

# Mobilidade de ramal e Mobilidade de ramal entre clusters : Alterações no CUCM 12.5

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## Introduction

Este documento descreve as alterações em um dos parâmetros de serviço **Multiple Login Behavior** para o cluster cruzado de mobilidade de ramal.

## Prerequisites

## Requirements

Não existem requisitos específicos para este documento.

## Componentes Utilizados

As informações neste documento são baseadas nestas versões de software e hardware:

- Versão do Cisco Call Manager: **12.5.0.98000-1078 e 12.5.0.99832-3**
- Telefone IP 8861 da Cisco  
Protocolo: SIP  
Firmware: 12-0-1 SR1-1
- Telefone IP 8851 da Cisco  
Protocolo: 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. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

## Configurar

**Mobilidade de ramal:** Ele permite que os usuários acessem temporariamente a configuração do telefone IP da Cisco (discagem rápida, aparência da linha) de outro telefone IP da Cisco no mesmo cluster.

**Cluster entre Mobilidade de Ramal:** Esse recurso permite que um usuário de um cluster do Cisco Unified Communication Manager (CUCM) (normalmente chamado de cluster doméstico) faça login em um Telefone IP da Cisco de outro cluster do CUCM (conhecido como cluster visitante) como se ele usasse o Telefone IP no local de origem.

### Anterior a 12,5

Havia um parâmetro de serviço **Comportamento de Logon Múltiplo IntraCluster (Sistema > Parâmetro de Serviço** e Selecione o gerente de chamadas e a mobilidade de Ramal como serviço). Esse parâmetro usado para controlar os vários logins para mobilidade de ramal. Os valores válidos eram:

- Permitido

Um usuário pode fazer login em vários telefones ao mesmo tempo.

- Não permitido

Se um usuário estiver conectado a um dos telefones, ele não poderá fazer login em outro telefone.

- Logoff automático

Se um usuário estiver conectado em um telefone e tentar fazer login em outro telefone, o login será bem-sucedido no segundo telefone e será desconectado do primeiro telefone.

Para a EMCC, esse comportamento não existia. Vários logins sempre foram permitidos, e admin não tinha a opção de controlá-los.

### Novas alterações na versão 12.5 em diante

Agora, na EMCC também, temos a flexibilidade de controlar vários logins. Há um novo parâmetro de serviço chamado **Multiple Login Behavior (System > Service Parameter** e, em seguida, **Select your call manager and Extension mobility as the service**) que nos ajuda a alcançar isso. Tem os mesmos valores de antes:

- Vários logins permitidos
- Vários logins não permitidos
- Logoff automático

**Note:** As configurações de parâmetros de serviço aplicadas no cluster doméstico aplicam e não visita o cluster.

Exemplo de cenário: **Vários** parâmetros de comportamento de login são definidos como **Vários Logons Não Permitidos** no cluster doméstico e **Vários Logons Permitidos** no cluster visitante.

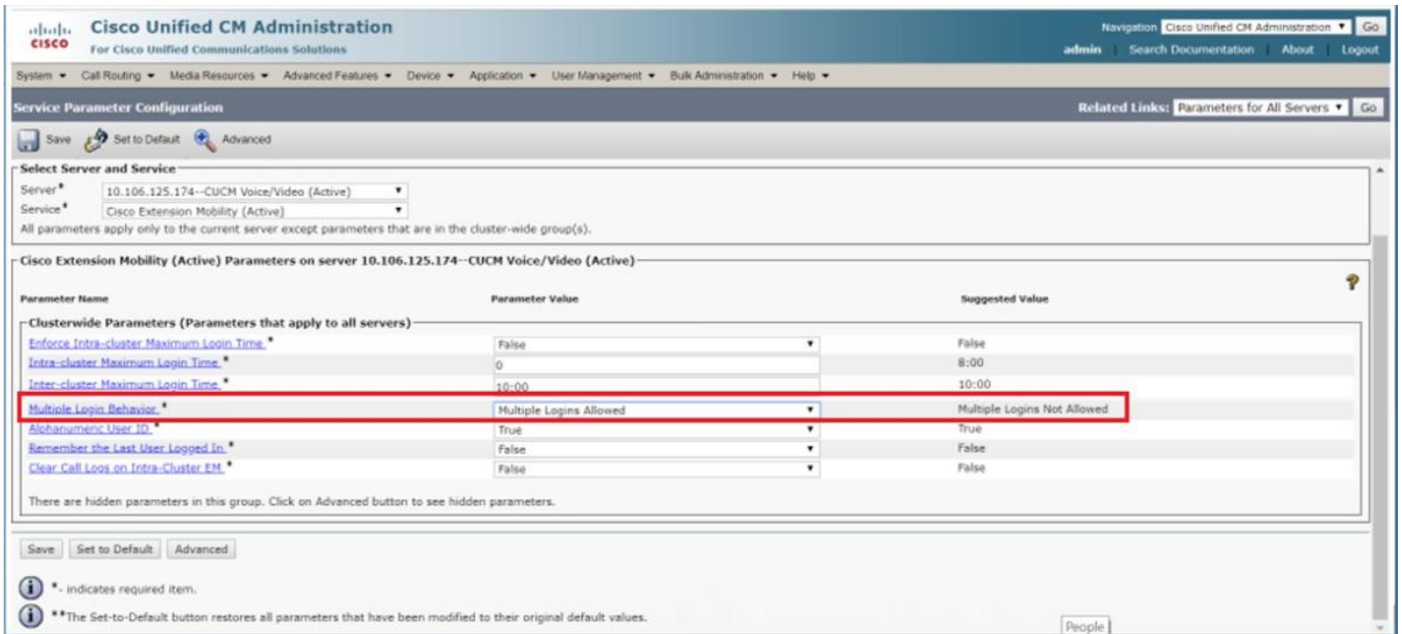
Se você fizer login no cluster visitante e tentar fazer login novamente em outro telefone no cluster visitante, portanto, nesse caso, não é permitido fazer login desde então, o parâmetro está definido como **Vários Logons Não Permitidos** no cluster inicial.

## Troubleshoot

### Análise de registro para Mobilidade de ramal

#### Caso 1: Comportamento de Login Múltiplo definido como Vários Logons Permitidos

O parâmetro de serviço tem a seguinte aparência:



Nos registros do serviço de mobilidade de ramal, você pode ver o parâmetro aqui:

```
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 -----

```

## Caso 2: Comportamento de login múltiplo definido como Logins múltiplos não permitidos

O parâmetro de serviço tem a seguinte aparência:

The screenshot shows the Cisco Unified CM Administration interface. The main heading is 'Service Parameter Configuration'. Below it, there are navigation tabs: 'Save', 'Set to Default', and 'Advanced'. The 'Select Server and Service' section shows 'Server' as '10.106.125.174--CUCM Voice/Video (Active)' and 'Service' as 'Cisco Extension Mobility (Active)'. Below this, a table lists parameters for 'Cisco Extension Mobility (Active) Parameters on server 10.106.125.174--CUCM Voice/Video (Active)'. The table has three columns: 'Parameter Name', 'Parameter Value', and 'Suggested Value'. The 'Multiple Login Behavior' parameter is highlighted with a red box. Its value is 'Multiple Logins Not Allowed' and its suggested value is also 'Multiple Logins Not Allowed'. Other parameters include 'Enforce Intra-cluster Maximum Login Time', 'Intra-cluster Maximum Login Time', 'Inter-cluster Maximum Login Time', 'Remember the Last User Logged In', and 'Clear Call Legs on Intra-Cluster EM'.

Nos registros do serviço de mobilidade de ramal, você pode ver isso como parâmetro :

```

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

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 -----

```

**Éassim que o erro é impresso:**

```

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>
```

**No telefone, esse erro está presente.**



### Caso 3: Comportamento de login múltiplo definido como Logoff automático

O parâmetro de serviço tem a seguinte aparência:

Cisco Unified CM Administration

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
<b>Clusterwide Parameters (Parameters that apply to all servers)</b>		
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
<b>Multiple Login Behavior *</b>	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

\* - indicates required item.

\*\* The Set-to-Default button restores all parameters that have been modified to their original default values.

Nos registros do serviço de mobilidade de ramal, você pode ver isso como o parâmetro :

```
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 -----
```

## Análise de log para EMCC

### Caso 1: Comportamento de Login Múltiplo definido como Vários Logons Permitidos

Cluster doméstico

Nos registros de serviços EM:

Solicitação de login pela primeira vez do telefone (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:

## Solicitação para o mesmo usuário do segundo telefone

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:

## Visitando cluster

## Solicitação de login pela primeira vez do telefone (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>

## Solicitação para o mesmo usuário do segundo telefone

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 bem-sucedido

```
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>
```

## Caso 2: Comportamento de login múltiplo definido como Logins múltiplos não permitidos

### Cluster doméstico

### Solicitação para o primeiro usuário

```
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 emcdynamic 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
```

A segunda vez em que o mesmo usuário não é permitido.

```
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
```

## Visitando 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 bem-sucedido.

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

## Solicite o login do segundo telefone.

```
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>
```

O segundo usuário não tem permissão para fazer 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
```

### Caso 3: Comportamento de login múltiplo definido como Logoff automático

#### Cluster doméstico

```
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
```

Para configurar EM, consulte este link:

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

Para obter a configuração completa do EMCC, consulte este link:

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