

Extension Mobility and Extension Mobility Cross Cluster : Changes in CUCM 12.5

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Introduction

This document describes the changes in one of the service parameter **Multiple Login Behavior** for extension mobility cross-cluster.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Call Manager version: **12.5.0.98000-1078 and 12.5.0.99832-3**
- Cisco IP Phone 8861
Protocol: SIP
Firmware: 12-0-1 SR1-1
- Cisco IP Phone 8851
Protocol: SIP

Firmware: 12-0-1 SR1-1

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Configure

Extension Mobility: It allows users to temporarily access their Cisco IP Phone configuration (speed dial, line appearance) from another Cisco IP Phone on the same cluster.

Extension Mobility Cross Cluster: This feature allows a user of one Cisco Unified Communication Manager (CUCM) cluster (usually called the home cluster) to login to a Cisco IP Phone of another CUCM cluster (referred to as visiting cluster) as if they use the IP Phone at the home site.

Prior to 12.5

There was a service parameter **Intra-cluster Multiple Login Behavior (System > Service Parameter)** and then Select your call manager and Extension mobility as the service). This parameter used to control the multiple logins for extension mobility. The valid values were:

- Allowed

A user can log into multiple phones at the same time.

- Not allowed

If a user is logged into one of the phones, he will not be able to login to another phone.

- Auto-logout

If a user is logged into one phone and then tries to login into another phone, the login will be successful on the second phone and will be logged out from the first phone.

For EMCC, there was no such behavior. Multiple logins were always allowed, and admin did not have the option to control it.

New Changes in 12.5 Onwards

Now, in EMCC also, we have the flexibility to control multiple logins. There is a new service parameter called **Multiple Login Behavior (System > Service Parameter)** and then Select your call manager and Extension mobility as the service) which helps us achieve this. It has the same values as before:

- Multiple logins allowed
- Multiple logins not allowed
- Auto logout

Note: The service parameter configuration settings that are applied on the home cluster enforces and does not visits the cluster.

Sample Scenario: **Multiple login behavior** parameters are set to **Multiple Logins Not**

Allowed on the home cluster and **Multiple Logins Allowed** on the visiting cluster.

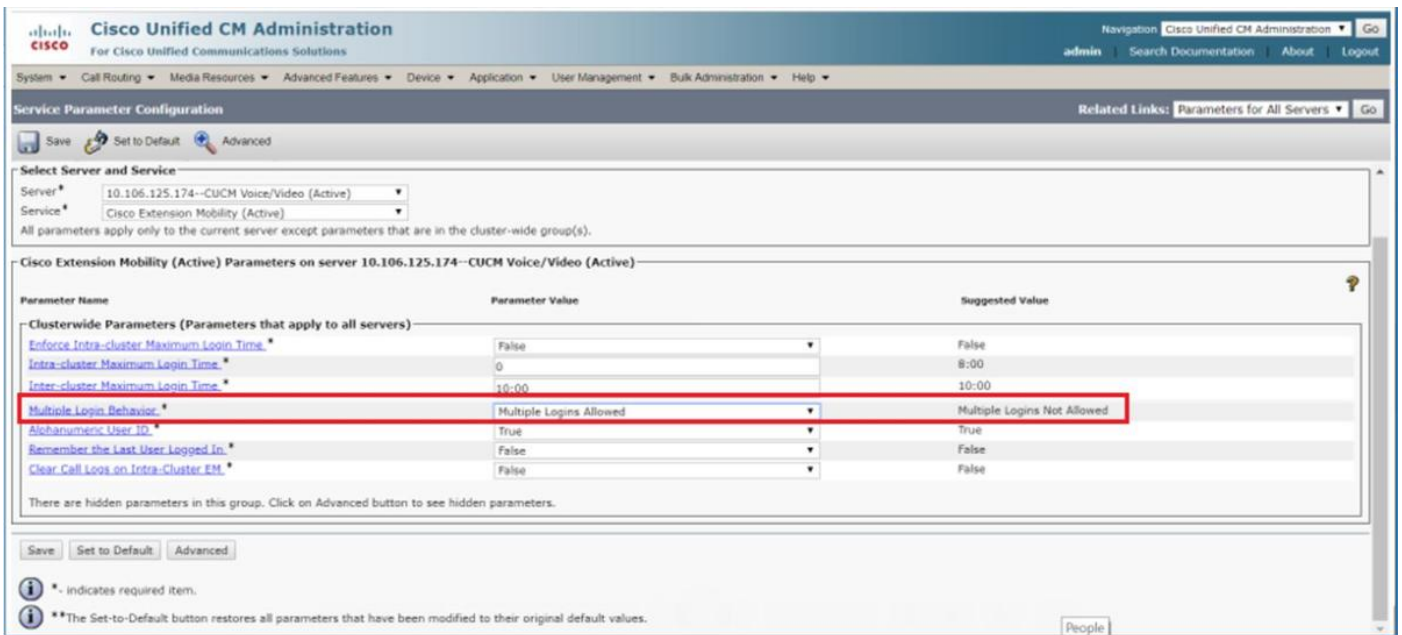
If you login to the visiting cluster and then try to again login to another phone on the visiting cluster, so in such a case it is not allowed to login since, the parameter is set to **Multiple Logins Not Allowed** on the home cluster.

Troubleshoot

Log Analysis for Extension Mobility

Case 1: Multiple Login Behavior set to Multiple Logins Allowed

The service parameter looks like:



In the Extension mobility service logs, you can see the parameter here:

```
2019-01-26 10:55:59,109 INFO [Thread-68 ] ServiceParameters -----
Begin Service Parameters -----

2019-01-26 10:55:59,109 INFO [Thread-68 ] ServiceParameters - Max Duration
Enabled = false

2019-01-26 10:55:59,109 INFO [Thread-68 ] ServiceParameters - Intra-Cluster
Max Login Duration String = 0

2019-01-26 10:55:59,109 INFO [Thread-68 ] ServiceParameters - Inter-cluster
Max Login Duration String = 10:00

2019-01-26 10:55:59,109 INFO [Thread-68 ] ServiceParameters - Multi Login
Policy = multiOK

2019-01-26 10:55:59,109 INFO [Thread-68 ] ServiceParameters - Max Concurrent
Sessions = 15

2019-01-26 10:55:59,109 INFO [Thread-68 ] ServiceParameters - Is IP Check
Enabled = false
```

```

2019-01-26 10:55:59,110 INFO [Thread-68 ] ServiceParameters - Trusted IP List
=

2019-01-26 10:55:59,110 INFO [Thread-68 ] ServiceParameters - EM Device Cache
Size = 10000

2019-01-26 10:55:59,110 INFO [Thread-68 ] ServiceParameters - Allow Proxy
= false

2019-01-26 10:55:59,110 INFO [Thread-68 ] ServiceParameters - EMCC Allow
Proxy = true

2019-01-26 10:55:59,110 INFO [Thread-68 ] ServiceParameters - -----
End Service Parameters -----

```

Case 2: Multiple Login Behavior set to Multiple Logins Not Allowed

The service parameter looks like:

The screenshot shows the 'Service Parameter Configuration' page for 'Cisco Extension Mobility (Active) Parameters on server 10.106.125.174--CUCM Voice/Video (Active)'. The 'Multiple Login Behavior' parameter is highlighted with a red box. The table below shows the configuration for clusterwide parameters.

Parameter Name	Parameter Value	Suggested Value
Clusterwide Parameters (Parameters that apply to all servers)		
Enforce Intra-cluster Maximum Login Time *	False	False
Intra-cluster Maximum Login Time *	0	8:00
Inter-cluster Maximum Login Time *	10:00	10:00
Multiple Login Behavior *	Multiple Logins Not Allowed	Multiple Logins Not Allowed
Remember the Last User Logged In *	True	True
Remember the Last User Logged In *	False	False
Clear Call Logs on Intra-Cluster EM *	False	False

In the Extension mobility service logs, you can see this as parameter :

```

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - -----
Begin Service Parameters -----

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - Max Duration
Enabled = false

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - Intra-Cluster
Max Login Duration String = 0

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - Inter-cluster
Max Login Duration String = 10:00

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - Multi Login
Policy = noLogin

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - Max Concurrent
Sessions = 15

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - Is IP Check

```

```

Enabled = false

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - Trusted IP List
=

2019-01-24 22:12:15,916 INFO [Thread-68 ] ServiceParameters - EM Device Cache
Size = 10000

2019-01-24 22:12:15,917 INFO [Thread-68 ] ServiceParameters - Allow Proxy
= false

2019-01-24 22:12:15,917 INFO [Thread-68 ] ServiceParameters - EMCC Allow
Proxy = true

2019-01-24 22:12:15,917 INFO [Thread-68 ] ServiceParameters - -----
End Service Parameters -----

```

This is how the error is printed:

```

2019-01-26 10:54:45,661 ERROR [http-bio-8443-exec-19] EMServiceServlet - 110:
LoginService: Dev: test2- Error# 25-com.cisco.emservice.MyException: Policy Violation:
com.cisco.emservice.PolicyValidatorException: Not allowed to log into multiple devices.

2019-01-26 10:54:45,661 INFO [http-bio-8443-exec-19] EMServiceServlet - 110:Request
succeeded returning<response>

<failure>

<error code="25">Policy Violation: com.cisco.emservice.PolicyValidatorException: Not allowed to
log into multiple devices.

</error>

</failure>

</response>

```

On the phone, such an error is present.



Case 3: Multiple Login Behavior set to Auto Logout

The service parameter looks like:

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration | Go
admin | Search Documentation | About | Logout

System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help

Service Parameter Configuration | Related Links: Parameters for All Servers | Go

Save | Set to Default | Advanced

Select Server and Service
Server: 10.106.125.174--CUCM Voice/Video (Active)
Service: Cisco Extension Mobility (Active)
All parameters apply only to the current server except parameters that are in the cluster-wide group(s).

Cisco Extension Mobility (Active) Parameters on server 10.106.125.174--CUCM Voice/Video (Active)

Parameter Name	Parameter Value	Suggested Value
Clusterwide Parameters (Parameters that apply to all servers)		
Enforce Intra-cluster Maximum Login Time *	False	False
Intra-cluster Maximum Login Time *	0	8:00
Inter-cluster Maximum Login Time *	10:00	10:00
Multiple Login Behavior *	Auto Logout	Multiple Logins Not Allowed
Alphanumeric User ID *	True	True
Remember the Last User Logged In *	False	False
Clear Call Logs on Intra-Cluster EM *	False	False

There are hidden parameters in this group. Click on Advanced button to see hidden parameters.

Save | Set to Default | Advanced

i * - indicates required item.
i **The Set-to-Default button restores all parameters that have been modified to their original default values.

In the Extension mobility service logs, you can see this as the parameter :

```
2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - -----
Begin Service Parameters -----

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Max Duration
Enabled = false

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Intra-Cluster
Max Login Duration String = 0

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Inter-cluster
Max Login Duration String = 10:00

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Multi Login
Policy = autoLogout

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Max Concurrent
Sessions = 15

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Is IP Check
Enabled = false

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Trusted IP List
=

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - EM Device Cache
Size = 10000

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - Allow Proxy
= false

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - EMCC Allow
Proxy = true

2019-01-26 10:57:30,641 INFO [Thread-68 ] ServiceParameters - -----
End Service Parameters -----
```

Log Analysis for EMCC

Case 1: Multiple Login Behavior set to Multiple Logins Allowed

Home Cluster

In the EM service logs:

Request for login for the first time from the phone (SEPF8A5C59E1126)

```
2019-01-26 13:45:36,635 DEBUG [http-bio-8443-exec-1] EmccSaxHandler - EMURI =
http%3A%2F%2F10.106.125.174%3A8080%2Femapp%2FEMAppServlet%3Fdevice%3DSEPF8A5C59E1126%26doLogout%
3Dtrue
2019-01-26 13:45:36,637 DEBUG [http-bio-8443-exec-1] EMServiceServlet - 101: Parse Complete
2019-01-26 13:45:36,637 INFO [http-bio-8443-exec-1] EMServiceServlet - 101: Setting remoteIPAddr
to connection IP=10.106.125.174
2019-01-26 13:45:36,637 INFO [http-bio-8443-exec-1] EMServiceServlet - 101 : 137 : atbabu:
processEmccRequest: Received EMCC Home Cluster Login Request for :rak
2019-01-26 13:45:36,637 INFO [http-bio-8443-exec-1] EMServiceServlet - 101 : 137 :
DeviceSecurityMode: 1 HomeCluster SecurityMode: 0
2019-01-26 13:45:36,637 INFO [http-bio-8443-exec-1] EMServiceServlet - 101: authenticate pin for
```

rak
2019-01-26 13:45:36,650 INFO [http-bio-8443-exec-1] EMServiceServlet - 101 : 137 : atbabu:
EmccHomeLogin : Performing Home Device Login for :rak
2019-01-26 13:45:36,650 INFO [http-bio-8443-exec-1] EmccData - 101: getRemoteClusterInfo: Pkid
for cluster atbabu is d23ef9ea-8392-dbbf-61db-1d9e1d505243
2019-01-26 13:45:36,650 DEBUG [http-bio-8443-exec-1] EmccData - 101: getRemoteClusterInfo:
Hostname = 10.106.125.174
2019-01-26 13:45:36,650 INFO [http-bio-8443-exec-1] Authenticator -
101:Authenticator.userExists: UserID: rak- Calling cmdb.isLocalUser(osUserID)...
2019-01-26 13:45:36,650 DEBUG [http-bio-8443-exec-1] CMDatabase - Userid being passed to the
query is rak
2019-01-26 13:45:36,651 DEBUG [http-bio-8443-exec-1] CMDatabase - CMDatabase.isLocalUser() :
SELECT islocaluser FROM EndUser WHERE my_lower(userid)= my_lower(?) : parameter ('rak')
2019-01-26 13:45:36,655 DEBUG [http-bio-8443-exec-1] CMDatabase - PKID for the ROW is
2019-01-26 13:45:36,655 DEBUG [http-bio-8443-exec-1] CMDatabase - CMDatabase.isLocalUser() :
isLocaluser : true
2019-01-26 13:45:36,656 DEBUG [http-bio-8443-exec-1] CMDatabase - is Local user value :true
2019-01-26 13:45:36,656 INFO [http-bio-8443-exec-1] Authenticator -
101:Authenticator.userExists: UserID: rak- cmdb.isLocalUser(osUserID) returned
2019-01-26 13:45:36,656 DEBUG [http-bio-8443-exec-1] EMServiceServlet - 101: 137: atbabu:
performHomeDeviceLogin for deviceName: SEPF8A5C59E1126
2019-01-26 13:45:36,656 INFO [http-bio-8443-exec-1] EMServiceServlet - 101:
computeLoginDuration: Device: SEPF8A5C59E1126 EMCC Request: true EM API Request: false Duration
Requested through EM API: -1
2019-01-26 13:45:36,658 INFO [http-bio-8443-exec-1] CMDatabase -
CMDatabase.getEndUserEmMaxLoginTime() : SELECT EmMaxLoginTime FROM EndUser WHERE userid=? :
parameters ('rak')
2019-01-26 13:45:36,659 INFO [http-bio-8443-exec-1] EMServiceServlet - Effective Login Duration
:36000 seconds
2019-01-26 13:45:36,659 DEBUG [http-bio-8443-exec-1] DBRequestor - 101 : 137 : atbabu:
performHomeDeviceLogin: Excecuting Stored Procedure:

Request for the same user from the second phone

2019-01-26 13:45:56,442 DEBUG [http-bio-8443-exec-8] EmccSaxHandler - EMURI =
http%3A%2F%2F10.106.125.174%3A8080%2Femapp%2FEMAppServlet%3Fdevice%3DSEPB000B4BA01F1%26doLogout%
3Dtrue
2019-01-26 13:45:56,442 DEBUG [http-bio-8443-exec-8] EMServiceServlet - 103: Parse Complete
2019-01-26 13:45:56,445 INFO [http-bio-8443-exec-8] EMServiceServlet - 103: Setting remoteIPAddr
to connection IP=10.106.125.174
2019-01-26 13:45:56,445 INFO [http-bio-8443-exec-8] EMServiceServlet - 103 : 139 : atbabu:
processEmccRequest: Received EMCC Home Cluster Login Request for :rak
2019-01-26 13:45:56,445 INFO [http-bio-8443-exec-8] EMServiceServlet - 103 : 139 :
DeviceSecurityMode: 1 HomeCluster SecurityMode: 0
2019-01-26 13:45:56,445 INFO [http-bio-8443-exec-8] EMServiceServlet - 103: authenticate pin for
rak
2019-01-26 13:45:56,469 INFO [http-bio-8443-exec-8] EMServiceServlet - 103 : 139 : atbabu:
EmccHomeLogin : Performing Home Device Login for :rak
2019-01-26 13:45:56,469 INFO [http-bio-8443-exec-8] EmccData - 103: getRemoteClusterInfo: Pkid
for cluster atbabu is d23ef9ea-8392-dbbf-61db-1d9e1d505243
2019-01-26 13:45:56,470 DEBUG [http-bio-8443-exec-8] EmccData - 103: getRemoteClusterInfo:
Hostname = 10.106.125.174
2019-01-26 13:45:56,470 INFO [http-bio-8443-exec-8] Authenticator -
103:Authenticator.userExists: UserID: rak- Calling cmdb.isLocalUser(osUserID)...
2019-01-26 13:45:56,470 DEBUG [http-bio-8443-exec-8] CMDatabase - Userid being passed to the
query is rak
2019-01-26 13:45:56,470 DEBUG [http-bio-8443-exec-8] CMDatabase - CMDatabase.isLocalUser() :
SELECT islocaluser FROM EndUser WHERE my_lower(userid)= my_lower(?) : parameter ('rak')
2019-01-26 13:45:56,476 DEBUG [http-bio-8443-exec-8] CMDatabase - PKID for the ROW is
2019-01-26 13:45:56,477 DEBUG [http-bio-8443-exec-8] CMDatabase - CMDatabase.isLocalUser() :
isLocaluser : true
2019-01-26 13:45:56,478 DEBUG [http-bio-8443-exec-8] CMDatabase - is Local user value :true
2019-01-26 13:45:56,478 INFO [http-bio-8443-exec-8] Authenticator -

103:Authenticator.userExists: UserID: rak- cmdb.isLocalUser(osUserID) returned
2019-01-26 13:45:56,478 DEBUG [http-bio-8443-exec-8] EMServiceServlet - 103: 139: atbabu:
performHomeDeviceLogin for deviceName: SEPB000B4BA01F1
2019-01-26 13:45:56,478 INFO [http-bio-8443-exec-8] EMServiceServlet - 103:
computeLoginDuration: Device: SEPB000B4BA01F1 EMCC Request: true EM API Request: false Duration
Requested through EM API: -1
2019-01-26 13:45:56,482 INFO [http-bio-8443-exec-8] CMDatabase -
CMDatabase.getEndUserEmMaxLoginTime() : SELECT EmMaxLoginTime FROM EndUser WHERE userid=? :
parameters ('rak')
2019-01-26 13:45:56,485 INFO [http-bio-8443-exec-8] EMServiceServlet - Effective Login Duration
:36000 seconds
2019-01-26 13:45:56,485 DEBUG [http-bio-8443-exec-8] DBRequestor - 103 : 139 : atbabu:
performHomeDeviceLogin: Excecuting Stored Procedure:

Visiting Cluster

Request for login for the first time from the phone (SEPF8A5C59E1126)

2019-01-26 13:45:46,786 DEBUG [mjunnur] EmccCommunicator - 137: postMsg - Url =
https://10.106.106.200:8443/emservice/EMServiceServlet m_iHttpsTimeout = 120000
2019-01-26 13:45:47,055 DEBUG [mjunnur] EmccCommunicator - 137: Retrieved actual user from
remote cluster : 'rak'
2019-01-26 13:45:47,056 DEBUG [mjunnur] EmccCommunicator - 137: performCheckUser: Num of DP is
: 1
2019-01-26 13:45:47,056 DEBUG [mjunnur] CheckUserThread - 137: PerformCheckUser: Home Cluster
for UserId: rak is :https://10.106.106.200:8443/emservice/EMServiceServlet
2019-01-26 13:45:47,056 DEBUG [http-bio-8443-exec-7] EmccData - 137: cacheUserToCluster for
user: rak
2019-01-26 13:45:47,057 INFO [http-bio-8443-exec-7] EMServiceServlet - 137: EmccLoginRequest:
Home Cluster URL for User:rak is : https://10.106.106.200:8443/emservice/EMServiceServlet
2019-01-26 13:45:47,057 INFO [http-bio-8443-exec-7] EMServiceServlet - 137: EmccLoginRequest:
Device Profile for this user is: Prerna-EM
2019-01-26 13:45:47,057 DEBUG [http-bio-8443-exec-7] EMServiceServlet - 137:getEmccLoginInfo -
SEPF8A5C59E1126
2019-01-26 13:45:47,057 DEBUG [http-bio-8443-exec-7] DBRequestor - 137: getEmccLoginInfo: Query
= execute function getEmccLoginInfo('SEPF8A5C59E1126')
2019-01-26 13:45:47,131 DEBUG [http-bio-8443-exec-7] DBRequestor - 137: <VEMAPP>

Request for the same user from the second phone

2019-01-26 13:46:06,784 DEBUG [mjunnur] EmccCommunicator - 139: postMsg - Url =
https://10.106.106.200:8443/emservice/EMServiceServlet m_iHttpsTimeout = 120000
2019-01-26 13:46:06,901 DEBUG [mjunnur] EmccCommunicator - 139: Retrieved actual user from
remote cluster : 'rak'
2019-01-26 13:46:06,902 DEBUG [mjunnur] EmccCommunicator - 139: performCheckUser: Num of DP is
: 1
2019-01-26 13:46:06,902 DEBUG [mjunnur] CheckUserThread - 139: PerformCheckUser: Home Cluster
for UserId: rak is :https://10.106.106.200:8443/emservice/EMServiceServlet
2019-01-26 13:46:06,902 DEBUG [http-bio-8443-exec-20] EmccData - 139: cacheUserToCluster for
user: rak
2019-01-26 13:46:06,903 INFO [http-bio-8443-exec-20] EMServiceServlet - 139: EmccLoginRequest:
Home Cluster URL for User:rak is : https://10.106.106.200:8443/emservice/EMServiceServlet
2019-01-26 13:46:06,903 INFO [http-bio-8443-exec-20] EMServiceServlet - 139: EmccLoginRequest:
Device Profile for this user is: Prerna-EM
2019-01-26 13:46:06,903 DEBUG [http-bio-8443-exec-20] EMServiceServlet - 139:getEmccLoginInfo -
SEPB000B4BA01F1
2019-01-26 13:46:06,903 DEBUG [http-bio-8443-exec-20] DBRequestor - 139: getEmccLoginInfo: Query
= execute function getEmccLoginInfo('SEPB000B4BA01F1')
2019-01-26 13:46:06,909 DEBUG [http-bio-8443-exec-20] DBRequestor - 139: <VEMAPP>

Login Successful

```
2019-01-26 13:46:07,143 INFO [http-bio-8443-exec-20] EMServiceServlet - 139: EmccLoginRequest:
Performing Visiting Device Login for :rak
2019-01-26 13:46:07,144 INFO [http-bio-8443-exec-20] EMServiceServlet -
139:performVisitingDeviceLogin - SEPB000B4BA01F1
2019-01-26 13:46:07,144 DEBUG [http-bio-8443-exec-20] DBRequestor - 139:
performVisitingDeviceLogin: Query:
execute function visitingDeviceLogin('SEPB000B4BA01F1', 'mjunnur',
'http://10.106.125.174:8080/emapp/EMAppServlet?device=SEPB000B4BA01F1&doLogout=true', 'rak',
'10.106.106.200', 'null', '10.106.106.200', 'null')
2019-01-26 13:46:07,166 DEBUG [http-bio-8443-exec-20] DBRequestor - 139: t
2019-01-26 13:46:07,167 DEBUG [http-bio-8443-exec-20] EMServiceServlet - 139: EmccLoginRequest:
Result:
<?xml version="1.0"?>
<response>
<success/>
</response>
```

Case 2: Multiple Login Behavior set to Multiple Logins Not Allowed

Home Cluster

Request for first user

```
2019-01-26 14:34:43,093 INFO [http-bio-8443-exec-16] EMServiceServlet - 109 : 142 : atbabu:
processEmccRequest: Received EMCC Home Cluster Login Request for :rak
2019-01-26 14:34:43,093 INFO [http-bio-8443-exec-16] EMServiceServlet - 109 : 142 :
DeviceSecurityMode: 1 HomeCluster SecurityMode: 0
2019-01-26 14:34:43,093 INFO [http-bio-8443-exec-16] EMServiceServlet - 109: authenticate pin
for rak
2019-01-26 14:34:43,112 INFO [http-bio-8443-exec-16] EMServiceServlet - 109 : 142 : atbabu:
EmccHomeLogin : Performing Home Device Login for :rak
2019-01-26 14:34:43,112 INFO [http-bio-8443-exec-16] EmccData - 109: getRemoteClusterInfo: Pkid
for cluster atbabu is d23ef9ea-8392-dbbf-61db-1d9e1d505243
2019-01-26 14:34:43,112 DEBUG [http-bio-8443-exec-16] EmccData - 109: getRemoteClusterInfo:
Hostname = 10.106.125.174
2019-01-26 14:34:43,112 INFO [http-bio-8443-exec-16] Authenticator -
109:Authenticator.userExists: UserID: rak- Calling cmdb.isLocalUser(osUserID)...
2019-01-26 14:34:43,112 DEBUG [http-bio-8443-exec-16] CMDatabase - Userid being passed to the
query is rak
2019-01-26 14:34:43,113 DEBUG [http-bio-8443-exec-16] CMDatabase - CMDatabase.isLocalUser() :
SELECT islocaluser FROM EndUser WHERE my_lower(userid)= my_lower(?) : parameter ( 'rak' )
2019-01-26 14:34:43,119 DEBUG [http-bio-8443-exec-16] CMDatabase - PKID for the ROW is
2019-01-26 14:34:43,119 DEBUG [http-bio-8443-exec-16] CMDatabase - CMDatabase.isLocalUser() :
isLocaluser : true
2019-01-26 14:34:43,119 DEBUG [http-bio-8443-exec-16] CMDatabase - is Local user value :true
2019-01-26 14:34:43,120 INFO [http-bio-8443-exec-16] Authenticator -
109:Authenticator.userExists: UserID: rak- cmdb.isLocalUser(osUserID) returned
2019-01-26 14:34:43,120 DEBUG [http-bio-8443-exec-16] CMDatabase - Userid being passed to the
query is rak
2019-01-26 14:34:43,122 INFO [http-bio-8443-exec-16] CMDatabase -
CMDatabase:getLoggedInDeviceNames: query=SELECT decode(d.tkclass,249,emcd.devicename,d.name)
name FROM Device d left outer join emccdynamice emcd on d.pkid = emcd.fkdevice INNER JOIN
extensionmobilitydynamic emd ON d.pkid=emd.fkdevice AND emd.fkenduser= ? AND emd.logintime is
NOT NULL AND D.tkDeviceProfile=0 : parameter ( '952a2d32-14e5-fd43-d192-742c4a50d5ab' )
2019-01-26 14:34:43,129 DEBUG [http-bio-8443-exec-16] EMServiceServlet - 109: 142: atbabu:
performHomeDeviceLogin for deviceName: SEPF8A5C59E1126
```

The second time the same user is not allowed.

```
2019-01-26 14:38:05,841 ERROR [http-bio-8443-exec-12] EMServiceServlet - 111: Not allowed to log
into multiple devices.
2019-01-26 14:38:05,841 INFO [http-bio-8443-exec-12] EMServiceServlet - 111: EmccRequest
Processing Time: 38
2019-01-26 14:38:05,842 ERROR [http-bio-8443-exec-12] EMServiceServlet - 111: Error processing
EMCC request :com.cisco.emservice.PolicyValidatorException: Not allowed to log into multiple
devices.
2019-01-26 14:38:05,842 DEBUG [http-bio-8443-exec-12] EMServiceServlet - 111: EMCC: Decrement
Counter
2019-01-26 14:38:05,842 INFO [http-bio-8443-exec-12] Counters - 111: Counters --
>111,31,4,18,0,0,0,15,3,0,33,0,71,3,0
```

Visiting Cluster

```
2019-01-26 14:34:53,341 DEBUG [mjunnur ] EmccCommunicator - 142: postMsg - Url =
https://10.106.106.200:8443/emservice/EMServiceServlet m_iHttpsTimeout = 120000
2019-01-26 14:34:53,558 DEBUG [mjunnur ] EmccCommunicator - 142: Retrieved actual user from
remote cluster : 'rak'
2019-01-26 14:34:53,558 DEBUG [mjunnur ] EmccCommunicator - 142: performCheckUser: Num of DP is
: 1
2019-01-26 14:34:53,558 DEBUG [mjunnur ] CheckUserThread - 142: PerformCheckUser: Home Cluster
for UserId: rak is :https://10.106.106.200:8443/emservice/EMServiceServlet
2019-01-26 14:34:53,559 DEBUG [http-bio-8443-exec-16] EmccData - 142: cacheUserToCluster for
user: rak
2019-01-26 14:34:53,560 INFO [http-bio-8443-exec-16] EMServiceServlet - 142: EmccLoginRequest:
Home Cluster URL for User:rak is : https://10.106.106.200:8443/emservice/EMServiceServlet
2019-01-26 14:34:53,560 INFO [http-bio-8443-exec-16] EMServiceServlet - 142: EmccLoginRequest:
Device Profile for this user is: Prerna-EM
2019-01-26 14:34:53,560 DEBUG [http-bio-8443-exec-16] EMServiceServlet - 142:getEmccLoginInfo -
SEPF8A5C59E1126
2019-01-26 14:34:53,560 DEBUG [http-bio-8443-exec-16] DBRequestor - 142: getEmccLoginInfo: Query
= execute function getEmccLoginInfo('SEPF8A5C59E1126')
2019-01-26 14:34:53,576 DEBUG [http-bio-8443-exec-16] DBRequestor - 142: <VEMAPP>
```

Login successful.

```
2019-01-26 14:34:53,822 DEBUG [http-bio-8443-exec-16] EMServiceServlet - 142: EmccLoginRequest:
Result:
<?xml version="1.0"?>
<response>
<success/>
</response>
```

Request to login from the second phone.

```
2019-01-26 14:38:16,081 DEBUG [mjunnur ] EmccCommunicator - 145: postMsg - Url =
https://10.106.106.200:8443/emservice/EMServiceServlet m_iHttpsTimeout = 120000
2019-01-26 14:38:16,287 DEBUG [mjunnur ] EmccCommunicator - 145: Retrieved actual user from
remote cluster : 'rak'
2019-01-26 14:38:16,288 DEBUG [mjunnur ] EmccCommunicator - 145: performCheckUser: Num of DP is
: 1
2019-01-26 14:38:16,288 DEBUG [mjunnur ] CheckUserThread - 145: PerformCheckUser: Home Cluster
for UserId: rak is :https://10.106.106.200:8443/emservice/EMServiceServlet
2019-01-26 14:38:16,290 DEBUG [http-bio-8443-exec-2] EmccData - 145: cacheUserToCluster for
user: rak
2019-01-26 14:38:16,291 INFO [http-bio-8443-exec-2] EMServiceServlet - 145: EmccLoginRequest:
Home Cluster URL for User:rak is : https://10.106.106.200:8443/emservice/EMServiceServlet
2019-01-26 14:38:16,291 INFO [http-bio-8443-exec-2] EMServiceServlet - 145: EmccLoginRequest:
```

Device Profile for this user is: Prerna-EM

```
2019-01-26 14:38:16,291 DEBUG [http-bio-8443-exec-2] EMServiceServlet - 145:getEmccLoginInfo -
SEPB000B4BA01F1
2019-01-26 14:38:16,292 DEBUG [http-bio-8443-exec-2] DBRequestor - 145: getEmccLoginInfo: Query
= execute function getEmccLoginInfo('SEPB000B4BA01F1')
2019-01-26 14:38:16,328 DEBUG [http-bio-8443-exec-2] DBRequestor - 145: <VEMAPP>
```

Second user not allowed to login.

```
2019-01-26 14:38:16,449 DEBUG [http-bio-8443-exec-2] EmccCommunicator - 145:
parseHomeLoginResponse
2019-01-26 14:38:16,452 ERROR [http-bio-8443-exec-2] EmccCommunicator - 145:
handleEmccErrorResponse - 25: Not allowed to log into multiple devices.
2019-01-26 14:38:16,452 ERROR [http-bio-8443-exec-2] EMServiceServlet - 145: Not allowed to log
into multiple devices.
2019-01-26 14:38:16,452 INFO [http-bio-8443-exec-2] EMServiceServlet - 145: EmccRequest
Processing Time: 438
2019-01-26 14:38:16,453 ERROR [http-bio-8443-exec-2] EMServiceServlet - 145: Error processing
EMCC request :com.cisco.emservice.MyException: Not allowed to log into multiple devices.
2019-01-26 14:38:16,453 DEBUG [http-bio-8443-exec-2] EMServiceServlet - 145: EMCC: Decrement
Counter
2019-01-26 14:38:16,453 INFO [http-bio-8443-exec-2] Counters - 145: Counters --
>145,96,29,10,0,0,0,33,34,0,0,0,32,0,21
```

Case 3: Multiple Login Behavior set to Auto Logout

Home cluster

```
2019-01-26 15:24:47,080 INFO [Thread-6861 ] EmccVisitingLogoutThread - 117EmccLogoutThread:
Logout Request sent to visitng cluster :
https://10.106.125.176:8443/emservice/EMServiceServlet
2019-01-26 15:24:47,080 DEBUG [Thread-6861 ] EmccCommunicator - 117: performDoLogout
2019-01-26 15:24:47,080 DEBUG [Thread-6861 ] EmccCommunicator - 117: formVisitingLogoutXml :
<emcc><visitingLogout><requestNum>117</requestNum><deviceName>SEPF8A5C59E1126</deviceName><clust
erId>mjunnur</clusterId></visitingLogout></emcc>
2019-01-26 15:24:47,080 DEBUG [Thread-6861 ] EmccCommunicator - 117: postMsg - Url =
https://10.106.125.176:8443/emservice/EMServiceServlet m_iHttpsTimeout = 0
2019-01-26 15:24:47,139 DEBUG [http-bio-8443-exec-12] DBRequestor - 117: t
2019-01-26 15:24:47,140 INFO [http-bio-8443-exec-12] LogoutScheduler - 117:
LogoutScheduler.removeLogout(): Dev: SEPF8A5C59E1126- removed logout
2019-01-26 15:24:47,140 INFO [http-bio-8443-exec-12] DBRequestor - 117:
DBRequestor.logoutDevName: Dev: SEPF8A5C59E1126- deviceLogout returned
2019-01-26 15:24:47,141 DEBUG [http-bio-8443-exec-12] EMServiceServlet - 117: 151: atbabu:
performHomeDeviceLogin for deviceName: SEPB000B4BA01F1
2019-01-26 15:24:47,141 INFO [http-bio-8443-exec-12] EMServiceServlet - 117:
computeLoginDuration: Device: SEPB000B4BA01F1 EMCC Request: true EM API Request: false Duration
Requested through EM API: -1
2019-01-26 15:24:47,143 INFO [http-bio-8443-exec-12] CMDatabase -
CMDatabase.getEndUserEmMaxLoginTime() : SELECT EmMaxLoginTime FROM EndUser WHERE userid=? :
parameters ( 'rak')
2019-01-26 15:24:47,152 INFO [http-bio-8443-exec-12] EMServiceServlet - Effective Login Duration
:36000 seconds
```

For configuring EM, kindly refer to this link:

<http://www.learnCisco.net/courses/cucm-basics/mobility-features/extension-mobility-configuration.html>

For full configuration of EMCC, kindly refer to this link:

<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/200599-Enable-UC-servers-for-Extension-Mobility.html>