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General

Device shows as 'Enabled Stopped' in spite of adding device to a Monitored CTI Pool

I have added a device to a Monitored CTI Pool on the CUAE. However, my device shows up as 'Enabled Stopped'

Resolution

Ensure that the device has registered with the CUCM and then configured as per the following guidelines:

- CUCM: Go to **User Management > Application User**
 - CUCM: If CUCM Application User with CTI permissions is not already configured, select **Add New**
 - CUCM: Enter UserID and Password for the Application User
 - CUCM: Under Device Information, add the device you want to have monitored
 - CUCM: The groups added must include **Standard CTI Enabled**". Saving this configuration will populate permissions based on groups.
 - CUAE: Create a Device Pool in accordance with the guidelines outlined in the **Adding Device Pools > Creating a Monitored CTI Device Pool** section of the CUAE Administration Guide.
 - Ensure that the Username/Password entered is the same as that of the Application User monitoring the device at the CCM end.
 - CUAE: Under Devices, click **Edit**
 - CUAE: Add the Device Name of the device you wish to have monitored. This should come up as **Enabled Running** in a few moments.
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CUAE displays 'Enabled Stopped' in spite of adding CTI Route Point

I have added a CTI Route Point to the CUAE. However, it shows up as 'Enabled Stopped'.

Resolution

Ensure that you have configured your CTI Route Point as follows:

- CUCM: Go to **Device > CTI Route Point**
- CUCM: Click on **Add New**
- CUCM: Enter details for the Route Point. Ensure that the Calling Search Space is the same across all

devices used by your application.

- CUCM: Save
- CUCM: Add a DN to the CTI Route Point, Save and Reset
- CUCM: Go to **User Management > Application User**
- CUCM: If CUCM Application User with CTI permissions is not already configured, select **Add New**
- CUCM: Enter UserID and Password for the Application User
- CUCM: Under Device Information, add the CTI Route Point you want to have monitored
- CUCM: The groups added must include **Standard CTI Enabled** . Saving this configuration will populate permissions based on groups.
- CUAE: Add a CTI Route Point to the CUAE as outlined in the **Managing Connections > Adding Device Pools > Creating a CTI Route Point** section of the CUAE Administration Guide. Ensure that the Username / Password entered is the same as that of the Application User at the CCM end.

This error is indicative of configuration mismatch between the calling phone and the called phone. Ensure that the Calling Search Spaces of the phones and SIP Trunk are set to the same search space (preferably an unrestricted one).

addListener could not open provider

I see the following error in the App Server logs: addListener could not open provider

Resolution

- Ensure that the Application User the device is associated with has **Standard CTI Enabled** permission granted to it.
 - Ensure that the userid / password of entered at the CUAE end is the same as that of the Application User associated with the Monitored Device Pool / CTI Route Point.
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Unable to create provider.User connected on an invalid port

I see the following error in the App Server logs: Unable to create provider -- User connected on an invalid port

Resolution

This error is generally encountered when the Application user the monitored device is associated with is granted **Standard CTI Secure Connection** permission, but is using a non-secure (TLS) port (and hence complains that the port is invalid). This error can be resolved by removing the **Standard CTI Secure Connection** permission from the list of groups

Terminal SEPXXXXXXXXXXXXX is not in provider's domain

I see the following error in the App Server logs: Terminal SEPXXXXXXXXXXXXX is not in provider's domain.

Resolution

- Ensure that the device is configured in the CUCM
 - Ensure that the device is in the controlled devices list of the Application User associated with the monitored device pool the device belongs to.
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What is the number of devices that can be monitored by one CUAE?

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Resolution

There is a 2500 monitored devices limit for CUAE/CUCM.

Is there a way to add Jtapi devices to a Monitored CTI Pool in bulk?

Is there a way to add Jtapi devices to a Monitored CTI Pool in bulk?

Resolution

Currently, we do not have an API to add devices in bulk. You can do this by looping the existing APIs to add devices.

How long does the JtapiCallID remain unique?

How long does the JtapiCallID remain unique?

Resolution

JTapiCallId is a incremental ID that is received from the CUCM. Unless your call rate within the day is very high, it would be safe enough to assume it is going to be unique within 24 hours.

Which Call Control features work with JTAPI?

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Resolution

The following Call Control features work with JTAPI:

- Make Call
 - Accept Call
 - Answer Call
 - Hold/Resume
 - Reject Call
 - Blind Transfer
 - Redirect Call
 - MOH
 - DTMF - SIP KPML
 - DTMF - [RFC 2833](#)
 - Conference Calls
 - Bridge Calls
 - P2P Calls
 - Call Forwarding
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Does the CUAE JTAPI interface offer Call Park APIs?

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Resolution

CUAE JTAPI interface does not offer Call Park APIs. The CTI interfaces - TAPI/JTAPI - are the only way to monitor Park DN events/status (AXL doesn't provide this kind of real-time information). CUAE's wrapper around JTAPI does not currently expose the Park DN monitoring capabilities..

Do all SIP devices support JTAPI/CTI?

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Resolution

No, 7940s/7960s running SIP loads do not support JTAPI/CTI. The only SIP devices that support JTAPI are the TNP/Java generation phones like the 7970,7945/7965, etc.

Is there any way to programmatically add devices to a Monitored Pool?

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Resolution

Yes, this can be done using the *JtapiNonTriggeringSubscribe* action detailed in the CUAE API Reference Guide. In addition, you can use the *JtapiTriggeringInService* events to ensure that the devices have completed their registration.
