رموز أخطاء IPCC من Cisco

المحتويات

المقدمة

يقدم هذا المستند رموز أخطاء الأجهزة الطرفية التي تم إنشاؤها لعبارة الأجهزة الطرفية (Cisco (PG CallManager. يمكنك إستخدام رسائل الخطأ هذه لاستكشاف المشاكل وإصلاحها في بيئة مركز اتصال بروتوكول الإنترنت (IPCC). تتيح لك الأداة المساعدة فحص سطر الأوامر عرض جميع رموز أخطاء PG المعروفة ل Cisco CallManager. تعد هذه الأداة المساعدة جزءا من CallManager PG في الإصدار 4.6.1 من Cisco Intelligent Contact Management (ICM) والإصدارات الأحدث. تلتقط الأداة رسائل التتبع من المستوى الأول والثاني والثالث بالتفصيل وتشير إلى أي من هذه العمليات ينتج الخطأ:

- مدير واجهة الأجهزة الطرفية (PIM)
- بوابة واجهة برمجة التطبيقات الهاتفية جافا (JTAPI)
- Cisco CallManager

تظهر رسالة الخطأ في جهاز طرفي للرمز على الهاتف. يعرض وصف موجز مع رسالة الخطأ مع الإشارة إلى العملية التي ولدت الخطأ والحدث الذي حدث. يوضح هذا الجدول الأمثلة:

الخطأ	تشير إلى . . .
Pererr_Teldrive	قامت طبقة برنامج التشغيل الهاتفي بإنشاء الخطأ.
Pererr_JTCLIENT	قام عميل JTAPI بإنشاء الخطأ.
بيرير_جتفاي	قامت طبقة تطبيق JTAPI بإنشاء الخطأ.
بت_gw_e	قامت بوابة JTAPI بإنشاء الخطأ.
Pererr_CM	قام Cisco CallManager بإنشاء الخطأ.

المتطلبات الأساسية

المتطلبات

توصي Cisco بأن تكون لديك معرفة بالمواضيع التالية:

• أستكشاف أخطاء Cisco ICM PG وإصلاحها ودعمها

المكونات المستخدمة

تستند المعلومات الواردة في هذا المستند إلى إصدارات البرامج والمكونات المادية التالية:

• Cisco ICM، الإصدار 4.6.2 والإصدارات الأحدث

تم إنشاء المعلومات الواردة في هذا المستند من الأجهزة الموجودة في بيئة معملية خاصة. بدأت جميع الأجهزة المستخدمة في هذا المستند بتكوين ممسوح (افتراضي). إذا كانت شبكتك مباشرة، فتأكد من فهمك للتأثير المحتمل لأي أمر.

الاصطلاحات

راجع اصطلاحات تلميحات Cisco التقنية للحصول على مزيد من المعلومات حول اصطلاحات المستندات.

رموز الأخطاء

ملاحظة: يتم عرض بعض هذه القيم عبر سطرين بسبب قيود المساحة.

1- برنامج_غير معروف

```
'1st Level Text = 'Unknown Peripheral Error

'2nd Level Text = 'The Peripheral error specified does not exist

'' = 3rd Level Text
```

1- برنامج_غير معروف

```
'1st Level Text = 'Unknown Peripheral Error

'2nd Level Text = 'The Peripheral error specified does not exist

'' = 3rd Level Text
```

Pererr_Teldrive_LOCKTPSERVICES 10001

```
'1st Level Text = 'A logic error occurred prior to Locking TP Services

2nd Level Text = 'The TP Services cannot be locked by the thread since it is
'already locked. This is a serious logic condition and should be reported/resolved

'' = 3rd Level Text
```

Pererr_Teldrive_Lockinstance 10002

```
'1st Level Text = 'A logic error occurred prior to Locking the Client Instance
```

2nd Level Text = 'The Client Instance cannot be locked by the thread since it is
'already locked. This is a serious logic condition and should be reported/resolved

'' = 3rd Level Text

Pererr_Teldrive_LockTeldresyler 10003

1st Level Text = 'A logic error occurred prior to Locking the Telephony
'Driver Layer

2nd Level Text = 'The Telephony Driver Layer cannot be locked by the thread since
'it is already locked. This is a serious logic condition and should be reported/resolved

'' = 3rd Level Text

Pererr_Teldrive_Noinstrumentforextension 10004

1st Level Text = 'The extension number specified is not associated with
'any known instrument

2nd Level Text = 'An instrument with the number specified cannot be found for any
'.instrument. Perhaps an invalid extension was specified

'' = 3rd Level Text

PERERR_TELDRIVE_AGENTALREADYLOGGEDOUT 10101

'1st Level Text = 'The agent is already LOGGED out

.2nd Level Text = 'An attempt was made to logout an agent who is already logged out
'This attempt failed

'' = 3rd Level Text

Pererr_Teldrive_Agentalreadysignedon 10102

'1st Level Text = 'The agent is already LOGGED ON

.2nd Level Text = 'An attempt was made to login an agent that is already logged in
'This attempt failed

'' = 3rd Level Text

teldrive_agentavailorwork_بت 10103

1st Level Text = 'The requested function cannot be performed since the
'agent is AVAILABLE or in a CALL WORK State

2nd Level Text = 'This can occur when an agent tries to make a call from an
'AVAILABLE, or WORK state

'' = 3rd Level Text

Pererr_Teldrive_Agentcantgounvailable 10104

'1st Level Text = 'The Agent cannot go UNAVAILABLE due to possible calls

2nd Level Text = 'When this error occurs, the ROUTER did not approve the agent going
'.unavailable. Typically retrying this will make it succeed

'' = 3rd Level Text

10105 teldrive_agentnotinateam_بت

'1st Level Text = 'Agent is not a TEAM member - cannot make supervisor call

2nd Level Text = 'The agent is trying to make a supervisor assist call but is not a member of a
team.'

'' = 3rd Level Text

10106 Pererr_Teldrive_Agentreserved

'1st Level Text = 'Agent is RESERVED - cannot make call

2nd Level Text = 'This error occurs when the agent is trying to make a call or consult
call but is currently RESERVED for an incoming call'

'' = 3rd Level Text

10107 Pererr_Teldrive_Agentteamnotfound

'1st Level Text = 'Internal Logic Error - Agent Team not found

2nd Level Text = 'The agent team specified in the agent object cannot be found. This
indicates an internal error that should be reported and resolved.'

'' = 3rd Level Text

10108 Pererr_Teldrive_BadstateTransition

'1st Level Text = 'The state transition is invalid from the current state

2nd Level Text = 'The routine ValidateAgentPrevalentStateTransition determined that
the desired transition was illegal from the current state'

'' = 3rd Level Text

10109 Pererr_Teldrive_CALLTYPENOTVALIDATIONforDialplan

1st Level Text = 'The agent is attempting to make a call that is not valid
for their defined call plan'

2nd Level Text = 'The call type that the call was classified into is not allowed for
the dialed Number Plan used'

'' = 3rd Level Text

10110 Pererr_Teldrive_Cannoterwrapwithnocal

'1st Level Text = 'Cannot enter Wrapup Mode - No Call

'2nd Level Text = 'Transitioning to work mode cannot be done without an active call

'' = 3rd Level Text

1011 Pererr_teldrive_cantgoreadyfromcurrentstate

'1st Level Text = 'Cannot transition to READY from current state

2nd Level Text = 'Based upon transition rules, the agent cannot go READY. Examples: You
'can't go READY from TALKING

'' = 3rd Level Text

Pererr_Teldrive_CantlogoutfromCurrentState 10112

'1st Level Text = 'The agent cannot log out from the current state

'2nd Level Text = 'The agent needs to be NOT READY in order to log out

'' = 3rd Level Text

Pererr_Teldrive_ClientConfigUrerefailed 10113٪ فشل

'1st Level Text = 'ClientInstance Configuration Failed - Login Failed

2nd Level Text = 'Within CSTASetAgentState, ConfigureClientInstance failed. This caused
'the Login to fail

'' = 3rd Level Text

Pererr_Teldrive_ClientFailRecallback 10114

'1st Level Text = 'No client was found associated with a response

2nd Level Text = 'This can happen when a CTI Client disconnects prior to a requested
'.operation completing

'' = 3rd Level Text

Pererr_Teldrive_CREATEINSTANCEFAILED 10115

'1st Level Text = 'CreateNewClientInstance Failed - Login Failed

2nd Level Text = 'Within CSTASetAgentState, CreateNewCLientInstance failed. This
'caused the Login to fail. This could indicate an internal error condition

'' = 3rd Level Text

Pererr_Teldrive_DeviceUse 10116

'1st Level Text = 'Device is already in use by another agent

2nd Level Text = 'This happened due to an agent logging into a device that already
'has an agent logged in

'' = 3rd Level Text

Pererr_Teldrive_ILegaldialstring 10117

'.1st Level Text = 'Invalid DTMF Dial string

2nd Level Text = 'The dial string specified in the request contains invalid DTMF
characters. This is due to failing the default validation, or the specific
'validation defined in the Device Target config

'' = 3rd Level Text

Pererr_Teldrive_Instrumentnotonperipheral 10118 برنامج

'1st Level Text = 'Instrument is not on THIS peripheral

2nd Level Text = 'An attempt was made to log in an agent to an instrument that is not
'.on this peripheral

'' = 3rd Level Text

Pererr_Teldrive_InvalidIndeviceipaddress 10119

1st Level Text = 'The IP Address specified in the Device Target does not
'.match this agent

2nd Level Text = 'The IP Address specified in the Device Target did not match the
'IP address of the agent requesting agent

'' = 3rd Level Text

PERERR_TELDRIVE_INVALIDPASSWORD 10120

'1st Level Text = 'Invalid Agent Password Specified

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_Teldrive_Logoutpending 10121

'1st Level Text = 'A logout is pending - cannot change state

2nd Level Text = 'The agent state cannot be changed because a logout is pending for
'the agent

'' = 3rd Level Text

Pererr_Teldrive_Logoutreasonrequired 10122

'1st Level Text = 'A reason code is required to log out

2nd Level Text = 'Due to agent desk settings a reason code is required in order to
'.log out

'' = 3rd Level Text

Pererr_Teldrive_Noagentforskilltarget 10123

1st Level Text = 'An agent could not be found for the Skill target
'referenced. Possible Internal Error

2nd Level Text = 'An agent with the skill target specified in either the device
target, or in the private data of a QueryDevice Agent state message cannot be
'found. This could indicate a logic error

'' = 3rd Level Text

Pererr_Teldrive_Desktop 10124 إعدادات

'1st Level Text = 'The agent has no desk settings - Configuration Error

2nd Level Text = 'The agent's desk setting ID is not set, indicating that the agent
'.has no desk settings configured

'' = 3rd Level Text

teldrive_nodevicetargetFornettarged_بت 10125

1st Level Text = 'The device target specified does not exists. Internal or
'configuration error

2nd Level Text = 'A device target with the network target ID specified cannot be
'found. This could indicate either an internal error or a configuration error

'' = 3rd Level Text

Pererr_Teldrive_NodialednumberForid_AT 10126

1st Level Text = 'No dialed number for the dialed number ID specified in
'the Dialed Number Plan

2nd Level Text = 'The number does not correlate to any known dialed number. This
'indicates either a configuration or internal error

'' = 3rd Level Text

Pererr_Teldrive_NODIALEDNUMBERberforid_DNP 10127

1st Level Text = 'No dialed number for the dialed number ID specified in
'the Dialed Number Plan

2nd Level Text = 'The number specified does not correlate to any known dialed
'number. This indicates either a configuration or internal error

'' = 3rd Level Text

Pererr_Teldrive_Noskillgroups 10128

1st Level Text = 'CONFIG Error - Cannot Log in - No Skill groups defined
'for agent

2nd Level Text = 'The agent attempting a login attempt is not associated with any
'skill groups. At least one skill group must be defined for the agent

'' = 3rd Level Text

Pererr_teldrive_notagentsdevice 10129

'1st Level Text = 'Cannot log in - Device is in use by another agent

2nd Level Text = 'The agent is attempting to log into a device that another agent
'is already logged into

'' = 3rd Level Text

Pererr_Teldrive_ReasonRequirementsForLogout 10130

'1st Level Text = 'A reason code is required to log out

2nd Level Text = 'The agent is configured to require a logout reason and none was
specified.'

'' = 3rd Level Text

Pererr_Teldrive_ReasoncorequirementsForNotready 10131

'1st Level Text = 'A reason code is required to go NOT READY

2nd Level Text = 'The agent is configured to require a reason code to go NOT READY
and none was specified'

'' = 3rd Level Text

Pererr_Teldrive_KnownDevice 10132

'1st Level Text = 'Unknown Instrument or Extension number specified

2nd Level Text = 'The device specified in the third party or Route select request is
not associated with any client'

'' = 3rd Level Text

teldrive_unavailableRequestPending_بت 10133

'1st Level Text = 'State change failed - Pending Unavailable request

2nd Level Text = 'The requested state change failed because a state change to
unavailable is pending.'

'' = 3rd Level Text

جهاز teldrive_unknownActiveDevice_بت 10134

'1st Level Text = 'Unknown ACTIVE device specified

2nd Level Text = 'The active device specified in the request is not associated with
any client. The connection ID is invalid'

'' = 3rd Level Text

Pererr_Teldrive_UnknownEvent 10135

'1st Level Text = 'Unknown agent id specified

2nd Level Text = 'The agent id specified on the LOGIN or Associate data request is not
a known agent'

'' = 3rd Level Text

Pererr_Teldrive_UnknownCallDevice 10136

'1st Level Text = 'Unknown Calling Device

2nd Level Text = 'The calling device specified in the MakeCall or MakePredictiveCall
function is unknown'

'' = 3rd Level Text

Pererr_Teldrive_UnknownHelddevice 10138

'1st Level Text = 'Unknown HELD device

'2nd Level Text = 'The HELD device specified in the RetrieveCall function is unknown

'' = 3rd Level Text

Pererr_Teldrive_UnknownInstance 10139

'1st Level Text = 'No client could be found for the request

2nd Level Text = 'A client for the Set State or ClearConnection request could not be
'.found by any of multiple methods

'' = 3rd Level Text

Pererr_Teldrive_UnknownSupervisorDevice 10140

'1st Level Text = 'Unknown supervisor device

'2nd Level Text = 'The device specified in the SupervisorCall request is not valid

'' = 3rd Level Text

teldrive_wrapupdata_required_بت 10141

'(1st Level Text = 'Wrapup Data is required (first

2nd Level Text = 'The attempted transition to READY or NOT READY cannot be completed
'until wrapup data is entered

'' = 3rd Level Text

teldrive_wrapupnoed_بيرير 10142

'1st Level Text = 'Wrap up not allowed

'2nd Level Text = 'Wrapup is not allowed due to agent desk settings

'' = 3rd Level Text

Pererr_jtclient_nojtapiappproto 11001

'1st Level Text = 'No JTAPI Application Protocol is defined for the Peripheral

'2nd Level Text = 'No JTAPI Application Protocol layer could be found for the peripheral

'' = 3rd Level Text

jtclient_errorsendingtogw_بت 11002

1st Level Text = 'An error occurred sending the request to the Gateway
'application protocol

2nd Level Text = 'This could be an indication of a serious error and should be
'investigated

'' = 3rd Level Text

Pererr_JTCLIENT_UNKNOWNncallid 11003

'1st Level Text = 'Unknown Call ID

'2nd Level Text = 'The call ID specified in the request is unknown

'' = 3rd Level Text

Pererr_JTCLIENT_NODEVICETARGETfornettarged 11004

'1st Level Text = 'Internal Error - No Device Target found for Network Target ID

2nd Level Text = 'This is a potential internal error on an operation, an attempt to
'.lookup a device target by it's network target ID failed

'' = 3rd Level Text

Pererr_JTCLIENT_NoagentforskilltargetD 11005

'1st Level Text = 'Internal Error - Agent not found for Skill Target ID

2nd Level Text = 'This is a potential internal error on an operation, an attempt to
'.lookup an agent by a skill target ID failed

'' = 3rd Level Text

Pererr_JTCLIENT_UNKNOWN 11006

'1st Level Text = 'Unknown Instrument

'2nd Level Text = 'The Instrument specified in a request was not found

'' = 3rd Level Text

jtapplay_errorsendingtogw_بت 12001

'1st Level Text = 'Internal Error - Error on ProcmonSendMsg

'2nd Level Text = 'An error occurred sending the message to the gateway

'' = 3rd Level Text

Pererr_jtapplay_RequestNotfound 12002

'1st Level Text = ' Request Not found - No client

2nd Level Text = 'A response was received for a client handle that is no longer
'there. Possibly the client disconnected/logged out

'' = 3rd Level Text

PERERR_JTAPPLAY_NOINVOCATIONDATA 12003٪ بیانات

'1st Level Text = 'Internal Error - No invocation data

2nd Level Text = 'A response for a tracked request was received however, no

'invocation data for that request exists

'' = 3rd Level Text

13000 بت gw_e_no_error_

'1st Level Text = 'JTAPI Gateway - No error

'' = 2nd Level Text

'' = 3rd Level Text

13001 بت gw_e_invalid_version_

- 1st Level Text = 'JTAPI Gateway - Incorrect CallManager version
BRAVO required during protocol negotiation with the CallManager, the CallManager
'version was detected and is not BRAVO

'' = 2nd Level Text

'' = 3rd Level Text

13002 بت gw_e_session_already_active_

'1st Level Text = 'JTAPI Gateway - CM Session already active

'' = 2nd Level Text

'' = 3rd Level Text

13003 بت gw_e_vru_offline_

'1st Level Text = 'JTAPI Gateway - Undescribed error

'' = 2nd Level Text

'' = 3rd Level Text

13004 بت gw_e_session_not_active_

'1st Level Text = 'JTAPI Gateway - Undescribed error

'' = 2nd Level Text

'' = 3rd Level Text

13005 Pererr_GW_E_INVALID_DIAL_NUMBER

'1st Level Text = 'JTAPI Gateway - CM - Invalid Dialed Number

'' = 2nd Level Text

'' = 3rd Level Text

13006 بت gw_e_events_not_supported_

'1st Level Text = 'JTAPI Gateway - Events not supported

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_routing_not_supported_بت 13008 الإصدار

'1st Level Text = 'JTAPI Gateway - Routing not supported

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_gw_E_TIME_SYNCH_NOT_SUPPORTED 13009

'1st Level Text = 'JTAPI Gateway - Time Sync Not supported

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_timeout_بت 13010

'1st Level Text = 'JTAPI Gateway - Time-out Error

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_pg_offline_بت 13011

'1st Level Text = 'JTAPI Gateway - PG is off-line

'' = 2nd Level Text

'' = 3rd Level Text

gw_E_REQUEST_REJECTED_بت 13012

'1st Level Text = 'JTAPI Gateway - Request Refused

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_routing_not_available_بت 13013

'1st Level Text = 'JTAPI Gateway - Routing Not Available

'' = 2nd Level Text

'' = 3rd Level Text

13014 بت_gw_e_route_not_تم قبوله

'1st Level Text = 'JTAPI Gateway - Route Not accepted

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_GW_E_UNSPECIFIED_FAILURE 13015

'1st Level Text = 'JTAPI Gateway - Unspecified Failure

'' = 2nd Level Text

'' = 3rd Level Text

PERERR_GW_E_INVALID_INVOKEID 13016

'1st Level Text = 'JTAPI Gateway - Invalid Invoke ID

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_gw_e_SERVICE_CTRL_NOT_SUPPORTED 13017 الإصدار

'1st Level Text = 'JTAPI Gateway - Service Control Not Supported

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_no_script_بت 13018

'1st Level Text = 'JTAPI Gateway - No Script

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_gw_E_CALL_VARIABLE1 13019

'1st Level Text = 'JTAPI Gateway - Error Call Variable 1

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_gw_E_CALL_VARIABLE2 13020

'1st Level Text = 'JTAPI Gateway - Error Call Variable 2

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_call_variable3_بت 13021

'1st Level Text = 'JTAPI Gateway - Error Call Variable 3

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_call_variable4_بت 13022

'1st Level Text = 'JTAPI Gateway - Error Call Variable 4

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_call_variable5_بت 13023

'1st Level Text = 'JTAPI Gateway - Error Call Variable 5

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_call_variable6_بت 13024

'1st Level Text = 'JTAPI Gateway - Error Call Variable 6

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_call_variable7_بت 13025

'1st Level Text = 'JTAPI Gateway - Error Call Variable 7

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_call_variable8_بت 13026

'1st Level Text = 'JTAPI Gateway - Error Call Variable 8

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_GW_E_CALL_VARIABLE9 13027

'1st Level Text = 'JTAPI Gateway - Error Call Variable 9

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_call_variable10_بت 13028

'1st Level Text = 'JTAPI Gateway - Error Call Variable 10

'' = 2nd Level Text

'' = 3rd Level Text

PERERR_GW_E_INVALID_SCRIPT 13029

'1st Level Text = 'JTAPI Gateway - Error Invalid Script

'' = 2nd Level Text

'' = 3rd Level Text

PERERR_GW_E_INVALID_CALLID 13030

'1st Level Text = 'JTAPI Gateway - Error Invalid Call ID

'' = 2nd Level Text

'' = 3rd Level Text

PERERR_GW_E_INVALID_MESSAGE 13032

'1st Level Text = 'JTAPI Gateway - Error Invalid Message

'' = 2nd Level Text

'' = 3rd Level Text

تم إلغاء ٪Pererr_GW_E_OPERATION_Canceled 13034

'1st Level Text = 'JTAPI Gateway - Operation Cancelled

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_operation_not_cancel_بت 13035

'1st Level Text = 'JTAPI Gateway - Operation Not Cancelled

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_jtapiobj_performanceSwitch_no_terminal_connection_بت 13036

'1st Level Text = 'JTAPI Gateway - Error on ANSWER operation

2nd Level Text = 'The routine performAnswerCall in class JTapiObj got a null
findTerminalConnection' connection from a call to '

'' = 3rd Level Text

Pererr_gw_e_jtapiobj_performholdcall_no_terminal_connection 13037

'1st Level Text = 'JTAPI Gateway - Error on HOLD operation

2nd Level Text = 'The routine performHoldCall in class JTapiObj got a null
findTerminalConnection' connection from a call to '

'' = 3rd Level Text

PERERR_GW_E_JTAPIOBJ_PERForpRedirectcall_INVALID_CONNECTION 13038

1st Level Text = 'JTAPI Gateway - Error on REDIRECT operation - Invalid
Connection'

2nd Level Text = 'The routine performRedirectCall in class JTapiObj got a null
connection from a call to 'findConnection'

'' = 3rd Level Text

Pererr_gw_e_jtapiobj_performRetrievecall_NO_TERMINAL_Connection 13039

'1st Level Text = 'JTAPI Gateway - Error on RETRIEVE operation

2nd Level Text = 'The routine performRetrieveCall in class JTapiObj got a null
connection from a call to 'findTerminalConnection'

'' = 3rd Level Text

gw_e_threadAnswer_ANSWER_EXCEPTION_بت 13040

'1st Level Text = 'JTAPI Gateway - Error on ANSWER operation - Exception

2nd Level Text = 'The routine run in object ThreadAnswerCall got an exception
(Not of type CiscoJTapiException) on a call to 'answer'

'' = 3rd Level Text

gw_e_threadClearCall_CALL_NOT_CONTROL_بت 13041

1st Level Text = 'JTAPI Gateway - Error on CLEAR CALL operation - Uncontrolled
Call'

2nd Level Text = 'The call specified is not a controlled call'

'' = 3rd Level Text

gw_e_threadCall_drop_exception_بت 13042

'1st Level Text = 'JTAPI Gateway - Error on CLEAR CALL operation - Exception

2nd Level Text = 'The routine run in object ThreadClearCall got an exception (Not of
type CiscoJTapiException) on a call to 'drop''

'' = 3rd Level Text

gw_e_threadClearCall_UNKNOWN_CALLID_بت 13043

1st Level Text = 'JTAPI Gateway - Error on CLEAR CALL operation - Unknown
Call ID'

'' = 2nd Level Text

'' = 3rd Level Text

gw_e_threadClearConnection_UNKNOWN_Connection_بت 13044

1st Level Text = 'JTAPI Gateway - Error on CLEARCONNECTION operation -
Unknown connection ID'

'' = 2nd Level Text

'' = 3rd Level Text

13045 بت_gw_e_threadConferencall_active_conn_not_talk

1st Level Text = 'JTAPI Gateway - Error on CONFERENCE operation - ACTIVE
connection not in proper state'

2nd Level Text = 'The connection specified in the active connection is not in the
TALKING state'

'' = 3rd Level Text

13046 بت_gw_e_threadConferencall_BAD_ACTIVE_CONNECTION

1st Level Text = 'JTAPI Gateway - Error on CONFERENCE operation - ACTIVE
connection not found'

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_gw_E_THREADconferencall_BAD_HELD_CONNECTION 13047

1st Level Text = 'JTAPI Gateway - Error on CONFERENCE operation - HELD
connection not found'

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_gw_E_THREADconferencall_CREATECALL_NULL_CALL 13048

1st Level Text = 'JTAPI Gateway - Error on CONFERENCE operation'

2nd Level Text = 'The routine run in object ThreadConferenceCall got a null call
returned from 'createcall'.'

'' = 3rd Level Text

pyrr_gw_e_threadConferencall_exception_addparty 13049

1st Level Text = 'JTAPI Gateway - Error on CONFERENCE operation'

2nd Level Text = 'The routine run in object ThreadConferenceCall got an exception (Not
of type CiscoJTapiException) on a call to 'addparty''

'' = 3rd Level Text

13050 بت_gw_e_threadConferencall_exception_conference_new

1st Level Text = 'JTAPI Gateway - Error on CONFERENCE operation'

2nd Level Text = 'The routine run in object ThreadConferenceCall got an exception
(Not of type CiscoJTapiException) on a call to 'conference' for the NEW call)'

'' = 3rd Level Text

13051 بت_gw_e_threadConferencall_exception_conference_held

1st Level Text = 'JTAPI Gateway - Error on CONFERENCE operation'

2nd Level Text = 'The routine run in object ThreadConferenceCall got an exception
'Not of type CiscoJTapiException) on a call to 'conference' for the HELD call)

'' = 3rd Level Text

gw_e_threadConferencall_exception_consult_بت 13052

'1st Level Text = 'JTAPI Gateway - Error on CONFERENCE operation

2nd Level Text = 'The routine run in object ThreadConferenceCall got an exception
''Not of type CiscoJTapiException) on a call to 'consult)

'' = 3rd Level Text

gw_e_threadConferencall_exception_createcall_بت 13053

'1st Level Text = 'JTAPI Gateway - Error on CONFERENCE operation

2nd Level Text = 'The routine run in object ThreadConferenceCall got an exception
''Not of type CiscoJTapiException) on a call to 'consult)

'' = 3rd Level Text

gw_e_threadConferencall_exception_setConferenceenable_بت 13054

'1st Level Text = 'JTAPI Gateway - Error on CONFERENCE operation

2nd Level Text = 'The routine run in object ThreadConferenceCall got an exception
''Not of type CiscoJTapiException) on a call to 'setconferenceenable)

'' = 3rd Level Text

gw_e_threadConferencall_exception_setTransfercontroller_بت 13055

'1st Level Text = 'JTAPI Gateway - Error on CONFERENCE operation

2nd Level Text = 'The routine run in object ThreadConferenceCall got an exception
''Not of type CiscoJTapiException) on a call to 'settransfercontroller)

'' = 3rd Level Text

gw_e_threadConferencall_held_conn_not_held_بت 13056

1st Level Text = 'JTAPI Gateway - Error on CONFERENCE operation - HELD
'connection not HELD

2nd Level Text = 'The connection passed for the held connection is not in the
'HELD state

'' = 3rd Level Text

PERERR_GW_E_THREADconferencall_NULL_DIAL_NUMBER 13057

1st Level Text = 'JTAPI Gateway - Error on CONFERENCE operation - Invalid
'Dialed Number

'2nd Level Text = 'A NULL dialed number was specified for the consultation number

'' = 3rd Level Text

PERERR_GW_E_CONSULTINGcall_CREATECALL_NULL_CALL 13058

'1st Level Text = 'JTAPI Gateway - Operation error on CONSULT operation

2nd Level Text = 'The routine run in object ThreadConsultationCall got a null call
'.'returned from 'createcall

'' = 3rd Level Text

Pererr_gw_E_CONSULTINGcall_EXCEPTION_CONSULT 13059

'1st Level Text = 'JTAPI Gateway - Error on CONSULT operation

2nd Level Text = 'The routine run in object ThreadConsultationCall got an exception
''on a call to 'settransfercontroller

'' = 3rd Level Text

Pererr_gw_E_CONSULTINGcall_EXCEPTION_CREATECALL 13060

'1st Level Text = 'JTAPI Gateway - Error on CONSULT operation

2nd Level Text = 'The routine run in object ThreadConsultationCall got an exception
''on a call to 'createCall

'' = 3rd Level Text

Pererr_gw_E_CONSULTINGcall_EXCEPTION_SETconferenceenable 13061

'1st Level Text = 'JTAPI Gateway - Error on CONSULT operation

2nd Level Text = 'The routine run in object ThreadConsultationCall got an exception
''on a call to 'setConferenceEnable

'' = 3rd Level Text

PERERR_GW_E_CONSULTINGcall_INVALID_CONSULT_TYPE 13062

1st Level Text = 'JTAPI Gateway - Error on CONSULT operation - Invalid
' Consult type

'2nd Level Text = 'The type specified is not TRANSFER or CONFERENCE

'' = 3rd Level Text

Pererr_gw_E_CONSULTINGcall_NO_ACTIVE_CONNECTION 13063

1st Level Text = 'JTAPI Gateway - Error on CONSULT operation - No Active
'Connection

'2nd Level Text = 'The ACTIVE connection specified in the request does not exist

'' = 3rd Level Text

gw_e_threadEscapeService_CREATECALL_NULL_CALL1_بت 13064

' 1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

'2nd Level Text = 'Got a NULL call returned from 'createCall'(method 'CreateNewCall
'(in class ThreadEscapeService

'' = 3rd Level Text

PERERR_GW_E_THREADescapeservice_CREATECALL_NULL_CALL2 13065

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

'2nd Level Text = 'Got a NULL call returned from 'createCall'(method 'CreateConsultCall
'(in class ThreadEscapeService

'' = 3rd Level Text

PERERR_GW_E_THREADescapeservice_CREATECALL_NULL_CALL3 13066

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

'2nd Level Text = 'Got a NULL call returned from 'createCall'(method 'CreateBlindConferenceCall
'(in class ThreadEscapeService

'' = 3rd Level Text

Pererr_gw_E_THREADescapeservice_EXCEPTION_CONFERENCE 13067

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

'2nd Level Text = 'Got an exception on a call to 'conference'(method 'CreateBlindConferenceCall
'(in class ThreadEscapeService

'' = 3rd Level Text

gw_e_threadEscapeService_Exception_Connect_بت 13068

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

2nd Level Text = 'Got an exception on a call to 'connect'(method 'CreateNewCall' in
'(class ThreadEscapeService

'' = 3rd Level Text

Pererr_gw_E_THREADescapeservice_EXCEPTION_CONSULT1 13069

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

'2nd Level Text = 'Got an exception on a call to 'consult'(method 'CreateConsultCall
'(in class ThreadEscapeService

'' = 3rd Level Text

Pererr_gw_E_THREADescapeservice_EXCEPTION_CONSULT2 13070

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

'2nd Level Text = 'Got an exception on a call to 'consult'(method 'CreateBlindConferenceCall
'(in class ThreadEscapeService

'' = 3rd Level Text

Pererr_gw_E_THREADescapeservice_EXCEPTION_CREATECALL1 13071

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

'2nd Level Text = 'Got an exception on a call to 'createCall'(method 'CreateNewCall
'(in class ThreadEscapeService

'' = 3rd Level Text

gw_e_threadEscapeService_EXCEPTION_CREATECALL2_بت 13072

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

'2nd Level Text = 'Got an exception on a call to 'createCall'(method 'CreateConsultCall
'(in class ThreadEscapeService

'' = 3rd Level Text

Pererr_gw_E_THREADescapeservice_EXCEPTION_CREATECALL3 13073

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

'2nd Level Text = 'Got an exception on a call to 'createCall'(method 'CreateBlindConferenceCall
'(in class ThreadEscapeService

'' = 3rd Level Text

Pererr_gw_E_THREADescapeservice_EXCEPTION_GETADDRESS 13074

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

2nd Level Text = 'Got an exception on a call to 'getAddress'(method 'CreateNewCall' in
'(class ThreadEscapeService

'' = 3rd Level Text

Pererr_gw_E_THREADescapeservice_EXCEPTION_GETTERMINALS 13075

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

'2nd Level Text = 'Got an exception on a call to 'getTerminals'(method 'CreateNewCall
'(in class ThreadEscapeService

'' = 3rd Level Text

Pererr_gw_E_THREADescapeservice_EXCEPTION_SETconferenceenable1 13076

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

2nd Level Text = 'Got an exception on a call to 'setConferenceEnable'(method
'(CreateConsultCall' in class ThreadEscapeService'

'' = 3rd Level Text

PERERR_GW_E_THREADescapeservice_EXCEPTION_SETconferenceenable2 13077

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

2nd Level Text = 'Got an exception on a call to 'setConferenceEnable'(method
'(CreateBlindConference' in class ThreadEscapeService'

'' = 3rd Level Text

Pererr_gw_E_THREADescapeservice_INVALID_EMERGENCY_ALERT_TYPE 13078

- 1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation
'Invalid Alert Type

'2nd Level Text = 'The Alert type specified was not CONSULT or BLIND_CONFERENCE

'' = 3rd Level Text

PERERR_GW_E_THREADescapeservice_INVALID_SUPERVISOR_HELP_TYPE 13079

- 1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation
'Invalid Alert Type

'2nd Level Text = 'The Alert type specified was not CONSULT or BLIND_CONFERENCE

'' = 3rd Level Text

gw_e_threadEscapeService_NO_TERMINAL_LIST_بت 13080

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISOR (escape) operation

'2nd Level Text = 'Got a NULL terminal list from 'getTerminals'(method 'CreateNewCall
'(in class ThreadEscapeService

'' = 3rd Level Text

gw_e_threadHoldcall_call_not_control_بت 13081

'1st Level Text = 'JTAPI Gateway - Error on HOLD operation - Uncontrolled Call

'2nd Level Text = 'The call specified is not a controlled call

'' = 3rd Level Text

gw_e_threadHoldcall_exception_hold_بت 13082

'1st Level Text = 'JTAPI Gateway - Error on HOLD operation - Exception

2nd Level Text = 'Got an exception on a call to 'hold'(method 'run' in class
'(ThreadHoldCall

'' = 3rd Level Text

PERERR_GW_E_THREADakecall_CREATECALL_NULL_CALL 13083

1st Level Text = 'JTAPI Gateway - Error on MAKE CALL operation - Can't create
'call

2nd Level Text = 'Got a NULL call returned from 'createCall'(method 'run' in class
'(ThreadMakeCall

'' = 3rd Level Text

gw_e_threadKeyAll_CREATE_CALL_FAILURE_بت 13084

1st Level Text = 'JTAPI Gateway - Error on MAKE CALL operation - Can't create
call'

2nd Level Text = 'Got an exception on a call to 'createCall'(method 'run' in class
ThreadMakeCall)'

'' = 3rd Level Text

13085 بت gw_e_threadMaker_generic_cm_error_

1st Level Text = 'JTAPI Gateway - Error on MAKE CALL operation - Exception'

2nd Level Text = 'Got an exception on a call to 'connect'(method 'run' in class
ThreadMakeCall)'

'' = 3rd Level Text

PERERR_GW_E_THREADmakecall_NULL_TERMINAL_LIST 13086

1st Level Text = 'JTAPI Gateway - Error on MAKE CALL operation'

2nd Level Text = 'Got a NULL terminal list returned from 'getTerminals'(method 'run'
in class ThreadMakeCall)'

'' = 3rd Level Text

pyrr_gw_e_threadKeyAll_Provider_GETADDRESS 13087

1st Level Text = 'JTAPI Gateway - Error on MAKE CALL operation'

2nd Level Text = 'Got an exception on a call to 'getAddress'(method 'run' in class
ThreadMakeCall)'

'' = 3rd Level Text

pyrr_gw_e_threadAll_provider_getterminal 13088

1st Level Text = 'JTAPI Gateway - Error on MAKE CALL operation'

2nd Level Text = 'Got an exception on a call to 'getTerminals'(method 'run' in class
ThreadMakeCall)'

'' = 3rd Level Text

PERERR_GW_E_THREADredirectcall_EXCEPTION_REDIRECT 13089

1st Level Text = 'JTAPI Gateway - Error on REDIRECT operation - Exception'

2nd Level Text = 'Got an exception on a call to 'redirect'(method 'run' in class
ThreadRedirectCall)'

'' = 3rd Level Text

13090 بت gw_e_threadRetrievecall_CALL_NOT_CONTROL_

1st Level Text = 'JTAPI Gateway - Error on RETRIEVE operation - Uncontrolled Call'

2nd Level Text = 'The call specified is not a controlled call'

'' = 3rd Level Text

13091 بت_gw_e_threadRetrievecall_exception_unhold

'1st Level Text = 'JTAPI Gateway - Error on RETRIEVE operation - Exception

2nd Level Text = 'Got an exception on a call to 'unhold'(method 'run' in class
ThreadRetrieveCall)'

'' = 3rd Level Text

13092 بت_gw_e_threadEnddtmf_exception_generatedtmf

'1st Level Text = 'JTAPI Gateway - Error on SEND DTMF operation - Exception

2nd Level Text = 'Got an exception on a call to 'generateDTMF'(method 'run' in class
ThreadSendDTMF)'

'' = 3rd Level Text

13093 PERERR_GW_E_THREADenddtmf_INVALID_CONNECTION

1st Level Text = 'JTAPI Gateway - Error on SEND DTMF operation - Invalid
Connection ID'

2nd Level Text = 'The method 'run' in class ThreadSendDTMF got a null connection
from a call to 'findTerminalConnection''

'' = 3rd Level Text

13094 بت_gw_e_threadEnddtmf_not_mediaItemConnection

1st Level Text = 'JTAPI Gateway - Error on SEND DTMF operation - No Media
Termination'

'' = 2nd Level Text

'' = 3rd Level Text

13095 بت_gw_e_threadSupervisorAll_ACTIVE_CONN_NOT_TALK

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - ACTIVE
connection not in proper state'

2nd Level Text = 'The connection specified in the active connection is not in the
TALKING state'

'' = 3rd Level Text

13096 بت_gw_e_threadSupervisor_already_barged_in

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Cannot
Barge in, already barged into'

2nd Level Text = 'The call specified on the barge in request has already been barged into'

'' = 3rd Level Text

13097 PERERR_GW_E_THREADsupervisor_CREATECALL_NULL_CALL

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Can't
create call'

2nd Level Text = 'The routine run in object ThreadSuperviseCall got a null call
returned from 'createcall'.'

3rd Level Text = ''

13098 بت gw_e_threadSupervisorAll_EXCEPTION_ANSWER1

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Exception'

2nd Level Text = 'Got an exception on a call to 'answer'(method 'DirectSupervisorBargeIn
in class ThreadSuperviseCall)'

3rd Level Text = ''

13099 pyrr_gw_e_threadSupervisorAll_EXCEPTION_ANSWER2

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Exception'

2nd Level Text = 'Got an exception on a call to 'answer'(method 'BargeInBlindConferenceCall
in class ThreadSuperviseCall)'

3rd Level Text = ''

13100 بت gw_e_threadSupervisor_exception_conference1

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Exception'

2nd Level Text = 'Got an exception on a call to 'conference'(method 'SupervisorBargeInCall
in class ThreadSuperviseCall)'

3rd Level Text = ''

13101 بت gw_e_threadSupervisor_exception_conference2

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Exception'

2nd Level Text = 'Got an exception on a call to 'conference'(method 'DirectSupervisorBargeIn
in class ThreadSuperviseCall)'

3rd Level Text = ''

13102 بت gw_e_threadSupervisor_exception_CONSULT

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Exception'

2nd Level Text = 'Got an exception on a call to 'conference'(method 'DirectSupervisorBargeIn
in class ThreadSuperviseCall)'

3rd Level Text = ''

13103 بت gw_e_threadSupervisorAll_EXCEPTION_CREATECALL

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Exception'

'2nd Level Text = 'Got an exception on a call to 'createCall'(method 'DirectSupervisorBargeIn
'(in class ThreadSuperviseCall

'' = 3rd Level Text

gw_e_threadSupervisorAll_EXCEPTION_DISCONNECT1_تب 13104

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Exception

'2nd Level Text = 'Got an exception on a call to 'disconnect'(method 'DropSupervisorCall
'(in class ThreadSuperviseCall

'' = 3rd Level Text

gw_e_threadSupervisorAll_EXCEPTION_DISCONNECT2_تب 13105

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Exception

'2nd Level Text = 'Got an exception on a call to 'disconnect'(method 'InterceptCall
'(in class ThreadSuperviseCall

'' = 3rd Level Text

gw_e_threadSupervisorAll_Exception_SetConferenceenable_تب 13106

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Exception

2nd Level Text = 'Got an exception on a call to 'disconnect'(method
'(DirectSupervisorBargeIn' in class ThreadSuperviseCall'

'' = 3rd Level Text

gw_e_threadSupervisorAll_HELD_CONN_NOT_HELD1_تب 13107

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - HELD
'connection is not HELD

2nd Level Text = 'The connection specified for the HELD call is not in the held
'(state (method 'BargInCall' class ThreadSuperviseCall

'' = 3rd Level Text

gw_e_threadSupervisorAll_HELD_CONN_NOT_HELD2_تب 13108

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - HELD
'connection is not HELD

2nd Level Text = 'The connection specified for the HELD call is not in the held
'(state (method 'DirectSupervisorBargeIn' class ThreadSuperviseCall

'' = 3rd Level Text

PERERR_GW_E_THREADsupervisor_INVALID_ACTION 13109

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Invalid
'action. The action specified was not CLEAR, BARGE_IN or INTERCEPT

'' = 2nd Level Text

'' = 3rd Level Text

13110 بت_gw_e_threadSupervisorAll_INVALID_ACTIVE_Connection

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - No ACTIVE
connection'

'2nd Level Text = 'The connection specified in the active connection doesn't exist

'' = 3rd Level Text

13111 pyrr_gw_e_threadSupervisorAll_INVALID_AGENT_CALLID1

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Bad Call ID

'2nd Level Text = 'The call id in the agent object is invalid (method 'BargeInCall
'(class ThreadSuperviseCall

'' = 3rd Level Text

13112 بت_gw_e_threadSupervisorAll_INVALID_AGENT_CALLID2

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Bad Call ID

'2nd Level Text = 'The call id in the agent object is invalid (method 'DirectSupervisorBargeIn
'(class ThreadSuperviseCall

'' = 3rd Level Text

13113 PERERR_GW_E_THREADsupervisorAll_INVALID_AGENT_CONNECTION1

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Bad Connection ID

'2nd Level Text = 'The connection id in the agent object is invalid (method 'BargeInCall
'(class ThreadSuperviseCall

'' = 3rd Level Text

13114 PERERR_GW_E_THREADsupervisorAll_INVALID_AGENT_CONNECTION2

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Bad
Connection ID'

2nd Level Text = 'The connection id in the agent object is invalid (method
'(InterceptCall' class ThreadSuperviseCall'

'' = 3rd Level Text

13115 PERERR_GW_E_THREADsupervisor_INVALID_HELD_CONNECTION

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Invalid
HELD connection'

2nd Level Text = 'The connection id in the agent object is invalid (method
'(BargeInCall' class ThreadSuperviseCall'

'' = 3rd Level Text

13116 PERERR_GW_E_THREADsupervisor_INVALID_SUPERVISOR_CONNECTION1

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Invalid
Supervisor connection'

2nd Level Text = 'The connection id in the agent object is invalid (method
DropSupervisorCall' class ThreadSuperviseCall'

'' = 3rd Level Text
PERERR_GW_E_THREADsupervisor_INVALID_SUPERVISOR_CONNECTION2 13117

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Invalid
Supervisor connection'

2nd Level Text = 'The connection id in the agent object is invalid (method 'BargeInCall
class ThreadSuperviseCall'

'' = 3rd Level Text
gw_e_threadSupervisorAll_INVALID_SUPERVISOR_CONNECTION3_بت 13118

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Invalid
Supervisor connection'

2nd Level Text = 'The connection id in the agent object is invalid (method
DirectSupervisorBargeIn' class ThreadSuperviseCall'

'' = 3rd Level Text
PERERR_GW_E_THREADsupervisor_INVALID_SUPERVISOR_CONNECTION4 13119

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Invalid
Supervisor connection'

2nd Level Text = 'The connection id in the agent object is invalid (method
BargeInBlindTransferCall' class ThreadSuperviseCall'

'' = 3rd Level Text
gw_e_threadSupervisor_supervisor_not_talk_بت 13120

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Supervisor
Connection not TALKING'

2nd Level Text = 'The supervisor's connection is not in the talking state (method
DirectSupervisorBargeIn' class ThreadSuperviseCall'

'' = 3rd Level Text
gw_e_threadTransferCall_ACTIVE_CONN_NOT_TALK_بت 13121

1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Connection
not TALKING'

2nd Level Text = 'The connection is not in the talking state (method 'BargeInCall
class ThreadSuperviseCall'

'' = 3rd Level Text
وحدة التحكم 13122

PERERR_GW_E_THREADtransfercall_EXCEPTION_SETTRANSFERCONTROLLER

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Exception

2nd Level Text = 'method 'run' in class ThreadTransferCall Got an exception on a call
''to 'setTransferController

'' = 3rd Level Text

gw_e_threadTransfercall_exception_transfer1_بت 13123

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Exception

2nd Level Text = 'method 'run' in class ThreadTransferCall Got an exception on a call
'to 'transfer' with the HELD call specified

'' = 3rd Level Text

gw_e_threadTransfercall_exception_transfer2_بت 13124

'1st Level Text = 'JTAPI Gateway - Error on SUPERVISE operation - Exception

'2nd Level Text = 'Got an exception on a call to 'transfer' with the ACTIVE call specified

'(3rd Level Text = '(method 'run' in class ThreadTransferCall

gw_e_threadTransfercall_held_conn_not_held_بت 13125

1st Level Text = 'JTAPI Gateway - Error on TRANSFER operation HELD
'connection not HELD

'2nd Level Text = 'The connection passed for the held connection is not in the HELD state

'' = 3rd Level Text

PERERR_GW_E_THREADtransfercall_INVALID_ACTIVE_CONNECTION 13126

1st Level Text = 'JTAPI Gateway - Error on TRANSFER operation - No ACTIVE
'connection

'2nd Level Text = 'The connection specified in the active connection doesn't exist

'' = 3rd Level Text

PERERR_GW_E_THREADtransfercall_INVALID_HELD_CONNECTION 13127

1st Level Text = 'JTAPI Gateway - Error on TRANSFER operation Invalid
'HELD connection

'2nd Level Text = 'The connection id in the agent object is invalid

'' = 3rd Level Text

Reader_CM_UNSPECIFIED 20000

'1st Level Text = 'An unspecifiedCall Manager - error occurred on the operation

'' = 2nd Level Text

'' = 3rd Level Text

cm_timeout_بت 20001

'1st Level Text = 'A time-out CallManager - occurred on the operation

2nd Level Text = 'An operation exceeded the time limit that was configured/allocated
'for that operation

'' = 3rd Level Text

cm_no_active_device_for_threeParty_بت 20002

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

cm_existing_firstParty_بت 20003

1st Level Text = 'CallManager - Line was specified that was not found
'on the device

'' = 2nd Level Text

'' = 3rd Level Text

Reader_CM_ILLEGAL_Handle 20004

'.1st Level Text = 'CallManager - Handle is unknown to the system

'' = 2nd Level Text

'' = 3rd Level Text

cm_undefined_line_بت 20005

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Illegal_CallParty 20006

1st Level Text = 'CallManager - Attempt to originate call using a calling
'.party that is not on the device

'' = 2nd Level Text

'' = 3rd Level Text

Reader_CM_CALL_ALREADY_ALREADY 20007٪ يوجد

'1st Level Text = 'CallManager - Another call already exists on the line

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_LINECONTROL_FAILURE 20008

1st Level Text = 'CallManager - Line control refuses to let a new call
(because of it's state (probably bug'

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Illegal_CallState 20009

1st Level Text = 'CallManager - Line is not in a legal state to invoke the
command'

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_CALLHANDLE_NOTINCOMINGCALL - CallManager 20010

1st Level Text = 'Attempt to answer a call that either does not exist or is
not in the correct state'

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Transferfailed_DESTINATION_UNALLOCATED 20011

1st Level Text = 'CallManager - Attempt to transfer to a directory number
that is not registered'

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Transferfailed_DESTINATION_BUSY 20013

'1st Level Text = 'CallManager - Attempt to transfer to a busy destination

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Transferfailed 20014

'1st Level Text = 'CallManager - Transfer failed

2nd Level Text = '(probable cause is one of the call legs was hung up or disconnected
(from the far end'

'' = 3rd Level Text

cm_holdfailed_بت 20015

1st Level Text = 'CallManager - Hold was rejected by line control or call

'control

'' = 2nd Level Text

'' = 3rd Level Text

فشلت عملية الإدخال cm_retrievefailed لعام 20017

1st Level Text = 'CallManager - Retrieve was rejected by line control or
'call control

'' = 2nd Level Text

'' = 3rd Level Text

20018 بت cm_db_no_more_devices

'1st Level Text = 'CallManager - Error No longer used

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_cm_db_illegal_device_type 20020

'1st Level Text = 'CallManager - Error No longer used

'' = 2nd Level Text

'' = 3rd Level Text

20021 بت cm_db_error

'1st Level Text = 'CallManager - Device query contained an illegal device type

'' = 2nd Level Text

'' = 3rd Level Text

20022 بت cm_cannot_terminate_media_on_phone

1st Level Text = 'CallManager - Media cannot be terminated by an application
'(when the device has a physical phone (the phone always terminates the media

'' = 2nd Level Text

'' = 3rd Level Text

20025 بت cm_unknown_global_call_handle

'1st Level Text = 'CallManager - Error no longer used

'' = 2nd Level Text

'' = 3rd Level Text

20026 بت cm_device_not_open

'1st Level Text = 'CallManager - Command issued on a line that must be open

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_ASSOCIATED_LINE_NOT_OPEN 20027

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

cm_ssapi_not_registered_بت 20028

1st Level Text = 'CallManager - Redirect command was issued when the
'internal supporting interface was not initialized

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Redirect_CALL_DO_NOT_EXISTING 20029

1st Level Text = 'CallManager - Attempt to redirect a call that does not
'exist or is no longer active

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Redirect_Callinfo_ERR 20048

'1st Level Text = 'CallManager - Internal error returned from call control

'' = 2nd Level Text

'' = 3rd Level Text

20049 لعام cm_redirect_err_بيرير

'1st Level Text = 'CallManager - Internal error returned from call control

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Redirect_CALL_CALL_TABLE_FULL 20050

'1st Level Text = 'CallManager - Internal error returned from call control

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Redirect_CALL_PROTOCOL_ERROR 20051

'1st Level Text = 'CallManager - Internal error returned from call control

'' = 2nd Level Text

'' = 3rd Level Text

20052 بت_cm_redirect_call_unknown_destination

'1st Level Text = 'CallManager - Attempt to redirect to an unknown destination

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Redirect_CALL_DIGIT_ANALYSIS_TIMEOUT 20053

'1st Level Text = 'CallManager - Internal error returned from call control

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Redirect_CALL_MEDIA_CONNECTION_FAILED 20054

'1st Level Text = 'CallManager - Internal error returned from call control

'' = 2nd Level Text

'' = 3rd Level Text

20055 بت_cm_redirect_call_party_table_full

'1st Level Text = 'CallManager - Internal error returned from call control

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Redirect_CALL_ORIGINATOR_ABANDONED 20056

'1st Level Text = 'CallManager - Far end hung up on the call being redirected

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Redirect_CALL_UNKNOWN_PARTY 20057

'1st Level Text = 'CallManager - Internal error returned from call control

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Redirect_CALL_INCOMPATIBLE_STATE 20058

'1st Level Text = 'CallManager - Internal error returned from call control

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_REDIRECT_CALL_PENDING_REDIRECT_TRANSACTION 20059

'1st Level Text = 'CallManager - Internal error returned from call control

'' = 2nd Level Text

'' = 3rd Level Text

cm_redirect_call_unknown_error_تب 20060

'1st Level Text = 'CallManager - Internal error returned from call control

'' = 2nd Level Text

'' = 3rd Level Text

Reader_CM_Redirect_CALL_NORMAL_Clear 20061

'1st Level Text = 'CallManager - Internal error returned from call control

'' = 2nd Level Text

'' = 3rd Level Text

cm_redirect_call_unrecognized_manager_تب 20062

'1st Level Text = 'CallManager - Internal error returned from call control

'' = 2nd Level Text

'' = 3rd Level Text

cm_redirect_call_destination_busy_تب 20063

'1st Level Text = 'CallManager - Redirect destination is busy

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Redirect_CALL_DESTINATION_OUT_OF_ORDER 20064

'1st Level Text = 'CallManager - Redirect destination is out of order

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_CANNOT_OPEN_DEVICE 20065

1st Level Text = 'CallManager - Device open failed because the associated
'(device is shutting down (unregistering

'' = 2nd Level Text

'' = 3rd Level Text

cm_transferfailed_outstanding_transfer_تب 20066

'1st Level Text = 'CallManager - Existing transfer still in progress

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Transferfailed_CallControl_Timeout 20067

1st Level Text = 'CallManager - Expected response from call control not
'received during a transfer

'' = 2nd Level Text

'' = 3rd Level Text

cm_callHandle_unknown_to_linecontrol_بت 20068

1st Level Text = 'CallManager - Attempt to redirect call that was unknown to
'line control

'' = 2nd Level Text

'' = 3rd Level Text

cm_operation_not_available_in_current_state_بت 20069

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

cm_conference_full_بت 20070

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

cm_max_number_of_cti_connections_reach_بت 20071

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_INCOMPATIBLE_Protocol_VERSION 20080

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_Unrecognized_PDU 20081

'(1st Level Text = 'CallManager - QBE protocol error (bug

'' = 2nd Level Text

'' = 3rd Level Text

20082 بت_cm_غير قانوني_message_format

'(1st Level Text = 'CallManager - QBE protocol error (bug

'' = 2nd Level Text

'' = 3rd Level Text

FileRR_CM_DIRECTORY_TEMPORARY_UNAVAILABLE 20094

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_DIRECTORY_LOGIN_NOT_ALLOWED 20095

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

PERERR_CM_DIRECTORY_LOGIN_FAILED 20096

1st Level Text = 'CallManager - Login to the directory server failed
'when opening the provider

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_PROVIDER_NOT_OPEN 20097

1st Level Text = 'CallManager - Attempt to issue a CTI command before the
'provider was open

'' = 2nd Level Text

'' = 3rd Level Text

cm_provider_already_open_بت 20098

'1st Level Text = 'CallManager - Attempt to reopen a provider

'' = 2nd Level Text

'' = 3rd Level Text

cm_not_initialized_بت 20099

1st Level Text = 'CallManager - Attempt to open a provider before CTI
initialization completes'

2nd Level Text = ''

3rd Level Text = ''

الإصدار 20100 Reader_CM_CLUSTER_LINK_FAILURE

1st Level Text = 'CallManager - Link failed to one of the call managers in
the cluster (network error)'

2nd Level Text = ''

3rd Level Text = ''

بث 20101 cm_line_info_do_not_existing_

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

بث 20102 cm_number_generation_already_in_progress_

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

Pererr_CM_DIGIT_GENERATION_WRONG_CALL_HANDLE 20103

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

بث 20104 cm_number_generation_wrong_call_state_

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

بث 20105 cm_number_generation_callstate_changed_

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

بث 20112 cm_retrievefailed_active_call_on_line_

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

PERERR_CM_INVALID_LINE_HANDLE 20113

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

cm_line_not_primary_بت 20114

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

cm_cfwdall_already_set_بت 20115

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

20116 بت_cm_cfwdall_destn_غير صالح

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

CM_CFWDALL_ALREADY_OFF_20117 الإصدار

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_cm_device_out_of_service 20119

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_MSGWAITING_DESTN_INVALID 20120

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_cm_dares_invalid_req_type 20121

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

cm_conference_failed_بت 20122

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

Pererr_CM_CONFERENCE_INVALID_PARTICIPANT 20123

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

CM_CONFERENCE_ALREADY_CURRENT_20124 الإصدار

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

cm_conference_inactive_بت 20125

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

cm_transfer_inactive_20126 الإصدار

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

cm_command_not_implementation_on_device_بت 20153

'1st Level Text = 'CallManager - Device does not support the command

'2nd Level Text = 'Undescribed Error

Reader_CM_PROVIDER_CLOSED 20512

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

20513 بت_cm_protocol_timeout

'1st Level Text = 'CallManager - Undescribed Error

'' = 2nd Level Text

'' = 3rd Level Text

عام 24095

'1st Level Text = 'CallManager - Unknown CallManager Failure on Operation

2nd Level Text = 'An error response was received for a request issued to the call manager, but no error code could be extracted. This will ALWAYS be the case in 'the Encore Release. Please refer to the JTAPI log for more information

'' = 3rd Level Text

معلومات بت التتبع

يدعم PIM مجموعة متنوعة من مستويات التتبع من خلال أمر procmon. يسرد هذا المخطط جميع وحدات بت التتبع التي يدعمها PIM والكلمة الأساسية المقابلة لها. تدخل هذه المناظير حيز التنفيذ على الفور وتبقى سارية المفعول حتى يتم إيقاف تشغيلها. تكون هذه الإعدادات غير متطايرة ويتم احتجازها عبر عمليات إعادة التمهيد وإعادة التشغيل.

ملاحظة: يسرد هذا المخطط فقط الأعلام الخاصة بـ PIM ولا يتضمن تلك الأعلام القياسية لجميع PIM.

الكلمة الأساسية تبديل Procmon	الوصف
دعوة مسبق	يتعقب كل المعلومات المتعلقة بمؤشرات ما قبل المكالمة، والإلغاءات، والمزيد. كما يتعقب تحديد المسار ورسائل نهاية المسار.
call_match_timing	يتتبع كل المعلومات التي تتضمن ثوان معلقة عند تقديم مكالمة في جهاز ما.
periph_agent_messages	عمليات انتقال

	حالة عامل التتبع.
أوبكريكويست	يتبع كل عمليات معالجة جدول الطلب الخاصة بوحدة التحكم في الأجهزة الطرفية المفتوحة (OPC). يتم إستخدام هذه التطبيقات لطلبات التوجيه وأشياء أخرى محتملة.
lock_opcrequest	تعقب القفل وإلغاء التأمين لجدول OPCRequest.
jtapi_gw_session	تعقب محاولات الاتصال بواسطة بوابة JTAPI.
jtapi_gw_heartbeat	عرض رسائل نبض القلب المرسلة والمستلمة بواسطة عميل JTAPI من عملية البوابة.
jtapi_call_event	تتبع رسائل حدث الاستدعاء التي تم تلقيها بواسطة عميل JTAPI من البوابة.
jtapi_opc_heartbeat	تعقب الرسائل من عميل JTAPI إلى OPC ومنه.
jtapi_dial_number_register	تتبع الرسائل التي لها علاقة بشاشات الأجهزة الطرفية وتسجيل رد اتصال رقم الدليل (DN).
lock_jtapi_application	تتبع أقفال طبقة التطبيق بواسطة عميل JTAPI معين (قفل الاستدعاء).
lock_jtapi_layer	تتبع أقفال طبقة JTAPI.
jtapi_op_error	تتبع أخطاء

التشغيل التي تحدث في عميل JTAPI.	
تتبع رسائل حالة الوكيل وعمليات الانتقال في طبقة برنامج تشغيل الهاتف.	teld_agent-state
يتتبع القفل وإلغاء القفل لطبقة برنامج التشغيل الهاتفي.	lock_teldrive_layer
يتتبع القفل وإلغاء التأمين لمثيل برنامج تشغيل الهتفية.	lock_teldrive_instance
تتبع أخطاء التكوين في طبقة برنامج التشغيل الهاتفية.	teld_config_error
يتتبع أخطاء التشغيل التي تحدث في طبقة برنامج تشغيل الهتفية.	خطأ teld_op_error
يتتبع أخطاء العطل العالمية ورموز أخطاء الأجهزة الطرفية الخاصة بها (النص أيضا) التي تظهر في طبقة برنامج تشغيل الهاتف.	teld_universal_failure
يتتبع نص المستوى الثاني والثالث المرتبط برمز خطأ الأجهزة الطرفية إذا كان هناك تتبع للأعطال العالمية.	teld_universal_failure_seclvl

معلومات ذات صلة

- مستويات التتبع الموصى بها لاستكشاف أخطاء IPCC وإصلاحها
- الدعم التقني والمستندات - Cisco Systems

حول هذه الترجمة

ترجمت Cisco هذا المستند باستخدام مجموعة من التقنيات الآلية
والبشرية لتقديم دعم للمستخدمين في جميع أنحاء العالم
بلغتهم الخاصة. يُرجى ملاحظة أن أفضل ترجمة آلية لن تكون دقيقة كما
هو الحال مع الترجمة الاحترافية التي يقدمها مترجم محترف. تخلي Cisco
Systems مسؤوليتها عن دقة هذه الترجمات وتوصي بالرجوع دائمًا إلى
المستند الإنجليزي الأصلي (الرابط متوفر).