

# TelePresence FAQ: What do the different endpoint disconnect reasons given on the Cisco TelePresence Server mean?



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### Introduction

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This document describes the different reasons for an endpoint disconnection on the Cisco TelePresence Server.

## What do the different endpoint disconnect reasons given on the TelePresence Server mean?

The reasons why an endpoint can disconnect are:

- **Unspecified Error:** The endpoint disconnected, but the TelePresence Server does not know the reason.
- **No Answer:** The endpoint failed to connect because it did not answer.
- **Call Rejected:** The endpoint failed to connect because it rejected the call.
- **Busy:** The endpoint failed to connect because it was busy.
- **Gatekeeper Error:** The endpoint failed to connect because of a gatekeeper error.
- **Left Conference:** The endpoint left the conference.
- **Destination Unreachable:** The endpoint failed to connect because it was unreachable.

The reasons why the TelePresence Server can disconnect an endpoint are:

- **Requested by Administrator:** The endpoint was disconnected by an administrator.
- **Requested Via API:** The endpoint was disconnected via the API.
- **End of Conference:** The endpoint was disconnected at the end of a conference.
- **Requested Via Web Interface:** The endpoint was disconnected via the web interface.

- **Encryption Unsupported:** The endpoint was disconnected because it does not support encryption.
- **Deleted:** The endpoint was disconnected because the endpoint was deleted.
- **Conference Deleted:** The endpoint was disconnected because the conference was deleted.
- **Group Disconnect:** The endpoint was disconnected because a group member disconnected.
- **TIP Failed:** The endpoint was disconnected because Telepresence Interoperability Protocol (TIP) negotiation failed.
- **No Free Resources:** The endpoint was disconnected because there are no free resources.
- **Configuration Change:** The endpoint was disconnected because of a configuration change.
- **Disconnect Timeout:** The endpoint was disconnected (timeout).
- **TS Deleted:** The endpoint was disconnected because the hosting TelePresence Server (TS) was deleted.
- **Moved Conference:** The TelePresence Server disconnected the endpoint in order to move it to another conference.