

## UCM Telephony SS Out Of Service/Partial Service - Unable to register CTI Port/Route Point

<b>Problem Summary</b>	UCM Telephony SS Out Of Service/Partial Service - Unable to register CTI Port/Route Point
<b>Error Message</b>	Unable to register CTI Route point : Route Address=1234  Exception=com.cisco.jtapi.InvalidArgumentExceptionImpl: Address 1234 is not in provider's domain
<b>Possible Cause</b>	In the CUCM, the Route Points/CTI Ports aren't added to the Controlled Devices list for the JTAPI Application User
<b>Recommended Action</b>	The exception can be viewed by taking a look at SS_TEL logs or the JTAPI Client logs.  MIVR Log snippet to look for :- MIVR-SS_TEL-1-UNABLE_REGISTER_CTIRP:Unable to register CTI Route point : Route Address=818181,Failure reason=null,Exception=com.cisco.jtapi.InvalidArgumentExceptionImpl: Address 818181 is not in provider's domain.  For all other error descriptions, please collect the necessary logs and escalate to IPCBU JTAPI team.
<b>Release</b>	Release 8.0(1) and Release 7.0(1)
<b>Associated CDETS #</b>	CSCtc03366