

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

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