

Configuration et dépannage de la mobilité des numéros de poste pour l'analyse des journaux

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Introduction

Ce document décrit comment dépanner et être capable d'analyser les journaux pour Cisco Extension Mobility.

Conditions préalables

Conditions requises

Aucune spécification déterminée n'est requise pour ce document.

Components Used

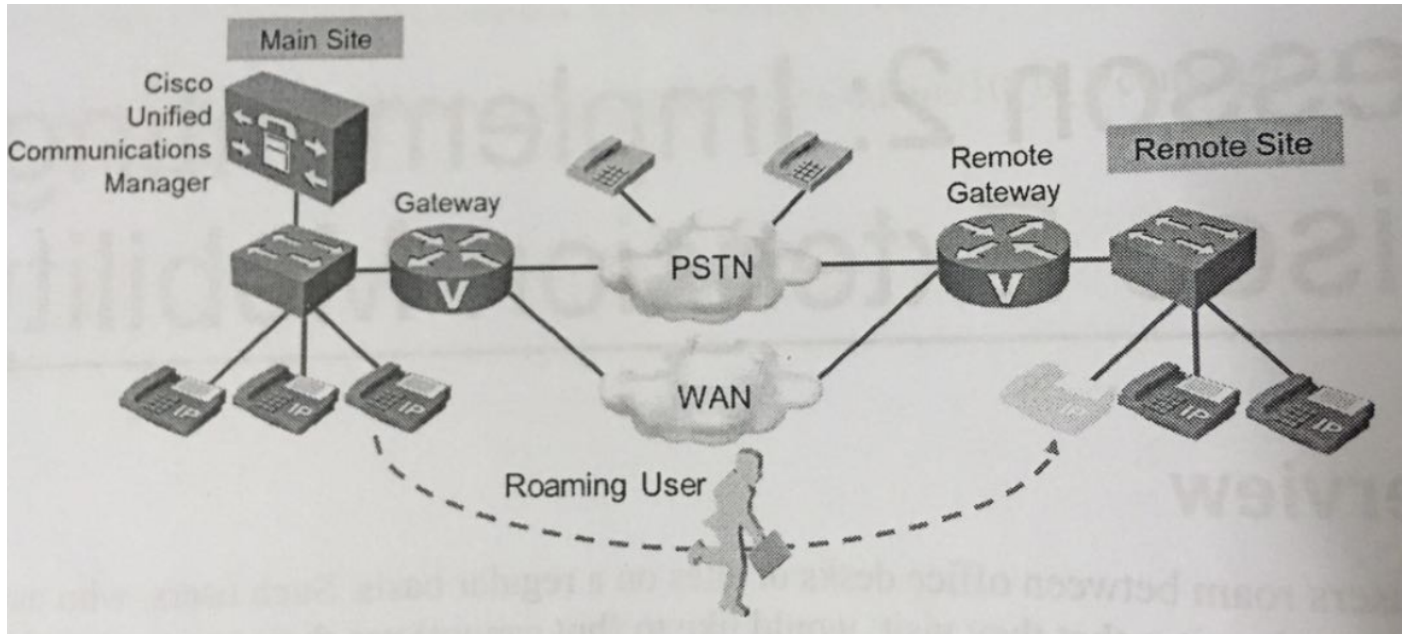
Les informations contenues dans ce document sont basées sur les versions de matériel et de logiciel suivantes :

- Version CUCM : 12.0.0.99834-4
- Modèle de téléphone : CIPC 8.6.6.1

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. Si votre réseau est en ligne, assurez-vous de bien comprendre l'incidence possible des commandes.

Informations générales

Lorsque les utilisateurs se déplacent entre les sites et n'ont pas leur téléphone avec eux, ils peuvent vouloir utiliser n'importe quel téléphone disponible sur le site dans l'ordre où ils ont voyagé. La plupart des problèmes courants qui surviennent incluent des numéros de poste erronés, des privilèges d'appel, etc., comme l'illustre l'image.



Fonctionnement de Cisco EM

Lorsqu'un utilisateur souhaite se connecter à un téléphone, cette séquence d'événements se produit :

1. L'utilisateur appuie sur le bouton Services du téléphone et choisit le service de mobilité Cisco EM dans la liste des services téléphoniques disponibles sur le téléphone
2. Le service Cisco EM exige que l'utilisateur se connecte à l'aide d'un ID utilisateur et d'un code PIN. L'utilisateur entre les données requises.
3. Si l'ID utilisateur et le PIN saisis sont corrects, Cisco EM choisit le profil de périphérique associé à cet utilisateur. Si un utilisateur est associé à plusieurs profils de périphérique, il doit choisir le profil de périphérique à utiliser.
4. CUCM met à jour la configuration du téléphone avec les paramètres du profil de périphérique choisi. Les paramètres, lignes et autres boutons de téléphone spécifiques à l'utilisateur sont mis à jour avec des paramètres spécifiques à l'utilisateur
5. Le téléphone IP est réinitialisé et charge la configuration mise à jour

Les utilisateurs peuvent se déconnecter de Cisco EM en appuyant sur le bouton Services et en choisissant Déconnexion dans le service Cisco EM. Si les utilisateurs ne se déconnectent pas eux-mêmes, le système les déconnecte automatiquement après l'expiration du délai maximal de connexion (si le paramètre de service approprié a été configuré en conséquence)

Configuration

1. Activez le service Cisco Extension Mobility.

2. Définissez les paramètres du service Cisco Extension Mobility.
3. Ajoutez le service téléphonique Cisco EM.
4. Créez un profil de périphérique par défaut pour tous les modèles de téléphone utilisés (facultatif).
5. Créez des profils de périphériques et abonnez-les au service téléphonique Cisco EM.
6. Créez des utilisateurs finaux et associez-les à des profils de périphériques.
7. Activez Cisco EM pour les téléphones et abonnez-vous au service Cisco EM.

Pour obtenir des informations détaillées sur les étapes de configuration, reportez-vous à ce lien :

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

Vérification

Aucune procédure de vérification n'est disponible pour cette configuration.

Dépannage

Cette section fournit des informations que vous pouvez utiliser pour dépanner votre configuration.

Collectez ces journaux de niveau de débogage :

- Journaux du gestionnaire d'appels (niveau de débogage)
- Extension Mobility (niveau de débogage)
- Application Extension Mobility (niveau de débogage)
- Journaux Tomcat
- Journaux de sécurité Tomcat
- Journaux système de l'observateur d'événements
- Journaux d'application de l'Observateur d'événements
- Journaux de la console téléphonique

En plus de ces journaux, notez les détails suivants :

- Adresse MAC du téléphone sur lequel le problème s'est produit
- Adresse IP du téléphone sur lequel le problème s'est produit
- ID utilisateur
- Heure de connexion

Analyse des journaux

Details:

User ID:EMuser

Normal DN: 7777

Device profile DN: 8888

Phone Name: test_secure (CIPC)

Time of login: 19:10

Phone IP: 192.168.0.105

PC IP on which CIPC running: 10.65.40.61

Publisher IP: 10.106.111.182

Cette section décrit tous les événements à voir dans les traces mentionnées :

Journaux de sécurité Tomcat

Login Constructor

```
2018-04-14 19:10:51,961 DEBUG [http-bio-8080-exec-23] authentication.AuthenticationImpl -
successfully read propertyfile -
classname is com.cisco.security.ims.impl.CUCMUtil 2018-04-14 19:10:51,962 DEBUG [http-bio-8080-
exec-23] authentication.AuthenticationImpl - login: Entering login 2018-04-14 19:10:51,962 DEBUG
[http-bio-8080-exec-23] authentication.AuthenticationImpl - loginUtil: Authenticating against
DB. 2018-04-14 19:10:51,962 DEBUG [http-bio-8080-exec-23] impl.AuthenticationDB - Constructor:
### Authenticate user 2018-04-14 19:10:51,962 DEBUG [http-bio-8080-exec-23]
impl.AuthenticationDB - authenticateUser: userId=EM**** isLogin true 2018-04-14 19:10:51,962
DEBUG [http-bio-8080-exec-23] security.Log4jEncLogger - Entering HashTextSHA ### Authentication
for the user is TRUE and CUCM checks that EMuser is a valid end user.
Authentication complete with result =0; 0 means successful and 1 means not successful 2018-04-14
19:10:51,992 DEBUG [http-bio-8080-exec-23] impl.AuthenticationDB - authenticateUser:
Authentication Match. 2018-04-14 19:10:51,992 DEBUG [http-bio-8080-exec-23]
impl.AuthenticationDB - authenticateUser:Resetting last login time and Hack count.. 2018-04-14
19:10:51,992 DEBUG [http-bio-8080-exec-23] impl.AuthenticationDB - Calling combined API End user
2018-04-14 19:10:52,007 DEBUG [http-bio-8080-exec-23] impl.AuthenticationDB - Authentication
Sucessful .. Returning true 2018-04-14 19:10:52,007 DEBUG [http-bio-8080-exec-23]
impl.AuthenticationDB - authenticateUser: userId=EMuser is a valid END user. 2018-04-14
19:10:52,009 DEBUG [http-bio-8080-exec-23] authentication.AuthenticationImpl - loginUtil:
Authentication complete with result=0
```

Dans les journaux de service EM

Request for device (here name of phone is test_secure; otherwise it will be the MAC address here)

```
2018-04-14 19:09:45,772 INFO [http-bio-8443-exec-23] DBRequestor - 5:Querying
device user for device test_secure
```

```
2018-04-14 19:09:45,772 INFO [http-bio-8443-exec-23] DBRequestor - 5:Getting
device object - three params
```

```
2018-04-14 19:09:45,772 INFO [http-bio-8443-exec-23] DBRequestor - 5:
DBRequestor.queryDeviceUser: Dev: 'test_secure' - Getting device object
```

```
2018-04-14 19:09:45,793 DEBUG [http-bio-8443-exec-23] CMDatabase -
CMDatabase:getDeviceInfo(): SELECT COUNT(pkid) as count from emccdynamic where
my_lower(devicename) = my_lower(?) :: Parameter ('test_secure')
```

```
2018-04-14 19:09:45,795 DEBUG [http-bio-8443-exec-23] CMDatabase -
CMDatabase:getDeviceInfo(): SELECT device.pkid, loginduration,decode(emremotedynamic.logintime,
null, extensionmobilitydynamic.logintime, emremotedynamic.logintime) logintime,
```

```
allowhoteltingflag,
decode(remoteuserid, null, e2.userid, remoteuserid) currentuserid, decode(lastremoteuserid,
null, e1.userid, lastremoteuserid) lastuserid, extensionmobilitydynamic.tkuserlocale,
fkdevicepool, tkdeviceprotocol, tkproduct, tkmodel
FROM Device left outer join extensionmobilitydynamic on
device.pkid=extensionmobilitydynamic.fkdevice left outer join emremotedynamic on
(extensionmobilitydynamic.fkdevice=emremotedynamic.fkdevice) left outer join enduser e1 on
(extensionmobilitydynamic.fkenduser_lastlogin=e1.pkid)
left outer join enduser e2 on (extensionmobilitydynamic.fkenduser=e2.pkid) where
my_lower(device.name) = my_lower(?) :: Parameter ('test_secure') 2018-04-14 19:09:45,798 INFO
[http-bio-8443-exec-23] CMDatabase - getDeviceInfo:Result of the query: {tkproduct=30041,
loginduration=, lastuserid=,
tkdeviceprotocol=11, pkid=d72b2e5f-5dd2-51fc-ec50-c9daf98aab66, tkmodel=30016, logintime=,
currentuserid=, allowhoteltingflag=t, fkdevicepool=1b1b9eb6-7803-11d3-bdf0-00108302ead1,
tkuserlocale=} 2018-04-14 19:09:45,798 INFO [http-bio-8443-exec-23] DBRequestor - 5:
DBRequestor.queryDeviceUser: Dev: 'test_secure' - Device object returned 2018-04-14 19:09:45,798
INFO [http-bio-8443-exec-23] DBRequestor - 5: QueryDeviceUser: Device Logged out 2018-04-14
19:09:45,799 INFO [http-bio-8443-exec-23] DBRequestor - 5:Device query info contains userid=
2018-04-14 19:09:45,799 INFO [http-bio-8443-exec-23] DBRequestor - 5:Device query info contains
last login userid= 2018-04-14 19:09:45,800 DEBUG [http-bio-8443-exec-23] EMServiceServlet - 5:
executeQuery complete. 2018-04-14 19:09:45,800 DEBUG [http-bio-8443-exec-23] EMServiceServlet -
5:Query completed, returning<response> <deviceUserResults> <device name="test_secure"> <none/>
<none/> <emccDevice>no</emccDevice> </device> </deviceUserResults> </response> <!DOCTYPE query
SYSTEM "http://10.106.111.182:8080/emservice/jsp/LoginQuery.dtd">
<query><appInfo><appID>CCMSysUser</appID><appEncryptedCertificate>*****
</appInfo><checkUser><userID>EMuser</userID><remoteIPAddr>10.65.40.61</remoteIPAddr><isViaHeader
Set>false</isViaHeaderSet></checkUser></query> ### CUCM sends that EMuser is a local user 2018-
04-14 19:10:51,940 DEBUG [http-bio-8443-exec-4] CMDatabase - Userid being passed to the query is
EMuser 2018-04-14 19:10:51,941 DEBUG [http-bio-8443-exec-4] CMDatabase -
CMDatabase.isLocalUser() : SELECT islocaluser FROM EndUser WHERE my_lower(userid)= my_lower(?) :
parameter ( 'EMuser' ) 2018-04-14 19:10:51,947 DEBUG [http-bio-8443-exec-4] CMDatabase - PKID
for the ROW is 2018-04-14 19:10:51,948 DEBUG [http-bio-8443-exec-4] CMDatabase -
CMDatabase.isLocalUser() : isLocaluser : true 2018-04-14 19:10:51,949 DEBUG [http-bio-8443-exec-
4] EMServiceServlet - 6:Query completed, returning<response> <checkUserResults> <user
id="EMuser"> <exists>EMuser</exists> </user> </checkUserResults> </response> ### Login request
2018-04-14 19:10:52,061 INFO [http-bio-8443-exec-21] EMServiceServlet - 7:EM Service: Request
type=Login/Logout 2018-04-14 19:10:52,062 INFO [http-bio-8443-exec-21] EMServiceServlet - 7:
LoginService.processRequest: Received Request 2018-04-14 19:10:52,062 INFO [http-bio-8443-exec-
21] EMServiceServlet - 7:Parsing Request... 2018-04-14 19:10:52,063 INFO [http-bio-8443-exec-21]
EMServiceServlet - 7:Request-><?xml version="1.0"?> ### Login process 2018-04-14 19:10:52,095
DEBUG [http-bio-8443-exec-21] EMServiceServlet - 7: processXMLRequest: EMuser: EM2 2018-04-14
19:10:52,095 INFO [http-bio-8443-exec-21] EMServiceServlet - 7:Finished Parsing XML request
2018-04-14 19:10:52,095 INFO [http-bio-8443-exec-21] EMServiceServlet - 7:Executing Login...
2018-04-14 19:10:52,133 INFO [http-bio-8443-exec-21] EMServiceServlet - 7:
LoginService.executeLogin: Dev: test_secure- Sending request to DB 2018-04-14 19:10:52,133 DEBUG
[http-bio-8443-exec-21] DBRequestor - 7: LoginInfo.profile is NULL 2018-04-14 19:10:52,133 INFO
[http-bio-8443-exec-21] DBRequestor - 7: 'DBRequestor.login': Dev: 'test_secure' - Getting
device profile object 2018-04-14 19:10:52,134 INFO [http-bio-8443-exec-21] CMDatabase -
CMDatabase:getProfileInfo: ###: SELECT pkid from Device
WHERE my_lower(name) = my_lower(?) : parameter ( 'EM2' ) 2018-04-14 19:10:52,135 DEBUG [http-
bio-8443-exec-21] CMDatabase - CMDatabase:getProfileInfo:
PKID for device : 0bff3cfd-13c1-5352-1a39-9188bdd855d8 2018-04-14 19:10:52,136 INFO [http-bio-
8443-exec-21] DBRequestor - 7: DBRequestor.login: Dev: test_secure- Device profile object
returned 2018-04-14 19:10:52,136 INFO [http-bio-8443-exec-21] DBRequestor - 7:
DBRequestor.login: Dev: test_secure-
Calling deviceLogin(d72b2e5f-5dd2-51fc-ec50-c9daf98aab66, 0bff3cfd-13c1-5352-1a39-9188bdd855d8,
EMuser, 0, false, 0) 2018-04-14 19:10:52,136 INFO [http-bio-8443-exec-21] CMDatabase -
CMDatabase:deviceLogin() ### Login successful 2018-04-14 19:10:52,137 DEBUG [http-bio-8443-exec-
21] CMDatabase - Userid being passed to the query is EMuser 2018-04-14 19:10:52,139 INFO [http-
bio-8443-exec-21] CMDatabase - CMDatabase:deviceLogin:
execute function DeviceLogin ('d72b2e5f-5dd2-51fc-ec50-c9daf98aab66', '0bff3cfd-13c1-5352-1a39-
9188bdd855d8', '181a09dd-9e03-2acb-c107-c1156e171e88', '0', '0', 'f') 2018-04-14 19:10:52,466 INFO
[http-bio-8443-exec-21] DBRequestor - 7: DBRequestor.login: Dev: test_secure- deviceLogin
returned 2018-04-14 19:10:52,467 INFO [http-bio-8443-exec-21] EMServiceServlet - 7:
```

```
LoginService.executeLogin: Dev: test_secure- Login Successful 2018-04-14 19:10:52,467 INFO
[http-bio-8443-exec-21] EMServiceServlet - 7:Request succeeded returning<?xml version="1.0"?>
<response> <success/> </response> ### Logout request 2018-04-14 19:11:23,919 INFO [http-bio-
8443-exec-3] EMServiceServlet - EMService Request# ----> : 9 2018-04-14 19:11:23,920 DEBUG
[http-bio-8443-exec-3] EMServiceServlet - 9: Conn. Via Header= null 2018-04-14 19:11:23,920
DEBUG [http-bio-8443-exec-3] EMServiceServlet - 9: osHost is localhostAddress = 10.106.111.182
2018-04-14 19:11:23,920 INFO [http-bio-8443-exec-3] EMServiceServlet - 9:EM Service: Request
type=Login/Logout 2018-04-14 19:11:23,920 INFO [http-bio-8443-exec-3] EMServiceServlet - 9:
LoginService.processRequest: Received Request 2018-04-14 19:11:23,920 INFO [http-bio-8443-exec-
3] EMServiceServlet - 9:Parsing Request... ### Logout process 2018-04-14 19:11:23,925 INFO
[http-bio-8443-exec-3] EMServiceServlet - 9:Executing Logout... 2018-04-14 19:11:23,925 INFO
[http-bio-8443-exec-3] EMServiceServlet - 9:Executing Logout for device=test_secure 2018-04-14
19:11:23,925 INFO [http-bio-8443-exec-3] EMServiceServlet - 9: Executing authenticate2... ###
Logout successful 2018-04-14 19:11:23,936 INFO [http-bio-8443-exec-3] CMDatabase -
CMDatabase:deviceLogout() 2018-04-14 19:11:23,936 INFO [http-bio-8443-exec-3] CMDatabase -
CMDatabase:deviceLogout: execute function DeviceLogout
('d72b2e5f-5dd2-51fc-ec50-c9daf98aab66') 2018-04-14 19:11:24,122 INFO [http-bio-8443-exec-3]
DBRequestor - 9: DBRequestor.logout: Dev: test_secure- deviceLogout returned 2018-04-14
19:11:24,122 INFO [http-bio-8443-exec-3] EMServiceServlet - 9: LoginService.executeLogout: Dev:
test_secure- Logout Successful 2018-04-14 19:11:24,122 INFO [http-bio-8443-exec-3]
EMServiceServlet - 9:Request succeeded returning<?xml version="1.0"?> <response> <success/>
</response>
```

Dans les journaux EmApp

```
2018-04-14 19:09:45,566 INFO [http-bio-8080-exec-10] EMAppServlet - EMApp Request#
----->5

2018-04-14 19:09:45,567 INFO [http-bio-8080-exec-10] EMAppServlet - EMAppServlet:
Request protocol is :http

2018-04-14 19:09:45,567 INFO [http-bio-8080-exec-10] EMAppServlet - EMApp Request
parameters:
Logout=null Device Name=test_secure User Id=null Device Profile=null Refresh=null Remote Host IP
Address = 10.65.40.61 Via Header Set = false getClusterInfo = null
Lang = en_US Charset=utf-8,iso-8859-1;q=0.8 Emcc = null LoginType = null 2018-04-14 19:09:45,568
INFO [http-bio-8080-exec-10] CMDatabase - CMDatabase:checkDeviceAllowsAlternateScript 2018-04-14
19:09:45,580 INFO [http-bio-8080-exec-10] CMDatabase - test_secure with model 30016 and locale 1
does not support alternate script 2018-04-14 19:09:45,580 INFO [http-bio-8080-exec-10]
EMAppServlet - Alternate Script for device test_secure = 2018-04-14 19:09:45,581 DEBUG [http-
bio-8080-exec-10] EMServiceCommunicator - Posting to EM Service:<query> <appInfo>
<appID>CCMSysUser</appID> <appEncryptedCertificate>xxxxxxx</appEncryptedCertificate> </appInfo>
<deviceUserQuery> <deviceName>test_secure</deviceName> <remoteIPAddr>10.65.40.61</remoteIPAddr>
</deviceUserQuery> </query> 2018-04-14 19:09:45,581 INFO [http-bio-8080-exec-10]
EMServiceCommunicator - Posting to EM Query Service:
https://localhost:8443/emservice/EMServiceServlet 2018-04-14 19:09:45,581 DEBUG [http-bio-8080-
exec-10] EMServiceCommunicator - postMsg: EMService URL is :
https://localhost:8443/emservice/EMServiceServlet 2018-04-14 19:09:45,808 INFO [http-bio-8080-
exec-10] EMAppServlet - The login status result for :test_secure:null:null:null:no 2018-04-14
19:09:45,809 INFO [http-bio-8080-exec-10] CMDatabase -
CMDatabase:checkDeviceAllowsAlternateScript 2018-04-14 19:09:45,811 INFO [http-bio-8080-exec-10]
CMDatabase - test_secure with model 30016 and locale 1 does not support alternate script 2018-
04-14 19:09:45,812 INFO [http-bio-8080-exec-10] EMAppServlet - Sent login page for device
test_secure 2018-04-14 19:09:45,812 INFO [http-bio-8080-exec-10] EMAppServlet -
findPreferredCharSet on utf-8,iso-8859-1;q=0.8 2018-04-14 19:09:45,812 INFO [http-bio-8080-exec-
10] EMAppServlet - token1 = utf-8 2018-04-14 19:09:45,812 INFO [http-bio-8080-exec-10]
EMAppServlet - token2 = utf-8 2018-04-14 19:09:45,813 INFO [http-bio-8080-exec-10] EMAppServlet
- charset with q value is 1 utf-8 2018-04-14 19:09:45,813 INFO [http-bio-8080-exec-10]
EMAppServlet - returning charset as q value is 1 utf-8 2018-04-14 19:09:45,813 INFO [http-bio-
8080-exec-10] EMAppServlet - my charset =utf-8 2018-04-14 19:10:51,885 INFO [http-bio-8080-exec-
23] EMAppServlet - EMApp Request# ----->6 2018-04-14 19:10:51,886 INFO [http-bio-8080-exec-23]
EMAppServlet - EMAppServlet: Request protocol is :http 2018-04-14 19:10:51,886 INFO [http-bio-
```

```

8080-exec-23] EMAppServlet - EMApp Request parameters: Logout=null Device Name=test_secure User
Id=EMuser Device Profile=null Refresh=null
Remote Host IP Address = 10.65.40.61 Via Header Set = false getClusterInfo = null Lang = en_US
Charset=utf-8,iso-8859-1;q=0.8 Emcc = null LoginType = null 2018-04-14 19:10:51,894 DEBUG [http-
bio-8080-exec-23] EMAppServlet - isUserLocal: userid = EMuser 2018-04-14 19:10:51,895 DEBUG
[http-bio-8080-exec-23] EMServiceCommunicator - Posting to EM
Service:<query><appInfo><appID>CCMSysUser</appID><appEncryptedCertificate>xxxxxxx
</appEncryptedCertificate></appInfo><checkUser><userID>EMuser</userID><remoteIPAddr>10.65.40.61<
/remoteIPAddr><isViaHeaderSet>>false</isViaHeaderSet></checkUser></query> 2018-04-14 19:10:51,895
INFO [http-bio-8080-exec-23] EMServiceCommunicator - Posting to EM Query
Service:https://localhost:8443/emservice/EMServiceServlet 2018-04-14 19:10:51,896 DEBUG [http-
bio-8080-exec-23] EMServiceCommunicator - postMsg: EMService URL is :
https://localhost:8443/emservice/EMServiceServlet 2018-04-14 19:10:51,957 DEBUG [http-bio-8080-
exec-23] XMLGenParser - XMLUtil.getDocumentFromStream 2018-04-14 19:10:51,957 DEBUG [http-bio-
8080-exec-23] XMLGenParser - XMLUtil.getValueFromDocument 2018-04-14 19:10:51,958 INFO [http-
bio-8080-exec-23] EMAppServlet - User 'EMuser' exists locally 2018-04-14 19:10:51,958 INFO
[http-bio-8080-exec-23] EMAppServlet - EM Request for EMuser 2018-04-14 19:10:52,010 INFO [http-
bio-8080-exec-23] EMAppServlet - User authentication complete for user EMuser 2018-04-14
19:10:52,011 DEBUG [http-bio-8080-exec-23] CMDatabase - Userid being passed to the query is
EMuser 2018-04-14 19:10:52,011 DEBUG [http-bio-8080-exec-23] CMDatabase -
CMDatabase.getEndUserInfo - Query is - SELECT Device.name, Device.tkDeviceProfile,
EndUserDeviceMap.defaultprofile
FROM Device INNER JOIN EndUserDeviceMap ON Device.pkid = EndUserDeviceMap.fkDevice WHERE
EndUserDeviceMap.fkEndUser = (SELECT pkid FROM EndUser WHERE my_lower(userid)=my_lower(?)) and
device.tkDeviceProfile=1
AND EndUserDeviceMap.tkuserassociation = ? : parameter ( 'EMuser' ) 2018-04-14 19:10:52,014
DEBUG [http-bio-8080-exec-23] CMDatabase - CMDatabase.getEndUserInfo - name : EM2 2018-04-14
19:10:52,025 INFO [http-bio-8080-exec-23] EMAppServlet - Device profiles for
user:EMuser=UserInfo: UserID: EMuser Password: Locale: 1 Authentication proxy rights:
falseDevice Profiles: EM2 2018-04-14 19:10:52,026 DEBUG [http-bio-8080-exec-23]
EMServiceCommunicator - Posting to EM Service:<request> 2018-04-14 19:10:52,471 INFO [http-bio-
8080-exec-23] EMAppServlet - Successfully performed Login for user EMuser at test_secure 2018-
04-14 19:10:52,472 INFO [http-bio-8080-exec-23] EMAppServlet - findPreferredCharSet on utf-
8,iso-8859-1;q=0.8 2018-04-14 19:11:23,896 INFO [http-bio-8080-exec-13] EMAppServlet - EMApp
Request# ----->9 2018-04-14 19:11:23,897 INFO [http-bio-8080-exec-13] EMAppServlet -
EMAppServlet: Request protocol is :http 2018-04-14 19:11:23,897 INFO [http-bio-8080-exec-13]
EMAppServlet - EMApp Request parameters: Logout=true Device Name=test_secure User Id=null
Device Profile=null Refresh=null Remote Host IP Address = 10.65.40.61 Via Header Set = false
getClusterInfo = null Lang = en_US Charset=utf-8,iso-8859-1;q=0.8 Emcc = true LoginType = null
2018-04-14 19:11:23,899 DEBUG [http-bio-8080-exec-13] EMServiceCommunicator - Posting to EM
Service:<request> <appInfo> <appID>CCMSysUser</appID>
<appEncryptedCertificate>xxxxxxx</appEncryptedCertificate> </appInfo> <logout>
<deviceName>test_secure</deviceName> <remoteIPAddr>10.65.40.61</remoteIPAddr>
<isViaHeaderSet>>false</isViaHeaderSet> </logout> </request> 2018-04-14 19:11:23,900 INFO [http-
bio-8080-exec-13] EMServiceCommunicator - postMsgToLoginService: Service URL
:https://localhost:8443/emservice/EMServiceServlet 2018-04-14 19:11:23,900 DEBUG [http-bio-8080-
exec-13] EMServiceCommunicator - postMsg: EMService URL is :
https://localhost:8443/emservice/EMServiceServlet 2018-04-14 19:11:24,126 INFO [http-bio-8080-
exec-13] EMAppServlet - Successfully performed Logout for user null at test_secure 2018-04-14
19:11:24,127 DEBUG [http-bio-8080-exec-13] EMAppServlet - EMCC: true

```

Dans les journaux du gestionnaire d'appels

```
### The device profile DN (here 8888)
```

```

02760565.000 |19:11:08.329 |SdlSig |CtiDeviceRegisterNotifyWithLineInfo |wait
|CTIRegistrar(1,100,237,1) |SIPStationD(1,100,76,128)
|1,100,14,8722.2^10.65.40.61^test_secure |[R:N-H:0,N:1,L:2,V:0,Z:0,D:0] deviceName=test_secure

```

EventContent=14 DeviceConfigInfo= Locale=1 AltScript= DNDOption=0 ConfigIpAddrMode=3 Hotelling=T
Restricted=F OutboundRO=0 BIB=F DNDStatus=F LoginStatus=1 DeviceRegistrationInfo=
TerminateMedia=5 ActiveIPAddrMode=0 IPv4=1761650880 IPv6= LoginUser=EMuser ProfilePkid=0bff3cfd-
13c1-5352-1a39-9188bdd855d8 Encoding=3 CtiControllable=1 AppCapability=52
UserCapability=20Protocol=2 MultiMediaCapabilityBitMask=3 DeviceMultiMediaInfo=
DeviceVideoCapability=0 TelepresenceInfo=0 ScreenCount=0 HuntLogStatus=1 TotalLines=1
LineCount=1 MoreLines=F DN = 8888 Part = PkGpDN = PkGpPart = num RD = 0
StationPid(1,100,76,128) CTIHandlerId(0) LoginStatus=1

Request for registering the phone for DN mentioned in the device profile

02760551.004 |19:11:08.219 |AppInfo |SIPtcp - wait_SdlReadRsp: Incoming SIP TCP message from
10.65.40.61 on port 57378 index 12386 with 2203 bytes:

[101339,NET]

REGISTER sip:10.106.111.182 SIP/2.0

Via: SIP/2.0/TCP 192.168.0.105:57378;branch=z9hG4bK00007806

From: <sip:8888@10.106.111.182>;tag=005056c000010926000036cb-00003151

To: <sip:8888@10.106.111.182>

Call-ID: 005056c0-0001027b-00001cf2-00001201@192.168.0.105

Max-Forwards: 70

Date: Sat, 14 Apr 2018 13:40:19 GMT

CSeq: 2151 REGISTER

User-Agent: Cisco-SIIPCommunicator/9.1.1

Contact: <sip:f5927b99-efa0-d1a0-8705-
e11d9e2ebf0b@192.168.0.105:57378;transport=tcp>;+sip.instance="<urn:uuid:00000000-0000-0000-
0000-005056c00001>";+sip.instance="<urn:uuid:00000000-0000-0000-0000-
005056c00001>";+u.sip!devicename.ccm.features.cisco.com="test_secure";+u.sip!model.ccm.cisco.com
="30016"

Supported: replaces,join,sdp-anat,norefersub,extended-refer,X-cisco-callinfo,X-cisco-
serviceuri,X-cisco-escapecodes,X-cisco-service-control,X-cisco-srtp-fallback,X-cisco-monrec,X-
cisco-config,X-cisco-sis-5.1.0,X-cisco-xsi-8.5.1

Reason: SIP;cause=200;text="cisco-alarm:14 Name=SEP005056C00001 Load=CIPC-8-6-6-1 Last=cm-
closed-tcp"

Expires: 3600

Content-Type: multipart/mixed; boundary=uniqueBoundary

Mime-Version: 1.0

Content-Length: 1073

--uniqueBoundary

Content-Type: application/x-cisco-remotecc-request+xml

Content-Disposition: session;handling=optional

<?xml version="1.0" encoding="UTF-8"?>

<x-cisco-remotecc-request>

<bulkregisterreq>

<contact all="true">

<register></register>

</contact>

</bulkregisterreq>

</x-cisco-remotecc-request>

--uniqueBoundary

Content-Type: application/x-cisco-remotecc-request+xml

Content-Disposition: session;handling=optional

<?xml version="1.0" encoding="UTF-8"?>

<x-cisco-remotecc-request>

<optionsind>

<combine max="6">

<remotecc>

<status></status>

</remotecc>

<service-control></service-control>

</combine>

<dialog usage="hook status">

<unot></unot>

</dialog>

<dialog usage="shared line">

<unot></unot>

</dialog>

```
<presence usage="blf speed dial">
  <unot></unot>
  <sub></sub>
</presence>
<joinreq></joinreq>
<cfwdall-anyline>No</cfwdall-anyline>
<coaching></coaching>
<oosalarm></oosalarm>
</optionsind>
</x-cisco-remotecc-request>
```

200 OK

02760584.001 |19:11:08.334 |AppInfo |SIPtcp - wait_SdlSPISignal: Outgoing SIP TCP message to 10.65.40.61 on port 57378 index 12386

[101341,NET]

SIP/2.0 200 OK

Via: SIP/2.0/TCP 192.168.0.105:57378;branch=z9hG4bK00007806;received=10.65.40.61

From: <sip:8888@10.106.111.182>;tag=005056c000010926000036cb-00003151

To: <sip:8888@10.106.111.182>;tag=1168208381

Date: Sat, 14 Apr 2018 13:41:08 GMT

Call-ID: 005056c0-0001027b-00001cf2-00001201@192.168.0.105

Server: Cisco-CUCM12.0

CSeq: 2151 REGISTER

Expires: 120

Contact: <sip:f5927b99-efa0-d1a0-8705-e11d9e2ebf0b@192.168.0.105:57378;transport=tcp>;+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>";+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>";+u.sip!devicename.ccm.features.cisco.com="test_secure";+u.sip!model.ccm.cisco.com="30016";x-cisco-newreg

Supported: X-cisco-srtp-fallback,X-cisco-sis-9.0.0

Content-Type: application/x-cisco-remotecc-response+xml

Content-Length: 367

```
<x-cisco-remotecc-response>
<response>
<code>200</code>
<optionsind>
<combine max="6">
<remotecc><status/></remotecc>
<service-control/>
</combine>
<dialog usage="hook status"><unot/></dialog>
<dialog usage="shared line"><unot/></dialog>
<presence usage="blf speed dial"><unot/></presence>
<joinreq></joinreq>
</optionsind>
</response>
</x-cisco-remotecc-response>
```

After logout the device again registers with its normal DN (7777)

02760738.004 |19:11:36.004 |AppInfo |SIPTcp - wait_SdlReadRsp: Incoming SIP TCP message from 10.65.40.61 on port 57417 index 12389 with 2203 bytes:

[101342,NET]

REGISTER sip:10.106.111.182 SIP/2.0

Via: SIP/2.0/TCP 192.168.0.105:57417;branch=z9hG4bK00002532

From: <sip:7777@10.106.111.182>;tag=005056c00001092900001fb0-00000fc1

To: <sip:7777@10.106.111.182>

Call-ID: 005056c0-00010285-000046e9-00006cf9@192.168.0.105

Max-Forwards: 70

Date: Sat, 14 Apr 2018 13:40:47 GMT

CSeq: 2153 REGISTER

User-Agent: Cisco-SIIPCommunicator/9.1.1

Contact: <sip:479c83c3-cb54-18e8-1ba1-

06a9d6b9e33c@192.168.0.105:57417;transport=tcp>;+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>" ;+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>" ;+u.sip!devicename.ccm.features.cisco.com="test_secure";+u.sip!model.ccm.cisco.com="30016"

Supported: replaces,join,sdp-anat,norefersub,extended-refer,X-cisco-callinfo,X-cisco-serviceuri,X-cisco-escapecodes,X-cisco-service-control,X-cisco-srtp-fallback,X-cisco-monrec,X-cisco-config,X-cisco-sis-5.1.0,X-cisco-xsi-8.5.1

Reason: SIP;cause=200;text="cisco-alarm:14 Name=SEP005056C00001 Load=CIPC-8-6-6-1 Last=cm-closed-tcp"

Expires: 3600

Content-Type: multipart/mixed; boundary=uniqueBoundary

Mime-Version: 1.0

Content-Length: 1073

--uniqueBoundary

Content-Type: application/x-cisco-remotecc-request+xml

Content-Disposition: session;handling=optional

<?xml version="1.0" encoding="UTF-8"?>

<x-cisco-remotecc-request>

<bulkregisterreq>

<contact all="true">

<register></register>

</contact>

</bulkregisterreq>

</x-cisco-remotecc-request>

--uniqueBoundary

Content-Type: application/x-cisco-remotecc-request+xml

Content-Disposition: session;handling=optional

<?xml version="1.0" encoding="UTF-8"?>

<x-cisco-remotecc-request>

<optionsind>

<combine max="6">

```
<remotecc>
  <status></status>
</remotecc>
<service-control></service-control>
</combine>
<dialog usage="hook status">
  <unot></unot>
  <sub></sub>
</dialog>
<dialog usage="shared line">
  <unot></unot>
  <sub></sub>
</dialog>
<presence usage="blf speed dial">
  <unot></unot>
  <sub></sub>
</presence>
<joinreq></joinreq>
<cfwdall-anyline>No</cfwdall-anyline>
<coaching></coaching>
<oosalarm></oosalarm>
</optionsind>
</x-cisco-remotecc-request>
```

200 OK

02760759.001 |19:11:36.114 |AppInfo |//SIP/SIPNormalization/trace_sip_message: Before outbound
SIP Normalization msg is:

[101344,INT]

SIP/2.0 200 OK

Via: SIP/2.0/TCP 192.168.0.105:57417;branch=z9hG4bK00002532;received=10.65.40.61

From: <sip:7777@10.106.111.182>;tag=005056c00001092900001fb0-00000fc1

To: <sip:7777@10.106.111.182>;tag=983899518

Date: Sat, 14 Apr 2018 13:41:36 GMT

Call-ID: 005056c0-00010285-000046e9-00006cf9@192.168.0.105

Server: Cisco-CUCM12.0

CSeq: 2153 REGISTER

Expires: 120

Contact: <sip:479c83c3-cb54-18e8-1ba1-06a9d6b9e33c@192.168.0.105:57417;transport=tcp>;+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>" ;+sip.instance="<urn:uuid:00000000-0000-0000-0000-005056c00001>" ;+u.sip!devicename.ccm.features.cisco.com="test_secure" ;+u.sip!model.ccm.cisco.com="30016" ;x-cisco-newreg

Supported: X-cisco-srtp-fallback,X-cisco-sis-9.0.0

Content-Type: application/x-cisco-remotecc-response+xml

Content-Length: 367

<x-cisco-remotecc-response>

<response>

<code>200</code>

<optionsind>

<combine max="6">

<remotecc><status/></remotecc>

<service-control/>

</combine>

<dialog usage="hook status"><unot/></dialog>

<dialog usage="shared line"><unot/></dialog>

<presence usage="blf speed dial"><unot/></presence>

<joinreq></joinreq>

</optionsind>

</response>

</x-cisco-remotecc-response>

Défauts courants pour la mobilité des numéros de poste

- [CSCuv93330](#) : tvsGetNextThread() a retourné la valeur NULL
- [CSCur57864](#) : Échec de la connexion à la substitution de poste sécurisée du 8841/8851 par intermittence

- [CSCvb98664](#) : L'horodatage s'affiche en UTC même si un autre fuseau horaire est configuré
- [CSCuo94742](#) : La couche Périphérique CCM utilise toujours des paramètres régionaux anglais après la connexion EM
- [CSCuo13456](#) : Extension Mobility : Les téléphones peuvent contenir jusqu'à 32 caractères sur 78xx et 88xx
- [CSCtz28748](#) : Lors de la connexion à Extension Mobility, la connexion échoue Inconnu 7
- [CSCtx18810](#) : CIPC ne prend pas en charge le module EM sécurisé (connexion HTTPS pour le module EM)
- [CSCue33973](#) : UC/mémoire élevée Tomcat - AXL Élimination des fuites provoquant des requêtes excessives
- [CSCug88643](#) :: CME : Extension Mobility : Prise en charge des téléphones SIP dans différents sous-réseaux
- [CSCuo99592](#) :: 7841 Ne se connectera pas par intermittence à Extension Mobility
- [CSCug94607](#) : La réponse getDeviceProfile donne le code d'erreur -1
- [CSCud97811](#) :: Entrées dynamiques de mobilité des extensions non supprimées lors de la déconnexion EM

Codes d'erreur de substitution de poste

Ce document décrit les codes d'erreur courants :

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

Erreurs courantes

Ce document décrit les erreurs courantes ainsi que leur correction :

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