

# UCCX: Troubleshoot JTAPI CCN Exceptions

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# Introduction

This document provides information about how to troubleshoot Java Telephony API (JTAPI) CCN Exceptions. You can use these error messages in order to troubleshoot problems in a Unified Contact Center Express environment. A brief description, causes, and resolutions are provided with each error message. An indication of which process generates the error is also provided.

The Appendix provides instructions on how to collect traces for the Unified Contact Center Express (UCCX) product and contains a list of Computer Telephony Integration (CTI) error codes.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Knowledge of how to troubleshoot and support the UCCX

### Components Used

The information in this document is based on UCCX version 3.x and later.

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.

## JTAPI CCN Exceptions

This section describes the different CCN exceptions, contains information about their potential causes, and offers steps to resolve them.

### CTIERR\_UNSPECIFIED

#### Description

An unspecified error occurs.

#### Causes

This specifies any CTI error code that is not handled by the JTAPI client. It can be a new CTI error of which the JTAPI client is unaware. It can also be that the JTAPI client is out of date.

#### Resolution

Collect the MIVR logs, JTAPI trace and CTI Manager trace. This helps to detect what error code is received by JTAPI from CTI. Contact the Customer Contact Business Unit (CCBU) for further help if the logs do not

lead to the root cause.

## **CTIERR\_TIMEOUT**

### **Description**

The CTI request times out.

### **Causes**

This indicates that a timeout occurs on one of these:

- JTAPI sends a request to CTI
- CTI sends a request to JTAPI

This can also be due to timing or performance issues on the client side.

### **Resolution**

Collect the MIVR logs, JTAPI trace and CTI Manager trace. Contact CCBU for further help if the logs do not lead to the root cause.

## **CTIERR\_ILLEGAL\_HANDLE**

### **Description**

The handle is unknown to the system.

### **Causes**

These are the possible causes:

- A call handle is no longer available.
- A required feature is turned off by Cisco CallManager.
- There are performance issues on the client side.

### **Resolution**

Collect the MIVR logs, JTAPI trace and CTI Manager trace. Contact CCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_ILLEGAL\_CALLSTATE**

### **Description**

The line is not in a legal state to invoke the command.

### **Causes**

An operation is performed on a call, and the call is not in the correct state to handle it.

## **Resolution**

Collect the MIVR logs, JTAPI trace and CTI Manager trace. Contact CCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_TRANSFERFAILED\_DESTINATION\_UNALLOCATED**

### **Description**

An attempt is made to transfer to a directory number that is not registered.

### **Causes**

An attempt is made to set up a transfer, but the transfer destination is not specified for a blind transfer.

### **Resolution**

Verify that the destination is valid.

## **CTIERR\_TRANSFERFAILED\_DESTINATION\_BUSY**

### **Description**

An attempt is made to transfer to a busy destination.

### **Causes**

An attempt is made to transfer to a busy destination.

### **Resolution**

Check to see if the destination is busy, and try the transfer again.

## **CTIERR\_TRANSFERFAILED**

### **Description**

A transfer fails.

### **Causes**

The probable cause is that one of the call legs is hung up or disconnected from the far end. It is likely that either the calling party hangs up or the media establishment fails.

### **Resolution**

Collect the JTAPI trace and CTI Manager trace. Contact the IP Communications Business Unit (IPCBU) for more help if the logs do not lead to the root cause.

## **CTIERR\_HOLDFAILED**

## **Description**

A hold is rejected by line control or call control.

## **Causes**

This indicates some problem on the Cisco CallManager side. It can be related to timing or shared lines.

## **Resolution**

Collect the JTAPI trace, CTI Manager trace, and Cisco CallManager logs. Contact IPCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_RETRIEVEFAILED**

### **Description**

A retrieve is rejected by line control or call control.

### **Causes**

This indicates some problem on the Cisco CallManager side. It can be related to timing, shared lines, or the media establishment.

### **Resolution**

Collect the JTAPI trace, CTI Manager trace, and Cisco CallManager logs. Contact IPCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_ASSOCIATED\_LINE\_NOT\_OPEN**

### **Description**

A command is issued on a line that must be open.

### **Causes**

This is caused by a mismatch between CTI Manager and JTAPI. JTAPI thinks the line is open when it is not. Normally, this does not happen.

### **Resolution**

Collect the JTAPI trace and the CTI Manager trace. Contact IPCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_REDIRECT\_CALL\_DOES\_NOT\_EXIST**

### **Description**

An attempt is made to redirect a call that does not exist or is no longer active.

## **Causes**

Cisco CallManager loses the call. This can happen because of a timing issue, a performance issue or a configuration issue. This can also occur when there are two JTAPI clients. If one of them redirects, the other receives this error.

## **Resolution**

Check the configuration to see if there is more than one JTAPI client. Collect the JTAPI trace and the CTI Manager trace. Contact IPCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_REDIRECT\_ERR**

### **Description**

An internal error is returned from call control.

### **Causes**

A redirect fails from Cisco CallManager. This can occur due to a media mismatch or a location mismatch.

### **Resolution**

Collect the JTAPI trace, the CTI Manager trace, and the Cisco CallManager logs. Contact IPCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_REDIRECT\_CALL\_UNKNOWN\_DESTINATION**

### **Description**

An attempt is made to redirect to an unknown destination.

### **Causes**

It is possible that the destination is not valid.

### **Resolution**

Determine whether the destination is valid.

## **CTIERR\_REDIRECT\_CALL\_DIGIT\_ANALYSIS\_TIMEOUT**

### **Description**

An internal error is returned from call control.

### **Causes**

This indicates a problem on the Cisco CallManager side.

## **Resolution**

Collect Cisco CallManager logs, and contact IPCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_REDIRECT\_CALL\_MEDIA\_CONNECTION\_FAILED**

### **Description**

An internal error is returned from call control.

### **Causes**

The media cannot be established.

### **Resolution**

Collect the JTAPI trace, CTI Manager trace, and Cisco CallManager logs. Contact IPCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_REDIRECT\_CALL\_ORIGINATOR\_ABANDONED**

### **Description**

The far end hangs up when the call is redirected.

### **Causes**

The far end hangs up when the call is redirected.

### **Resolution**

There is no resolution for this error.

## **CTIERR\_REDIRECT\_CALL\_UNKNOWN\_PARTY**

### **Description**

An internal error is returned from call control.

### **Causes**

The call is redirected to an unknown destination.

### **Resolution**

Verify that the destination is valid.

## **CTIERR\_REDIRECT\_CALL\_INCOMPATIBLE\_STATE**

### **Description**

An internal error is returned from call control.

## **Causes**

This can potentially be a problem on the Cisco CallManager side.

## **Resolution**

Collect Cisco CallManager logs, and contact IPCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_REDIRECT\_CALL\_UNKNOWN\_ERROR**

### **Description**

An internal error is returned from call control.

### **Causes**

This can potentially be a problem on the Cisco CallManager side.

### **Resolution**

Collect Cisco CallManager logs, and contact IPCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_REDIRECT\_CALL\_DESTINATION\_BUSY**

### **Description**

The redirect destination is busy.

### **Causes**

The redirect destination is busy.

### **Resolution**

Check to see if the destination is busy, and try again.

## **CTIERR\_REDIRECT\_CALL\_DESTINATION\_OUT\_OF\_ORDER**

### **Description**

The redirect destination is out of order.

### **Causes**

The redirect destination is out of order.

### **Resolution**

Check to see if the destination is out of order.

## **CTIERR\_TRANSFERFAILED\_OUTSTANDING\_TRANSFER**

### **Description**

An existing transfer is still in progress.

### **Causes**

Two applications issue a transfer at the same time. This does not happen normally.

### **Resolution**

Collect the JTAPI trace, CTI Manager trace, and Cisco CallManager logs. Contact IPCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_TRANSFERFAILED\_CALLCONTROL\_TIMEOUT**

### **Description**

The expected response from call control is not received during a transfer.

### **Causes**

A timeout occurs. A success or failure message is not received. This is a CTI error.

### **Resolution**

Collect the CTI Manager trace and Cisco CallManager logs. Contact IPCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_CALLHANDLE\_UNKNOWN\_TO\_LINECONTROL**

### **Description**

An attempt is made to redirect a call that is unknown to line control.

### **Causes**

The line/device is not registered.

### **Resolution**

Determine whether the line/device is registered.

## **CTIERR\_INCOMPATIBLE\_PROTOCOL\_VERSION**

### **Description**

The JTAPI and CTI versions are not compatible. The CtiError Protocol version is not supported.

## **Causes**

It is possible that the JTAPI client and CTI are incompatible.

## **Resolution**

Check for compatibility between the JTAPI client and CTI.

## **CTIERR\_PROVIDER\_NOT\_OPEN**

### **Description**

The Device List is incomplete, or the Device List query times out or aborts.

### **Causes**

This can be a CTI Manager issue.

### **Resolution**

Restart the client and the CTI Manager.

## **CTIERR\_CFWALL\_DESTN\_INVALID**

### **Description**

An attempt is made to Call Forward All to an invalid destination.

### **Causes**

The Call Forward All destination can potentially be invalid.

### **Resolution**

Check the configuration to see if the Call Forward All destination is valid.

## **CTIERR\_DEVICE\_OUT\_OF\_SERVICE**

### **Description**

The device is out of service.

### **Causes**

The phone or line is out of service.

### **Resolution**

Determine whether the device is out of service.

## **CTIERR\_ILLEGAL\_DEVICE\_TYPE**

### **Description**

An attempt is made to perform an operation on an illegal Device Type.

### **Causes**

Certain special operations can only be performed on certain devices.

### **Resolution**

There is no resolution for this error.

## **CTIERR\_CALL\_REQUEST\_ALREADY\_OUTSTANDING**

### **Description**

A Call Request is already outstanding.

### **Causes**

An attempt is made to redirect when another redirect is already in progress or an attempt is made to record/monitor while a recording or monitoring session is already requested by an application.

### **Resolution**

Wait and try again.

## **CTIERR\_CONSULT\_CALL\_FAILURE**

### **Description**

A consult call failure occurs.

### **Causes**

A consult fails during a transfer/conference scenario.

### **Resolution**

Collect the JTAPI trace, CTI Manager trace, and Cisco CallManager logs in order to determine why it fails. Contact IPCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_DEVICE\_SHUTTING\_DOWN**

### **Description**

The device shuts down.

## **Causes**

This can be a phone issue.

## **Resolution**

There is no resolution to this error.

## **CTIERR\_UNKNOWN\_EXCEPTION**

### **Description**

A CTI unknown exception occurs.

### **Causes**

This can be an issue with CTI.

### **Resolution**

Collect the JTAPI trace, CTI Manager trace, and Cisco CallManager logs in order to determine why it fails. Contact IPCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_INVALID\_LINE\_HANDLE**

### **Description**

An attempt is made to do a line operation on an invalid line handle.

### **Causes**

This can be due to a mismatch in JTAPI and CTI.

### **Resolution**

Collect the JTAPI trace, CTI Manager trace, and Cisco CallManager logs in order to determine why it fails. Contact IPCBU for more help if the logs do not lead to the root cause.

## **CTIERR\_OPERATION\_NOT\_ALLOWED**

### **Description**

The operation is not allowed.

### **Causes**

The operation is not allowed on the line or the call. For example, no features are allowed for Intercom calls. You cannot conference, transfer or redirect an Intercom call..

### **Resolution**

Do not issue the unsupported request.

## **CTIERR\_MEDIA\_CAPABILITY\_MISMATCH**

### **Description**

The device registration fails because the device capability does not match with the current device registration.

### **Causes**

This typically happens for dynamic media termination when a second application tries to register a device with a different media capability.

### **Resolution**

Provide the same capability for the second application that was provided with the first application.

## **CTIERR\_LINE\_OUT\_OF\_SERVICE**

### **Description**

The line is out of service.

### **Causes**

This can be due to a device reset.

### **Resolution**

Wait for the device/line to come into service.

## **CTIERR\_MAXCALL\_LIMIT\_REACHED**

### **Description**

The line reaches the configured maximum number of allowed calls.

### **Causes**

An attempt is made to place a call when the maximum calls available on the line are already in use.

### **Resolution**

Wait until the number of calls reduces.

## **CTIERR\_PROVIDER\_ALREADY\_OPEN**

### **Description**

An attempt is made to reopen a provider.

### **Causes**

The provider is already open.

## Resolution

Do not reopen the same provider.

# Appendix

## Collect Traces

### Turn Up the MIVR Traces on the Customer Response Solutions (CRS) Server

From **CRS AppAdmin > System > Tracing > CRS Engine > Trace Configuration**, choose the debug option for SS\_TEL, SS\_CM, SS\_RM, SS\_RMCM, ICD\_CTI and update.

If there is enough free space on the C drive, the number of traces can be increased. In order to do this, set files to 100 and the size of the trace files to 2048000. The log files can be found in C:\Program Files\wfavvid\log\MIVR, by default. For example, CiscoMIVR01.log.

### Turn Up the JTAPI Client Traces on the CRS Server

In order to collect the JTAPI logs, complete these steps:

1. Choose **Start > Programs > Cisco Jtapi > Jtapi Preferences**.
2. On the **Trace Levels** tab, check all the boxes except **MISC\_DEBUGGING**.
3. On the **Log Destination** tab, choose the **Use Rotating Log Files** option, and increase the number of files to 100.
4. If there is space on the server, increase the Maximum Log File Size to 2 MB.
5. Click **OK**.

The log files can be found in C:\Program Files\wfavvid\log\JTAPI, by default. For example, CiscoJtapi01.log.

### Turn Up Cisco CallManager Traces to Detailed on the Cisco CallManager Server

Complete these steps:

1. Inside CCMAAdmin, click **Application > Cisco CallManager Serviceability**.
2. On the Cisco CallManager Serviceability page, click **Trace > Configuration**.
3. Choose the **CallManager** node, then the **Cisco CallManager Service**.
4. Verify **Trace On** is selected and that the Debug Trace Level is set to **Detailed**.
5. Click **Apply to All Nodes**. Then, click **Update**.
6. Click **SDL Configuration**, and click **Trace On** and **Apply to All Nodes**, then **Update**.

The log files can be found in these locations:

- ◆ C:\Program Files\Cisco\Trace\CCM
- ◆ C:\Program Files\Cisco\Trace\SDL\CCM

### Turn Up Cisco CallManager CTI Manager Traces to Detailed on the Cisco CallManager Server

Complete these steps:

1. On the Cisco CallManager Serviceability page, click **Trace > Configuration**.
2. Choose the **CallManger** node, then the **Cisco CTI Manager Service**.

3. Verify **Trace On** is selected and that the Debug Trace Level is set to **Detailed**.
4. Click **Apply to All Nodes**. Then, click **Update**.
5. Click **SDL Configuration**, and click **Trace On** and **Apply to All Nodes**, then **Update**.

The log files can be found in these locations:

- ◆ C:\Program Files\Cisco\Trace\CTI
- ◆ C:\Program Files\Cisco\Trace\SDL\CTI

## CTI Error Codes

Error	Code
TIMEOUT	0x8CCC0001
NO_ACTIVE_DEVICE_FOR_THIRDPARTY	0x8CCC0002
EXISTING_FIRSTPARTY	0x8CCC0003
ILLEGAL_HANDLE	0x8CCC0004
UNDEFINED_LINE	0x8CCC0005
ILLEGAL_CALLINGPARTY	0x8CCC0006
CALL_ALREADY_EXISTS	0x8CCC0007
LINECONTROL_FAILURE	0x8CCC0008
ILLEGAL_CALLSTATE	0x8CCC0009
CALLHANDLE_NOTINCOMINGCALL	0x8CCC000A
TRANSFERFAILED_DESTINATION_UNALLOCATED	0x8CCC000B
TRANSFERFAILED_DESTINATION_BUSY	0x8CCC000D
TRANSFERFAILED	0x8CCC000E
HOLDFAILED	0x8CCC000F
RETRIEVEFAILED	0x8CCC0011
DB_NO_MORE_DEVICES	0x8CCC0012
DEVICE_ALREADY_REGISTERED	0x8CCC0013
DB_ILLEGAL_DEVICE_TYPE	0x8CCC0014
DB_ERROR	0x8CCC0015
CANNOT_TERMINATE_MEDIA_ON_PHONE	0x8CCC0016
CTIERR_CALL_MANAGER_NOT_AVAILABLE	0x8CCC0017
CTIERR_ACCESS_TO_DEVICE_DENIED	0x8CCC0018
UNKNOWN_GLOBAL_CALL_HANDLE	0x8CCC0019
DEVICE_NOT_OPEN	0x8CCC001A
ASSOCIATED_LINE_NOT_OPEN	0x8CCC001B
SSAPI_NOT_REGISTERED	0x8CCC001C
REDIRECT_CALL_DOES_NOT_EXIST	0x8CCC001D
DEVICE_NOT_REGISTERED	0x8CCC001E

DATA_SIZE_LIMIT_EXCEEDED	0x8CCC001F
INVALID_RING_OPTION	0x8CCC0020
CTIERR_APP_SOFTKEYS_ALREADY_CONTROLLED	0x8CCC0021
CTIERR_INVALID_DEVICE_NAME	0x8CCC0022
CTIERR_INFORMATION_NOT_AVAILABLE	0x8CCC0023
CTIERR_MEDIA_RESOURCE_NAME_SIZE_EXCEEDED	0x8CCC0024
CTIERR_APPLICATION_DATA_SIZE_EXCEEDED	0x8CCC0025
CTIERR_INVALID_MEDIA_DEVICE	0x8CCC0026
CTIERR_CLOSE_DELAY_NOT_SUPPORTED_WITH_REG_TYPE	0x8CCC0027
REDIRECT_CALLINFO_ERR	0x8CCC0030
REDIRECT_ERR	0x8CCC0031
REDIRECT_CALL_CALL_TABLE_FULL	0x8CCC0032
REDIRECT_CALL_PROTOCOL_ERROR	0x8CCC0033
REDIRECT_CALL_UNKNOWN_DESTINATION	0x8CCC0034
REDIRECT_CALL_DIGIT_ANALYSIS_TIMEOUT	0x8CCC0035
REDIRECT_CALL_MEDIA_CONNECTION_FAILED	0x8CCC0036
REDIRECT_CALL_PARTY_TABLE_FULL	0x8CCC0037
REDIRECT_CALL_ORIGINATOR_ABANDONED	0x8CCC0038
REDIRECT_CALL_UNKNOWN_PARTY	0x8CCC0039
REDIRECT_CALL_INCOMPATIBLE_STATE	0x8CCC003A
REDIRECT_CALL_PENDING_REDIRECT_TRANSACTION	0x8CCC003B
REDIRECT_CALL_UNKNOWN_ERROR	0x8CCC003C
REDIRECT_CALL_NORMAL_CLEARING	0x8CCC003D
REDIRECT_CALL_UNRECOGNIZED_MANAGER	0x8CCC003E
REDIRECT_CALL_DESTINATION_BUSY	0x8CCC003F
REDIRECT_CALL_DESTINATION_OUT_OF_ORDER	0x8CCC0040
CANNOT_OPEN_DEVICE	0x8CCC0041
TRANSFERFAILED_OUTSTANDING_TRANSFER	0x8CCC0042
TRANSFERFAILED_CALLCONTROL_TIMEOUT	0x8CCC0043
CALLHANDLE_UNKNOWN_TO_LINECONTROL	0x8CCC0044
OPERATION_NOT_AVAILABLE_IN_CURRENT_STATE	0x8CCC0045
CONFERENCE_FULL	0x8CCC0046
MAX_NUMBER_OF_CTI_CONNECTIONS_REACHED	0x8CCC0047
CTIERR_CONSULTCALL_ALREADY_OUTSTANDING	0x8CCC0048
CTIERR_NO_CONFERENCE_BRIDGE	0x8CCC0049
TEMPORARY_FAILURE	0x8CCC004F

INCOMPATIBLE_PROTOCOL_VERSION	0x8CCC0050
UNRECOGNIZABLE_PDU	0x8CCC0051
ILLEGAL_MESSAGE_FORMAT	0x8CCC0052
CTIERR_INCOMPATIBLE_AUTOINSTALL_PROTOCOL_VERSION	0x8CCC0053
CTIERR_INVALID_MESSAGE_LENGTH	0x8CCC0054
CTIERR_INVALID_MESSAGE_HEADER_INFO	0x8CCC0055
CTIERR_MESSAGE_TOO_BIG	0x8CCC0056
DIRECTORY_TEMPORARY_UNAVAILABLE	0x8CCC005E
DIRECTORY_LOGIN_NOT_ALLOWED	0x8CCC005F
DIRECTORY_LOGIN_FAILED	0x8CCC0060
PROVIDER_NOT_OPEN	0x8CCC0061
PROVIDER_ALREADY_OPEN	0x8CCC0062
NOT_INITIALIZED	0x8CCC0063
CLUSTER_LINK_FAILURE	0x8CCC0064
LINE_INFO_DOES_NOT_EXIST	0x8CCC0065
DIGIT_GENERATION_ALREADY_IN_PROGRESS	0x8CCC0066
DIGIT_GENERATION_WRONG_CALL_HANDLE	0x8CCC0067
DIGIT_GENERATION_WRONG_CALL_STATE	0x8CCC0068
DIGIT_GENERATION_CALLSTATE_CHANGED	0x8CCC0069
RETRIEVEFAILED_ACTIVE_CALL_ON_LINE	0x8CCC0070
INVALID_LINE_HANDLE	0x8CCC0071
LINE_NOT_PRIMARY	0x8CCC0072
CFWDALL_ALREADY_SET	0x8CCC0073
CFWDALL_DESTN_INVALID	0x8CCC0074
CFWDALL_ALREADY_OFF	0x8CCC0075
DEVICE_OUT_OF_SERVICE	0x8CCC0077
MSGWAITING_DESTN_INVALID	0x8CCC0078
DARES_INVALID_REQ_TYPE	0x8CCC0079
CONFERENCE_FAILED	0x8CCC007A
CONFERENCE_INVALID_PARTICIPANT	0x8CCC007B
CONFERENCE_ALREADY_PRESENT	0x8CCC007C
CONFERENCE_INACTIVE	0x8CCC007D
TRANSFER_INACTIVE	0x8CCC007E
CTIERR_REGISTER_FEATURE_ACTIVATION_FAILED	0x8CCC007F
CTIERR_UNSUPPORTED_CALL_PARK_TYPE	0x8CCC0080
CTIERR_CALL_UNPARK_FAILED	0x8CCC0081

CTIERR_INVALID_PARK_DN	0x8CCC0082
CTIERR_INVALID_PARK_REGISTRATION_HANDLE	0x8CCC0083
CTIERR_INVALID_MONITOR_DN_TYPE	0x8CCC0084
CTIERR_CALL_PARK_NO_DN	0x8CCC0085
CTIERR_ILLEGAL_DEVICE_TYPE	0x8CCC0086
CTIERR_CALL_REQUEST_ALREADY_OUTSTANDING	0x8CCC0087
CTIERR_CONSULT_CALL_FAILURE	0x8CCC0088
CTIERR_FEATURE_ALREADY_REGISTERED	0x8CCC0089
CTIERR_STATION_SHUT_DOWN	0x8CCC008A
CTIERR_INTERNAL_FAILURE	0x8CCC0090
CTIERR_MEDIAREGISTRATIONTYPE_DO_NOT_MATCH	0x8CCC0091
CTIERR_OPERATION_FAILED_QUIETCLEAR	0x8CCC0092
CTIERR_FEATURE_DATA_REJECT	0x8CCC0093
CTIERR_PRIMARY_CALL_DROPPED	0x8CCC0094
CTIERR_INVALID_DTMFDIGITS	0x8CCC0097
CTIERR_INCORRECT_MEDIA_CAPABILITY	0x8CCC0098
COMMAND_NOT_IMPLEMENTED_ON_DEVICE	0x8CCC0099
CTIERR_DEVICE_SHUTTING_DOWN	0x8CCC009A
CTIERR_INVALID_MEDIA_RESOURCE_ID	0x8CCC009B
CTIERR_UNKNOWN_EXCEPTION	0x8CCC009C
CTIERR_OPERATION_NOT_ALLOWED	0x8CCC009D
CTIERR_INVALID_MEDIA_PARAMETER	0x8CCC009E
CTIERR_MEDIA_CAPABILITY_MISMATCH	0x8CCC009F
CTIERR_DEVICE_ALREADY_OPENED	0x8CCC00A0
CTIERR_DEVICE_NOT_OPENED_YET	0x8CCC00A1
CTIERR_MEDIA_ALREADY_TERMINATED_NONE	0x8CCC00A2
CTIERR_MEDIA_ALREADY_TERMINATED_STATIC	0x8CCC00A3
CTIERR_MEDIA_ALREADY_TERMINATED_DYNAMIC	0x8CCC00A4
CTIERR_OWNER_NOT_ALIVE	0x8CCC00A5
CTIERR_RESOURCE_NOT_AVAILABLE	0x8CCC00B0
CTIERR_CONFERENCE_ALREADY_EXISTED	0x8CCC00B1
CTIERR_CONFERENCE_NOT_EXISTED	0x8CCC00B2
CTIERR_CALL_NOT_EXISTED	0x8CCC00B3
CTIERR_INVALID_PARAMETER	0x8CCC00B4
CTIERR_MORE_ACTIVE_CALLS_THAN_RESERVED	0x8CCC00B5
CTIERR_INVALID_RESOURCE_TYPE	0x8CCC00B6

CTIERR_DUPLICATE_CALL_REFERENCE	0x8CCC00B7
CTIERR_NOT_PRESERVED_CALL	0x8CCC00B8
CTIERR_NO_EXISTING_CONFERENCE	0x8CCC00B9
CTIERR_NO_RESPONSE_FROM_MP	0x8CCC00BA
CTIERR_SYSTEM_ERROR	0x8CCC00BB
CTIERR_REGISTER_FEATURE_PROVIDER_NOT_REGISTERED	0x8CCC00BC
CTIERR_REGISTER_FEATURE_APP_ALREADY_REGISTERED	0x8CCC00BD
CTIERR_PENDING_ACCEPT_OR_ANSWER_REQUEST	0x8CCC00C0
CTIERR_INVALID_MEDIA_PROCESS	0x8CCC00C1
CTIERR_CAPABILITIES_DO_NOT_MATCH	0x8CCC00C2
CTIERR_DEVICE_OWNER_ALIVE_TIMER_STARTED	0x8CCC00C3
CTIERR_MAXCALL_LIMIT_REACHED	0x8CCC00C4
CTIERR_CTIHANDLER_PROCESS_CREATION_FAILED	0x8CCC00C5
CTIERR_REDIRECT_UNAUTHORIZED_COMMAND_USAGE	0x8CCC00C7
CTIERR_NO_EXISTING_CALLS	0x8CCC00C8
CTIERR_FAC_CMC_REASON_FAC_NEEDED	0x8CCC00CA
CTIERR_FAC_CMC_REASON_CMC_NEEDED	0x8CCC00CB
CTIERR_FAC_CMC_REASON_FAC_CMC_NEEDED	0x8CCC00CC
CTIERR_FAC_CMC_REASON_FAC_INVALID	0x8CCC00CD
CTIERR_FAC_CMC_REASON_CMC_INVALID	0x8CCC00CE
CTIERR_PATH_REPLACEMENT_INPROGRESS	0x8CCC00CF
PROVIDER_CLOSED	0xDEADBEEF
PROTOCOL_TIMEOUT	0xBEEFBEEF
SERVER_SHUTDOWN	0x8DDD0001
UNSPECIFIED_ERROR	0x8DDD0002
HANDLE_ALREADY_OPEN	0x8DDD0003
INVALID_HANDLE	0x8DDD0004
INVALID_REQUEST	0x8DDD0005
DESTINATION_UNKNOWN	0x8EEE0001
DESTINATION_BUSY	0x8EEE0002
INVALID_PARAMETER	0x90000000

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