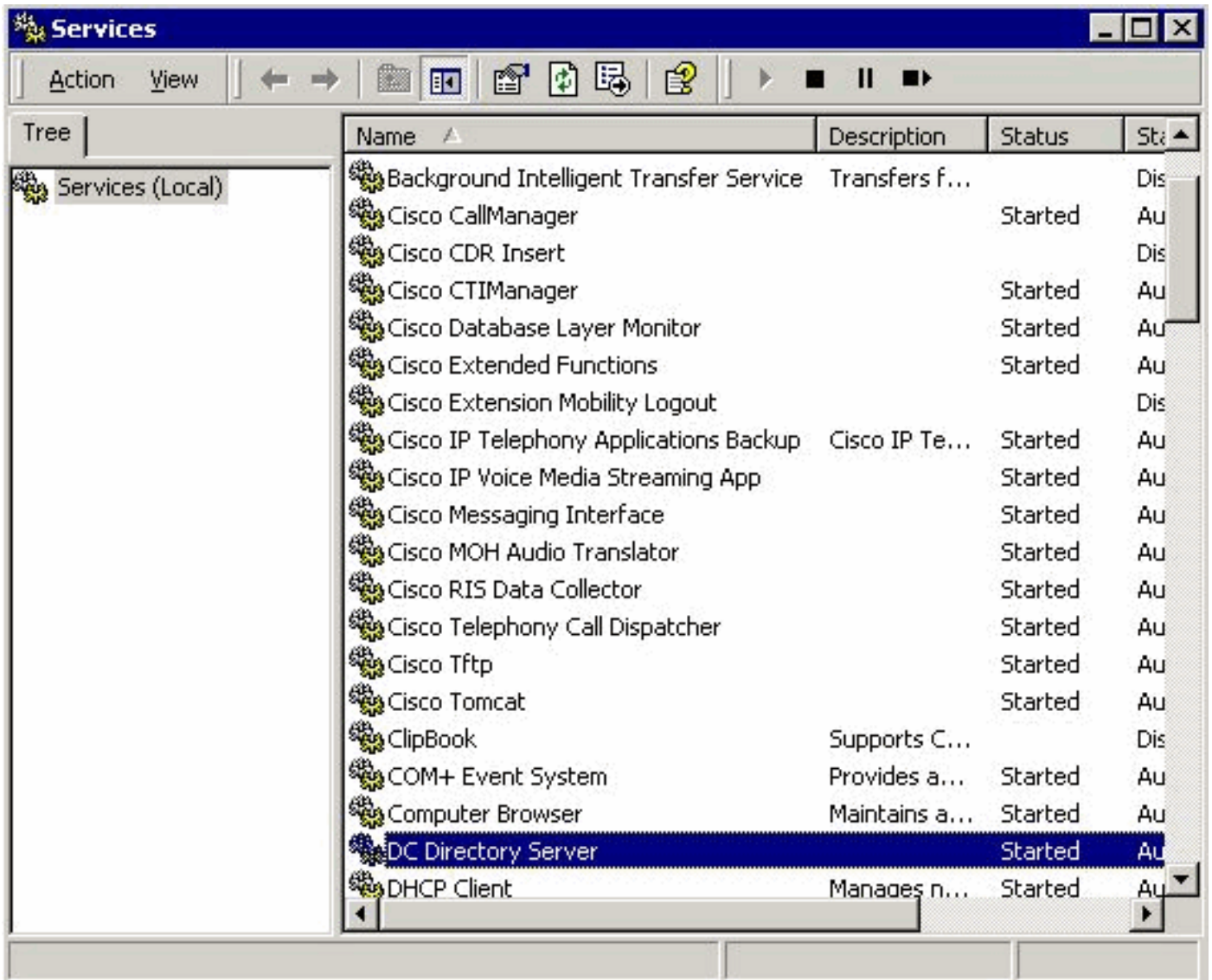
### Matching record(s) 1 to 8 of 8

Real-time Information Service returned information for 4 of 8 devices listed below.

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

如果您发现这些端口未注册，Cisco Unity Express将无法与Cisco CallManager通信。另一种可能是登录不正确。从Cisco Unity Express模块向Cisco CallManager发出简单ping，以排除此故障。如果此操作正常，请验证Cisco CTIManager和目录服务（在本例中为DC目录服务器）是否已启动。从Cisco CallManager服务器中，选择开始>程序>管理工具>服务以验证

:



您还应验证JTAPI用户帐户（本例中为site1cue）是否存在。您应该找到CTI端口、路由点，并选中 Enable CTI Application Use。此外，验证密码。另一个常见问题是CTI端口的呼叫搜索空间。此呼叫搜索空间必须包含您尝试为其点亮MWI灯的目录号码的分区。例如，CTI端口（而非路由点）的呼叫搜索空间必须包含Line1分区，以便在分区Line1中为分机1234设置MWI。如果CTI端口的呼叫搜索空间为None，则只有None分区中的分机才能用于MWI。如果配置显示正确，则可在Cisco Unity Express模块上启用JTAPI诊断。但是，启用和禁用需要重新启动。此诊断级别超出常规跟踪调试设置。请勿启用此功能，尤其是对高级集成模块(AIM)而言，因为对内部闪存卡的过多写入会缩短闪存的使用寿命。发出show ccn trace jtapi命令以查看当前已启用的JTAPI跟踪：注意：默认情况下，所有JTAPI跟踪都禁用。

```
VNT-AIM-CUE1>show ccn trace jtapi
```

```
Warning: 0
Informational: 0
Jtapi Debugging: 0
Jtapi Implementation: 0
CTI Debugging: 0
CTI Implementation: 0
Protocol Debugging: 0
Misc Debugging: 0
```

发出以下命令以启用所有跟踪：

```
VNT-AIM-CUE1>ccn trace jtapi debug all
You will have to reload the system for your changes to take effect
VNT-AIM-CUE1>ccn trace jtapi informational all
You will have to reload the system for your changes to take effect
VNT-AIM-CUE1>ccn trace jtapi warning all
You will have to reload the system for your changes to take effect
VNT-AIM-CUE1>show ccn trace jtapi
```

```
Warning: 1
Informational: 1
Jtapi Debugging: 1
Jtapi Implementation: 1
CTI Debugging: 1
CTI Implementation: 1
Protocol Debugging: 1
Misc Debugging: 1
```

现在，您需要重新加载系统。发出上面所示的相同ccn trace命令，但在每个命令前面加no关键字，以便稍后禁用此功能。例如，发出no ccn trace jtapi debug all命令。这是需要记住的重要步骤，特别是在AIM上。执行此步骤失败会影响潜在性能，并会缩短AIM上闪存卡的寿命。重新加载后，当第一个文件已满时，系统开始写入文件CiscoJtapi1.log和CiscoJtapi2.log。如果发出show log name CiscoJtapi1.log命令，可以查看这些日志。您还可以将日志文件复制到FTP服务器，然后离线查看信息。命令是copy log CiscoJtapi1.log url ftp://user:passwd@ftpservipaddr/。使用任一方法，都会显示所有JTAPI信息。在本例中，Cisco Unity Express模块尝试注册，但由于广域网故障而失败：

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

下一个跟踪显示Cisco Unity Express到Cisco CallManager的完全注册。在本示例中，您看到有八个CTI端口与JTAPI用户关联。但是，由于Cisco Unity Express仅许可四个端口，因此仅使用四个端口。另请注意，系统在重新注册到Cisco CallManager后自动执行完全MWI重新同步：

```
17937: Jul 14 11:28:56.037 EDT %JTAPI-CTIIMPL-7-UNK: (P1-14.80.227.127) Trying
connection to server: 14.80.227.127
17938: Jul 14 11:28:56.042 EDT %JTAPI-CTIIMPL-7-UNK: (P1-14.80.227.127) connected
17939: Jul 14 11:28:56.043 EDT %JTAPI-MISC-7-UNK: (P1-14.80.227.127) EventThread: created
17940: Jul 14 11:28:56.045 EDT %JTAPI-MISC-7-UNK: (P1-14.80.227.127) EventThread
starting up...
17941: Jul 14 11:28:56.056 EDT %JTAPI-PROTOCOL-7-UNK: (P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderOpenRequest {
sequenceNumber = 238
provider = 14.80.227.127
qbcClientVersion = Cisco JTAPI 1.4(3.12) Release
login = sitelcue
password = 0c0a000a2c
filter = com.cisco.cti.protocol.ProviderEventFilter {
deviceRegistered = true
deviceUnregistered = true
directoryChangeNotify = true
}
applicationID = Cisco IP IVR
desiredServerHeartbeatTime = 30
cmAssignedApplicationID = 0
}
```

17942: Jul 14 11:28:56.072 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) ReceiveThread starting up...

17943: Jul 14 11:28:56.114 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Response: com.cisco.cti.protocol.ProviderOpenResponse {  
sequenceNumber = 238  
providerInfoString = 3.3(3)  
clientHeartbeat = 30  
serverHeartbeat = 30  
}

17944: Jul 14 11:28:56.131 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Server response: will send server heartbeat every 30 seconds

17945: Jul 14 11:28:56.131 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) Server response: expecting client heartbeat every 30 seconds

17946: Jul 14 11:28:56.133 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) HeartbeatSendThread starting up

17947: Jul 14 11:28:56.135 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) DeviceLineUpdateThread: created

17948: Jul 14 11:28:56.136 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) DeviceLineUpdateThread starting up...

17949: Jul 14 11:28:56.671 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Event: com.cisco.cti.protocol.ProviderOpenCompletedEvent {  
eventSequence = 279  
reason = 0  
sequenceNumber = 238  
providerInfoString = 3.3(3)  
clientHeartbeat = 30  
serverHeartbeat = 30  
failureDescription = null  
bMonitorCallParkDNs = false  
}

11SC-7-UNK:(P1-14.80.227.127) EventThread: queuing  
com.cisco.cti.protocol.ProviderOpenCompletedEvent

17951: Jul 14 11:28:56.674 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread handling event com.cisco.cti.protocol.ProviderOpenCompletedEvent[279]

17952: Jul 14 11:28:56.674 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) connected to CTIManager version 3.3(3)

17953: Jul 14 11:28:56.676 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderGetCapabilitiesRequest {  
sequenceNumber = 239  
}

17954: Jul 14 11:28:56.679 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Response: com.cisco.cti.protocol.ProviderGetCapabilitiesResponse {  
sequenceNumber = 239  
providerCapabilitiesInfo = com.cisco.cti.protocol.ProviderCapabilitiesInfo {  
controlAnyDevice = false  
maxNumberOfDevicesOpen = 0  
}  
}

17955: Jul 14 11:28:56.680 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) can control any device = false

17956: Jul 14 11:28:56.681 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderGetDeviceInfoRequest {  
sequenceNumber = 240  
deviceGroup = 1  
enumerateRegisterableDevices = true  
}

17957: Jul 14 11:28:56.685 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Response: com.cisco.cti.protocol.ProviderGetDeviceInfoResponse {  
sequenceNumber = 240  
enumerationHandle = 3  
}

17958: Jul 14 11:28:56.686 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [ProviderRetryThread] sending: com.80.227.127) received Response: com.cisco.cti.protocol.GetDeviceInfoFetchResponse {

```
sequenceNumber = 241
info = 11@[
com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_GMS
type = 73
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_AA
type = 73
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_VM
type = 73
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p01
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p03
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p02
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p05
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p04
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p07
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p06
type = 72
allowsRegistration = true
},
com.cisco.cti.protocol.DeviceInfo {
name = cue_sitel_p08
type = 72
allowsRegistration = true
}]
more = false
}
17960: Jul 14 11:28:56.706 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetDeviceInfoCloseRequest {
sequenceNumber = 242
enumerationHandle = 3
}
```

17961: Jul 14 11:28:56.709 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetDeviceInfoCloseResponse {  
sequenceNumber = 242  
}  
17962: Jul 14 11:28:56.710 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) creating controlled  
devices  
17963: Jul 14 11:28:56.712 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_site1\_p08(0,0)  
updating lines  
17964: Jul 14 11:28:56.713 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {  
sequenceNumber = 243  
deviceName = cue\_site1\_p08  
}  
17965: Jul 14 11:28:56.716 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {  
sequenceNumber = 243  
enumerationHandle = 1  
}  
17966: Jul 14 11:28:56.718 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {  
sequenceNumber = 244  
enumerationHandle = 1  
count = 10  
}  
17967: Jul 14 11:28:56.754 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {  
sequenceNumber = 01.LineInfo {  
name = 28008  
permanentLineID = 1936802189  
}]  
more = false  
}  
17968: Jul 14 11:28:56.761 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {  
sequenceNumber = 245  
enumerationHandle = 1  
}  
17969: Jul 14 11:28:56.967 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {  
sequenceNumber = 245  
}  
17970: Jul 14 11:28:56.968 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_site1\_p08(0,0)  
refreshing lines: previous=1 current=1 created=0 removed=0  
17971: Jul 14 11:28:56.969 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_site1\_p07(0,0)  
updating lines  
17972: Jul 14 11:28:56.970 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {  
sequenceNumber = 246  
deviceName = cue\_site1\_p07  
}  
17973: Jul 14 11:28:56.973 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {  
sequenceNumber = 246  
enumerationHandle = 2  
}  
17974: Jul 14 11:28:56.975 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {  
sequenceNumber = 247  
enumerationHandle = 2  
count = 10  
}  
17975: Jul 14 11:28:57.007 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {  
sequenceNumber = 247

```
info = 1@[
com.cisconeID = 829100962
}]
more = false
}
17976: Jul 14 11:28:57.009 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 248
enumerationHandle = 2
}
17977: Jul 14 11:28:57.227 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 248
}
17978: Jul 14 11:28:57.229 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_site1_p07(0,0)
 refreshing lines: previous=1 current=1 created=0 removed=0
17979: Jul 14 11:28:57.229 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_site1_p06(0,0)
 updating lines
17980: Jul 14 11:28:57.230 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 249
deviceName = cue_site1_p06
}
17981: Jul 14 11:28:57.233 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 249
enumerationHandle = 3
}
17982: Jul 14 11:28:57.235 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 250
enumerationHandle = 3
count = 10
}
17983: Jul 14 11:28:57.260 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 250
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28006
permanentLineID = 294850253
}]
more = false
}
17984: Jul 14 11:28:57.262 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 251
enumerationHandle = 3
}
17985: Jul 14 11:28:57.265 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 251
}
17986: Jul 14 11:28:57.267 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_site1_p06(0,0)
 refreshing lines: previous=1 current=1 created=0 removed=0
17987: Jul 14 11:28:57.268 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_site1_p05(0,0)
 updating lines
17988: Jul 14 11:28:57.268 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 252
deviceName = cue_site1_p05
}
17989: Jul 14 11:28:57.271 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
```



```
sequenceNumber = 252
enumerationHandle = 4
}
17990: Jul 14 11:28:57.273 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 253
enumerationHandle = 4
count = 10
}
17991: Jul 14 11:28:57.309 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 253
info = 1@[
com.cisco.cti.protocol.LineInfo {7.311 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 254
enumerationHandle = 4
}
}
17993: Jul 14 11:28:57.314 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 254
}
}
17994: Jul 14 11:28:57.316 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_site1_p05(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
17995: Jul 14 11:28:57.317 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_site1_p04(0,0)
updating lines
17996: Jul 14 11:28:57.318 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 255
deviceName = cue_site1_p04
}
}
17997: Jul 14 11:28:57.322 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 255
enumerationHandle = 5
}
}
17998: Jul 14 11:28:57.324 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 256
enumerationHandle = 5
count = 10
}
}
17999: Jul 14 11:28:57.358 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 256
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28004
permanentLineID = 1897211172
}]
more = false
}
}
18000: Jul
enumerationHandle = 5
}
}
18001: Jul 14 11:28:57.363 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 257
}
}
18002: Jul 14 11:28:57.364 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_site1_p04(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18003: Jul 14 11:28:57.365 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue_site1_p03(0,0)
updating lines
18004: Jul 14 11:28:57.366 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
```

```
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 258
deviceName = cue_site1_p03
}
18005: Jul 14 11:28:57.587 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 258
enumerationHandle = 6
}
18006: Jul 14 11:28:57.589 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 259
enumerationHandle = 6
count = 10
}
18007: Jul 14 11:28:57.632 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 259
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28003
permanentLineID = 2109152574
}]
more = false
}
18008: Jul 14 11:28:57.634 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 260
enumerationHandle = 6
}
18009: Jul 14 11:28:57.637 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 260
}
18010: Jul 14 11:28:57.638 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p03(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18011: Jul 14 11:28:57.639 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p02(0,0)
updating lines
18012: Jul 14 11:28:57.640 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 261
deviceName = cue_site1_p02
}
18013: Jul 14 11:28:57.645 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 261
enumerationHandle = 7
}
18014: Jul 14 11:28:57.646 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 262
enumerationHandle = 7
count = 10
}
18015: Jul 14 11:28:57.681 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 262
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28002
permanentLineID = 1035863534
}]
more = false
}
}
```

18016: Jul 14 11:28:57.683 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLUNK:(P1-14.80.227.127)  
received Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {  
sequenceNumber = 263  
}  
18018: Jul 14 11:28:57.687 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_site1\_p02(0,0)  
refreshing lines: previous=1 current=1 created=0 removed=0  
18019: Jul 14 11:28:57.688 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_site1\_p01(0,0)  
updating lines  
18020: Jul 14 11:28:57.689 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {  
sequenceNumber = 264  
deviceName = cue\_site1\_p01  
}  
18021: Jul 14 11:28:57.692 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {  
sequenceNumber = 264  
enumerationHandle = 8  
}  
18022: Jul 14 11:28:57.694 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {  
sequenceNumber = 265  
enumerationHandle = 8  
count = 10  
}  
18023: Jul 14 11:28:57.708 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {  
sequenceNumber = 265  
info = 1@[  
com.cisco.cti.protocol.LineInfo {  
name = 28001  
permanentLineID = 1084634008  
}]  
more = false  
}  
18024: Jul 14 11:28:57.710 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {  
sequenceNumber = 266  
enumerationHandle = 8  
}  
18025: Jul 14 11:28:57.713 EDT %JTAPI-esponse:  
com.cisco.cti.protocol.GetLineInfoCloseResponse {  
sequenceNumber = 266  
}  
18026: Jul 14 11:28:57.716 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_site1\_p01(0,0)  
refreshing lines: previous=1 current=1 created=0 removed=0  
18027: Jul 14 11:28:57.717 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE\_Site1\_GMS(0,0)  
updating lines  
18028: Jul 14 11:28:57.718 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {  
sequenceNumber = 267  
deviceName = CUE\_Site1\_GMS  
}  
18029: Jul 14 11:28:57.725 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {  
sequenceNumber = 267  
enumerationHandle = 9  
}  
18030: Jul 14 11:28:57.727 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {  
sequenceNumber = 268  
enumerationHandle = 9  
count = 10  
}  
}

```
18031: Jul 14 11:28:57.961 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 268
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28111
permanentLineID = 632514620
}]
more = false
}
18032: Jul 14 11:28:57.963 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 269
enumerationHandle = 9
}
18033: Jul 14 11:28:57.966 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 269
}
18034: Jul 14 11:28:57.967 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Site1_GMS(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18035: Jul 14 11:28:57.968 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Site1_AA(0,0)
updating lines
18036: Jul 14 11:28:57.969 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 270
deviceName = CUE_Site1_AA
}
18037: Jul 14 11:28:57.972 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 270
enumerationHandle = 10
}
18038: Jul 14 11:28:57.974 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 271
enumerationHandle = 10
count = 10
}
18039: Jul 14 11:28:58.011 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 271
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28100
permanentLineID = 117519949
}]
more = false
}
18040: Jul 14 11:28:58.013 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 272
enumerationHandle = 10
}
18041: Jul 14 11:28:58.018 EDT %JTAPI-Response:
com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 272
}
18042: Jul 14 11:28:58.019 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Site1_AA(0,0)
refreshing lines: previous=1 current=1 created=0 removed=0
18043: Jul 14 11:28:58.020 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Site1_VM(0,0)
updating lines
18044: Jul 14 11:28:58.021 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceGetLineInfoRequest {
```

```
sequenceNumber = 273
deviceName = CUE_Site1_VM
}
18045: Jul 14 11:28:58.025 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 273
enumerationHandle = 11
}
18046: Jul 14 11:28:58.035 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 274
enumerationHandle = 11
count = 10
}
18047: Jul 14 11:28:58.060 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 274
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28000
permanentLineID = 1978608865
}]
more = false
}
18048: Jul 14 11:28:58.061 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 275
enumerationHandle = 11
}
18049: Jul 14 11:28:58.277 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227s=1 current=1
created=0 removed=0
18051: Jul 14 11:28:58.279 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) refreshing device
map: previous=11 current=11 created=0 removed=0
18052: Jul 14 11:28:58.280 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.ProviderGetDeviceInfoRequest {
sequenceNumber = 276
deviceGroup = 3
enumerateRegisterableDevices = true
}
18053: Jul 14 11:28:58.283 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.ProviderGetDeviceInfoResponse {
sequenceNumber = 276
enumerationHandle = 4
}
18054: Jul 14 11:28:58.285 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetDeviceInfoFetchRequest {
sequenceNumber = 277
enumerationHandle = 4
count = 100
type = 2
}
18055: Jul 14 11:28:58.296 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetDeviceInfoFetchResponse {
sequenceNumber = 277
info = null
more = false
}
18056: Jul 14 11:28:58.298 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.GetDeviceInfoCloseRequest {
sequenceNumber = 278
enumerationHandle = 4
}
18057: Jul 14 11:28:58.507 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetDeviceInfoCloseResponse {
```

```
sequenceNumber = 278
}
18058: Jul 14 11:28:58.508 EDT %JTAPI-MISC-7-UNK:Provider "(P1-sitelcue)" changing
state to IN_SERVICE
18059: Jul 14 11:28:58.509 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue)[ProviderRetryThread]
(P1-sitelcue) Request: getObservers
18060: Jul 14 11:28:58.510 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) ProvInServiceEv [#684]
18061: Jul 14 11:28:58.511 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4]
ObserverProxy.queueEvents: queuing asynchronously
18062: Jul 14 11:28:58.511 EDT %JTAPI-MISC-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4):
queuing com.cisco.jtapi.JtapiProviderEventSet
18063: Jul 14 11:28:58.512 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4):
delivering JPES[1]
18064: Jul 14 11:28:58.513 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4]
ObserverProxy.deliverEvents()
18065: Jul 14 11:28:58.517 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.SubsystemJTAPI$ProviderObserver@107836e4]
ObserverProxy.deliverEvents() completed
18066: Jul 14 11:28:58.522 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-sitelcue) CUE_Sitel_GMS(0,0)
18067: Jul 14 11:28:58.525 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceOpenRequest {
sequenceNumber = 279
deviceName = CUE_Sitel_GMS
filter = com.cisco.cti.protocol.DeviceEventFilter {
deviceModeChanged = false
keyPressed = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData = true
}
disableAutoRecovery = false
}
18068: Jul 14 11:28:58.544 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
received Event: com.cisco.cti.protocol.DeviceRegisteredEvent {
eventSequence = 280
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = CUE_Sitel_GMS
type = 73
allowsRegistration = true
}
loginAllowed = false
loginUserID =
controllable = true
reason = 0
}
18069: Jul 14 11:28:58.545 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceRegisteredEvent
18070: Jul 14 11:28:58.546 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[280]
18071: Jul 14 11:28:58.546 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received
DeviceRegisteredEvent
18072: Jul 14 11:28:59.303 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceOpenResponse {
sequenceNumber = 279
callManagerID = 16777227
```

```
deviceID = 33
}
18073: Jul 14 11:28:59.306 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) DeviceMap:
opening device "CUE_Site1_GMS"
18074: Jul 14 11:28:59.314 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18075: Jul 14 11:28:59.315 EDT %JTAPI-CTi.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 280
deviceName = CUE_Site1_GMS
}
18077: Jul 14 11:28:59.325 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) CUE_Site1_GMS(16777227,33)
reopening line 28111(0,0)
18078: Jul 14 11:28:59.328 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 281
deviceName = CUE_Site1_GMS
lineName = 28111
filter = com.cisco.cti.protocol.LineEventFilter {
callStateChanged = true
dtmf = true
ring = false
toneChanged = false
globalCallHandleChanged = true
openReceiveChannel = false
partyInfoChanged = true
bExistingCallEvent = true
bNewCallEvent = true
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18079: Jul 14 11:28:59.305 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequence = 281
deviceCallManagerID = 16777227
deviceID = 33
}
18080: Jul 14 11:28:59.330 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceInServiceEvent
18081: Jul 14 11:28:59.331 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceInServiceEvent[281]
18082: Jul 14 11:28:59.332 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Terminal
"CUE_Site1_GMS" in service
18083: Jul 14 11:28:59.333 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [CUE_Site1_GMS]
CiscoTermInServiceEv [#685]
18084: Jul 14 11:28:59.334 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 280
enumerationHandle = 12
}
18085: Jul 14 11:28:59.336 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 282
enumerationHandle = 12
count = 10
}
18086: Jul 14 11:28:59.362 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 281
callManagerID = 16777227
lineID = 33
}
18087: Jul 14 11:28:59.364 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
```



```
(P1-sitelcue) CUE_Sitel_AA(0,0)
18088: Jul 14 11:28:59.367 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceOpenRequest {
sequenceNumber = 283
deviceName = CUE_Sitel_AA
filter = com.cisco.cti.protocol.DeviceEventFilter {
deviceModeChanged = false
keyPressed = false
featureButtonPressed = false
lampModeChanged = false
ringModeChanged = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData = true
}
}
dilse
}
18089: Jul 14 11:28:59.371 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.LineInServiceEvent {
eventSequence = 282
lineCallManagerID = 16777227
lineID = 33
}
18090: Jul 14 11:28:59.371 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.LineInServiceEvent
18091: Jul 14 11:28:59.372 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.LineInServiceEvent[282]
18092: Jul 14 11:28:59.373 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue){Line:28111(16777227,33)}
LineInServiceEvent
18093: Jul 14 11:28:59.374 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Address "28111"
in service
18094: Jul 14 11:28:59.374 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [28111]
CiscoAddrInServiceEv [#686]
18095: Jul 14 11:28:59.375 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d8576e6]
ObserverProxy.queueEvents: queuing asynchronously
18096: Jul 14 11:28:59.376 EDT %JTAPI-MISC-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d8576e6):
queuing com.cisco.jtapi.JtapiAddressEventSet
18097: Jul 14 11:28:59.377 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d8576e6):
delivering JAES[1]
18098: Jul 14 11:28:59.378 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@6d8576e6]
ObserverProxy.deliverEvents()
18099: Jul 14 11:28:59.391 EDT %JTAPI-JTAPIIMPL-7-UNK:[com.cisco.wf.subsyscompleted
18100: Jul 14 11:28:59.403 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {
sequenceNumber = 282
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28111
permanentLineID = 632514620
}]
}
more = false
}
18101: Jul 14 11:28:59.405 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 284
```

```
enumerationHandle = 12
}
18102: Jul 14 11:28:59.408 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceRegisteredEvent {
eventSequence = 283
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = CUE_Site1_AA
type = 73
allowsRegistration = true
}
loginAllowed = false
loginUserID =
controllable = true
reason = 0
}
18103: Jul 14 11:28:59.409 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceRegisteredEvent
18104: Jul 14 11:28:59.410 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[283]
18105: Jul 14 11:28:59.411 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received
DeviceRegisteredEvent
18106: Jul 14 11:28:59.412 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceOpenResponse {
sequenceNumber = 283
callManagerID = 16777227
deviceID = 34
}
18107: Jul 14 11:28:59.414 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequence = 284
deviceCallManagerID = 16777227
deviceID = 34
}
18108: Jul 14 11:28:59.416 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening
device "CUE_Site1_AA"
18109: Jul 14 11:28:59.417 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18110: Jul 14 11:28:59.418 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_AA(16777227,34)
reopening line 28100(0,0)
18111: Jul 14 11:28:59.420 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 285
deviceName = CUE_Site1_AA
lineName = 28100
filter = com.cisco.cti.protocol.LineEventFilter {
callStateChanged = true
dtmf = true
ring = false
toneChanged = false
globalCallHandleChanged = true
openReceiveChannel = false
partyInfoChanged = true
bExistingCallEvent = true
bNewCallEvent = true
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18112: Jul 14 11:28:59.422 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceInServiceEvent
18113: Jul 14 11:28:59.423 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.proto
18115: Jul 14 11:28:59.425 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [CUE_Site1_AA]
CiscoTermInServiceEv [#687]
```

18116: Jul 14 11:28:59.428 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {  
sequenceNumber = 284  
}  
18117: Jul 14 11:28:59.429 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE\_Site1\_GMS(16777227,33)  
refreshing lines: previous=1 current=1 created=0 removed=0  
18118: Jul 14 11:28:59.430 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE\_Site1\_AA(16777227,34)  
updating lines  
18119: Jul 14 11:28:59.431 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.DeviceGetLineInfoRequest {  
sequenceNumber = 286  
deviceName = CUE\_Site1\_AA  
}  
18120: Jul 14 11:28:59.434 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.LineOpenResponse {  
sequenceNumber = 285  
callManagerID = 16777227  
lineID = 34  
}  
18121: Jul 14 11:28:59.436 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device  
(P1-site1cue) cue\_site1\_p08(0,0)  
18122: Jul 14 11:28:59.436 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue\_site1\_p08(0,0)  
Device is not Opened previously, not attempting to open  
18123: Jul 14 11:28:59.437 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device  
(P1-site1cue) CUE\_Site1\_VM(0,0)  
18124: Jul 14 11:28:59.439 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceOpenRequest {  
sequenceNumber = 287  
deviceName = CUE\_Site1\_VM  
filter sssd = false  
lampModeChanged = false  
ringModeChanged = false  
displayChanged = false  
startTransmission = true  
stopTransmission = true  
startReception = true  
stopReception = true  
softKeyPressed = false  
deviceData = true  
}  
disableAutoRecovery = false  
}  
18125: Jul 14 11:28:59.442 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Event: com.cisco.cti.protocol.LineInServiceEvent {  
eventSequence = 285  
lineCallManagerID = 16777227  
lineID = 34  
}  
18126: Jul 14 11:28:59.443 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.LineInServiceEvent  
18127: Jul 14 11:28:59.444 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.LineInServiceEvent[285]  
18128: Jul 14 11:28:59.445 EDT %JTAPI-CTI-7-UNK:(P1-site1cue){Line:28100(16777227,34)}  
LineInServiceEvent  
18129: Jul 14 11:28:59.446 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28100"  
in service  
18130: Jul 14 11:28:59.447 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28100]  
CiscoAddrInServiceEv [#688]  
18131: Jul 14 11:28:59.448 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3f0ab6e7]  
ObserverProxy.queueEvents: queuing asynchronously  
18132: Jul 14 11:28:59.448 EDT %JTAPI-MISC-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3f0ab6e7):

```
queuing com.cisco.jtapi.JtapiAddressEventSet
18133: Jul 14 11:28:59.449 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7):
delivering JAES[1]
18134: Jul 14 11:28:59.450 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7]
ObserverProxy.deliverEvents()
18135: Jul 14 11:28:59.468 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@3f0ab6e7]
ObserverProxy.deliverEvents() completed
18136: Jul 14 11:28:59.475 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 286
enumerationHandle = 13
}
18137: Jul 14 11:28:59.476 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 288
enumerationHandle = 13
count = 10
}
18138: Jul 14 11:28:59.481 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceRegisteredEvent {
eventSequence = 286
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = CUE_Site1_VM
type = 73
allowsRegistration = true
}
loginAllowed = false
loginUserID =
controllable = true
reason = 0
}
18139: Jul 14 11:28:59.482 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceRegisteredEvent
18140: Jul 14 11:28:59.483 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[286]
18141: Jul 14 11:28:59.484 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received
DeviceRegisteredEvent
18142: Jul 14 11:28:59.705 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceOpenResponse {
sequenceNumber = 287
callManagerID = 16777227
deviceID = 35
}
18143: Jul 14 11:28:59.707 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening
device "CUE_Site1_VM"
18144: Jul 14 11:28:59.708 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18145: Jul 14 11:28:59.709 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_VM(16777227,35)
reopening line 28000(0,0)
18146: Jul 14 11:28:59.711 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 289
deviceName = CUE_Site1_VM
lineName = 28000
filter = com.cisco.cti.protocol.LineEventFilter {
callStateChanged = true
dtmf = true
ring = false
toneChanged = false
globalCallHandleChanged = true
```

```
openReceiveChannel = false
partyInfoChanged = true
bExistingCallEvent = true
bNewCallEvent = true
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18147: Jul 14 11:28:59.714 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequ
18149: Jul 14 11:28:59.716 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceInServiceEvent[287]
18150: Jul 14 11:28:59.718 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Terminal
"CUE_site1_VM" in service
18151: Jul 14 11:28:59.718 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [CUE_site1_VM]
CiscoTermInServiceEv [#689]
18152: Jul 14 11:28:59.720 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 288
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28100
permanentLineID = 117519949
}]
more = false
}
18153: Jul 14 11:28:59.722 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 290
enumerationHandle = 13
}
18154: Jul 14 11:28:59.724 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 289
callManagerID = 16777227
lineID = 35
}
18155: Jul 14 11:28:59.726 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-site1cue) cue_site1_p07(0,0)
18156: Jul 14 11:28:59.726 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue_site1_p07(0,0)
Device is not Opened previously, not attempting to open
18157: Jul 14 11:28:59.727 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-site1cue) cue_site1_p06(0,0)
18158: Jul 14 11:28:59.728 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue_site1_p06(0,0)
Device is not Opened previously, not attempting to open
18159: Jul 14 11:28:59.728 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-site1cue) cue_site1_p05(0,0)
18160: Jul 14 11:28:59.729 EDT %JTAPI-CTIIMPL-7-UNK:(P1-site1cue) cue_site1_p05(0,0)
Device is not Opened previously, not attempting to open
18161: Jul 14 11:28:59.729 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
(P1-site1cue) cue_site1_p04(0,0)
18162: Jul 14 11:28:59.733 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceRegisterDeviceRequest {
sequenceNumber = 291
deviceName = cue_site1_p04
ipAddr = 1802113708
rtpPortNumber = 16384
mediaSpecificationTimeout = 0
mediaCaps = 2@[
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 4
maxFramesPerPacket = 30
```

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bitRate = 1
},
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 2
maxFramesPerPacket = 30
bitRate = 1
}]
filter = com.cisco.cti.protocol.DeviceEventFilter {
deviceModeChanged = false
keyPressed = false
featureButtonPressed = false
lampModeChanged = false
ringModeChanged = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData 163: Jul 14 11:28:59.737 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Event: com.cisco.cti.protocol.LineInServiceEvent {
eventSequence = 288
lineCallManagerID = 16777227
lineID = 35
}
18164: Jul 14 11:28:59.737 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
  queuing com.cisco.cti.protocol.LineInServiceEvent
18165: Jul 14 11:28:59.739 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
  handling event com.cisco.cti.protocol.LineInServiceEvent[288]
18166: Jul 14 11:28:59.739 EDT %JTAPI-CTI-7-UNK:(P1-site1cue){Line:28000(16777227,35)}
  LineInServiceEvent
18167: Jul 14 11:28:59.740 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28000" in
  service
18168: Jul 14 11:28:59.741 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28000]
  CiscoAddrInServiceEv [#690]
18169: Jul 14 11:28:59.741 EDT %JTAPI-JTAPIIMPL-7-UNK:
  [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@40b3b6e1]
  ObserverProxy.queueEvents: queuing asynchronously
18170: Jul 14 11:28:59.742 EDT %JTAPI-MISC-7-UNK:ObserverThread
  (com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@40b3b6e1):
  queuing com.cisco.jtapi.JtapiAddressEventSet
18171: Jul 14 11:28:59.744 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
  (com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@40b3b6e1):
  delivering JAES[1]
18172: Jul 14 11:28:59.744 EDT %JTAPI-JTAPIIMPL-7-UNK:
  [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@40b3b6e1]
  ObserverProxy.deliverEvents()
18173: Jul 14 11:28:59.760 EDT %JTAPI-JTAPIIMPL-7-UNK:
  [com.cisco.wf.subsystems.jtapi.T
18174: Jul 14 11:28:59.768 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 290
}
18175: Jul 14 11:28:59.769 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_AA(16777227,34)
  refreshing lines: previous=1 current=1 created=0 removed=0
18176: Jul 14 11:28:59.770 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_VM(16777227,35)
  updating lines
18177: Jul 14 11:28:59.771 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
  [(P1-14.80.227.127) DeviceLineUpdateThread] sending:
  com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 292
deviceName = CUE_Site1_VM
}
18178: Jul 14 11:28:59.775 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Event:

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```
com.cisco.cti.protocol.DeviceRegisteredEvent {
eventSequence = 289
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = cue_site1_p04
type = 72
allowsRegistration = true
}
loginAllowed = false
loginUserID =
controllable = true
reason = 0
}
18179: Jul 14 11:28:59.776 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.DeviceRegisteredEvent
18180: Jul 14 11:28:59.777 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[289]
18181: Jul 14 11:28:59.778 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received
DeviceRegisteredEvent
18182: Jul 14 11:28:59.780 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceRegisterDeviceResponse {
sequenceNumber = 291
callManagerID = 16777227
deviceID = 36
deviceInfo = com.cisco.cti.protocol.DeviceInfo {
name = cue_site1_p04
type = 72
allowsRegistration = true
}
}
18183: Jul 14 11:28:59.781 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening
device "cue_site1_p04"
18184: Jul 14 11:28:59.782 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18185: Jul 14 11:28:59.783 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p04(16777227,36)
reopening line 28004(0,0)
18186: Jul 14 11:28:59.785 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 293
deviceName = cue_site1_p04
lineName = 28004
filter = com.cisco.cti.protocol.LineEventFilter {
callStateChanged = true
dtmf = true
ring = false
toneChanged = false
globalCallHandleChanged = true
openReceiveChannel = false
partyInfoChanged = true
bExistingCallEvent = true
bNewCallEvent = true
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18187: Jul 14 11:28:59.789 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequence = 290
deviceCallManagerID = 16777227
deviceID cti.protocol.DeviceInServiceEvent
18189: Jul 14 11:28:59.790 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.DeviceInServiceEvent[290]
18190: Jul 14 11:28:59.791 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Terminal
"cue_site1_p04" in service
18191: Jul 14 11:28:59.792 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [cue_site1_p04]
```



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CiscoTermInServiceEv [#691]
18192: Jul 14 11:28:59.794 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {
sequenceNumber = 292
enumerationHandle = 14
}
18193: Jul 14 11:28:59.796 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 294
enumerationHandle = 14
count = 10
}
18194: Jul 14 11:28:59.799 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 293
callManagerID = 16777227
lineID = 36
}
18195: Jul 14 11:28:59.800 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening
device (P1-site1cue) cue_site1_p03(0,0)
18196: Jul 14 11:28:59.803 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceRegisterDeviceRequest {
sequenceNumber = 295
deviceName = cue_site1_p03
ipAddr = 1802113708
rtpPortNumber = 16386
mediaSpecificationTimeout = 0
mediaCaps = 2@[
com.cisco.cti.ability {
payloadCapability = 2
maxFramesPerPacket = 30
bitRate = 1
}]
filter = com.cisco.cti.protocol.DeviceEventFilter {
deviceModeChanged = false
keyPressed = false
featureButtonPressed = false
lampModeChanged = false
ringModeChanged = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData = true
}
disableAutoRecovery = false
}
18197: Jul 14 11:28:59.807 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.LineInServiceEvent {
eventSequence = 291
lineCallManagerID = 16777227
lineID = 36
}
18198: Jul 14 11:28:59.808 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.LineInServiceEvent
18199: Jul 14 11:28:59.809 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.LineInServiceEvent[291]
18200: Jul 14 11:28:59.810 EDT %JTAPI-CTI-7-UNK:(P1-site1cue){Line:28004(16777227,36)}
LineInServiceEvent
18201: Jul 14 11:28:59.810 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28004"
in service
```

18202: Jul 14 11:28:59.811 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [28004]  
CiscoAddrInServiceEv [#692]

18203: Jul 14 11:28:59.812 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1]  
ObserverProxy.queueEvents: queuing asynchronously

18204: Jul 14 11:28:59.812 EDT %JTAPI-MISC-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1):  
queuing com.cisco.jtapi.JtapiAddressEventSet

18205: Jul 14 11:28:59.813 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1):  
delivering JAES[1]

18206: Jul 14 11:28:59.814 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1]  
ObserverProxy.deliverEvents()

18207: Jul 14 11:28:59.948 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@3928f6e1]  
ObserverProxy.deliverEvents() completed

18208: Jul 14 11:29:00.057 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {  
sequenceNumber = 294  
info = 1@[  
com.cisco.cti.protocol.LineInfo {  
name = 28000  
permanentLineID = 1978608865  
}]  
more = false  
}  
}

18209: Jul 14 11:29:00.059 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.GetLineInfoCloseRequest {  
sequenceNumber = 296  
enumerationHandle = 14  
}  
}

18210: Jul 14 11:29:00.062 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Event: com.cisco.cti.protocol.DeviceRegisteredEvent {  
eventSequence = 292  
deviceInfo = com.cisco.cti.protocol.DeviceInfo {  
name = cue\_sitel\_p03  
type = 72  
owsRegistration = true  
}  
loginAllowed = false  
loginUserID =  
controllable = true  
reason = 0  
}  
}

18211: Jul 14 11:29:00.063 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.DeviceRegisteredEvent

18212: Jul 14 11:29:00.064 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[292]

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

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

18215: Jul 14 11:29:00.068 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) DeviceMap: opening

```
device "cue_site1_p03"
18216: Jul 14 11:29:00.069 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
  DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device
18217: Jul 14 11:29:00.070 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p03
  (16777227,37) reopening line 28003(0,0)
18218: Jul 14 11:29:00.072 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
  [ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {
sequenceNumber = 297
deviceName = cue_site1_p03
lineName = 28003
filter = com.cisco.cti.protocol.LineEventFilter {
calls
partyInfoChanged = true
bExistingCallEvent = true
bNewCallEvent = true
bLineCfwdAllStatus = true
}
disableAutoRecovery = false
}
18219: Jul 14 11:29:00.096 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Event: com.cisco.cti.protocol.DeviceInServiceEvent {
eventSequence = 293
deviceCallManagerID = 16777227
deviceID = 37
}
18220: Jul 14 11:29:00.097 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
  queuing com.cisco.cti.protocol.DeviceInServiceEvent
18221: Jul 14 11:29:00.098 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
  handling event com.cisco.cti.protocol.DeviceInServiceEvent[293]
18222: Jul 14 11:29:00.098 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Terminal
  "cue_site1_p03" in service
18223: Jul 14 11:29:00.099 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [cue_site1_p03]
  CiscoTermInServiceEv [#693]
18224: Jul 14 11:29:00.101 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 296
}
18225: Jul 14 11:29:00.102 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) CUE_Site1_VM(16777227,35)
  refreshing lines: previous=1 current=1 created=0 removed=0
18226: Jul 14 11:29:00.103 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p04(16777227,36)
  updating lines
18227: Jul 14 11:29:00.104 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
  [(P1-14.80.227.127) DeviceLineUpdateThread] sending:
  com.cisco.cti.protocol.DeviceGetLineInfoRequest {
sequenceNumber = 298
deviceName = cue_site1_p04
}
18228: Jul 14 11:29:00.107 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 297
callManagerID = 16777227
lineID = 37
}
18229: Jul 14 11:29:00.108 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening device
  (P1-site1cue) cue_site1_p02(0,0)
18230: Jul 14 11:29:00.112 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
  [ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceRegisterDeviceRequest {
sequenceNumber = 299
deviceName = cue_site1_p02
ipAddr = 1802113708
rtpPortNumber = 16388
mediaSpecificationTimeout = 0
mediaCaps = 2@[
com.cisco.cti.protocol.MediaCapability {
```

```

payloadCapability = 4
maxFramesPerPacket = 30
bitRate = 1
},
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 2
maxFramesPerPacket = 30
bitRate = 1
}]
filter = com.cisco.cti.protocol.DeviceEventFilter {
deviceModeChanged = false
keyPressed = false
featureButtonPressed = false
lampModeChanged = false
ringModeChanged = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData = true
}
disableAutoRecovery = false
}
18231: Jul 14 11:29:00.116 EDT %JTAPI-PROTOCOL-7-UNK:(P1-1 294
lineCallManagerID = 16777227
lineID = 37
}
18232: Jul 14 11:29:00.117 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
  queuing com.cisco.cti.protocol.LineInServiceEvent
18233: Jul 14 11:29:00.118 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
  handling event com.cisco.cti.protocol.LineInServiceEvent[294]
18234: Jul 14 11:29:00.119 EDT %JTAPI-CTI-7-UNK:(P1-site1cue){Line:28003(16777227,37)}
  LineInServiceEvent
18235: Jul 14 11:29:00.120 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28003"
  in service
18236: Jul 14 11:29:00.120 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28003]
  CiscoAddrInServiceEv [#694]
18237: Jul 14 11:29:00.121 EDT %JTAPI-JTAPIIMPL-7-UNK:
  [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1]
  ObserverProxy.queueEvents: queuing asynchronously
18238: Jul 14 11:29:00.122 EDT %JTAPI-MISC-7-UNK:ObserverThread
  (com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1):
  queuing com.cisco.jtapi.JtapiAddressEventSet
18239: Jul 14 11:29:00.123 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
  (com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1):
  delivering JAES[1]
18240: Jul 14 11:29:00.123 EDT %JTAPI-JTAPIIMPL-7-UNK:
  [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1]
  ObserverProxy.deliverEvents()
18241: Jul 14 11:29:00.139 EDT %JTAPI-JTAPIIMPL-7-UNK:
  [com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@2f3a76e1]
  ObserverProxy.deliverEvents() completed
18242: Jul 14 11:29:00.141 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227ceNumber = 298
enumerationHandle = 15
}
18243: Jul 14 11:29:00.142 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
  [(P1-14.80.227.127) DeviceLineUpdateThread] sending:
  com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 300
enumerationHandle = 15
count = 10
}

```

18244: Jul 14 11:29:00.147 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Event: com.cisco.cti.protocol.DeviceRegisteredEvent {  
eventSequence = 295  
deviceInfo = com.cisco.cti.protocol.DeviceInfo {  
name = cue\_site1\_p02  
type = 72  
allowsRegistration = true  
}  
loginAllowed = false  
loginUserID =  
controllable = true  
reason = 0  
}  
18245: Jul 14 11:29:00.147 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.DeviceRegisteredEvent  
18246: Jul 14 11:29:00.148 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[295]  
18247: Jul 14 11:29:00.149 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received  
DeviceRegisteredEvent  
18248: Jul 14 11:29:00.151 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceRegisterDeviceResponse {  
sequenceNumber = 299  
callManagerID = 16777227  
deviceID = 38  
deviceInfo = com.cisco.cti.protocol.DeviceInfo {  
name = cue\_site1\_p02  
type = 72  
allowsRegistration = true  
}  
}  
18249: Jul 14 11:29:00.152 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening  
device "cue\_site1\_p02"  
18250: Jul 14 11:29:00.154 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)  
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device  
18251: Jul 14 11:29:00.155 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue\_site1\_p02(16777227,38)  
reopening line 28002(0,0)  
18252: Jul 14 11:29:00.157 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[ProviderRetryThread] sending: com.cisco.cti.protocol.LineOpenRequest {  
sequenceNumber = 301  
deviceName = cue\_site1\_p02  
lineName = 28002  
filter = com.cisco.cti.protocol.LineEventFilter {  
callStateChanged = true  
dtmf = true  
ring = false  
toneChanged = false  
globalCallHandleChanged = true  
openReceiveChannel = false  
partyInfoChanged = true  
bExistingCallEvent = true  
bNewCallEvent = true  
bLineCfwdAllStatus = true  
}  
disableAutoRecovery = false  
}  
18253: Jul 14 11:29:00.161 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Event: com.cisco.cti.protocol.DeviceInServiceEvent {  
eventSequence = 296  
deviceCallManagerID = 16777227  
deviceID = 38  
}  
18254: Jul 14 11:29:00.161 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.DeviceInServiceEvent  
18255: Jul 14 11:29:00.162 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread

```
handling event com.cisco.cti.protocol.DeviceInServiceEvent[296]
18256: Jul 14 11:29:00.163 EDT %JTAPI-JTAPIIMPL-7-UNKscoTermInServiceEv [#695]
18258: Jul 14 11:29:00.166 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Response: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 300
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28004
permanentLineID = 1897211172
}]
more = false
}
18259: Jul 14 11:29:00.188 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
  [(P1-14.80.227.127) DeviceLineUpdateThread] sending:
  com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 302
enumerationHandle = 15
}
18260: Jul 14 11:29:00.192 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 301
callManagerID = 16777227
lineID = 38
}
18261: Jul 14 11:29:00.193 EDT %JTAPI-CTI-7-UNK:(P1-14.80.227.127) reopening
  device (P1-site1cue) cue_site1_p01(0,0)
18262: Jul 14 11:29:00.197 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
  [ProviderRetryThread] sending: com.cisco.cti.protocol.DeviceRegisterDeviceRequest {
sequenceNumber = 303
deviceName = cue_site1_p01
ipAddr = 1802113708
rtpPortNumber = 16390
mediaSpecificationTimeout = 0
mediaCaps = 2@[
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 4
maxFramesPerPacket = 30
bitRate = 1
},
com.cisco.cti.protocol.MediaCapability {
payloadCapability = 2
maxFramesPerPacket = 30
bitRate = 1
}]
filter false
featureButtonPressed = false
lampModeChanged = false
ringModeChanged = false
displayChanged = false
startTransmission = true
stopTransmission = true
startReception = true
stopReception = true
softKeyPressed = false
deviceData = true
}
disableAutoRecovery = false
}
18263: Jul 14 11:29:00.202 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
  Event: com.cisco.cti.protocol.LineInServiceEvent {
eventSequence = 297
lineCallManagerID = 16777227
lineID = 38
}
}
```

18264: Jul 14 11:29:00.202 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.LineInServiceEvent

18265: Jul 14 11:29:00.204 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.LineInServiceEvent[297]

18266: Jul 14 11:29:00.204 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue){Line:28002(16777227,38)}  
LineInServiceEvent

18267: Jul 14 11:29:00.205 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) Address "28002"  
in service

18268: Jul 14 11:29:00.206 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [28002]  
CiscoAddrInServiceEv [#696]

18269: Jul 14 11:29:00.207 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@6d4a36e0]  
ObserverProxy.queueEvents: queuing asynchronously

18270: Jul 14 11:29:00.207 EDT %JTAPI-MISC-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@6d4a36e0):  
queuing com.cisco.jtapi.JtapiAddressEventSet

18271: Jul 14 11:29:00.208 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread  
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@6d4a36e0):  
delivering JAES[1]

18272: Jul 14 11:29:00.209 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@6d4a36e0]  
ObserverProxy.deliverEvents()

18273: Jul 14 11:29:00.218 EDT %JTAPI-JTAPIIMPL-7-UNK:  
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup\$ServiceAddressObserver@6d4a36e0]  
ObserverProxy.deliverEvents() completed

18274: Jul 14 11:29:00.220 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {  
sequenceNumber = 302  
}

18275: Jul 14 11:29:00.222 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_site1\_p04(16777227,36)  
refreshing lines: previous=1 current=1 created=0 removed=0

18276: Jul 14 11:29:00.223 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue) cue\_site1\_p03(16777227,37)  
updating lines

18277: Jul 14 11:29:00.224 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.DeviceGetLineInfoRequest {  
sequenceNumber = 304  
deviceName = cue\_site1\_p03  
}

18278: Jul 14 11:29:00.231 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue) [Thread-37] [28002] Request:  
setMessageWaiting ( 2104,true )

18279: Jul 14 11:29:00.232 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [Thread-37]  
sending: com.cisco.cti.protocol.LineSetMessageWaitingRequest {  
sequenceNumber = 305  
lineCallManagerID = 16777227  
lineID = 38  
lineName = 2104  
lampMode = 2  
}

1828PROTOCOL-7-UNK:(P1-14.80.227.127) received Event:  
com.cisco.cti.protocol.DeviceRegisteredEvent {  
eventSequence = 298  
deviceInfo = com.cisco.cti.protocol.DeviceInfo {  
name = cue\_site1\_p01  
type = 72  
allowsRegistration = true  
}  
loginAllowed = false  
loginUserID =  
controllable = true  
reason = 0  
}

18281: Jul 14 11:29:00.237 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.DeviceRegisteredEvent

18282: Jul 14 11:29:00.238 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.DeviceRegisteredEvent[298]  
18283: Jul 14 11:29:00.238 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) Received  
DeviceRegisteredEvent  
18284: Jul 14 11:29:00.240 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceRegisterDeviceResponse {  
sequenceNumber = 303  
callManagerID = 16777227  
deviceID = 39  
deviceInfo = com.cisco.cti.protocol.DeviceInfo {  
name = cue\_site1\_p01  
type = 72  
allowsRegistration = true  
}  
}  
18285: Jul 14 11:29:00.242 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) DeviceMap: opening  
device "cue\_site1\_p01"  
18286: Jul 14 11:29:00.242 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)  
DeviceLineUpdateThread: queuing com.cisco.cti.client.implementation.Device  
18287: Jul 14 11:29:00.244 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue\_site1\_p01(16777227,39)  
reopening line 28001(0,0)  
18288: Jul 14 11:29:00.246 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.  
sequenceNumber = 306  
deviceName = cue\_site1\_p01  
lineName = 28001  
filter = com.cisco.cti.protocol.LineEventFilter {  
callStateChanged = true  
dtmf = true  
ring = false  
toneChanged = false  
globalCallHandleChanged = true  
openReceiveChannel = false  
partyInfoChanged = true  
bExistingCallEvent = true  
bNewCallEvent = true  
bLineCfwdAllStatus = true  
}  
disableAutoRecovery = false  
}  
18289: Jul 14 11:29:00.249 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received Event:  
com.cisco.cti.protocol.DeviceInServiceEvent {  
eventSequence = 299  
deviceCallManagerID = 16777227  
deviceID = 39  
}  
18290: Jul 14 11:29:00.250 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:  
queuing com.cisco.cti.protocol.DeviceInServiceEvent  
18291: Jul 14 11:29:00.251 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread  
handling event com.cisco.cti.protocol.DeviceInServiceEvent[299]  
18292: Jul 14 11:29:00.252 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Terminal  
"cue\_site1\_p01" in service  
18293: Jul 14 11:29:00.253 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [cue\_site1\_p01]  
CiscoTermInServiceEv [#697]  
18294: Jul 14 11:29:00.255 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {  
sequenceNumber = 304  
enumerationHandle = 16  
}  
18295: Jul 14 11:29:00.268 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.GetLineInfoFetchRequest {  
sequenceNumber = 307  
enumerationHandle = 16  
count = 10



```

}
18296: Jul 14 11:29:00.271 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineSetMessageWaitingResponse {
sequenceNumber = 305
}
18297: Jul 14 11:29:00.290 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.LineOpenResponse {
sequenceNumber = 306
callManagerID = 16777227
lineID = 39
}
18298: Jul 14 11:29:00.291 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
ProviderRetryThread stopping retries
18299: Jul 14 11:29:00.292 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127)
ProviderRetryThread waiting until notified
18300: Jul 14 11:29:00.294 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Event: com.cisco.cti.protocol.LineInServiceEvent {
eventSequence = 300
lineCallManagerID = 16777227
lineID = 39
}
18301: Jul 14 11:29:00.294 EDT %JTAPI-MISC-7-UNK:(P1-14.80.227.127) EventThread:
queuing com.cisco.cti.protocol.LineInServiceEvent
18302: Jul 14 11:29:00.295 EDT %JTAPI-CTIIMPL-7-UNK:(P1-14.80.227.127) EventThread
handling event com.cisco.cti.protocol.LineInServiceEvent[300]
18303: Jul 14 11:29:00.296 EDT %JTAPI-CTI-7-UNK:(P1-site1cue){Line:28001(16777227,39)}
LineInServiceEvent
18304: Jul 14 11:29:00.297 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28001"
in service
18305: Jul 14 11:29:00.298 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [28001]
CiscoDT %JTAPI-MISC-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0):
queuing com.cisco.jtapi.JtapiAddressEventSet
18308: Jul 14 11:29:00.300 EDT %JTAPI-JTAPIIMPL-7-UNK:ObserverThread
(com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0):
delivering JAES[1]
18309: Jul 14 11:29:00.301 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0]
ObserverProxy.deliverEvents()
18310: Jul 14 11:29:00.327 EDT %JTAPI-JTAPIIMPL-7-UNK:
[com.cisco.wf.subsystems.jtapi.TAPIPortGroup$ServiceAddressObserver@324e36e0]
ObserverProxy.deliverEvents() completed
18311: Jul 14 11:29:00.376 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoFetchRequest {
sequenceNumber = 307
info = 1@[
com.cisco.cti.protocol.LineInfo {
name = 28003
permanentLineID = 2109152574
}]
more = false
}
18312: Jul 14 11:29:00.377 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:
com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 308
enumerationHandle = 16
}
18313: Jul 14 11:29:00.381 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 308
}
18314: Jul 14 11:29:00.382 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue_site1_p03(16777227,37)
refreshing lines: previous=1 current=1 created=0 removed=0

```

18315: Jul 14 11:29:00.383 EDT %JTAPI-CTI-7-UNK EDT %JTAPI-PROTOCOL-7-UNK:  
(P1-14.80.227.127) [(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.DeviceGetLineInfoRequest {  
sequenceNumber = 309  
deviceName = cue\_site1\_p02  
}  
18317: Jul 14 11:29:00.387 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {  
sequenceNumber = 309  
enumerationHandle = 17  
}  
18318: Jul 14 11:29:00.389 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.GetLineInfoFetchRequest {  
sequenceNumber = 310  
enumerationHandle = 17  
count = 10  
}  
18319: Jul 14 11:29:00.397 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {  
sequenceNumber = 310  
info = 1@[  
com.cisco.cti.protocol.LineInfo {  
name = 28002  
permanentLineID = 1035863534  
}]  
more = false  
}  
18320: Jul 14 11:29:00.398 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.GetLineInfoCloseRequest {  
sequenceNumber = 311  
enumerationHandle = 17  
}  
18321: Jul 14 11:29:00.403 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {  
sequenceNumber = 311  
}  
18322: Jul 14 11:29:00.405 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue\_site1\_p02(16777227,38)  
refreshing lines: previous=1 current=1 created=0 removed=0  
18323: Jul 14 11:29:00.405 EDT %JTAPI-CTI-7-UNK:(P1-site1cue) cue\_site1\_p01(16777227,39)  
updating lines  
18324: Jul 14 11:29:00.406 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.DeviceGetLineInfoRequest {  
sequenceNumber = 312  
deviceName = cue\_site1\_p01  
}  
18325: Jul 14 11:29:00.409 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.DeviceGetLineInfoResponse {  
sequenceNumber = 312  
enumerationHandle = 18  
}  
18326: Jul 14 11:29:00.411 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)  
[(P1-14.80.227.127) DeviceLineUpdateThread] sending:  
com.cisco.cti.protocol.GetLineInfoFetchRequest {  
sequenceNumber = 313  
enumerationHandle = 18  
count = 10  
}  
18327: Jul 14 11:29:00.419 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received  
Response: com.cisco.cti.protocol.GetLineInfoFetchResponse {  
sequenceNumber = 313  
info = 1@[

```
com.cisco.cti.protocol.LineInfo {
name = 28001
permanentLineID = 1084634008
}]
more = false
}
18328: Jul 14 11:29:00.476 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [(P1-14.80.227.127) DeviceLineUpdateThread] sending:
 com.cisco.cti.protocol.GetLineInfoCloseRequest {
sequenceNumber = 314
enumerationHandle = 18
}
18329: Jul 14 11:29:00.480 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.GetLineInfoCloseResponse {
sequenceNumber = 314
}
18330: Jul 14 11:29:00.521 EDT %JTAPI-CTI-7-UNK:(P1-sitelcue)
18331: Jul 14 11:29:01.514 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue)[Thread-36][28001]
 Request: setMessageWaiting ( 2104,true )
18332: Jul 14 11:29:01.516 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [Thread-36]
 sending: com.cisco.cti.protocol.LineSetMessageWaitingRequest {
sequenceNumber = 315
lineCallManagerID = 16777227
lineID = 39
lineName = 2104
lampMode = 2
}
18333: Jul 14 11:29:01.520 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.LineSetMessageWaitingResponse {
sequenceNumber = 315
}
18334: Jul 14 11:29:02.807 EDT %JTAPI-JTAPI-7-UNK:(P1-sitelcue)[Thread-37][28001]
 Request: setMessageWaiting ( 2103,false )
18335: Jul 14 11:29:02.808 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) [Thread-37]
 sending: com.cisco.cti.protocol.LineSetMessageWaitingRequest {
sequenceNumber = 316
lineCallManagerID = 16777227
lineID = 39
lineName = 2103
lampMode = 1
}
18336: Jul 14 11:29:02.815 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 Response: com.cisco.cti.protocol.LineSetMessageWaitingResponse {
sequenceNumber = 316
}
18337: Jul 14 11:29:26.129 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 server Heartbeat: com.cisco.cti.protocol.Heartbeat {
}
18338: Jul 14 11:29:41.158 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [HeartbeatSendThread] sending: com.cisco.cti.protocol.Heartbeat {
}
18339: Jul 14 11:29:56.473 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 server Heartbeat: com.cisco.cti.protocol
}
18340: Jul 14 11:30:11.480 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [HeartbeatSendThread] sending: com.cisco.cti.protocol.Heartbeat {
}
18341: Jul 14 11:30:26.172 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127) received
 server Heartbeat: com.cisco.cti.protocol.Heartbeat {
}
18342: Jul 14 11:30:41.503 EDT %JTAPI-PROTOCOL-7-UNK:(P1-14.80.227.127)
 [HeartbeatSendThread] sending: com.cisco.cti.protocol.Heartbeat {
}
```



```
To re-record it, press 4." 0x000000037e11d669 AvAesopCustomENU004.wav
1989 07/15 13:33:56.632 voicemail vxml "To cancel press 6"
0x000000037e11d669 AvPHGreetENU403.wav
1989 07/15 13:34:03.395 voicemail vxml "callerMsgRecord.record_message.action"
0x000000037e11d669 2
18885 07/15 13:34:03.402 voicemail ldap "getUserByPhoneNo" undefined
18885 07/15 13:34:03.407 voicemail ldap "getUserByPhoneNo: No entry found."
18885 07/15 13:34:03.407 voicemail message "Creating Message" 1089912843407_0
18885 07/15 13:34:03.407 voicemail message "Message Length" 5398, Message Size: 44218
18885 07/15 13:34:03.407 voicemail mailbox "Sending message(s) from"
0x000000037e11d669 /sw/local/users/user3
18885 07/15 13:34:03.407 voicemail mailbox "Sending message to"
0x000000037e11d669 11044
18885 07/15 13:34:03.408 voicemail database 0 Got connection: 1, inUse: 1, active: 3
18885 07/15 13:34:03.408 voicemail mailbox "Message received" 0x000000037e11d669
PERSONAL_0000000000000000000003,1089912843407_0
18885 07/15 13:34:03.408 voicemail database "SQL: " 0x000000037e11d669 select count
(messageid) from vm_message where messageid='1089912843407_0';
18885 07/15 13:34:03.413 voicemail database "Database query results"
0x000000037e11d669 0
18885 07/15 13:34:03.413 voicemail database "SQL: " 0x000000037e11d669 update
vm_message set messageid='1089912843407_0',messagetype=1,sender='Unknown',
urgent=true,private=false,attachedmsgid=null where messageId='OID_16650';
18885 07/15 13:34:03.559 voicemail database "SQL: " 0x000000037e11d669 insert
into vm_usermsg values('PERSONAL_0000000000000000000003',
'1089912843407_0',1,1089912843407);
18885 07/15 13:34:03.564 voicemail database "SQL: " 0x000000037e11d669 select
totalmessagetime from vm_mailbox where mailboxid='PERSONAL_0000000000000000000003'
for update;
18885 07/15 13:34:03.566 voicemail database "Database query results"
0x000000037e11d669 28061
18885 07/15 13:34:03.567 voicemail database "SQL: " 0x000000037e11d669 update
vm_mailbox set totalmessagetime=33459 where
mailboxid='PERSONAL_0000000000000000000003';
18885 07/15 13:34:03.570 voicemail database "Committing transaction"
0x000000037e11d669
18885 07/15 13:34:03.601 voicemail ldap 0 getAttributeValue:
/sw/local/users/user3/TelephoneNumbers/primaryExtension
18885 07/15 13:34:03.601 voicemail mwi "setMessageWaiting"
0x000000037e11d669 11044,true
18885 07/15 13:34:03.602 voicemail mwi " job state" adding job
1677 07/15 13:34:03.602 voicemail mwi " job state"
http://localhost:8080/mwiapp?extn=11044&state=1
18885 07/15 13:34:03.677 voicemail database 0 Freed connection: 1, inUse: 0,
active: 3
1989 07/15 13:34:03.688 voicemail vxml "Thank you. Your message has been sent."
0x000000037e11d669 AvPHGreetENU008.wav
1989 07/15 13:34:03.700 voicemail "Hello, Unity-lite messaging system. If you
have a mailbox in this system press '*', Otherwise please hold for an operator."
0x000000037e11d669 AvAesopCustomENU001.wav
1989 07/15 13:34:07.756 voicemail vxml 0 0x000000037e11d669 TIMEOUT
1989 07/15 13:34:07.757 voicemail vxml 0 0x000000037e11d669 TIMEOUT
```

## 相关信息

- [在Cisco Unity Connection 8.x中设置电话视图](#)
- [Cisco CallManager Express 3.1系统管理员指南](#)
- [Cisco Unity Express 2.3 安装和升级指南](#)
- [适用于Cisco CallManager的Cisco Unity Express GUI管理员指南，版本2.1](#)
- [语音技术支持](#)
- [语音和统一通信产品支持](#)
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