



Troubleshooting and Testing

This chapter discusses problems that might be encountered and how to deal with them. It does this by presenting the logs for examples where errors have been purposely introduced. Such examples not only provide a mechanism for recognizing and resolving problems, they also provide a means for testing your system.

This chapter presents information on:

- CiscoDateTime.log
- Sessions
- Hosts
- Ports
- Peripherals
- Agent identification
- Transfers
- Make Calls

CiscoDateTime.log

The Cisco CTI Driver for Siebel uses the Cisco CTITrace facility to log to the Desktop Control Server file named CiscoDateTime.log. This log is written to the System32 directory.

The chain of getting messages into the log file is:

CTI Server > CTIClient > DCS > Cisco CTI Driver for Siebel

Responses occur in the opposite direction.

The following examples consist of complete or partial log file listings, with occasional remarks inserted. The remarks are in *italics* to distinguish them from the log listing. The more important lines of the log listing are in **boldface** so that they stand out.

Another Session Is Open

The following log reflects the situation where an attempt is made to start a session when a session already exists. Note that the log begins, as it always does, by listing the information that is available to the CTI system. If a problem occurs, it is often a good first step to check this information and make sure that it is accurate.

In this listing, the error message is so specific that no comment is necessary.

```

10/05/99 15:18:30.357 391 ** --TraceObject.Constructor[Unk: 3]--
10/05/99 15:18:30.357 391 INFO Module path.....
[C:\SIEBEL~1\CTICLI~1.DLL]
10/05/99 15:18:30.357 391 INFO Trace Mask ..... [0014FD44h]
10/05/99 15:18:30.357 391 INFO Peripheral ID Side A .. [5]
10/05/99 15:18:30.357 391 INFO Hostname Side A..... [38.208.232.114]
10/05/99 15:18:30.357 391 INFO Port Side A.....[42027]
10/05/99 15:18:30.357 391 INFO Peripheral ID Side B ...[5]
10/05/99 15:18:30.357 391 INFO Hostname Side B.....[38.208.232.114]
10/05/99 15:18:30.357 391 INFO Port Side B.....[43027]
10/05/99 15:18:30.357 391 INFO Expected CTI Clients...[500]
10/05/99 15:18:30.357 391 INFO Heartbeat Interval .... [-1]
10/05/99 15:18:30.357 391 INFO Queue Size .....[32]
10/05/99 15:18:30.357 391 INFO Pool Size .....[64]
10/05/99 15:18:30.367 391 INFO SOCKET TransportRegister::WSA startup
10/05/99 15:18:30.367 391 INFO SOCKET TransportRegister::winsock 1.1 sucessfully
loaded
10/05/99 15:18:30.367 391 INFO INFO OpenSessionEx::opening session at Preferred
Side A
10/05/99 15:18:30.387 391 INFO AttemptConnect::attempting to connect to Side
A, IP 38.208.232.114, port 42027
10/05/99 15:18:30.387 391 WARNING DCS_INFO QuerySkillGroupStatistics not supported in
this protocol version

```

```

10/05/99 15:18:30.568 391 INFO HandleConnEvent::connection established to
Side A
10/05/99 15:18:30.568 391 INFO CTI OPEN_REQ (3) sent to CTI Server with invokeid
12
10/05/99 15:18:30.778 391 INFO CTI FAILURE_CONF (1) received from CTI Server
10/05/99 15:18:30.778 391 SEVERE CTI HandleFailureConf:: FailureCode 1
10/05/99 15:18:30.778 391 INFO SOCKET closing sock 148
10/05/99 15:18:30.778 391 INFO INFO OnOpenSession::processing IDC_OPENSESSION,
side 1
10/05/99 15:18:30.778 391 INFO AttemptConnect::attempting to connect to Side
B, IP 38.208.232.114, port 43027
10/05/99 15:18:32.781 391 SEVERE SOCKET HandleConnEvent::connect() failure, errno
10061, CG Side B
10/05/99 15:18:32.781 391 SEVERE SOCKET posting message IDC_SIDE_OFFLINE
10/05/99 15:18:32.791 391 INFO INFO increasing retry level from 0
10/05/99 15:18:32.791 391 SEVERE SOCKET TransportClose::shutdown() failure, errno
10057, CG Side B
10/05/99 15:18:32.791 391 INFO INFO OnOpenSession::processing IDC_OPENSESSION,
side 0
10/05/99 15:18:32.791 391 INFO AttemptConnect::attempting to connect to Side
A, IP 38.208.232.114, port 42027
10/05/99 15:18:32.981 391 INFO INFO HandleConnEvent::connection established to
Side A
10/05/99 15:18:32.991 391 INFO CTI OPEN_REQ (3) sent to CTI Server with invokeid
13
10/05/99 15:18:33.201 391 INFO CTI FAILURE_CONF (1) received from CTI Server
10/05/99 15:18:33.201 391 SEVERE CTI HandleFailureConf:: FailureCode 10
10/05/99 15:18:33.201 391 INFO CTI Firing CTI Event 2004 (OPEN_REQ failed
)
10/05/99 15:18:33.201 391 INFO CTICLIENT_EVENT 2004 (OPEN_REQ failed
) received from CTIClient
10/05/99 15:18:33.201 391 INFO CTICLIENT_EVENT 31 (SYSTEM_EVENT) received from
CTIClient
10/05/99 15:18:33.201 391 INFO CTICLIENT_EVENT eventid 4512682
10/05/99 15:18:33.201 391 INFO DCS_INFO firing SystemStatusChange: 101
10/05/99 15:18:33.201 391 INFO DCS_INFO firing SystemStatusChange: 101
10/05/99 15:18:33.332 391 CRITICAL CTI Not restarting CTI Session because other
session active
10/05/99 15:18:36.596 391 ** --TraceObject.Destructor[Unk: 3]--

```

Hostname Incorrect

In the following example, the address for the host on Side A has been set incorrectly. (This parameter is discussed in the “[Configuration of Cisco CTI Driver for Siebel](#)” section on page 2-3.) Normally, if Side A is inaccessible for any reason, the system would fail-over to Side B. However, for the purposes of illustration, Side B was put offline for this example.

Note that although this represents a case where the Side A address is incorrect, the same result would occur if Side A were offline or did not exist.

```

10/05/99 11:59:14.856 370 ** --TraceObject.Constructor[Unk: 2]--
      (Executable: C:\SIEBEL~1\GEODCS.EXE)
10/05/99 11:59:14.856 370 DCS_INFO Connect parameters:
10/05/99 11:59:14.856 370 DCS_INFO Extension: 23816, AgentID: 23837, Device:
23816
10/05/99 11:59:14.876 370 DCS_INFO NumSkillGroups: 1
10/05/99 11:59:14.876 370 DCS_INFO Skill: 5000
10/05/99 11:59:14.876 370 DCS_INFO Skill Name: service
10/05/99 11:59:14.876 370 DCS_INFO Priority: 0

10/05/99 11:59:14.886 370 ** --TraceObject.Constructor[Unk: 3]--
10/05/99 11:59:14.886 370 INFO Module path .....
[C:\SIEBEL~1\CTICLI~1.DLL]
10/05/99 11:59:14.886 370 INFO Trace Mask ..... [0015313Ch]
10/05/99 11:59:14.886 370 INFO Peripheral ID Side A .. [5000]
10/05/99 11:59:14.896 370 INFO Hostname Side A..... [38.208.232.111]

```

Although not readily apparent, the above address for Side A is incorrect.

```

10/05/99 11:59:14.896 370 INFO Port Side A.....[42027]
10/05/99 11:59:14.896 370 INFO Peripheral ID Side B ...[5000]
10/05/99 11:59:14.896 370 INFO Hostname Side B.....[localhost]
10/05/99 11:59:14.896 370 INFO Port Side B.....[43027]
10/05/99 11:59:14.896 370 INFO Expected CTI Clients....[500]
10/05/99 11:59:14.896 370 INFO Heartbeat Interval ... [-1]
10/05/99 11:59:14.896 370 INFO Queue Size .....[32]
10/05/99 11:59:14.896 370 INFO Pool Size .....[64]
10/05/99 11:59:14.896 370 INFO SOCKET TransportRegister::WSA startup
10/05/99 11:59:14.896 370 INFO SOCKET TransportRegister::winsock 1.1 sucessfully
loaded
10/05/99 11:59:14.896 370 INFO INFO OpenSessionEx::opening session at Preferred
Side A
10/05/99 11:59:19.603 370 CRITICAL SOCKET TransportOpen::gethostbyname (or addr)
(38.208.232.111) failure, errno 11004, CG Side A

```

```

10/05/99 11:59:19.603    370 INFO      INFO      OpenSessionEx::opening session at Idle Side B
10/05/99 11:59:19.613    370          INFO      AttemptConnect::attempting to connect to Side
B, IP 127.0.0.1, port 43027
10/05/99 11:59:19.613    370 WARNING   DCS_INFO  QuerySkillGroupStatistics not supported in
this protocol version

```

The above warning is simply notifying you that the CTI Server being used does not support the named inquiry.

```

10/05/99 11:59:21.025    370 SEVERE    SOCKET HandleConnEvent::connect() failure, errno
10061, CG Side B
10/05/99 11:59:21.025    370 SEVERE    SOCKET posting message IDC_SIDE_OFFLINE

```

Remember that Side B was purposely put offline.

```

10/05/99 11:59:21.035    370 INFO      INFO      increasing retry level from 0
10/05/99 11:59:21.035    370 SEVERE    SOCKET TransportClose::shutdown() failure, errno
10057, CG Side B
10/05/99 11:59:21.035    370 INFO      INFO      OnOpenSession::processing IDC_OPENSESSION,
side 0
10/05/99 11:59:25.541    370 CRITICAL SOCKET TransportOpen::gethostbyname (or addr)
(38.208.232.111) failure, errno 11004, CG Side A

```

Finding that Side B does not respond, the system tries Side A again, but since the address is still incorrect, it fails again.

```

10/05/99 11:59:25.541    370 CRITICAL SOCKET OnOpenSession:: tried connecting to other
side but failed

```

Port Number Is Incorrect

This example is similar to the preceding, only this time the Side A port number has been set incorrectly. (This parameter is discussed in the [“Configuration of Cisco CTI Driver for Siebel”](#) section on page 2-3.) Normally, if Side A is inaccessible for any reason, the system would fail-over to Side B. However, for the purposes of illustration, Side B was put offline for this example.

```

10/05/99 12:55:07.847    311          **      --TraceObject.Constructor[Unk: 2]--
(Executable: C:\SIEBEL~1\GEODCS.EXE)
10/05/99 12:55:07.847    311          DCS_INFO  Connect parameters:
10/05/99 12:55:07.847    311          DCS_INFO  Extension: 23816, AgentID: 23837, Device:
23816

```

Port Number Is Incorrect

```

10/05/99 12:55:08.088 311 DCS_INFO NumSkillGroups: 1
10/05/99 12:55:08.088 311 DCS_INFO Skill: 5000
10/05/99 12:55:08.088 311 DCS_INFO Skill Name: service
10/05/99 12:55:08.088 311 DCS_INFO Priority: 0

10/05/99 12:55:08.148 311 ** --TraceObject.Constructor[Unk: 3]--
10/05/99 12:55:08.148 311 INFO Module path .....
[C:\SIEBEL~1\CTICLI~1.DLL]
10/05/99 12:55:08.148 311 INFO Trace Mask ..... [00152E54h]
10/05/99 12:55:08.148 311 INFO Peripheral ID Side A .. [5000]
10/05/99 12:55:08.148 311 INFO Hostname Side A..... [38.208.232.241]
10/05/99 12:55:08.148 311 INFO Port Side A.....[12314]

```

Although not readily apparent, the above port number for Side A is incorrect.

```

10/05/99 12:55:08.148 311 INFO Peripheral ID Side B ...[5000]
10/05/99 12:55:08.148 311 INFO Hostname Side B.....[38.208.232.241]
10/05/99 12:55:08.158 311 INFO Port Side B.....[43027]
10/05/99 12:55:08.158 311 INFO Expected CTI Clients...[500]
10/05/99 12:55:08.158 311 INFO Heartbeat Interval .... [-1]
10/05/99 12:55:08.158 311 INFO Queue Size .....[32]
10/05/99 12:55:08.158 311 INFO Pool Size .....[64]
10/05/99 12:55:08.158 311 INFO SOCKET TransportRegister::WSA startup
10/05/99 12:55:08.158 311 INFO SOCKET TransportRegister::winsock 1.1 sucessfully
loaded
10/05/99 12:55:08.158 311 INFO INFO OpenSessionEx::opening session at Preferred
Side A
10/05/99 12:55:08.178 311 INFO AttemptConnect::attempting to connect to Side
A, IP 38.208.232.241, port 12314
10/05/99 12:55:08.178 311 WARNING DCS_INFO QuerySkillGroupStatistics not supported in
this protocol version
10/05/99 12:55:10.231 311 SEVERE SOCKET HandleConnEvent::connect() failure, errno
10061, CG Side A
10/05/99 12:55:10.231 311 SEVERE SOCKET posting message IDC_SIDE_OFFLINE
10/05/99 12:55:10.241 311 INFO INFO increasing retry level from 0
10/05/99 12:55:10.241 311 SEVERE SOCKET TransportClose::shutdown() failure, errno
10057, CG Side A
10/05/99 12:55:10.241 311 INFO INFO OnOpenSession::processing IDC_OPENSESSION,
side 1
10/05/99 12:55:10.702 311 INFO AttemptConnect::attempting to connect to Side
B, IP 38.208.232.241, port 43027

```

The following attempt to connect to Side B will of course fail because Side B is offline.

```

10/05/99 12:55:12.855 311 SEVERE SOCKET HandleConnEvent::connect() failure, errno
10061, CG Side B

```

```
10/05/99 12:55:12.855 311 SEVERE SOCKET posting message IDC_SIDE_OFFLINE
```

Peripheral Problems

Two examples are presented here. In the first, the Peripheral ID is wrong. In the second, the Peripheral is offline.

Peripheral ID Is Incorrect

In this example the Peripheral ID has been set incorrectly. (This parameter is discussed in the [“Configuration of Cisco CTI Driver for Siebel”](#) section on [page 2-3](#).) The error message is so specific that no comment is necessary.

```
10/05/99 13:04:47.321 373 ** --TraceObject.Constructor[Unk: 2]--
      (Executable: C:\SIEBEL~1\GEODCS.EXE)
10/05/99 13:04:47.321 373 DCS_INFO Connect parameters:
10/05/99 13:04:47.321 373 DCS_INFO Extension: 23816, AgentID: 23837, Device:
23816
10/05/99 13:04:47.341 373 DCS_INFO NumSkillGroups: 1
10/05/99 13:04:47.341 373 DCS_INFO Skill: 5000
10/05/99 13:04:47.341 373 DCS_INFO Skill Name: service
10/05/99 13:04:47.341 373 DCS_INFO Priority: 0

10/05/99 13:04:47.371 373 ** --TraceObject.Constructor[Unk: 3]--
10/05/99 13:04:47.371 373 INFO Module path .....
[C:\SIEBEL~1\CTICLI~1.DLL]
10/05/99 13:04:47.371 373 INFO Trace Mask ..... [00152E54h]
10/05/99 13:04:47.371 373 INFO Peripheral ID Side A .. [5]
10/05/99 13:04:47.371 373 INFO Hostname Side A..... [38.208.232.241]
10/05/99 13:04:47.371 373 INFO Port Side A.....[42027]
10/05/99 13:04:47.371 373 INFO Peripheral ID Side B ...[5]
10/05/99 13:04:47.371 373 INFO Hostname Side B.....[38.208.232.241]
10/05/99 13:04:47.381 373 INFO Port Side B.....[43027]
10/05/99 13:04:47.381 373 INFO Expected CTI Clients...[500]
10/05/99 13:04:47.381 373 INFO Heartbeat Interval .... [-1]
10/05/99 13:04:47.381 373 INFO Queue Size .....[32]
10/05/99 13:04:47.381 373 INFO Pool Size .....[64]
10/05/99 13:04:47.381 373 INFO SOCKET TransportRegister::WSA startup
10/05/99 13:04:47.381 373 INFO SOCKET TransportRegister::winsock 1.1 sucessfully
loaded
10/05/99 13:04:47.381 373 INFO INFO OpenSessionEx::opening session at Preferred
Side A
```

Peripheral Problems

```

10/05/99 13:04:47.401 373 INFO AttemptConnect::attempting to connect to Side
A, IP 38.208.232.241, port 42027
10/05/99 13:04:47.411 373 WARNING DCS_INFO QuerySkillGroupStatistics not supported in
this protocol version
10/05/99 13:04:47.601 373 INFO HandleConnEvent::connection established to
Side A
10/05/99 13:04:47.601 373 INFO CTI OPEN_REQ (3) sent to CTI Server with invokeid
12
10/05/99 13:04:48.112 373 INFO CTI FAILURE_CONF (1) received from CTI Server
10/05/99 13:04:48.112 373 SEVERE CTI HandleFailureConf:: FailureCode 7
10/05/99 13:04:48.112 373 INFO CTI Firing CTI Event 2004 (OPEN_REQ failed
)
10/05/99 13:04:48.122 373 INFO CTICLIENT_EVENT 2004 (OPEN_REQ failed
) received from CTIClient
10/05/99 13:04:48.152 373 INFO CTICLIENT_EVENT 31 (SYSTEM_EVENT) received from
CTIClient
10/05/99 13:04:48.152 373 INFO CTICLIENT_EVENT eventId 4512682
10/05/99 13:04:48.152 373 INFO DCS_INFO firing SystemStatusChange: 101
10/05/99 13:04:48.152 373 INFO DCS_INFO firing SystemStatusChange: 101
10/05/99 13:04:48.242 373 CRITICAL CTI Not restarting CTI Session because peripheral
id invalid

```

Peripheral Is Offline

In this example the peripheral is offline. The error message is indicative rather than specific.

```

10/05/99 13:13:09.763 344 ** --TraceObject.Constructor[Unk: 2]--
(Executable: C:\SIEBEL~1\GEODCS.EXE)
10/05/99 13:13:09.763 344 DCS_INFO Connect parameters:
10/05/99 13:13:09.763 344 DCS_INFO Extension: 5302, AgentID: 6302, Device:
5302
10/05/99 13:13:09.783 344 DCS_INFO NumSkillGroups: 1
10/05/99 13:13:09.783 344 DCS_INFO Skill: 5000
10/05/99 13:13:09.783 344 DCS_INFO Skill Name: service
10/05/99 13:13:09.783 344 DCS_INFO Priority: 0

10/05/99 13:13:09.803 344 ** --TraceObject.Constructor[Unk: 3]--
10/05/99 13:13:09.803 344 INFO Module path .....
[C:\SIEBEL~1\CTICLI~1.DLL]
10/05/99 13:13:09.803 344 INFO Trace Mask ..... [0015312Ch]
10/05/99 13:13:09.803 344 INFO Peripheral ID Side A .. [5005]
10/05/99 13:13:09.813 344 INFO Hostname Side A..... [38.208.232.242]
10/05/99 13:13:09.813 344 INFO Port Side A.....[42027]
10/05/99 13:13:09.813 344 INFO Peripheral ID Side B ...[5005]

```



```

10/05/99 13:13:09.813 344 INFO Hostname Side B.....[38.208.232.242]
10/05/99 13:13:09.813 344 INFO Port Side B.....[43027]
10/05/99 13:13:09.813 344 INFO Expected CTI Clients....[500]
10/05/99 13:13:09.813 344 INFO Heartbeat Interval .... [-1]
10/05/99 13:13:09.813 344 INFO Queue Size .....[32]
10/05/99 13:13:09.813 344 INFO Pool Size .....[64]
10/05/99 13:13:09.813 344 INFO SOCKET TransportRegister::WSA startup
10/05/99 13:13:09.813 344 INFO SOCKET TransportRegister::winsock 1.1 sucessfully
loaded
10/05/99 13:13:09.823 344 INFO INFO OpenSessionEx::opening session at Preferred
Side A
10/05/99 13:13:09.873 344 INFO AttemptConnect::attempting to connect to Side
A, IP 38.208.232.242, port 42027
10/05/99 13:13:09.873 344 WARNING DCS_INFO QuerySkillGroupStatistics not supported in
this protocol version
10/05/99 13:13:10.164 344 INFO HandleConnEvent::connection established to
Side A
10/05/99 13:13:10.174 344 INFO CTI OPEN_REQ (3) sent to CTI Server with invokeid
12
10/05/99 13:13:10.444 344 INFO CTI OPEN_CONF (4) received from CTI Server
10/05/99 13:13:10.454 344 CTI OPEN_CONF: ProtocolVersion 6
10/05/99 13:13:10.454 344 CTI InvokeID 12, Services Granted 7, AgentState
AGENT_STATE_UNKNOWN
10/05/99 13:13:10.454 344 INFO CTI Firing CTI Event 4 (OPEN_CONF)
10/05/99 13:13:10.454 344 INFO CTICLIENT_EVENT 4 (OPEN_CONF) received from
CTIClient
10/05/99 13:13:10.454 344 INFO INFO SetAgentState::requesting agentstate change
to 0 (AGENT_STATE_LOGIN)
10/05/99 13:13:10.454 344 INFO CTI SET_AGENT_STATE_REQ (38) sent to CTI Server
with invokeid 13
10/05/99 13:13:10.765 344 INFO CTI CONTROL_FAILURE_CONF (35) received from CTI
Server
10/05/99 13:13:10.765 344 SEVERE CTI HandleControlFailureConf:: ControlFailureCode
34, PeripheralErrorCode 0

```

The ControlFailureCode is generated by the CTI Server. The value 34 corresponds to: "The service requires a resource that is out of service." The PeripheralErrorCode may contain a code generated by the specific peripheral; where no such code is available, a 0 is reported. Since the peripheral is offline, it obviously could not generate an error code.

```

10/05/99 13:13:10.775 344 INFO CTI Firing CTI Event 2039 (SET_AGENT_STATE_REQ
failed
)
10/05/99 13:13:10.775 344 INFO CTICLIENT_EVENT 2039 (SET_AGENT_STATE_REQ failed
) received from CTIClient

```

Agent Identification Problem

In this example there is something wrong with the information provided about the agent. This could be an incorrect extension/instrument number or an incorrect Agent ID. The error message is sufficiently explicit that no comment is necessary.

```

10/05/99 13:10:42.562 377 ** --TraceObject.Constructor[Unk: 2]--
      (Executable: C:\SIEBEL~1\GEODCS.EXE)
10/05/99 13:10:42.562 377 DCS_INFO Connect parameters:
10/05/99 13:10:42.572 377 DCS_INFO Extension: 188, AgentID: 276, Device: 188
10/05/99 13:10:42.582 377 DCS_INFO NumSkillGroups: 1
10/05/99 13:10:42.582 377 DCS_INFO Skill: 5000
10/05/99 13:10:42.582 377 DCS_INFO Skill Name: service
10/05/99 13:10:42.582 377 DCS_INFO Priority: 0

10/05/99 13:10:42.602 377 ** --TraceObject.Constructor[Unk: 3]--
10/05/99 13:10:42.602 377 INFO Module path .....
[C:\SIEBEL~1\CTICLI~1.DLL]
10/05/99 13:10:42.602 377 INFO Trace Mask ..... [0015309Ch]
10/05/99 13:10:42.602 377 INFO Peripheral ID Side A .. [5]
10/05/99 13:10:42.612 377 INFO Hostname Side A..... [38.208.232.114]
10/05/99 13:10:42.612 377 INFO Port Side A.....[42027]
10/05/99 13:10:42.612 377 INFO Peripheral ID Side B ...[5]
10/05/99 13:10:42.612 377 INFO Hostname Side B.....[38.208.232.114]
10/05/99 13:10:42.612 377 INFO Port Side B.....[43027]
10/05/99 13:10:42.612 377 INFO Expected CTI Clients....[500]
10/05/99 13:10:42.612 377 INFO Heartbeat Interval ... [-1]
10/05/99 13:10:42.612 377 INFO Queue Size .....[32]
10/05/99 13:10:42.612 377 INFO Pool Size .....[64]
10/05/99 13:10:42.612 377 INFO SOCKET TransportRegister::WSA startup
10/05/99 13:10:42.612 377 INFO SOCKET TransportRegister::winsock 1.1 sucessfully
loaded
10/05/99 13:10:42.612 377 INFO INFO OpenSessionEx::opening session at Preferred
Side A
10/05/99 13:10:42.632 377 INFO AttemptConnect::attempting to connect to Side
A, IP 38.208.232.114, port 42027
10/05/99 13:10:42.642 377 WARNING DCS_INFO QuerySkillGroupStatistics not supported in
this protocol version
10/05/99 13:10:42.862 377 INFO HandleConnEvent::connection established to
Side A
10/05/99 13:10:42.862 377 INFO CTI OPEN_REQ (3) sent to CTI Server with invokeid
12
10/05/99 13:10:43.092 377 INFO CTI FAILURE_CONF (1) received from CTI Server
10/05/99 13:10:43.092 377 SEVERE CTI HandleFailureConf:: FailureCode 1
10/05/99 13:10:43.102 377 INFO SOCKET closing sock 188

```

```

10/05/99 13:10:43.102 377 INFO INFO OnOpenSession::processing IDC_OPENSESSION,
side 1
10/05/99 13:10:43.102 377 INFO AttemptConnect::attempting to connect to Side
B, IP 38.208.232.114, port 43027
10/05/99 13:10:45.356 377 SEVERE SOCKET HandleConnEvent::connect() failure, errno
10061, CG Side B
10/05/99 13:10:45.356 377 SEVERE SOCKET posting message IDC_SIDE_OFFLINE
10/05/99 13:10:45.366 377 INFO INFO increasing retry level from 0
10/05/99 13:10:45.366 377 SEVERE SOCKET TransportClose::shutdown() failure, errno
10057, CG Side B
10/05/99 13:10:45.366 377 INFO INFO OnOpenSession::processing IDC_OPENSESSION,
side 0
10/05/99 13:10:45.366 377 INFO AttemptConnect::attempting to connect to Side
A, IP 38.208.232.114, port 42027
10/05/99 13:10:45.576 377 INFO INFO HandleConnEvent::connection established to
Side A
10/05/99 13:10:45.576 377 INFO CTI OPEN_REQ (3) sent to CTI Server with invokeid
13
10/05/99 13:10:45.826 377 INFO CTI FAILURE_CONF (1) received from CTI Server
10/05/99 13:10:45.826 377 SEVERE CTI HandleFailureConf:: FailureCode 32
10/05/99 13:10:45.826 377 INFO CTI Firing CTI Event 2004 (OPEN_REQ failed
)
10/05/99 13:10:45.826 377 INFO CTICLIENT_EVENT 2004 (OPEN_REQ failed
) received from CTIClient
10/05/99 13:10:45.836 377 INFO CTICLIENT_EVENT 31 (SYSTEM_EVENT) received from
CTIClient
10/05/99 13:10:45.836 377 INFO CTICLIENT_EVENT eventId 4512682
10/05/99 13:10:45.836 377 INFO DCS_INFO firing SystemStatusChange: 101
10/05/99 13:10:45.836 377 INFO DCS_INFO firing SystemStatusChange: 101
10/05/99 13:10:45.956 377 CRITICAL CTI Not restarting CTI Session because
inconsistent agent data

```

Transfer Problems

Two examples are presented here. In the first, an attempt to transfer a call fails because there is no call to transfer. In the second, an attempt to transfer a call fails because the agent to whom it is being transferred is not ready to receive it.

No Call to Transfer

In this example an attempt is made to transfer a call when there is no call to transfer. Obviously, the attempt fails.

Transfer Problems

```

10/05/99 13:17:11.411 368 ** --TraceObject.Constructor[Unk: 2]--
      (Executable: C:\SIEBEL~1\GEODCS.EXE)
10/05/99 13:17:11.411 368 DCS_INFO Connect parameters:
10/05/99 13:17:11.411 368 DCS_INFO Extension: 15, AgentID: 276, Device: 15
10/05/99 13:17:11.431 368 DCS_INFO NumSkillGroups: 1
10/05/99 13:17:11.431 368 DCS_INFO Skill: 5000
10/05/99 13:17:11.431 368 DCS_INFO Skill Name: service
10/05/99 13:17:11.431 368 DCS_INFO Priority: 0

10/05/99 13:17:11.451 368 ** --TraceObject.Constructor[Unk: 3]--
10/05/99 13:17:11.451 368 INFO Module path .....
[C:\SIEBEL~1\CTICLI~1.DLL]
10/05/99 13:17:11.451 368 INFO Trace Mask ..... [0015309Ch]
10/05/99 13:17:11.451 368 INFO Peripheral ID Side A .. [5]
10/05/99 13:17:11.451 368 INFO Hostname Side A..... [38.208.232.114]
10/05/99 13:17:11.451 368 INFO Port Side A.....[42027]
10/05/99 13:17:11.451 368 INFO Peripheral ID Side B ...[5]
10/05/99 13:17:11.461 368 INFO Hostname Side B.....[38.208.232.114]
10/05/99 13:17:11.461 368 INFO Port Side B.....[43027]
10/05/99 13:17:11.461 368 INFO Expected CTI Clients...[500]
10/05/99 13:17:11.461 368 INFO Heartbeat Interval ... [-1]
10/05/99 13:17:11.461 368 INFO Queue Size .....[32]
10/05/99 13:17:11.461 368 INFO Pool Size .....[64]
10/05/99 13:17:11.461 368 INFO SOCKET TransportRegister::WSA startup
10/05/99 13:17:11.461 368 INFO SOCKET TransportRegister::winsock 1.1 sucessfully
loaded
10/05/99 13:17:11.461 368 INFO INFO OpenSessionEx::opening session at Preferred
Side A

```

The following several lines are simply a reminder that log files report on complex behaviors. Here the attempt to connect to Side A fails for unknown reasons, the attempt to connect to Side B fails (because it is offline), and then the attempt to connect to Side A succeeds. This has nothing to do with the transfer problem that will be encountered later on.

```

10/05/99 13:17:11.481 368 INFO AttemptConnect::attempting to connect to Side
A, IP 38.208.232.114, port 42027
10/05/99 13:17:11.491 368 WARNING DCS_INFO QuerySkillGroupStatistics not supported in
this protocol version
10/05/99 13:17:11.751 368 INFO HandleConnEvent::connection established to
Side A
10/05/99 13:17:11.761 368 INFO CTI OPEN_REQ (3) sent to CTI Server with invokeid
12
10/05/99 13:17:12.012 368 INFO CTI FAILURE_CONF (1) received from CTI Server
10/05/99 13:17:12.012 368 SEVERE CTI HandleFailureConf:: FailureCode 1
10/05/99 13:17:12.012 368 INFO SOCKET closing sock 188

```

```

10/05/99 13:17:12.012 368 INFO INFO OnOpenSession::processing IDC_OPENSESSION,
side 1
10/05/99 13:17:12.022 368 INFO AttemptConnect::attempting to connect to Side
B, IP 38.208.232.114, port 43027
10/05/99 13:17:14.475 368 SEVERE SOCKET HandleConnEvent::connect() failure, errno
10061, CG Side B
10/05/99 13:17:14.475 368 SEVERE SOCKET posting message IDC_SIDE_OFFLINE
10/05/99 13:17:14.495 368 INFO INFO increasing retry level from 0
10/05/99 13:17:14.495 368 SEVERE SOCKET TransportClose::shutdown() failure, errno
10057, CG Side B
10/05/99 13:17:14.495 368 INFO INFO OnOpenSession::processing IDC_OPENSESSION,
side 0
10/05/99 13:17:14.495 368 INFO AttemptConnect::attempting to connect to Side
A, IP 38.208.232.114, port 42027
10/05/99 13:17:14.806 368 INFO INFO HandleConnEvent::connection established to
Side A
10/05/99 13:17:14.806 368 INFO CTI OPEN_REQ (3) sent to CTI Server with invokeid
13
10/05/99 13:17:15.086 368 INFO CTI OPEN_CONF (4) received from CTI Server
10/05/99 13:17:15.086 368 CTI OPEN_CONF: ProtocolVersion 5
10/05/99 13:17:15.086 368 CTI InvokeID 13, Services Granted 7, AgentState
AGENT_STATE_AVAILABLE
10/05/99 13:17:15.106 368 INFO CTI SNAPSHOT_DEVICE_REQ (84) sent to CTI Server
with invokeid 14
10/05/99 13:17:15.106 368 INFO CTI QUERY_DEVICE_INFO_REQ (78) sent to CTI Server
with invokeid 15
10/05/99 13:17:15.106 368 INFO CTI Firing CTI Event 4 (OPEN_CONF)
10/05/99 13:17:15.106 368 INFO CTICLIENT_EVENT 4 (OPEN_CONF) received from
CTIClient
10/05/99 13:17:15.126 368 SERIOUS DCS_COM OnAgentStateChange invoke failed, HRESULT
80010105

```

An attempt to transfer has not resulted in a state change for the agent ...

```

10/05/99 13:17:15.366 368 INFO CTI SNAPSHOT_DEVICE_CONF (85) received from CTI
Server
10/05/99 13:17:15.366 368 INFO CTI 0 calls in list

```

... because there was no call to transfer.

```

10/05/99 13:17:15.607 368 INFO CTI QUERY_DEVICE_INFO_CONF (79) received from CTI
Server

```

Agent Not Ready for Transfer

In this example an attempt is made to transfer a call to an agent who is not ready to receive it. Obviously, the attempt fails.

```

10/05/99 13:22:11.492 368 INFO CTI BEGIN_CALL_EVENT (23) received from CTI
Server
10/05/99 13:22:11.502 368 INFO CTI callid 466, devid 0
10/05/99 13:22:11.502 368 INFO CTI Firing CTI Event 23 (BEGIN_CALL_EVENT)
10/05/99 13:22:11.502 368 INFO CTICLIENT_EVENT 23 (BEGIN_CALL_EVENT) received from
CTIClient
10/05/99 13:22:11.562 368 SERIOUS DCS_COM OnNewCallAppearance invoke failed, HRESULT
80010105
10/05/99 13:22:11.813 368 INFO CTI CALL_DELIVERED_EVENT (9) received from CTI
Server
10/05/99 13:22:11.833 368 ** --TraceObject.Destructor[Unk: 3]--
10/05/99 13:22:11.833 368 INFO CTI Firing CTI Event 9 (CALL_DELIVERED_EVENT)
10/05/99 13:22:11.833 368 INFO CTICLIENT_EVENT 9 (CALL_DELIVERED_EVENT) received
from CTIClient
10/05/99 13:22:16.549 368 INFO CTI AGENT_STATE_EVENT (30) received from CTI
Server
10/05/99 13:22:16.549 368 INFO CTI state: AGENT_STATE_TALKING (4)
10/05/99 13:22:16.559 368 INFO CTI Firing CTI Event 30 (AGENT_STATE_EVENT)
10/05/99 13:22:16.559 368 INFO CTICLIENT_EVENT 30 (AGENT_STATE_EVENT) received from
CTIClient
10/05/99 13:22:16.559 368 INFO CTICLIENT_EVENT RaiseCtiEvent::newstate
AGENT_STATE_TALKING
10/05/99 13:22:16.559 368 SERIOUS DCS_COM OnAgentStateChange invoke failed, HRESULT
80010105
10/05/99 13:22:16.559 368 INFO CTI CALL_DATA_UPDATE_EVENT (25) received from CTI
Server
10/05/99 13:22:16.559 368 INFO INFO NumNamedVars 1, NumNamedArrays 1
10/05/99 13:22:16.569 368 ** --TraceObject.Destructor[Unk: 3]--
10/05/99 13:22:16.569 368 INFO CTI initial callid 466, devid 0
10/05/99 13:22:16.569 368 INFO CTI new callid 466, devid 0
10/05/99 13:22:16.569 368 INFO INFO NumNamedArrays 1
10/05/99 13:22:16.569 368 INFO INFO array (null)
10/05/99 13:22:16.569 368 INFO INFO value (null)
10/05/99 13:22:16.569 368 INFO CTI Firing CTI Event 25 (CALL_DATA_UPDATE_EVENT)
10/05/99 13:22:16.569 368 INFO CTICLIENT_EVENT 25 (CALL_DATA_UPDATE_EVENT) received
from CTIClient
10/05/99 13:22:16.600 368 INFO CTI CALL_DATA_UPDATE_EVENT (25) received from CTI
Server
10/05/99 13:22:16.600 368 INFO INFO NumNamedVars 1, NumNamedArrays 1
10/05/99 13:22:16.610 368 ** --TraceObject.Destructor[Unk: 3]--

```

```

10/05/99 13:22:16.610 368 INFO CTI initial callid 466, devid 0
10/05/99 13:22:16.610 368 INFO CTI new callid 466, devid 15
10/05/99 13:22:16.610 368 INFO INFO NumNamedArrays 1
10/05/99 13:22:16.610 368 INFO INFO array (null)
10/05/99 13:22:16.610 368 INFO INFO value (null)
10/05/99 13:22:16.610 368 INFO CTI Firing CTI Event 25 (CALL_DATA_UPDATE_EVENT)
10/05/99 13:22:16.610 368 INFO CTICLIENT_EVENT 25 (CALL_DATA_UPDATE_EVENT) received
from CTIClient
10/05/99 13:22:16.650 368 INFO CTI CALL_ESTABLISHED_EVENT (10) received from CTI
Server
10/05/99 13:22:16.650 368 ** --TraceObject.Destructor[Unk: 3]--

10/05/99 13:22:16.650 368 INFO CTI Firing CTI Event 10 (CALL_ESTABLISHED_EVENT)
10/05/99 13:22:16.650 368 INFO CTICLIENT_EVENT 10 (CALL_ESTABLISHED_EVENT) received
from CTIClient
10/05/99 13:22:16.670 368 SERIOUS DCS_COM OnUpdateCallData invoke failed, HRESULT
80010105
10/05/99 13:22:34.926 368 INFO DCS_INFO MakeConsultCall
10/05/99 13:22:34.926 368 INFO CTI CONSULTATION_CALL_REQ (50) sent to CTI Server
with invokeid 16
10/05/99 13:22:35.136 368 INFO CTI CALL_HELD_EVENT (11) received from CTI Server
10/05/99 13:22:35.136 368 ** --TraceObject.Destructor[Unk: 3]--

10/05/99 13:22:35.136 368 INFO CTI Firing CTI Event 11 (CALL_HELD_EVENT)
10/05/99 13:22:35.136 368 INFO CTICLIENT_EVENT 11 (CALL_HELD_EVENT) received from
CTIClient
10/05/99 13:22:35.186 368 INFO CTI AGENT_STATE_EVENT (30) received from CTI
Server
10/05/99 13:22:35.186 368 INFO CTI state: AGENT_STATE_TALKING (4)
10/05/99 13:22:35.186 368 INFO CTI Firing CTI Event 30 (AGENT_STATE_EVENT)
10/05/99 13:22:35.186 368 INFO CTICLIENT_EVENT 30 (AGENT_STATE_EVENT) received from
CTIClient
10/05/99 13:22:35.186 368 INFO CTICLIENT_EVENT RaiseCtiEvent::newstate
AGENT_STATE_TALKING
10/05/99 13:22:35.196 368 SERIOUS DCS_COM OnAgentStateChange invoke failed, HRESULT
80010105
10/05/99 13:22:35.336 368 INFO CTI CONTROL_FAILURE_CONF (35) received from CTI
Server
10/05/99 13:22:35.336 368 SEVERE CTI HandleControlFailureConf:: ControlFailureCode
6, PeripheralErrorCode 73
10/05/99 13:22:35.336 368 INFO CTI Firing CTI Event 2051 (CONSULTATION_CALL_REQ
failed
)
10/05/99 13:22:35.336 368 INFO CTICLIENT_EVENT 2051 (CONSULTATION_CALL_REQ failed
) received from CTIClient

```

The agent who should be receiving the transferred call is talking; the transfer fails.

Agent Not Ready to Make Call

In order to make a call, an agent must be in the Ready state. The following example illustrates a case where the agent attempts to make a call but is not in the Ready state.

```

10/12/99 13:43:38.117 377 INFO CTI Firing CTI Event 9 (CALL_DELIVERED_EVENT)
10/12/99 13:43:38.117 377 INFO CTICLIENT_EVENT 9 (CALL_DELIVERED_EVENT) received
from CTIClient
10/12/99 13:43:41.972 377 INFO CTI ANSWER_CALL_REQ (42) sent to CTI Server with
invokeid 51
10/12/99 13:43:42.333 377 INFO CTI ANSWER_CALL_CONF (43) received from CTI
Server
10/12/99 13:43:42.333 377 INFO CTI Firing CTI Event 43 (ANSWER_CALL_CONF)
10/12/99 13:43:42.333 377 INFO CTICLIENT_EVENT 43 (ANSWER_CALL_CONF) received from
CTIClient
10/12/99 13:43:42.353 377 INFO CTI AGENT_STATE_EVENT (30) received from CTI
Server
10/12/99 13:43:42.353 377 INFO CTI state: AGENT_STATE_TALKING (4)

```

The agent is talking, and therefore not in the Ready state.

```

10/12/99 13:43:42.353 377 INFO CTI Firing CTI Event 30 (AGENT_STATE_EVENT)
10/12/99 13:43:42.353 377 INFO CTICLIENT_EVENT 30 (AGENT_STATE_EVENT) received from
CTIClient
10/12/99 13:43:42.353 377 INFO CTICLIENT_EVENT RaiseCtiEvent::newstate
AGENT_STATE_TALKING
10/12/99 13:43:42.363 377 SERIOUS DCS_COM OnAgentStateChange invoke failed, HRESULT
80010105
10/12/99 13:43:42.413 377 INFO CTI CALL_DATA_UPDATE_EVENT (25) received from CTI
Server
10/12/99 13:43:42.413 377 ** --TraceObject.Destructor[Unk: 3]--
10/12/99 13:43:42.413 377 INFO CTI initial callid 69, devid 23816
10/12/99 13:43:42.413 377 INFO CTI new callid 69, devid 23816
10/12/99 13:43:42.413 377 INFO CTI Firing CTI Event 25 (CALL_DATA_UPDATE_EVENT)
10/12/99 13:43:42.443 377 INFO CTICLIENT_EVENT 25 (CALL_DATA_UPDATE_EVENT) received
from CTIClient
10/12/99 13:43:42.443 377 INFO CTI CALL_DATA_UPDATE_EVENT (25) received from CTI
Server
10/12/99 13:43:42.453 377 ** --TraceObject.Destructor[Unk: 3]--

```



```

10/12/99 13:43:42.453 377 INFO CTI initial callid 69, devid 23816
10/12/99 13:43:42.453 377 INFO CTI new callid 69, devid 23817
10/12/99 13:43:42.453 377 INFO CTI Firing CTI Event 25 (CALL_DATA_UPDATE_EVENT)
10/12/99 13:43:42.453 377 INFO CTICLIENT_EVENT 25 (CALL_DATA_UPDATE_EVENT) received
from CTIClient
10/12/99 13:43:42.473 377 INFO CTI CALL_ESTABLISHED_EVENT (10) received from CTI
Server
10/12/99 13:43:42.473 377 ** --TraceObject.Destructor[Unk: 3]--
10/12/99 13:43:42.483 377 INFO CTI Firing CTI Event 10 (CALL_ESTABLISHED_EVENT)
10/12/99 13:43:42.483 377 INFO CTICLIENT_EVENT 10 (CALL_ESTABLISHED_EVENT) received
from CTIClient
10/12/99 13:43:42.503 377 SERIOUS DCS_COM OnUpdateCallData invoke failed, HRESULT
80010105
10/12/99 13:43:57.495 377 INFO CTI MAKE_CALL_REQ (56) sent to CTI Server with
invokeid 56
10/12/99 13:43:57.825 377 INFO CTI CONTROL_FAILURE_CONF (35) received from CTI
Server
10/12/99 13:43:57.825 377 SEVERE CTI HandleControlFailureConf:: ControlFailureCode
71, PeripheralErrorCode 15
10/12/99 13:43:57.825 377 INFO CTI Firing CTI Event 2057 (MAKE_CALL_REQ failed
)
10/12/99 13:43:57.825 377 INFO CTICLIENT_EVENT 2057 (MAKE_CALL_REQ failed
) received from CTIClient

```

*An attempt to make a call, while not in the Ready state, fails. The ControlFailureCode is generated by the CTI Server. The value 71 corresponds to: "The requested operation has been rejected." The PeripheralErrorCode contains a code (in this case 15) generated by the specific peripheral (in this case a DEFINITY ECS). Here the code 15 is the ASAI value, which corresponds to the cause_value *C_USER_BUSY.*

```

10/12/99 13:44:01.851 377 INFO CTI MAKE_CALL_REQ (56) sent to CTI Server with
invokeid 61
10/12/99 13:44:02.151 377 INFO CTI CONTROL_FAILURE_CONF (35) received from CTI
Server
10/12/99 13:44:02.151 377 SEVERE CTI HandleControlFailureConf:: ControlFailureCode
71, PeripheralErrorCode 15
10/12/99 13:44:02.161 377 INFO CTI Firing CTI Event 2057 (MAKE_CALL_REQ failed
)
10/12/99 13:44:02.161 377 INFO CTICLIENT_EVENT 2057 (MAKE_CALL_REQ failed
) received from CTIClient
10/12/99 13:44:02.432 377 INFO CTI MAKE_CALL_REQ (56) sent to CTI Server with
invokeid 62
10/12/99 13:44:02.752 377 INFO CTI CONTROL_FAILURE_CONF (35) received from CTI
Server

```

■ Agent Not Ready to Make Call

```
10/12/99 13:44:02.762 377 SEVERE CTI HandleControlFailureConf:: ControlFailureCode
71, PeripheralErrorCode 15
10/12/99 13:44:02.762 377 INFO CTI Firing CTI Event 2057 (MAKE_CALL_REQ failed
)
10/12/99 13:44:02.762 377 INFO CTICLIENT_EVENT 2057 (MAKE_CALL_REQ failed
) received from CTIClient
```