**<hosts>**

10.7.22.1 – CUCM7

10.7.22.2 – CUPS7

10.7.9.249 – OCS2007

**</hosts>**

***<CTI Manager Log>***

*000001455| 2008/08/29 15:22:03.375| 001| AppInfo | CTIHandler(1,200,16,3)| [CTI-APP] [CTIHandler::processIncomingMessage] CTI Client Heartbeat ( application name=CtiGw)*

*000001456| 2008/08/29 15:22:03.375| 001| SdlSig| CtiHeartbeat  | ready | CTIHandler(1,200,16,3)| CTIHandler(1,200,16,3)| (1,200,15,1).132-(\*:\*)| [R:NP - HP: 0, NP: 0, LP: 0, VLP: 0, LZP: 0 DBP: 0]*

*000001457| 2008/08/29 15:22:04.470| 001| AppInfo | CTIHandler(1,200,16,3)| [CTI-APP] [CTIHandler::processIncomingMessage] CTI LineInitiateCallRequest( seq#=14LH=1|4 mediaDevName mediaResId resource ID=0 FeaturePriority859254832)*

*000001458| 2008/08/29 15:22:04.470| 001| SdlSig| CtiLineCallInitiateReq| ready | CTIHandler(1,200,16,3)| CTIHandler(1,200,16,3)| (1,200,15,1).133-(\*:10.7.22.2)| [R:NP - HP: 0, NP: 0, LP: 0, VLP: 0, LZP: 0 DBP: 0]AsyncResponse=14 LH=1|4 GCH=0|0 CalledPartyInfo=00XXXXX6296 MediaDeviceName =MediaDevicePid = (0,0,0,0) resource ID=0 FetaurePriority=859254832*

*000001459| 2008/08/29 15:22:04.470| 001| AppInfo | CTIHandler(1,200,16,3)| [CTI-APP] [CTIHandler::OutputCtiMessage] CTI FailureResponse( seq#=14 result=2362179764description=Invalid Feature Priority)*

***</CTI Manager Log>***

**</SIP Proxy Debug>**

08/29/2008 15:22:04.468 ESP|[Fri Aug 29 15:22:04 2008] PID(14295) sip\_tcp.c(549) sip\_tcp is now reporting pdu to state machine 10.7.9.249 connid 5, sock\_fd 31 0 msgs

08/29/2008 15:22:04.468 ESP|PID(14347) sip\_protocol.c(5727) Received 958 bytes TCP packet from 10.7.9.249:4050

INFO sip:9577@10.7.22.2:5060;transport=TCP SIP/2.0

Via: SIP/2.0/TCP 10.7.9.249:4050;branch=z9hG4bK0BE021BB.68011AFE;branched=FALSE

Max-Forwards: 69

Via: SIP/2.0/TLS 10.2.9.89:1192;ms-received-port=1192;ms-received-cid=241900

From: <sip:Username@customer.com>;tag=20b2033864;epid=f1bc0898e5

To: <sip:9577@bnecups1.customer.com>;tag=711e0c99-7c2be206

Call-ID: 512f849ed856451bbc75923f43000d61

CSeq: 8 INFO

Route: <sip:9577@10.7.22.2:5060;maddr=10.7.22.2;lr>

User-Agent: UCCP/2.0.6362.36 OC/2.0.6362.36 (Microsoft Office Communicator)

Content-Disposition: signal;handling=required

Supported: timer

Content-Type: application/csta+xml

Content-Length: 285

<?xml version="1.0"?>

<MakeCall xmlns="<http://www.ecma-international.org/standards/ecma-323/csta/ed3>"><callingDevice>tel:9577;phone-context=dialstring</callingDevice><calledDirectoryNumber>tel:+61XXXXX6296</calledDirectoryNumber><autoOriginate>doNotPrompt</autoOriginate></MakeCall>

08/29/2008 15:22:04.468 ESP|[Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_numexpand.c(818) 9577 is a guessed E164 user, number expansion on it failed.

08/29/2008 15:22:04.468 ESP|Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_numexpand.c(818) 9577 is a guessed E164 user, number expansion on it failed.

08/29/2008 15:22:04.468 ESP|[Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_numexpand.c(891) User Username is IP or contains non-E164 character, no number expansion applied.

08/29/2008 15:22:04.468 ESP|[Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_numexpand.c(818) 9577 is a guessed E164 user, number expansion on it failed.

08/29/2008 15:22:04.469 ESP|[Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_numexpand.c(818) 9577 is a guessed E164 user, number expansion on it failed.

08/29/2008 15:22:04.469 ESP|PID(14347) sip\_sm.c(4100) Got INFO, about to call ap\_run\_sip\_ua()

08/29/2008 15:22:04.469 ESP|Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_ua.c(2272) sip\_ua\_handler: unparsed to: <sip:9577@bnecups1.customer.com>;tag=711e0c99-7c2be206

08/29/2008 15:22:04.469 ESP|ID(14347) mod\_sip\_ua.c(937) find\_scb(): about to acquire 512f849ed856451bbc75923f43000d61:fb314c60-129abd1-5122cc0e-75864895

08/29/2008 15:22:04.469 ESP|PID(14347) mod\_sip\_ua.c(1258) ua\_handle\_info(): INFO request with body: <?xml version="1.0"?>

<MakeCall xmlns="<http://www.ecma-international.org/standards/ecma-323/csta/ed3>"><callingDevice>tel:9577;phone-context=dialstring</callingDevice><calledDirectoryNumber>tel:+61XXXXX6296</calledDirectoryNumber><autoOriginate>doNotPrompt</autoOriginate></MakeCall>

08/29/2008 15:22:04.469 ESP|Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_ua.c(402) ua\_set\_from\_leg: SIP request from: "Graham Robinson"<sip:Username@customer.com>;tag=20b2033864;epid=f1bc0898e5

08/29/2008 15:22:04.469 ESP|ID(14347) mod\_sip\_ua.c(1271) ua\_handle\_info(): key b0cde060

08/29/2008 15:22:04.469 ESP|PID(14347) mod\_sip\_ctigw.c(5193) ctigw\_csta\_handler:: Get CSTA request: 8

08/29/2008 15:22:04.469 ESP|[Fri Aug 29 15:22:04 2008] PID(14347) sip\_sm.c(1043) timer\_ticks: id:b0cde754 20 1810

08/29/2008 15:22:04.469 ESP|ID(14347) mod\_sip\_ctigw.c(5415) ctigw\_csta\_handler:: Get CSTA request: 8-MakeCall, maxCalls=4

08/29/2008 15:22:04.470 ESP|PID(14347) mod\_sip\_ctigw.c(5441) ctigw\_csta\_handler:: MakeCall: called=tel:+61XXXXX6296, calling=tel:9577;phone-context=dialstring

08/29/2008 15:22:04.470 ESP|[Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_ctigw.c(619) getAvailCallIdx(): EXIT: return callIdx=0

08/29/2008 15:22:04.470 ESP|Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_ctigw.c(3941) qbe\_makecall cmID=1, lineID=4, calledDn=+61XXXXX6296.

08/29/2008 15:22:04.470 ESP|[Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_ctigw.c(1412) applyDR: Enter dialstr=+61XXXXX6296

08/29/2008 15:22:04.470 ESP|Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_ctigw.c(1424) applyDR: numDR=2, dsSize=12

08/29/2008 15:22:04.470 ESP|Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_ctigw.c(1435) applyDR: loop: numBeg=+61, prefix=00, numRep=3, dnSize=12

08/29/2008 15:22:04.470 ESP|Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_ctigw.c(1448) applyDR: End translated dialstr=00XXXXX6296

08/29/2008 15:22:04.470 ESP|[Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_ctigw.c(1962) Sending QBE msg: qbeFmsg=0xbfff965c, size=100

08/29/2008 15:22:04.470 ESP|ID(14347) sip\_sm.c(1155) Sent 100 bytes TCP packet to 10.7.22.1:2748

08/29/2008 15:22:04.470 ESP|ID(14347) mod\_sip\_ctigw.c(6072) ctigw\_csta\_handler:: EXIT

08/29/2008 15:22:04.470 ESP|Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip\_ua.c(402) ua\_set\_from\_leg: SIP request from: "Graham Robinson"<sip:Username@customer.com>;tag=20b2033864;epid=f1bc0898e5

08/29/2008 15:22:04.470 ESP|ID(14347) sip\_sm.c(4108) Returned from ap\_run\_sip\_ua() (for handling INFO), retcode = 183

08/29/2008 15:22:04.470 ESP|PID(14347) sip\_sm.c(1155) Sent 462 bytes TCP packet to 10.7.9.249:4050

SIP/2.0 183 Session Progress

Via: SIP/2.0/TCP 10.7.9.249:4050;received=10.7.9.249;branch=z9hG4bK0BE021BB.68011AFE;branched=FALSE, SIP/2.0/TLS 10.2.9.89:1192;ms-received-port=1192;ms-received-cid=241900

Call-ID: 512f849ed856451bbc75923f43000d61

From: <sip:Username@customer.com>;tag=20b2033864;epid=f1bc0898e5

To: <sip:9577@bnecups1.customer.com>;tag=711e0c99-7c2be206

CSeq: 8 INFO

Content-Disposition: signal;handling=required

Content-Length: 0

08/29/2008 15:22:04.470 ESP|ID(14347) sip\_sm.c(971) TCB\_AGEOFF\_TIMER: 40 seconds.

08/29/2008 15:22:04.470 ESP|ID(14347) mod\_sip.c(364) AccessLog: INFO sip:9577@10.7.22.2:5060;transport=TCP SIP/2.0

08/29/2008 15:22:04.470 ESP|Fri Aug 29 15:22:04 2008] PID(14347) mod\_sip.c(532) ipc handler 1 msgs

08/29/2008 15:22:04.470 ESP|[Fri Aug 29 15:22:04 2008] PID(14295) sip\_tcp.c(3494) sip\_tcp received auth state as: 0 for connid: 1 sockfd 29 flags 12 from sip\_sm

08/29/2008 15:22:04.470 ESP|Fri Aug 29 15:22:04 2008] PID(14295) sip\_tcp.c(3494) sip\_tcp received auth state as: 0 for connid: 5 sockfd 31 flags 2 from sip\_sm

08/29/2008 15:22:04.470 ESP|Fri Aug 29 15:22:04 2008] PID(14295) sip\_tcp.c(591) sip\_tcp is now sending ok pdu 10.7.22.1 connid 1, sock\_fd 29 1 msgs

08/29/2008 15:22:04.470 ESP|Fri Aug 29 15:22:04 2008] PID(14295) sip\_tcp.c(591) sip\_tcp is now sending ok pdu 10.7.9.249 connid 5, sock\_fd 31 1 msgs

08/29/2008 15:22:04.470 ESP|[Fri Aug 29 15:22:04 2008] PID(14346) mod\_sip\_ctigw.c(3505) TCP-resp for cti-provider connection 0

08/29/2008 15:22:04.470 ESP|Fri Aug 29 15:22:04 2008] PID(14346) mod\_sip\_ctigw.c(3611) TCP-Resp to send QBE saving CM address=10.7.22.1 connid=1 sockfd=29 conn=8a76838

08/29/2008 15:22:04.470 ESP|Fri Aug 29 15:22:04 2008] PID(14346) sip\_sm.c(410) sip\_process\_sendok\_msg 512f849ed856451bbc75923f43000d61:8 connid 5 sock\_fd 31 (ffffffff:48b7877c:48b7877c:48b7877c)

08/29/2008 15:22:04.470 ESP|Fri Aug 29 15:22:04 2008] PID(14346) mod\_sip.c(532) ipc handler 2 msgs

08/29/2008 15:22:04.471 ESP|[Fri Aug 29 15:22:04 2008] PID(14295) sip\_tcp.c(3625) Parsing non-sip: b0080008

08/29/2008 15:22:04.471 ESP|Fri Aug 29 15:22:04 2008] PID(14295) sip\_tcp.c(549) sip\_tcp is now reporting pdu to state machine 10.7.22.1 connid 1, sock\_fd 29 0 msgs

08/29/2008 15:22:04.472 ESP|[Fri Aug 29 15:22:04 2008] PID(14349) mod\_sip\_ctigw.c(3717) CtiGw App QBE msg 73 recd conn=8a78840

08/29/2008 15:22:04.472 ESP|Fri Aug 29 15:22:04 2008] PID(14349) Got QBE Failure Response: reqId=14 Invalid Feature Priority!

08/29/2008 15:22:04.472 ESP|ID(14349) mod\_sip\_ua.c(226) get\_map\_key(): input 14, output 8923b3aa-5ac2bc22-b56e606f-56dcff25 target: b0cde060:fb314c60-129abd1-5122cc0e-75864895

08/29/2008 15:22:04.472 ESP|Fri Aug 29 15:22:04 2008] PID(14349) mod\_sip\_ctigw.c(4335) ctigw\_csta\_response\_handler: scb=b0cde054, sipMethod=6, sipResCode=200, cstaId=55, callIdx=0, cause=0

08/29/2008 15:22:04.472 ESP|ID(14349) sip\_sm.c(1155) Sent 720 bytes TCP packet to 10.7.9.249:4050

SIP/2.0 200 OK

Via: SIP/2.0/TCP 10.7.9.249:4050;received=10.7.9.249;branch=z9hG4bK0BE021BB.68011AFE;branched=FALSE, SIP/2.0/TLS 10.2.9.89:1192;ms-received-port=1192;ms-received-cid=241900

Call-ID: 512f849ed856451bbc75923f43000d61

From: <sip:Username@customer.com>;tag=20b2033864;epid=f1bc0898e5

To: <sip:9577@bnecups1.customer.com>;tag=711e0c99-7c2be206

CSeq: 8 INFO

Content-Disposition: signal;handling=required

Require: timer

Session-Expires: 1800;refresher=uac

Content-Type: application/csta+xml

Content-Length: 181

<?xml version="1.0" encoding="UTF-8"?><CSTAErrorCode xmlns="<http://www.ecma-international.org/standards/ecma-323/csta/ed3>"><operation>serviceNotSupported</operation></CSTAErrorCode>

08/29/2008 15:22:04.472 ESP|ID(14349) sip\_sm.c(971) TCB\_AGEOFF\_TIMER: 40 seconds.

08/29/2008 15:22:04.472 ESP|Fri Aug 29 15:22:04 2008] PID(14349) mod\_sip.c(532) ipc handler 1 msgs

08/29/2008 15:22:04.472 ESP|Fri Aug 29 15:22:04 2008] PID(14295) sip\_tcp.c(3494) sip\_tcp received auth state as: 0 for connid: 5 sockfd 31 flags 2 from sip\_sm

08/29/2008 15:22:04.472 ESP|Fri Aug 29 15:22:04 2008] PID(14295) sip\_tcp.c(591) sip\_tcp is now sending ok pdu 10.7.9.249 connid 5, sock\_fd 31 1 msgs

08/29/2008 15:22:04.472 ESP|Fri Aug 29 15:22:04 2008] PID(14351) sip\_sm.c(410) sip\_process\_sendok\_msg 512f849ed856451bbc75923f43000d61:8 connid 5 sock\_fd 31 (ffffffff:48b7877c:48b7877c:48b7877c)

08/29/2008 15:22:04.472 ESP|Fri Aug 29 15:22:04 2008] PID(14351) mod\_sip.c(532) ipc handler 1 msgs

**</SIP Proxy Debug>**