

# Uitbreidingsmobiliteit voor loganalyse instellen en oplossen

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## Inleiding

Dit document beschrijft hoe u problemen kunt oplossen en hoe u loganalyses kunt uitvoeren voor Cisco Extension Mobility.

## Voorwaarden

### Vereisten

Er zijn geen specifieke vereisten van toepassing op dit document.

### Gebruikte componenten

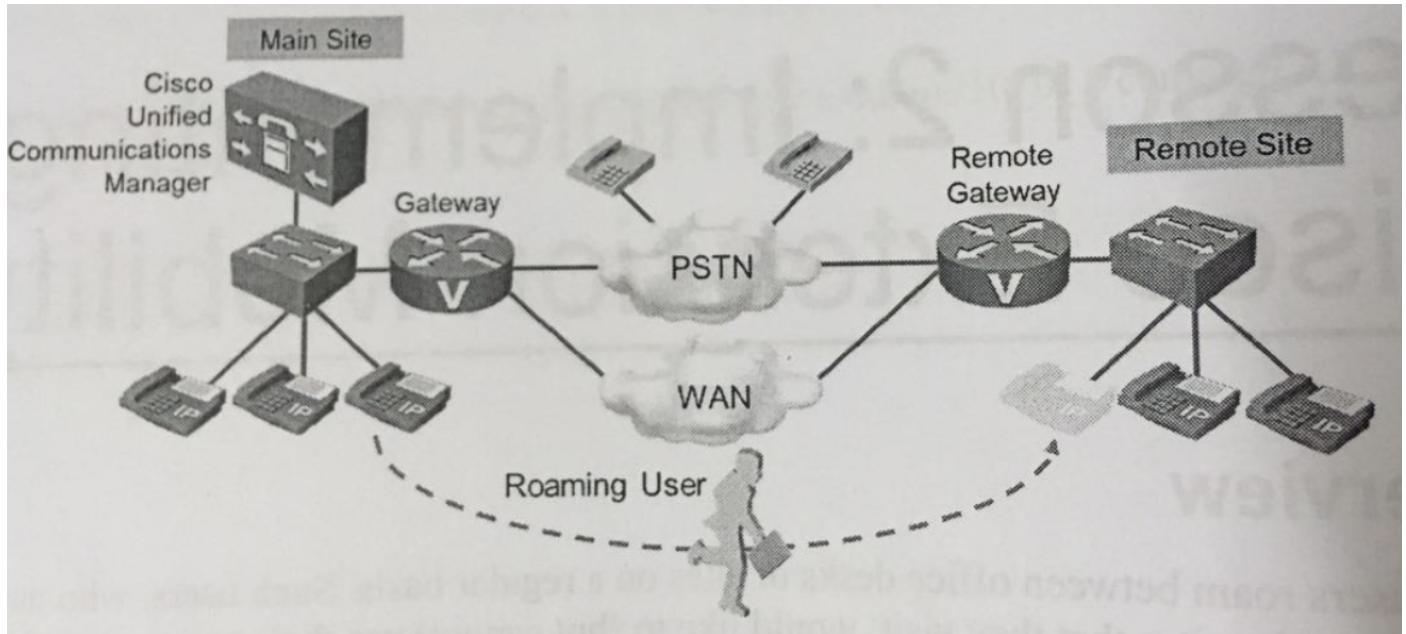
De informatie in dit document is gebaseerd op de volgende software- en hardware-versies:

- CUCM-versie: 12.0.0.99834-4
- Telefoonmodel: CIPC 8.6.6.1

De informatie in dit document is gebaseerd op de apparaten in een specifieke laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk levend is, zorg er dan voor dat u de mogelijke impact van om het even welke opdracht begrijpt.

## Achtergrondinformatie

Wanneer gebruikers rondzwerven tussen sites en hun telefoon niet bij zich hebben, willen ze misschien alle beschikbare telefoons op de site gebruiken om er heen te gaan. De meeste voorkomende problemen die zich voordoen, zijn onder meer het foute uitbreidingsnummer, het aanroepen van privileges, enzovoort, zoals in de afbeelding.



## Cisco EM-handeling

Wanneer een gebruiker aan een telefoon wil inloggen, komt deze opeenvolging van gebeurtenissen voor:

1. De gebruiker drukt de knop Services op de telefoon en kiest de Cisco EM Mobility Service van de lijst met telefoonservices die beschikbaar zijn
2. De Cisco EM-service vereist dat de gebruiker zich inlogt door gebruik te maken van een gebruikershandleiding en een PIN. De gebruiker voert de vereiste gegevens in.
3. Als de ingevoerde gebruiker-ID en PIN correct zijn, kiest Cisco EM het apparaatprofiel dat bij die gebruiker gekoppeld is. Als een gebruiker is gekoppeld aan meerdere apparaten profielen, moet de gebruiker kiezen welk apparaatprofiel u wilt gebruiken.
4. CUCM werkt de telefoonconfiguratie bij met de instellingen van het gekozen apparaatprofiel. Gebruiker-specifieke apparaten-vlakke parameters, lijnen en andere telefoonknoppen worden bijgewerkt met gebruikersspecifieke instellingen
5. De IP-telefoon wordt opnieuw ingesteld en de aangepaste configuratie wordt geladen

De gebruikers kunnen uit Cisco EM loggen door op de knop Services te drukken en de optie Uitloggen in de Cisco EM-service te kiezen. Als de gebruikers zichzelf niet uitloggen, logt het systeem ze automatisch uit na het verlopen van de maximale inlogtijd (indien nodig is de juiste serviceparameter dienovereenkomstig ingesteld)

## Configureren

1. Activeert de Cisco Extension Mobility Service.

2. Stel Cisco Extension Mobility-serviceparameters in.
3. Voeg de Cisco EM telefoonservice toe.
4. Maak een standaard-apparaatprofiel voor alle gebruikte telefoonmodellen (optioneel).
5. Maak apparaatprofielen en abonneer deze aan de Cisco EM-telefoonservice.
6. Maak eindgebruikers en associeer ze met apparaatprofielen.
7. Schakel Cisco EM voor telefoons in en abonneer telefoons op de Cisco EM service.

Raadpleeg deze link voor uitgebreide configuratiestappen:

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

## Verifiëren

Er is momenteel geen verificatieprocedure beschikbaar voor deze configuratie.

## Problemen oplossen

Deze sectie verschaft informatie die u kunt gebruiken om problemen met uw configuratie op te lossen.

Verzamel deze debug-niveaus:

- Logbestanden van Call Manager (debug level)
- Extension Mobility (debug-niveau)
- Extension Mobility-toepassing (debug-niveau)
- Tomcat-boomstammen
- Logbestanden van Tomcat Security
- Systeemlogboeken in het venster
- Toepassingslogboeken voor gebeurtenissen
- Telefonische consols

Let samen met deze blogs op de volgende details:

- MAC-adres van de telefoon waarop de kwestie zich voordeed
- IP-adres van de telefoon waarop probleem zich heeft voorgedaan
- Gebruikersnaam
- Inlogtijd

## Log analyse

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

In dit gedeelte worden alle gebeurtenissen beschreven die in de genoemde sporen moeten worden gezien:

## In computerbeveiligingskaarten

### 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
```

## In EM-servicelijsten

### 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 emccdynamc 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,
allowhotelingflag,
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=, allowhotelingflag=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>
```

## In eApp-vastlegging

```
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

## In Call Manager-vastlegging

### 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>

<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

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>
```

## Gemeenschappelijke tekortkomingen voor uitbreidingsmobiliteit

- [CSCuv9330](#): tvsGetNextThread() geretourneerd NULL
- [CSCur57864](#): 8841/8851 Secure Extension Mobility-inloggen met tussenpozen niet

- [CSCvb98664](#): De tijdstempel wordt in UTC weergegeven, zelfs als een andere tijdzone is ingesteld
- [CSCuo94742](#): CCM Apparaatlaag gebruikt altijd Engelse landingen na EM inloggen
- [CSCuo13456](#): Uitbreidingsmobiliteit: Telefoons zijn beperkt tot 32 tekens bij 78xx en 88xx
- [CSCtz28748](#): Wanneer loggen in extensie mobiliteit krijgt Login onsuccesvol Onbekend 7
- [CSCtx18810](#): CIPC ondersteunt geen beveiligde EM (HTTPS loggen voor EM)
- [CSCue33973](#): Tomcat hoge CPU/geheugen - AXL Bij rotatie lekken ontstaat overmatige vragen
- [CSC886-43](#) : CME: Uitbreidingsmobiliteit: Ondersteuning van SIP-telefoons in verschillende subsectoren
- [CSCuo99592](#) : 7841 zal met tussenpozen niet inloggen op Extension Mobility
- [CSC94607](#): GetDevicesProfile-respons geeft foutcode -1
- [CISCOud97811](#) : Uitbreidingsmobiliteit dynamische items niet verwijderd op EM-vastlegging

## Extension Mobility-foutcodes

In dit document worden de foutcodes beschreven die veel worden ervaren:

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/trouble/8\\_6\\_1/trbl861/tbfeat.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/trouble/8_6_1/trbl861/tbfeat.pdf)

## Vaak voorkomende fouten

Dit document beschrijft gemeenschappelijke fouten samen met de oplossing:

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