



## CTI Error Codes

**Table B-1** CTI Error Codes

Error Name	Description
CTIERR_TIMEOUT	No longer used
CTIERR_MEDIA_ALREADY_TERMINATED	Attempt to terminate on a media device that already has media terminated
CTIERR_ILLEGAL_HANDLE	Handle is unknown to the system
CTIERR_UNDEFINED_LINE	Line was specified that was not found on the device
CTIERR_ILLEGAL_CALLINGPARTY	Attempt to originate call using a calling party that is not on the device
CTIERR_CALL_ALREADY_EXISTS	Another call already exists on the line
CTIERR_LINECONTROL_FAILURE	Line control refuses to let a new call be initiated because of its state (probably bug)
CTIERR_ILLEGAL_CALLSTATE	Line is not in a legal state to invoke the command
CTIERR_CALLHANDLE_NOTINCOMINGCALL	Attempt to answer a call that either does not exist or is not in the correct state
CTIERR_TRANSFERFAILED_DESTINATION_UNALLOCATED	Attempt to transfer to a directory number that is not registered
CTIERR_TRANSFERFAILED_DESTINATION_BUSY	Attempt to transfer to a busy destination
CTIERR_TRANSFERFAILED	Transfer failed (probable cause is one of the call legs was hung up or disconnected from the far end)
CTIERR_HOLDFAILED	Hold was rejected by line control or call control
CTIERR_RETRIEVEFAILED	Retrieve was rejected by line control or call control
CTIERR_DB_NO_MORE_DEVICES	No longer used
CTIERR_DB_ILLEGAL_DEVICE_TYPE	No longer used
CTIERR_DB_ERROR	Device query contained an illegal device type
CTIERR_CANNOT_TERMINATE_MEDIA_ON_PHONE	Media cannot be terminated by an application when the device has a physical phone (the phone always terminates the media)
CTIERR_UNKNOWN_GLOBAL_CALL_HANDLE	No longer used

Table B-1 CTI Error Codes (continued)

Error Name	Description
CTIERR_DEVICE_NOT_OPEN	Attempt to open either a line on a device not open, or a device that must already be registered (i.e., an IP phone device)
CTIERR_ASSOCIATED_LINE_NOT_OPEN	Command issued on a line that must be open
CTIERR_SSAPI_NOT_REGISTERED	Redirect command was issued when the internal supporting interface was not initialized; either CTI has not yet finished its initialization of and internal error occurred.
CTIERR_REDIRECT_CALL_DOES_NOT_EXIST	Attempt to redirect a call that does not exist or is not longer active
CTIERR_REDIRECT_CALLINFO_ERR	Internal error returned from call control
CTIERR_REDIRECT_ERR	Internal error returned from call control
CTIERR_REDIRECT_CALL_CALL_TABLE_FULL	Internal error returned from call control
CTIERR_REDIRECT_CALL_PROTOCOL_ERROR	Internal error returned from call control
CTIERR_REDIRECT_CALL_UNKNOWN_DESTINATION	Attempt to redirect to an unknown destination
CTIERR_REDIRECT_CALL_DIGIT_ANALYSIS_TIMEOUT	Internal error returned from call control
CTIERR_REDIRECT_CALL_MEDIA_CONNECTION_FAILED	Internal error returned from call control
CTIERR_REDIRECT_CALL_PARTY_TABLE_FULL	Internal error returned from call control
CTIERR_REDIRECT_CALL_ORIGINATOR_ABANDONED	Far end hung up on the call being redirected
CTIERR_REDIRECT_CALL_UNKNOWN_PARTY	Internal error returned from call control
CTIERR_REDIRECT_CALL_INCOMPATIBLE_STATE	Internal error returned from call control
CTIERR_REDIRECT_CALL_PENDING_REDIRECT_TRANSACTION	
CTIERR_REDIRECT_CALL_UNKNOWN_ERROR	Internal error returned from call control
CTIERR_REDIRECT_CALL_NORMAL_CLEARING	Internal error returned from call control
CTIERR_REDIRECT_CALL_UNRECOGNIZED_MANAGER -	Internal error returned from call control
CTIERR_REDIRECT_CALL_DESTINATION_BUSY	Redirect destination is busy
CTIERR_REDIRECT_CALL_DESTINATION_OUT_OF_ORDER	Redirect destination is out of order
CTIERR_CANNOT_OPEN_DEVICE	Device open failed because the associated device is shutting down (unregistering)
CTIERR_TRANSFERFAILED_TRANSFER_ALREADY_OUTSTANDING	Existing transfer is still in progress
CTIERR_TRANSFERFAILED_CALLCONTROL_TIMEOUT	Expected response from call control not received during a transfer
CTIERR_CALLHANDLE_UNKNOWN_TO_LINECONTROL	Attempt to redirect call that was unknown to line control
CTIERR_UNRECOGNIZABLE_PDU	QBE protocol error (bug)
CTIERR_ILLEGAL_MESSAGE_FORMAT	QBE protocol error (bug)
CTIERR_DIRECTORY_LOGIN_FAILED	Login to the directory server failed when opening the provider

**Table B-1** CTI Error Codes (continued)

<b>Error Name</b>	<b>Description</b>
CTIERR_PROVIDER_NOT_OPEN	Attempt to issue a CTI command before the provider was open
CTIERR_PROVIDER_ALREADY_OPEN	Attempt to reopen a provider
CTIERR_NOT_INITIALIZED	Attempt to open a provider before CTI initialization completes
CTIERR_CLUSTER_LINK_FAILURE	Link failed to one of the call managers in the cluster (network error)
CTIERR_COMMAND_NOT_IMPLEMENTED_ON_DEVICE	Device does not support the command

