

# CTI Route Points/CTI Ports Registration Error: UNKNOWN\_PARAMTYPE:ReasonCode:2362179618

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## Introduction

This document explains the recommended workaround for the UNKNOWN\_PARAMTYPE:ReasonCode:2362179618 error message that appears when the Computer Telephony Integration (CTI) Route Points / CTI ports fail to register with the Cisco Unified Communications Manager (CallManager).

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager (CallManager).

### Components Used

The information in this document is based on Cisco Unified Communications Manager (CallManager) 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

A CTI Route Point or CTI port fails to register with the Cisco Unified Communications Manager, and this error message appears in the Cisco CallManager logs:

```
Error: kCtiDeviceOpenFailure - Device Open failed
  CTI Connection Id: 1
  Device Name: Cisco-Cisco-RP
  UNKNOWN_PARAMTYPE:ReasonCode: 2362179618
  App ID: Cisco CTIManager
```

Cluster ID: ILMSY-CCM-A-Cluster  
Node ID: 10.157.34.6  
CTI Application ID: JTAPI[133]@cisco  
Process ID: 1616  
Process Name: CtiHandler  
Explanation: Application is unable to open the device  
Recommended Action: Check the reason code and correct the problem..


## Solution

The ReasonCode: 2362179618 in this error message translates to **CTIERR\_INVALID\_DEVICE\_NAME = 0x8CCC0022**.

In order to overcome this error:

1. Check the name of the CTI Route Point/CTI port in the application configuration.
2. Make sure that the CTI Route Point/CTI port name in the application configuration matches the CTI Route Point/CTI port name in the Cisco Unified Communications Manager (CallManager).
3. If step 1 and 2 do not solve the problem, restart CTIManager.

## Related Information

- [How to Set Up CTI Ports On CallManager](#)
- [CTI Route Point Configuration and Use](#)
- [Associating Users with CTI Ports](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
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