

# Unity Express MWI 문제 해결

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## 소개

이 문서에서는 Cisco Unity Express의 MWI(Message Waiting Indication) 기능에 대한 개요를 제공합니다.

## 사전 요구 사항

### 요구 사항

이 문서의 독자는 Cisco Unity Express CLI(command-line interface)에 대해 알고 있어야 합니다.

### 사용되는 구성 요소

이 문서의 정보는 Cisco Unity Express 버전 1.0/2.3.x/8.x 이상을 기반으로 합니다. 모든 샘플 구성 및 화면 출력은 Cisco Unity Express 버전 1.1.1에서 가져옵니다.

이 문서의 정보는 특정 랩 환경의 디바이스를 토대로 작성되었습니다. 이 문서에 사용된 모든 디바이스는 초기화된(기본) 컨피그레이션으로 시작되었습니다. 현재 네트워크가 작동 중인 경우, 모든 명령어의 잠재적인 영향을 미리 숙지하시기 바랍니다.

### 표기 규칙

문서 규칙에 대한 자세한 내용은 [Cisco 기술 팁 표기 규칙을 참고하십시오](#).

## MWI 개요

MWI 작업은 Cisco CallManager Express 또는 CallManager에 등록된 사용자에게 새로운 음성 메일 메시지가 있음을 시각적으로 알려줍니다. Cisco Unity Express를 Cisco CallManager와 통합하고 시스템이 WAN 중단으로 인해 SRST(Survivable Remote Site Telephony) 모드에 있는 경우에는 MWI가 작동하지 않습니다.

Cisco Unity Express를 Cisco CallManager Express와 통합한 경우 새 음성 메일 메시지가 사용자 사서함으로 수신될 때 SIP(세션 시작 프로토콜) 통화가 `extension_MWI_on/off_number@CallManager_Express_IP_address`에 배치됩니다. 사용자가 모든 새 메시지를 검색할 때도 SIP 호출이 시작됩니다. 이는 Cisco CallManager Express 라우터의 ephone-dn 번호와 일치합니다. ephone-dn 번호는 MWI 번호와 와일드카드 자릿수를 Cisco Unity Express 가입자 확장의 자릿수와 동일하게 가집니다. 예를 들어 사서함 12345의 MWI-on 번호가 420이라고 가정합니다. Cisco CallManager Express IP 주소는 10.2.3.6입니다. 이 예에서는 메시지가 42012345@10.2.3.6으로 전송됩니다. "mwi-on" 구성 매개 변수가 설정된 ephone-dn 번호는 "420.."입니다.

Cisco CallManager 통합의 경우 JTAPI(Java Telephony Application Programming Interface) 프로토콜이 램프를 직접 표시해 줍니다. 특정 번호로 전화를 걸 필요가 없습니다. JTAPI 프로토콜 자체는 MWI 이벤트를 처리하는 setMessageWaiting 명령을 지원합니다. 따라서 MWI는 Cisco CallManager에서 MWI 확장이 구성되었는지 여부에 관계없이 작동해야 합니다. Cisco Unity Express가 SRST 모드일 때는 MWI가 작동하지 않습니다. 전체 MWI 새로 고침은 Cisco Unity Express가 Cisco CallManager에 다시 등록되고 IP 전화기가 더 이상 CallManager 대체 모드가 아닌 후에만 발생합니다.

대부분의 문제는 Cisco CallManager Express/CallManager와 Cisco Unity Express의 통합으로 발생합니다. MWI는 물리적 램프와 상관관계가 있을 수 없다는 점에 유의하십시오. 메시지를 수신하는 번호가 전화기의 기본 회선이 아닐 경우 전화 디스플레이에서 봉투 알림을 받을 수 있습니다. Cisco CallManager에서는 각 회선이 MWI를 처리하는 방법을 구성할 수 있습니다. 한 명 또는 두 명의 사용자만 문제가 있는 경우 여기에서 문제를 찾을 수 있습니다.

MWI를 받으려면 Cisco Unity Express 시스템에 유효한 사서함이 있어야 합니다. 번호는 사용자와 연결되어야 하며 해당 사용자는 사서함이 있어야 합니다. 디버깅을 시작하고 문제 해결을 위해 고급 조치를 취하기 전에 간단한 작업을 수행하여 문제를 해결할 수 있습니다. 사용자가 사서함에 로그인했으며 음성 메일 메시지를 보내고 검색할 수 있는지 확인합니다.

GUI 또는 CLI에서 테스트할 사용자를 찾을 수 있습니다. 이 경우 user3입니다. 사용자에게 대해 구성된 내선 번호를 찾고 사용자 사서함 상태(다른 정보 중 활성화되었거나 활성화되지 않음)를 확인하고 사용자에게 새 메시지나 이전 메시지가 있는지 확인할 수 있습니다. 이 예에서는 문제를 해결하기 위해 CLI를 사용합니다.

```
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 %
<b>"user3"</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3000</b>	<b>0 %</b>
"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>

이 사용자가 있고, 번호가 연결되어 있으며, 메시지가 없는지 확인합니다. 이러한 항목이 true이면 MWI 상태가 해제되어야 합니다.

**참고:** E.164(ITU-T) 주소는 MWI 용도로 사용되지 않습니다. 기본 전화 번호만 사용할 수 있습니다.

## Cisco Unity Express 통합 문제

### Cisco CallManager Express를 사용한 MWI

다른 작업을 수행하기 전에 컨피그레이션을 확인해야 합니다. Cisco CallManager Express에서 **show running-config** 명령의 문제로 컨피그레이션을 확인합니다. 보다 직접적인 방법으로 **show telephony-service phone-dn** 명령을 실행할 수 있습니다. 다음과 유사한 출력이 나타납니다.

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

이 출력은 몇 가지 중요한 정보를 보여줍니다. MWI의 번호는 11099입니다. MWI 꺼짐 번호는 11098입니다. 다이얼 플랜의 자릿수는 5입니다. (다섯 점[.....] MWI 켜짐 또는 꺼짐 코드에 따라

표시되는 내용은 다음과 같습니다.) 다시 말해, MWI는 정확히 5자리 숫자를 포함하는 DN(Directory Number)에만 작동합니다.

Cisco Unity Express 측에서 컨피그레이션과 라이선스도 확인할 수 있습니다. 일반적인 문제는 CallManager Express 라이선스 대신 Cisco CallManager 라이선스가 로드된다는 것입니다. Cisco Unity Express에서 **show software licenses** 명령을 실행하여 이를 확인합니다.

```
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
```

대신 애플리케이션 모드가 CCM, Cisco CallManager인 경우 MWI를 제외한 모든 것이 작동합니다. 죄송합니다. 라이선스가 잘못된 경우 소프트웨어를 다시 이미지화하고 라이선스를 재적용하는 옵션만 있습니다. 메시지 또는 컨피그레이션은 저장하거나 복원할 수 없습니다.

다음으로, 컨피그레이션을 확인합니다. show run 명령을 사용하여 컨피그레이션 자체를 보거나 show ccn application 명령을 사용할 수 있습니다.

```
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
```

**참고:** 응용 프로그램이 활성화되고 MWI\_OFF 및 MWI\_ON 번호는 각각 11098 및 11099입니다. 시스템에 내선 번호의 숫자 개념이 없습니다. 적절한 MWI 온/오프 번호로 전화를 걸어 사서함 내선 번호를 추가합니다. 통화를 제대로 라우팅하려면 Cisco CallManager Express 시스템에 대상 패턴에 해당 개수의 점이 있는 다이얼 피어가 있어야 합니다.

마지막으로, Cisco Unity Express SIP 게이트웨이 IP 주소가 올바른 Cisco CallManager Express IP 주소를 가리키는 지 확인합니다.

```
cue-3660-41a>show ccn subsystem sip
```

```
SIP Gateway: 14.80.227.125
SIP Port Number: 5060
```

잘못된 경우 통화가 올바른 Cisco CallManager Express로 전송되지 않습니다. 통화가 실패합니다.

신호 문제를 해결하기 시작하는 방법에는 두 가지가 있습니다. Cisco Unity Express에서는 일반적으로 기본 추적을 먼저 비활성화하는 것이 가장 쉽습니다. 필요에 따라 다시 활성화합니다. **no trace all** 명령을 실행하여 이를 수행합니다. 다음으로 시작하는 trace 명령은 trace ccn stacksip debug입니다.

**참고:** 추적에 대한 자세한 내용은 [CUE에서 추적 데이터 설정 및 수집](#) 문서를 참조하십시오.

MWI 메시지를 보내기 전에 추적 버퍼를 지웁니다. 모든 추적 메시지가 이 메모리 버퍼에 기록됩니다. 테스트 호출 후 모든 이전 메시지를 표시할 필요가 없도록 지울 수 있습니다. 간단한 clear trace 명령은 이를 수행합니다.

다음으로 MWI 메시지를 보냅니다. 이렇게 하려면 `mwi refresh telephonenumber xxxx` 명령을 사용합니다. GUI에서도 업데이트를 실행할 수 있습니다.

마지막으로, 추적 버퍼를 표시하고 `show trace buffer long` 명령으로 출력을 봅니다. 이 예에서는 몇 가지 중요한 항목을 강조 표시합니다.

```
cue-3660-41a>trace ccn stacksip dbug
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

이 출력에 표시된 대로 INVITE 메시지 전송하고 Cisco CallManager Express에서 Trying 메시지로  
응답합니다. Cisco CallManager Express에서 벨소리 울림 메시지를 전송하면 메시지가 전송됩니

다. MWI 번호는 실제로 전화를 받고 받지 않습니다. 번호 자체에 통화를 배치하면 램프를 켜거나 끌 수 있습니다. 이 경우 11098에 MWI가 켜져 있거나 꺼져 있는지 확인해야 합니다. 또한 11043은 Cisco CallManager Express에서 유효한 내선이어야 합니다.필요한 모든 Cisco Unity Express 추적을 수집하면 모든 추적을 비활성화한 다음 기본 추적을 다시 활성화하는 것이 가장 좋습니다. 추적을 비활성화하려면 clear trace all 명령을 실행합니다. 그런 다음 여기에 표시된 코드를 Cisco Unity Express CLI에 붙여넣어 모든 기본 추적을 다시 활성화합니다.참고: Cisco Unity Express를 다시 시작하면 기본 추적을 복원할 수도 있습니다.

```
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 debug
trace ccn stepcall debug
trace ccn stepmedia debug
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
```

또한 Cisco CallManager Express 라우터 자체의 모든 SIP 메시징을 쉽게 진단할 수 있습니다. 일반적으로 디버그 ccsip 메시지와 디버그 ccsip 미디어가 가장 유용한 명령입니다. SIP 시그널링만 필요한 경우 이 진단은 훨씬 더 빨라지며 Cisco Unity Express는 불필요한 정보를 덜 추적합니다. Cisco Unity Express에서 신호를 올바른 CallManager Express IP 주소로 보내면 SIP 신호 처리가 각 서버에서 미러링됩니다. Cisco Unity Express와 통화하거나 Cisco Unity Express를 이용하려면 G.711이 필요합니다. 이 통화는 또 다른 일반적인 문제를 제시합니다. 예를 들어 디버그는 Cisco CallManager Express 모듈에서 다음 SIP 패킷을 표시할 수 있습니다.

```
Mar 11 10:09:13.767 EST: //-1/xxxxxxxxxxxxxx/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
```

이 출력은 Cisco Unity Express의 SIP INVITE 메시지가 G.711이 구성된 다이얼 피어와 일치하지 않아 Cisco CallManager Express에서 통화를 거부했음을 나타냅니다. 이 통화 거부를 수정하기 위해 MWI 트래픽용 다이얼 피어를 추가할 수 있습니다. 이 섹션의 예에는 11099 .. MWI 및 11098.... MWI . 다음을 추가할 수 있습니다.

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

마지막 일반적인 문제는 MWI 트래픽이 다이얼 피어, VoIP 수신 규칙 또는 기타 위치에 적용되는 변환 패턴과 일치한다는 것입니다. 또는 COR(Class of Restriction) 규칙은 통화를 차단할 수 있습니다 . MWI 켜기/끄기 번호 및 MWI를 켜기 위해 내선 번호로 전화를 걸어도 SIP를 통해 통화가 수신될 때 통화가 반드시 동일하게 동작하지 않는다는 점에 유의하십시오. COR에 대한 자세한 내용은 [내용은 COR\(Class of Restrictions\)](#) 문서를 참조하십시오. 요약하면, 항상 다음 항목을 확인합니다.

- Cisco CallManager Express 라이선스가 있습니다. show software licenses 명령을 실행합니다. Cisco CallManager 라이선스가 있으면 MWI를 제외하곤 모든 기능이 작동합니다.
- MWI 켜기/끄기 번호는 Cisco CallManager Express에서 구성됩니다. 점 수는 확장 길이를 나타냅니다. show telephony-service ephone-dn 명령을 실행합니다.
- Cisco Unity Express에서는 점 없이 Cisco CallManager Express의 온/오프 번호를 매칭하기 위해 MWI 온/오프 번호가 구성됩니다. show ccn application 명령에 이 명령이 표시됩니다.
- Cisco Unity Express는 올바른 Cisco CallManager Express 서버 IP 주소를 가리킵니다. show ccn subsystem sip 명령에서 이를 표시합니다.
- ccnsubsystem sip sip 명령 아래에 mwi sip outcall이 구성되었는지 확인합니다.

그런 다음, 다른 모든 작업이 실패하면 trace ccn stacksip debug 명령의 문제를 해결하기 시작합니다 .MWI(메시지 대기 표시기)(Cisco Unified CallManager Express만 해당)증상: 새 버전의 Cisco Unity Express로 업그레이드한 후에는 메시지가 사서함에 남아 있어도 MWI가 켜지지 않습니다.

- 설명 - 업그레이드 절차에서 SIP(Session Initiation Protocol) 하위 시스템의 IP 주소를 제거했습니다.
- Recommended Action(권장 작업) - Cisco Unified CME 라우터를 가리키도록 SIP IP 주소를 재구성합니다.

**오류: 검색 중 메시지를 표시하는 동안 오류가 발생했습니다.** 메시지를 검색하려고 하면 Searching(), 오류 메시지 발생했습니다.문제를 해결하려면 [전화기 시스템에 대한 전화기 보기 사용](#)에 설명된 단계를 완료합니다.[Cisco CallManager Express 시스템 문제 해결 방법](#) Cisco CallManager Express System 문제를 해결하려면 다음 단계를 수행하십시오.

1. 등록된 모든 전화기를 표시하려면 show ephone 명령을 입력합니다. 등록된 전화기가 없는 경우 다음 작업을 수행합니다.기본 라우터 및 TFTP 서버 주소(옵션 150)를 포함하는 DHCP 컨피그레이션을 선택합니다.dir 명령을 사용하여 필요한 파일이 라우터의 플래시 메모리에 있는지 확인합니다.tftp-server 명령이 필요한 파일에 대해 설정되었는지 확인합니다.Cisco IP 전화 등록 활동을 표시하려면 debug ephone register mac-address 명령을 사용합니다.DHCP 작업을 확인하려면 debug ip dhcp 명령을 사용합니다.
2. 등록된 모든 전화기를 표시하려면 show ephone 명령을 입력합니다. 전화기가 등록 및 표시되는 경우 다음 단계를 수행합니다.디렉터리 번호에 바인딩되는 전화 단추가 올바른지 확인합니다.Cisco IP Phone이 등록된 것으로 표시되는지 확인합니다.Cisco IP Phone에서 IP 매개변수



설정을 확인하려면 전화기의 Settings(설정) 표시를 사용합니다. show phone 명령을 입력할 때 keepalive 카운트가 업데이트되는지 확인합니다. Cisco IP Phone을 표시하려면 debug ephone register mac-address 명령을 입력하여 전화기를 재설정하고 재등록을 확인합니다. Cisco IP 전화 회선의 상태를 확인하려면 show ephone-dn summary 명령을 입력합니다. 전화기의 IP 주소를 확인하고 주소를 ping하려면 시도합니다.

3. Cisco IP Phone에 대한 keepalive 디버깅을 설정하려면 debug ephone keepalive 명령을 사용합니다.
4. Cisco IP Phone에 대한 상태 디버깅을 설정하려면 debug ephone state 명령을 사용합니다.

**Cisco CallManager를 사용한 MWI** Cisco Unity Express와 Cisco CallManager를 통합하려면 Unity Express가 등록되어 있고 모든 올바른 로그인 정보를 가지고 있는지 확인해야 합니다. 첫 번째 단계는 문제 해결을 위해 전화기가 SRST 모드에 있는지(있는 경우) 확인하는 것입니다. Cisco Unity Express 모듈이 설치된 라우터에 로그인합니다. 그런 다음 show ephone registered 명령을 실행합니다. Cisco Unity Express가 Cisco CallManager에 올바르게 등록된 경우에도 등록된 전화기는 MWI를 받지 않습니다.

```
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
```

앞에서 설명한 것처럼 Cisco CallManager 폴백 상태(REGISTERED 상태로 표시됨)에 있는 전화기가 없는 경우 해당 디바이스에 대해 SRST가 활성화되지 않습니다. 다음 단계는 Unity Express가 CallManager에 등록되었는지 확인하기 위해 Cisco Unity Express 및 Cisco CallManager 구성을 확인하는 것입니다.

```
VNT-AIM-CUE1>show ccn subsystem jtapi
Cisco Call Manager:                14.80.227.127
CCM JTAPI Username:                site1cue
CCM JTAPI Password:                *****
Call Control Group 1 CTI ports:    28001,28002,28003,28004
```

이 출력은 CTI(Computer Telephony Integration) 경로 포인트 디렉토리 번호와 Cisco Unity Express가 Cisco CallManager에 로그인하는 데 사용하는 JTAPI 계정을 나열합니다. Cisco Unity Express가 Cisco CallManager에 올바르게 등록되었는지 확인해야 합니다. 먼저 CTI 포트가 실제로 등록되어 있는지 확인합니다. 가장 쉬운 방법은 Cisco CallManager 관리 웹 페이지로 이동하는 것입니다. 그런 다음 Device > Phone을 선택하고 위 출력에 나열된 CTI 포트를 검색합니다. 상태 및 IP 주소 필드는 완전히 채워야 합니다

# 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

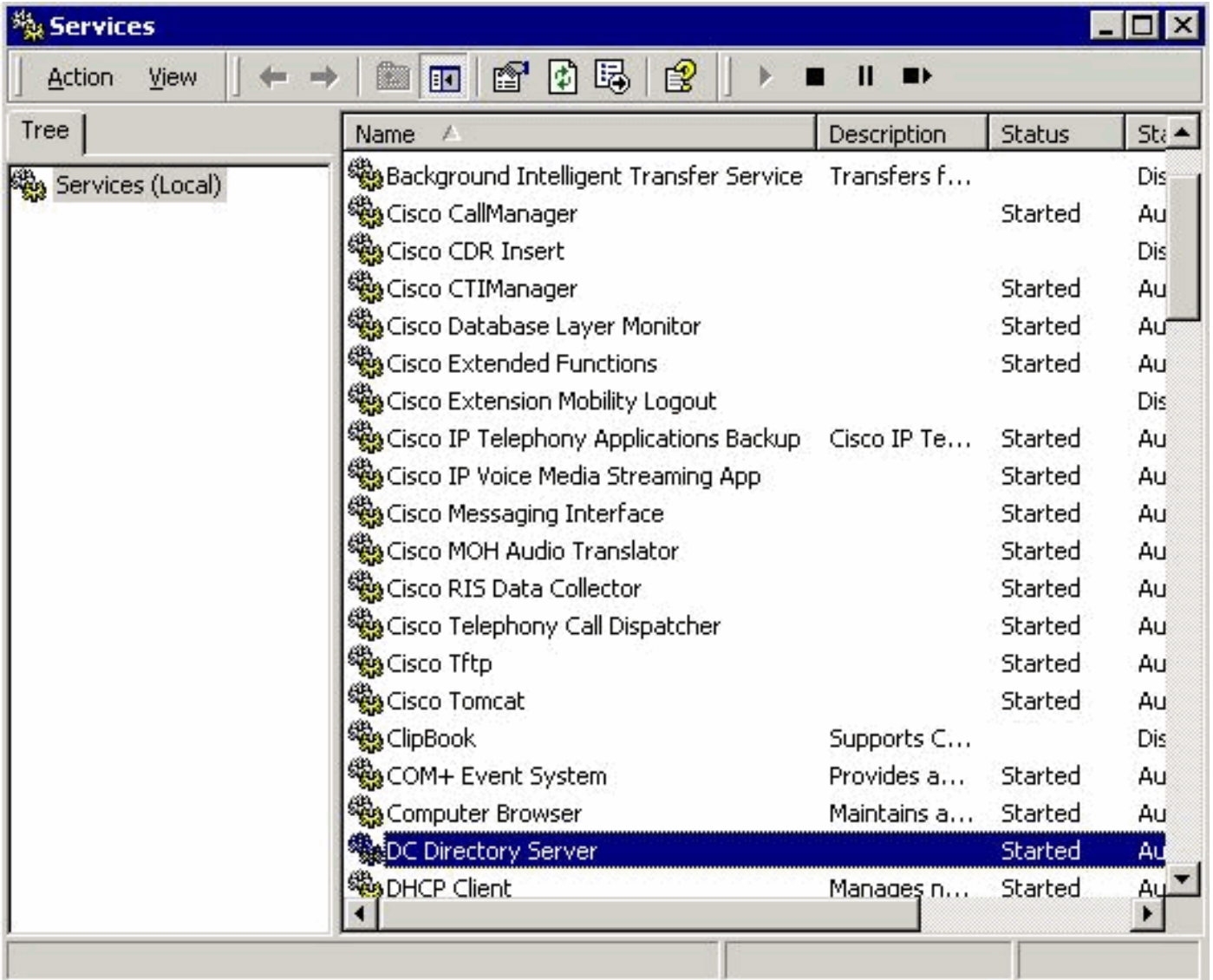
To list all items, click Find without entering any search text, or use "Device Name is not empty" as the search.

## 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	

포트가 등록되지 않은 경우 Cisco Unity Express에서 Cisco CallManager와 통신할 수 없습니다. 로그인에 문제가 발생했을 수도 있습니다. 이 문제를 해결하려면 Cisco Unity Express 모듈에서 Cisco CallManager로 간단한 ping을 실행하십시오. 이 경우 Cisco CTIManager 및 디렉토리 서비스(이 경우 DC 디렉토리 서버)가 시작되었는지 확인합니다. Cisco CallManager 서버에서 다음을 확인하려면 시작 > 프로그램 > 관리 도구 > 서비스를 선택합니다



또한 이 예에서 site1cue인 JTAPI 사용자 계정이 있는지 확인해야 합니다. CTI 포트, 경로 포인트 및 Enable CTI Application Use(CTI 애플리케이션 사용 활성화) 확인란을 선택해야 합니다. 또한 비밀 번호를 확인합니다. 또 다른 일반적인 문제는 CTI 포트의 Calling Search Space입니다. 이 발신 검색 공간에는 MWI 조명을 켜려고 시도하는 디렉토리 번호의 파티션이 포함되어야 합니다. 예를 들어, Partition Line1에서 확장 1234에 대한 MWI를 설정하려면 경로 포인트가 아닌 CTI 포트의 Calling Search Space에 Line1 파티션이 포함되어야 합니다. CTI 포트에 대한 Calling Search Space가 None이면 None 파티션의 확장만 MWI에 대해 작동합니다. 컨피그레이션이 올바른 경우 Cisco Unity Express 모듈에서 JTAPI 진단을 활성화할 수 있습니다. 그러나 enable 및 disable을 사용하려면 재부팅해야 합니다. 이 진단 수준은 일반 추적 디버그 설정을 초과합니다. 내부 플래시 카드에 대한 과도한 쓰기가 플래시의 수명을 줄일 수 있으므로 특히 AIM(Advanced Integration Module)의 경우 이 기능을 활성화하지 마십시오. 현재 활성화된 JTAPI 추적을 보려면 show ccn trace jtapi 명령을 실행합니다. 참고: 기본적으로 모든 JTAPI 추적은 비활성화되어 있습니다.

```
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
```

모든 추적을 활성화하려면 다음 명령을 실행합니다.

```
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
```

이제 시스템을 다시 로드해야 합니다. 위에 표시된 동일한 ccn trace 명령을 실행하지만 나중에 비활성화하려면 각 명령 앞에 no 키워드를 입력합니다. 예를 들어, ccn trace jtapi debug all을 실행하지 않습니다. 이는 특히 AIM에서 기억해야 할 중요한 단계입니다. 이 단계를 수행하지 않으면 잠재적인 성능에 영향을 미치며 AIM에서 콤팩트 플래시 카드의 수명이 줄어듭니다. 다시 로드 후 첫 번째 파일이 가득 차면 시스템은 CiscoJtapi1.log 및 CiscoJtapi2.log 파일을 쓰기 시작합니다. show log name CiscoJtapi1.log 명령을 실행하면 이러한 로그를 볼 수 있습니다. 로그 파일을 FTP 서버에 복사한 다음 오프라인으로 정보를 볼 수도 있습니다. 이 명령은 copy log CiscoJtapi1.log url ftp://user:passwd@ftpservipaddr/입니다. 두 방법 중 하나로 모든 JTAPI 정보가 나타납니다. 이 예에서는 Cisco Unity Express 모듈이 등록을 시도하지만 WAN 장애로 인해 실패했습니다.

```
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.CCNException: 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.CCNException: 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.CCNException: 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
```

다음 추적에는 Cisco CallManager에 대한 Cisco Unity Express의 전체 등록이 나와 있습니다. 이 예에서는 JTAPI 사용자와 연결된 8개의 CTI 포트가 있습니다. 그러나 Cisco Unity Express는 4개의 포트에 대해서만 라이선스가 부여되므로 4개의 포트만 사용됩니다. 또한 Cisco CallManager에 다시 등록한 후 시스템에서 자동으로 전체 MWI 재동기화를 수행합니다.

```
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 = site1cue
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
}
IISC-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-site1cue) 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-site1cue) 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-site1cue) 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.GetLineInfoFetchRequest {
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.GetLineInfoFetchRequest {
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-site1cue) 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-site1cue) 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-sitelcue) 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-sitelcue) 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-site1cue) 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-site1cue) 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-site1cue) 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-site1cue) 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 %JTAVed 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-site1cue) CUE_Site1_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_Site1_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-site1cue){Line:28111(16777227,33)}
LineInServiceEvent
18093: Jul 14 11:28:59.374 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28111"
in service
18094: Jul 14 11:28:59.374 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [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-sitelcue) 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-sitelcue) 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.GetLineInfoFetchResponse {
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
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:
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]
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-sitelcue){Line:28004(16777227,36)}
LineInServiceEvent
18201: Jul 14 11:28:59.810 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-sitelcue) 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.GetLineInfoFetchRequest {
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-site1cue) 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
```

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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-site1cue){Line:28002(16777227,38)}
  LineInServiceEvent
18267: Jul 14 11:29:00.205 EDT %JTAPI-JTAPIIMPL-7-UNK:(P1-site1cue) Address "28002"
  in service
18268: Jul 14 11:29:00.206 EDT %JTAPI-JTAPI-7-UNK:(P1-site1cue) [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-site1cue) 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-site1cue) 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-site1cue) [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 =

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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)
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[(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.GetLineInfoFetchResponse {
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
```

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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.GetLineInfoFetchRequest {
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.GetLineInfoFetchRequest {
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 {
}
```

**일반 MWI 및 음성 메일 추적** MWI 개요 섹션에서 언급한 통합 문제 외에 추적 기능을 사용하여 시스템의 전달 및 MWI 이벤트를 해결할 수 있습니다. 일반적으로 일반적인 음성 메일 문제 해결 범주에 속합니다. 그러나 이러한 문제들은 종종 겹치기 때문에 몇 가지 기본적인 사항을 지적하는 것이 좋습니다. 이 섹션에서는 trace voicemail all 명령의 예를 제공합니다. 사용자 11044에 대한 통화가 이루어지며 음성 메일로 전달됩니다. 최소한 trace voicemail vmx all 명령과 trace voicemail mwi all 명령을 실행해야 합니다. 참고: 사용자가 2를 눌러 메시지를 긴급으로 표시합니다. 이 예제에서 나타내는 MWI 이벤트는 실제로 신호가 발생한 이후에 발생합니다. SIP/JTAPI 신호가 발생한 다음 이 메시지가 인쇄되어 성공 여부를 알립니다. 참고: 여러 통화가 동시에 있을 경우 특정 통화를 추적하는 데 도움이 되는 통화 ID가 있습니다. 이 경우 통화 ID는 0x00000037e11d669입니다. Cisco CallManager Express 통합 시스템인 경우 trace ccn stacksip debug 명령도 실행해야 합니다. 이 명령은 숫자가 입력될 때, 그리고 연결이 끊어질 때 및 기타 이벤트가 발생할 때 더 명확하게 표시합니다.

```
cue-3660-41a>show trace buffer long
Press <CTRL-C> to exit...
5047 07/15 13:33:44.198 voicemail ldap "getUserByPhoneNo" 11044
5047 07/15 13:33:44.200 voicemail ldap "getUserByPhoneNo: userDn."
      /sw/local/users/user3
5047 07/15 13:33:44.200 voicemail ldap 0 getAttributeValue:
      /sw/local/users/user3/Language/preferredLanguage
5047 07/15 13:33:44.201 voicemail ldap 0 getAttributeValue:
      /sw/local/users/user3/TelephoneNumbers/primaryExtension
5047 07/15 13:33:44.202 voicemail database 0 Got connection: 1, inUse: 1, active: 3
5047 07/15 13:33:44.202 voicemail database "SQL: " select mailboxid from vm_mbxusers
      where owner=true and userdn='/sw/local/users/user3';
5047 07/15 13:33:44.204 voicemail database "Database query results"
      PERSONAL_000000000000000000000003
5047 07/15 13:33:44.204 voicemail database 0 Freed connection: 1, inUse: 0, active: 3
5047 07/15 13:33:44.255 voicemail database 0 Got connection: 2, inUse: 1, active: 3
5047 07/15 13:33:44.255 voicemail database "SQL: " 0x00000037e11d669 select mailboxid
      from vm_mbxusers where owner=true and userdn='/sw/local/users/user3';
5047 07/15 13:33:44.257 voicemail database "Database query results" 0x00000037e11d669
      PERSONAL_000000000000000000000003
5047 07/15 13:33:44.258 voicemail database "SQL: " 0x00000037e11d669 select distinct
      vm_mbxusers.mailboxid, orphanedtime from vm_mbxusers, vm_mailbox where
      vm_mailbox.mailboxid=vm_mbxusers.mailboxid and (userdn='/sw/local/users/user3') and
      orphanedtime=0 and owner=false;
5047 07/15 13:33:44.265 voicemail database 0 Freed connection: 2, inUse: 0, active: 3
18885 07/15 13:33:44.279 voicemail ldap "getSpokenNameByName: userDn."
      /sw/local/users/user3
18885 07/15 13:33:44.279 voicemail ldap "normalizeDN" /sw/local/users/user3
18885 07/15 13:33:44.279 voicemail ldap "getSpokenName: dn." uid=user3,ou=users,
      ou=branch123,o=cisco.com
18885 07/15 13:33:44.292 voicemail database 0 Got connection: 0, inUse: 1, active: 3
18885 07/15 13:33:44.293 voicemail database "SQL: " 0x00000037e11d669 select
      greetingid,greetingtype,messagelength,messageize,greetingoid from vm_greeting
      where greetingtype=10 and mailboxid='PERSONAL_000000000000000000000003';
18885 07/15 13:33:44.296 voicemail database 0 Freed connection: 0, inUse: 0, active: 3
1989 07/15 13:33:44.324 voicemail vxml "Sorry. Extension" 0x00000037e11d669
      AvPHGreetENU021.wav
1989 07/15 13:33:44.334 voicemail vxml 0 0x00000037e11d669 11044
1989 07/15 13:33:44.334 voicemail vxml "is not available." 0x00000037e11d669
      AvSubGreetingsENU018.wav
1989 07/15 13:33:44.348 voicemail vxml "You may record your message at the tone.
      When you are finished, press #" 0x00000037e11d669 AvSubSendMsgENU050.wav
2043 07/15 13:33:51.757 voicemail agc "AGC processing buffer" 8160 0
2043 07/15 13:33:52.777 voicemail agc "AGC processing buffer" 8160 0
2043 07/15 13:33:53.797 voicemail agc "AGC processing buffer" 8160 0
```

2043 07/15 13:33:54.817 voicemail agc "AGC processing buffer" 8160 0  
2043 07/15 13:33:55.837 voicemail agc "AGC processing buffer" 8160 0  
2043 07/15 13:33:56.257 voicemail agc "AGC processing buffer" 8160 0  
1989 07/15 13:33:56.627 voicemail vxml "To send this message with normal  
priority, press 1. To send this message with urgent priority, press 2."  
0x000000037e11d669 AvPHGreetENU002.wav  
1989 07/15 13:33:56.627 voicemail vxml "To listen to your message, press 3.  
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\_000000000000000000000003,1089912843407\_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\_000000000000000000000003',  
'1089912843407\_0',1,1089912843407);  
18885 07/15 13:34:03.564 voicemail database "SQL: " 0x000000037e11d669 select  
totalmessagetime from vm\_mailbox where mailboxid='PERSONAL\_000000000000000000000003'  
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\_000000000000000000000003';  
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

## 관련 정보

- [Cisco Unity Connection 8.x에서 전화 보기 설정](#)
- [Cisco CallManager Express 3.1 시스템 관리자 가이드](#)

- [Cisco Unity Express 2.3 설치 및 업그레이드 가이드](#)
- [Cisco CallManager, 릴리스 2.1용 Cisco Unity Express GUI 관리자 설명서](#)
- [음성 기술 지원](#)
- [음성 및 통합 커뮤니케이션 제품 지원](#)
- [기술 지원 및 문서 - Cisco Systems](#)