

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

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| Problem Summary | UCM Telephony SS Out Of Service/Partial Service - Unable to register CTI Port/Route Point |
| Error Message | Unable to register CTI Route point : Route Address=1234 Exception=com.cisco.jtapi.InvalidArgumentExceptionImpl: Address 1234 is not in provider's domain |
| Possible Cause | In the CUCM, the Route Points/CTI Ports aren't added to the Controlled Devices list for the JTAPI Application User |
| Recommended Action | 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. |
| Release | Release 8.0(1) and Release 7.0(1) |
| Associated CDETS # | CSCtc03366 |