

FindSE ليك و ة ل ا ح ر ي ي غ ت ر ي خ أ ت م ت ا ه ح ا ل ص ا و ا ط خ أ ل ا ف ا ش ك ت س ا ل

ت ا ي و ت ح م ل ا

[ة م د ق م ل ا](#)

[ة ي س ا س أ ل ا ت ا ب ل ط ت م ل ا](#)

[ت ا ب ل ط ت م ل ا](#)

[ة م د خ ت س م ل ا ت ا ن و ك م ل ا](#)

[ة ل ك ش م ل ا](#)

[ا ه ح ا ل ص ا و ا ط خ أ ل ا ف ا ش ك ت س ا](#)

[ر ا ر ق ل ا](#)

[ر ا ر ق](#)

ة م د ق م ل ا

ح ط س ي ل ع ا م ت ي و ر ت م ت ي ت ل ا ل ي ك و ل ا ة ل ا ح ت ا ر ي خ أ ت ف ا ش ك ت س ا ة ي ف ي ك ل و ح ت ا م و ل ع م د ن ت س م ل ا ا ذ ه ر ف و ي
Finesse. ل ي ك و ب ص ا خ ل ا ب ت ك م ل ا

Cisco ن م TAC س د ن م ، Rohit Harsh ة ط س ا و ب ة م ه ا س م ل ا ت م ت

ة ي س ا س أ ل ا ت ا ب ل ط ت م ل ا

ت ا ب ل ط ت م ل ا

ة ي ل ا ت ل ا ع ي ض ا و م ل ا ب ة ف ر ع م ك ي د ل ن و ك ت ن أ ب Cisco ي ص و ت

- Cisco (UCCE) ن م ة د ح و م ل ا ل ا ص ت ا ل ا ز ك ا ر م ت ا س س و م ل و ل ح
- Cisco Finesse

ة م د خ ت س م ل ا ت ا ن و ك م ل ا

ة ي ل ا ت ل ا ج م ا ر ب ل ا ت ا ر ا د ص ا ل ا ن م د ن ت س م ل ا ا ذ ه ي ف ة د ر ا و ل ا ت ا م و ل ع م ل ا د ن ت س ت

- Finesse 11,5
- UCCE 11.5

ة ز ه ج أ ل ا ع ي م ج ت أ د ب . ة ص ا خ ة ي ل م ع م ة ي ي ب ي ف ة د و ج و م ل ا ة ز ه ج أ ل ا ن م د ن ت س م ل ا ا ذ ه ي ف ة د ر ا و ل ا ت ا م و ل ع م ل ا ء ا ش ن ا م ت
ك م ه ف ن م د ك أ ت ف ، ل ي غ ش ت ل ا د ي ق ك ت ك ب ش ت ن ا ك ا ذ ا . (ي ض ا ر ت ف ا) ح و س م ن ي و ك ت ب د ن ت س م ل ا ا ذ ه ي ف ة م د خ ت س م ل ا
ر م ا ي أ ل ل م ت ح م ل ا ر ي ث ا ت ل ل

ة ل ك ش م ل ا

ة ت د ا ح م ل ا —> ز و ج م —> " ز ه ا ج " ن م ة ل ا ح ل ا ر ي ي غ ت ر ي خ أ ت م ت ي ، (ة ر د ا ص / ة د ر ا و) ة م ل ا ك م ل ي ك و ل ا ي ق ل ت ي ا م د ن ع

أهـال صإو ءاطخأل فاشكـسا

لـم عمل او Finesse مـداخ نم تـالـجـسـلـا هـذه بـحـس كـنـكـمـي ،أهـال صإو لكـاشـمـلـا نم عـونـلـا اـذه ءاطـخـأ فاشـكـتـسـال:

- Desktop WebServices تـالـجـسـ نـع ثـحـبـلـا
- FindSE لـم عمل ءـيـبـنـاـجـلـا تـالـجـسـلـا

FindSE لـم عمل تـالـجـسـ

لـلـكـولـا ءـلـا ح رـيـيـغـتـل اـهـيـقـلـت مـت يـتـلـا CTI ءـلـا سـر:

```
0051203603: 10.106.81.82: Apr 14 2017 14:01:17.196 -0700: %CCBU_CTIMessageEventExecutor-0-6-
DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTIAgentStateEvent [skillGroupState=7 (BUSY_OTHER),
stateDuration=0, skillGroupNumber=29808, skillGroupPriority=0, agentState=8 (RESERVED), eventReasonCode=0,
numFitSkillGroups=0, CTIClientSignature=Finesse, agentID=1234, agentExtension=1234, agentInstrument=1234,
agentID_Long=null, duration=null, nextAgentState=null, fitSkillGroupNumberList=[], fitSkillGroupIDList=[], fitSkillGroupPriorityList=[],
fitSkillGroupStateList=[], MRDId=1, agentMode=1]CTIMessageBean [invokeID=null, cti_sequence_id=865941, msgID=30,
timeTracker={"id":"AgentStateEvent","CTI_MSG_RECEIVED":1492203677196,"CTI_MSG_DISPATCH":1492203677196},
msgName=AgentStateEvent, deploymentType=CCE]][cti_response_time=0][dispatch_phase=DnD-CHECKPOINT-3B]: Decoded
Message to Finesse from backend cti server
```

زـجـلـا ءـلـا ح يـف لـم اعـلـا Finesse عـضـي ،طـقـف ءـيـنـاـث 14 دـعـب كـلـذ عـمـو:

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[NodId=/finesse/api/User/1234][Payload=<Update> <data> <user>
<dialogs>/finesse/api/User/1234/Dialogs</dialogs> <extension>1234</extension> <firstName>Test</firstName>
<lastName>Test</lastName> <loginId>1234</loginId> <loginName>Test</loginName> <mediaType>1</mediaType>
<pendingState></pendingState> <roles> <role>Agent</role> </roles> <settings>
<wrapUpOnIncoming>OPTIONAL</wrapUpOnIncoming> </settings> <state>RESERVED</state>
```

```
<stateChangeTime>2017-04-14T21:01:31.935Z</stateChangeTime>
```

```
<teamId>5056</teamId>
```

```
<teamName>Test</teamName>
```

```
<uri>/finesse/api/User/1234</uri>
```

```
</user>
```

```
</data>
```

```
<event>PUT</event>
```

```
<requestId>ad6996dc-db0b-4f45-8e3a-0e975519f4db</requestId>
```

```
<source>/finesse/api/User/1234</source>
```

```
</Update>]: Publishing XMPP Message Asynchronously
```

ءـلـا ح يـلـا ءـلـا ح رـيـيـغـتـل لـواـح لـيـكـولـا نـأ يـرت نـأ كـنـكـمـي ،تـقـولـا كـلـذ يـف هـب مـوقـي لـم عملـا نـا ك ام تـيـأر اـذـا نـألـا Finesse لـبـق نم تـرـخـأـت دـقـو بـتـكـمـلـا حـطـس يـلـا ءـمـلـكـمـلـا لـوـصـو لـبـق ءـيـنـاـث 14 ءـقـيـقـد 1 طـقـف ءـزـهـاـج رـيـغ

```
2017-04-14T14:00:22.128 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:22.137 -0700: Header : _changeStateCallback():
User changed state to NOT_READY with a reason code of: Break 2017-04-14T14:00:22.129 -07:00: 3ADF8F: finesse.cisco.com:
Apr 14 2017 14:00:22.138 -0700: Header : Agent selected or went NOT_READY -- Linda flag cleared. 2017-04-14T14:00:22.130 -
07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:22.139 -0700: Header : [ClientServices] User: requestId='ad6996dc-db0b-
4f45-8e3a-0e975519f4db', Making REST request: method=PUT, url='https://finesse.cisco.com:/finesse/api/User/1234' 2017-04-
14T14:00:22.159 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:22.168 -0700: Header : [ClientServices] User:
requestId='ad6996dc-db0b-4f45-8e3a-0e975519f4db', Returned with status=202, content='null' 2017-04-14T14:00:27.129 -07:00:
```

3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:27.138 -0700: Header : _showOperationError(): Failed to lookup error message in resource bundle(errorBundle=null, error=TypeError: response is undefined). 2017-04-14T14:00:27.130 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:27.139 -0700: Header : _showOperationError(): Failed to get error message from response(error=TypeError: response is undefined). 2017-04-14T14:00:27.130 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:27.139 -0700: Header : _showOperationError(): Displayed generic error message.

ی.رخاً ةرم انه ليكول لواح

2017-04-14T14:00:39.093 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:39.102 -0700: Header : _changeStateCallback(): User changed state to NOT_READY with a reason code of: Training 2017-04-14T14:00:39.093 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:39.102 -0700: Header : Agent selected or went NOT_READY -- Linda flag cleared. 2017-04-14T14:00:39.095 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:39.104 -0700: Header : [ClientServices] User: requestId='eb6659c6-06f2-4f02-a244-95839c450b48', Making REST request: method=PUT, url='https://finesse.cisco.com:/finesse/api/User/1234' 2017-04-14T14:00:39.109 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:39.118 -0700: Header : [ClientServices] User: requestId='eb6659c6-06f2-4f02-a244-95839c450b48', Returned with status=202, content='null' 2017-04-14T14:00:39.120 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:39.128 -0700: Header : Client: 2017-04-14T21:00:39.115Z, Server: 2017-04-14T21:00:39.123Z, Drift: 8ms, Network Latency (round trip): 8ms 2017-04-14T14:00:44.093 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:44.101 -0700: Header : _showOperationError(): Failed to lookup error message in resource bundle(errorBundle=null, error=TypeError: response is undefined). 2017-04-14T14:00:44.094 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:44.102 -0700: Header : _showOperationError(): Failed to get error message from response(error=TypeError: response is undefined). 2017-04-14T14:00:44.094 -07:00: 3ADF8F: finesse.cisco.com: Apr 14 2017 14:00:44.102 -0700: Header : _showOperationError(): Displayed generic error message.

Desktop WebServices: تال ج س ي ف ن أ ل

ل.ليكول نم زهاج ريغ بلس Finesse يقلت

0051191445: 10.106.81.82: Apr 14 2017 14:00:22.148 -0700: %CCBU_http-apr-8445-exec-13-6-REQUEST_START: %[/method_name=PUT][parameter_name={ }][resource_name=/User/1234][usr=1234]: Request start 0051191446: 10.106.81.82: Apr 14 2017 14:00:22.149 -0700: %CCBU_http-apr-8445-exec-13-6-API_REQUEST: %[/REQUEST_URL=User/1234][agent_id=1234][requestId=ad6996dc-db0b-4f45-8e3a-0e975519f4db][request_method=user.PUT][request_parameters= state:NOT_READY]: Request from client to webservice api 0051191447: 10.106.81.82: Apr 14 2017 14:00:22.149 -0700: %CCBU_http-apr-8445-exec-13-7-API.REQUEST: {Thrd=http-apr-8445-exec-13} Received handleRequest for [requestedObjectId=1234], [requestId=ad6996dc-db0b-4f45-8e3a-0e975519f4db] 0051191449: 10.106.81.82: Apr 14 2017 14:00:22.150 -0700: %CCBU_http-apr-8445-exec-13-7-DISPATCHER: {Thrd=http-apr-8445-exec-13} queueing command SetAgentState for sequencer: [1234] 0051191450: 10.106.81.82: Apr 14 2017 14:00:22.150 -0700: %CCBU_http-apr-8445-exec-13-7-FinesseApiResponseFilter: {Thrd=http-apr-8445-exec-13} FinesseApiResponseFilter : Added header Access-Control-Allow-Origin: null to the response of the REST API request=https://finesse.cisco.com/finesse/api/User/1234

زهاج ريغ ين اثل بل لطل ثادح أ ل ةوم ج م س فن يه ي.رخاً ةرم

0051195056: 10.106.81.82: Apr 14 2017 14:00:39.110 -0700: %CCBU_http-apr-8445-exec-19-6-REQUEST_START: %[/method_name=PUT][parameter_name={ }][resource_name=/User/1234][usr=1234]: Request start 0051195060: 10.106.81.82: Apr 14 2017 14:00:39.113 -0700: %CCBU_http-apr-8445-exec-19-7-DISPATCHER: {Thrd=http-apr-8445-exec-19} queueing command SetAgentState for sequencer: [1234] 0051195061: 10.106.81.82: Apr 14 2017 14:00:39.113 -0700: %CCBU_http-apr-8445-exec-19-7-FinesseApiResponseFilter: {Thrd=http-apr-8445-exec-19} FinesseApiResponseFilter : Added header Access-Control-Allow-Origin: null to the response of the REST API request=https://finesse.cisco.com/finesse/api/User/1234 0051195060: 10.106.81.82: Apr 14 2017 14:00:39.113 -0700: %CCBU_http-apr-8445-exec-19-7-DISPATCHER: {Thrd=http-apr-8445-exec-19} queueing command SetAgentState for sequencer: [1234] 0051195061: 10.106.81.82: Apr 14 2017 14:00:39.113 -0700: %CCBU_http-apr-8445-exec-19-7-FinesseApiResponseFilter: {Thrd=http-apr-8445-exec-19} FinesseApiResponseFilter : Added header Access-Control-Allow-Origin: null to the response of the REST API request=https://finesse.cisco.com/finesse/api/User/1234

بل لطل ة ج ل اعم Finesse ت أ د ب ، ط ق ف ن ا و ث 2 ق ي ق د 1 د ب

0051220500: 10.106.81.82: Apr 14 2017 14:01:24.585 -0700: %CCBU_CoreImpl-worker118-6-MESSAGE_TO_CTI_SERVER: %[/cti_message=Invoke id :26553 , agentstate : 2, workmode : 0, reason code: 4, forceflag :1, agentcapacity: 0, agenttext: 1234, agentid: 1234, supervisorid: null, ssoFlag=false][cti_message_name=SetAgentStateReq]: Message going to the backend cti server 0051223431: 10.128.224.141: Apr 14 2017 14:01:24.766 -0700: %CCBU_CoreImpl-worker118-7-DISPATCHER: {Thrd=CoreImpl-worker118} completed command SetAgentState for sequencer: [1234] 0051227244: 10.106.81.82: Apr 14 2017 14:01:27.078 -0700: %CCBU_CoreImpl-worker130-6-MESSAGE_TO_CTI_SERVER: %[/cti_message=Invoke id :26563 , agentstate : 2, workmode : 0, reason code: 4, forceflag :1, agentcapacity: 0, agenttext: 1234, agentid: 1234, supervisorid: null, ssoFlag=false][cti_message_name=SetAgentStateReq]: Message going to the backend cti server 0051229958: 10.128.224.141: Apr 14 2017 14:01:27.274 -0700: %CCBU_CoreImpl-worker130-7-DISPATCHER: {Thrd=CoreImpl-worker130} completed command SetAgentState for sequencer: [1234]

متي ماظنل اناح أن یرت أن كنكمي، Desktop WebServices تال جس نم ديزملا ىل الاقنتال تدرأ اذا، نأل
SYS_INSTRUMENT_ريشي يذلا SystemEventId=10 م ادختساب رركتم لكش ب اهل ابقنسا
ىل ع SystemEventArgs يوتحي . قمدخل نم قسسؤملا ليكو زاغ فده قلازا تمث -
OUT_OF_SERVICE PeripheralID ىل ع AgentTool يذلا SystemEventText يوتحيو ، يفرطلا زاغلاب صاخلا
(. قمدخل)

```
0051220500: 10.106.81.82: Apr 14 2017 14:01:24.585 -0700: %CCBU_CoreImpl-worker118-6-MESSAGE_TO_CTI_SERVER:
%[cti_message=Invoke id :26553 , agentstate : 2, workmode : 0, reason code: 4, forceflag :1, agentcapacity: 0, agenttext: 1234,
agentid: 1234, supervisorid: null, ssoFlag=false][cti_message_name=SetAgentStateReq]: Message going to the backend cti server
0051223431: 10.128.224.141: Apr 14 2017 14:01:24.766 -0700: %CCBU_CoreImpl-worker118-7-DISPATCHER: {Thrd=CoreImpl-
worker118} completed command SetAgentState for sequencer: [1234] 0051227244: 10.106.81.82: Apr 14 2017 14:01:27.078 -
0700: %CCBU_CoreImpl-worker130-6-MESSAGE_TO_CTI_SERVER: %[cti_message=Invoke id :26563 , agentstate : 2,
workmode : 0, reason code: 4, forceflag :1, agentcapacity: 0, agenttext: 1234, agentid: 1234, supervisorid: null,
ssoFlag=false][cti_message_name=SetAgentStateReq]: Message going to the backend cti server 0051229958: 10.128.224.141:
Apr 14 2017 14:01:27.274 -0700: %CCBU_CoreImpl-worker130-7-DISPATCHER: {Thrd=CoreImpl-worker130} completed
command SetAgentState for sequencer: [1234]
```

قمةق ي ف ىرخ اناح اكانه نكت مل اذا امتجلا عم متت يتلا او قماهل اناح أل ايه Finesse System Events ي ف
كلذ يدوي سو طرشلا اذه ببسب ىرخ أل ققلا عمل اناح أل اعم جم يل طياي تح! خسن ارج ا متي س . ذيفنتلا راظنتا
ماع لكش ب ثدحلا عجال عم عطب ىل ا

قلمه ي هو ، ابيرقت قدهاو ققيقد قمدل clear_connection رم ا ي ف اري خات ايئ او ش ع ىرت Finesse اضي ا
SystemEvent ىل ع Finesse لصحي يذلا قحل مل س فنل اذه . (cf_REQUEST_TIMEOUT_REJECTION).
هل .

قلم ا دحل اس يني ف ي ف ثدح ام ىل ع ددح ل اثم ي لي ام ي فو :

ICM CTI م داخ ىل ا هل سر او بلطلا بيولا ىل ع Finesse قمدخ تقولت

```
0051049979: 10.106.81.82: Apr 14 2017 13:56:20.806 -0700: %CCBU_CoreImpl-worker146-6-MESSAGE_TO_CTI_SERVER:
%[cti_message=Invoke id :26488 , callId: 54473438, extension: 8888, peripheralId: 5000, connectionDeviceldType : 0,
connectionDeviceld: 8888][cti_message_name=ClearConnectionReq]: Message going to the backend cti server 0051061608:
10.106.81.82: Apr 14 2017 13:57:21.758 -0700: %CCBU_CTI MessageEventExecutor-0-6-
DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTIControlFailureConf [failureCode=78, peripheralErrorCode=0,
text=null]CTI MessageBean [invokeID=26488, cti_sequence_id=863946, msgID=35,
timeTracker={"id":"ControlFailureConf","CTI_MSG_NOTIFIED":1492203441758,"CTI_MSG_RECEIVED":1492203441758},
msgName=ControlFailureConf, deploymentType=CCE][cti_response_time=0][dispatch_phase=DnD-CHECKPOINT-3A]: Decoded
Message to Finesse from backend cti server
```

بلطلا CTI PG م داخ ىل ا

```
13:56:20:784 cg1A-ctisvr Trace: *** ClearConnectionRequest DefaultCallInstrument - callID:54473438.+9999(d) ... inst:"8888"
13:56:20:784 cg1A-ctisvr Trace: CSTAClearConnection: InvokeID=0x2114a2fb Call(CID=54473438,Dev=8888,Type=Static)
13:56:20:784 cg1A-ctisvr Trace: PRIVATE_DATA: CompoundRequestType=Unknown CSTA Event Type SubjectDevice=8888
ي ع ي بط لكش ب قمل الكمل ل اصرتا عطق متي مل ، JTAPI اناثتس ا ببسب كلذ عمو .
```

```
13:56:20:846 PG1A-jgw1 Trace: MsgClearConnection: CID: 54473438 ConnDevID: 8888/0 CompReqType: -1 InvID: 8285054.
13:56:35:862 PG1A-jgw1 Trace: Call to connection[54473438,8888].disconnect() encountered exception.
com.cisco.jtapi.PlatformExceptionImpl: Could not meet post conditions of disconnect().
```

ICM. بن ا ج نم قمل الكمل ا ح سم متي ، فاطملا ايهان ي ف

```
14:08:05:647 PG1A-opc Trace: CSTA_CONNECTION_CLEARED (PID=5000):
DroppedConn=(CID=54473438,Dev=8888,Type=Static) ReleasingDev=(DEV)8888 localConnInfo(-1)=CS_NONE cause=-1
14:08:05:647 PG1A-opc Trace: CSTAConnectionClearedEvent_PD:: CorrData=102785
UniqueID=0000000003F32DE0309F1600000000 14:08:05:647 PG1A-opc Trace: Call:SetCallState (PID=5000) -
CallID=54473438 CallObj=(0x6c33110) NewState=NONE OldState=CONNECTED. 14:08:05:647 PG1A-opc Trace:
```

Cleared(PID=5000): CallObj=(0x6c33110) SrcConn(CID=54473438,Dev=+13003001858,DevType=Dynamic)
DestConn(CID=54473438,Dev=8888,DevType=Static) 14:08:05:647 PG1A-opc Trace: AgentStateUpdate (OPC Time=04/14
21:08:05) - Updating 2 Agent Records on Peripheral 5000 14:08:05:647 PG1A-opc Trace: - PID=5000 AGSTID=7295
Periph#=8888 Ext=8888 SG#=29808 Dur=0 State=AS_NOT_READY CurrentLine=0 Reason=8 NetworkTID=0 NumLines=0
AgentObj=0x52f50f8 14:08:05:647 PG1A-opc Trace: SetAgentState: ASTID=7295 Periph#=8888 MRDomainID=1 SGSTID=5000
SG#=29808(0x7470) OldState=AS_BUSY_OTHER NewState=AS_NOT_READY Duration=0 CurLine=0 ReasonCode=8
AgentObj=0x52f50f8 14:08:05:647 PG1A-opc Trace: - PID=5000 AGSTID=7295 Periph#=8888 Ext=8888 SG#=3957053 Dur=0
State=AS_NOT_READY CurrentLine=0 Reason=8 NetworkTID=0 NumLines=0 AgentObj=0x52f50f8

رارقلا

لاسراب Finesse موقى امدن ع هنأ يف ليكول ؤلا ح نأ ادح أ عيم ج لي جأت ءارو ببسلا لثمتي
ةيفرطلا ؤزهجالا يف مكحتلا ؤدحو" ؤمدخ ىلإ بلطلا CTI مداخل سري، CTI مداخل ىلإ "ClearConnectionReq"
ةيفرطلا ؤزهجالا ؤهجاو ريديم" ربع CUCM ىلإ بلطلا لسرت يتلا او،" (PG) ؤيرودلا ؤرابعلل (OPC) ؤحوتفملا
(فاطملا ؤيانهن يف لشف يذلا) CUCM نم ؤباجتسال CTI مداخل رظنتي (JGW) JTAPI ؤرابع / PG ل (PIM)،
بلطل ؤباجتسال ا يف ريخأتلا مئ نمو ؤيولوالا ذخأت يتلا SystemEvents ىلع لوصحلا يف Finesse أدبت
ليكول ؤلا ح.

رارق

Finesse 11.5(1) ES4 يف اهتيبثت مت يتلا بويعل هذه ؤطساوب ؤلكشملا هذه لح بقعت متي

[CSCve12017](#) ل ICM (pg.cucm)

[CSCve11977](#) ل Finesse

ةمچرتل هذه لوج

ةللأل تاي نقتل نمة ومة مادختساب دن تسمل اذة Cisco تمةرت
ملاعلاء انء مء مء نمة دختسمل معد و تمة مء دقتل ةر شبل او
امك ةق قء نوك ت نل ةللأل ةمچرت لصف أن ةظحال مء ءرء. ةصاأل مء تءل ب
Cisco ةللخت. فرتمة مچرت مء دقء ةللأل ةل فارتحال ةمچرتل عم لاعل او
ىل إلمءءاد ءوچرلاب ةصوءو تاملرتل هذه ةقء نء اهءل وئس م Cisco
Systems (رفوتم طبارل) ةلصلأل ةزىل ءنل اءل دن تسمل