Codici di errore IPCC Cisco

Sommario

Introduzione

Questo documento fornisce i codici di errore delle periferiche generati per Cisco CallManager Peripheral Gateway (PG). È possibile utilizzare questi messaggi di errore per risolvere i problemi in un ambiente IPCC (Internet Protocol Contact Center). L'utilità della riga di comando *check* consente di visualizzare tutti i codici di errore Cisco CallManager PG noti. Questa utility fa parte di CallManager PG in Cisco Intelligent Contact Management (ICM) versione 4.6.1 e successive. Lo strumento acquisisce in dettaglio i messaggi di analisi di primo, secondo e terzo livello e indica quale di questi processi genera l'errore:

- PIM (Peripheral Interface Manager)
- Gateway JTAPI (Java Telephony Application Programming Interface)
- Cisco CallManager

Un messaggio di errore della periferica del simbolo viene segnalato sul soft phone. Viene visualizzata una breve descrizione con il messaggio di errore e un'indicazione del processo che ha generato l'errore e dell'evento che si è verificato. Nella tabella seguente vengono illustrati alcuni esempi:

Errore	Indica . . .
PERERR_TELDRIVE	Errore generato dal livello del driver di telefonia.
PERER_JTCLIENT	Il client JTAPI ha generato l'errore.
PERER_JTAPPLAY	Il livello dell'applicazione JTAPI ha generato l'errore.
PERER_GW_E	Il gateway JTAPI ha generato l'errore.
PERERR_CM	Errore generato da Cisco CallManager.

Prerequisiti

Requisiti

Cisco raccomanda la conoscenza dei seguenti argomenti:

- Risoluzione dei problemi e supporto di Cisco ICM PG

Componenti usati

Le informazioni fornite in questo documento si basano sulle seguenti versioni software e hardware:

- Cisco ICM versione 4.6.2 e successive

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

Convenzioni

Per ulteriori informazioni sulle convenzioni usate, consultare il documento Cisco sulle convenzioni nei suggerimenti tecnici.

Codici di errore

Nota: alcuni di questi valori vengono visualizzati su due righe a causa dei limiti di spazio.

-1 PERERR_SCONOSCIUTO

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

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

3rd Level Text = ''
```

-1 PERERR_SCONOSCIUTO

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

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

3rd Level Text = ''
```

10001 PERERR_TELDRIVE_LOCKTPSERVICES

```
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 = ''

10002 PERERR_TELDRIVE_LOCKINSTANCE

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 = ''

10003 PERERR_TELDRIVE_LOCKTELDRIVELAYER

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 = ''

10004 PERERR_TELDRIVE_NOINSTRUMENTFOREXTENSION

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 = ''

10101 PERERR_TELDRIVE_AGENTALREADYLOGGEDOUT

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 = ''

10102 PERERR_TELDRIVE_AGENTALREADYSIGNEDON

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 = ''

10103 PERERR_TELDRIVE_AGENTAVAILORWORK

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 = ''

10104 PERERR_TELDRIVE_AGENTCANTGOUNAVAILABLE

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 PERERR_TELDRIVE_AGENTNOTINATEAM

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_CALLTYPENOTVALIDFORDIALPLAN

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_CANNOTENTERWRAPWITHNOCAL

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 = ''

10111 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 = ''

10112 PERERR_TELDRIVE_CANTLOGOUTFROMCURRENTSTATE

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 = ''

10113 PERERR_TELDRIVE_CLIENTCONFIGUREFAILED

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

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

3rd Level Text = ''

10114 PERERR_TELDRIVE_CLIENTFAILURECALLBACK

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 = ''

10115 PERERR_TELDRIVE_CREATEINSTANCEFAILED

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 = ''

10116 PERERR_TELDRIVE_DEVICEINUSE

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 = ''

10117 PERERR_TELDRIVE_ILLEGALDIALSTRING

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 = ''

10118 PERERR_TELDRIVE_INSTRUMENTNOTONPERIPHERAL

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 = ''

10119 PERERR_TELDRIVE_INVALIDLOGINDEVICEIPADDRESS

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 = ''

10120 PERERR_TELDRIVE_INVALIDPASSWORD

1st Level Text = 'Invalid Agent Password Specified'

2nd Level Text = ''

3rd Level Text = ''

10121 PERERR_TELDRIVE_LOGOUTPENDING

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 = ''

10122 PERERR_TELDRIVE_LOGOUTREASON OBBLIGATORIO

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 = ''

10123 PERERR_TELDRIVE_NOAGENTFORSKILLTARGET

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 = ''

10124 PERERR_TELDRIVE_NODESKSETTINGS

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 = ''

10125 PERERR_TELDRIVE_NODEVICETARGETFORNETTARGETID

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 = ''

10126 PERERR_TELDRIVE_NODIALEDNUMBERFORID_AT

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 = ''

10127 PERERR_TELDRIVE_NODIALEDNUMBERFORID_DNP

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 = ''

10128 PERERR_TELDRIVE_NOSKILLGROUPS

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 = ''

10129 PERERR_TELDRIVE_NOTAGENTSDEVICE

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 = ''

10130 PERERR_TELDRIVE_REASON CODEREQUIREDFORLOGOUT

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 = ''

10131 PERERR_TELDRIVE_REASON CODEREQUIREDFORNOTREADY

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 = ''

10132 PERERR_TELDRIVE_UKNOWNDEVICE

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 = ''

10133 PERERR_TELDRIVE_UNAVAILABLEREQUESTPENDING

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 = ''

10134 PERERR_TELDRIVE_UNKNOWNACTIVEDEVICE

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 = ''

10135 PERERR_TELDRIVE_UNKNOWNAGENTID

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 = ''

10136 PERERR_TELDRIVE_UNKNOWNCALLINGDEVICE

1st Level Text = 'Unknown Calling Device'

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

3rd Level Text = ''

10138 PERERR_TELDRIVE_UNKNOWNHELDDEVICE

1st Level Text = 'Unknown HELD device'

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

3rd Level Text = ''

10139 PERERR_TELDRIVE_UNKNOWNINSTANCE

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 = ''

10140 PERERR_TELDRIVE_UNKNOWNSUPERVISORDEVICE

1st Level Text = 'Unknown supervisor device'

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

3rd Level Text = ''

10141 PERERR_TELDRIVE_WRAPUPDATA_REQUIRED

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 = ''

10142 PERERR_TELDRIVE_WRAPUPNOTALLOWED

1st Level Text = 'Wrap up not allowed'

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

3rd Level Text = ''

11001 PERERR_JTCLIENT_NOJTAPIAPPPROTO

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 = ''

11002 PERERR_JTCLIENT_ERRORSENDINGTOGW

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 = ''

11003 PERERR_JTCLIENT_UNKNOWNCALLID

1st Level Text = 'Unknown Call ID'

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

3rd Level Text = ''

11004 PERERR_JTCLIENT_NODEVICETARGETFORNETTARGETID

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 = ''

11005 PERERR_JTCLIENT_NOAGENTFORSKILLTARGETID

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 = ''

11006 PERERR_JTCLIENT_UNKNOWNINSTRUMENTS

1st Level Text = 'Unknown Instrument'

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

3rd Level Text = ''

12001 PERERR_JTAPPLAY_ERRORSENDINGTOGW

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

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

3rd Level Text = ''

12002 PERERR_JTAPPLAY_REQUESTNOTFOUND

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 = ''

12003 PERERR_JTAPPLAY_NOINVOCATIONDATA

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 PERERR_GW_E_NO_ERROR

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

2nd Level Text = ''

3rd Level Text = ''

13001 PERERR_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 PERERR_GW_E_SESSION_ALREADY_ACTIVE

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

2nd Level Text = ''

3rd Level Text = ''

13003 PERERR_GW_E_VRU_OFFLINE

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

2nd Level Text = ''

3rd Level Text = ''

13004 PERERR_GW_E_SESSION_NOT_ACTIVE

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

2nd Level Text = ''

3rd Level Text = ''

13005 PERERR_GW_E_INVALID_DIALED_NUMBER

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

2nd Level Text = ''

3rd Level Text = ''

13006 PERERR_GW_E_EVENTS_NOT_SUPPORTED

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

2nd Level Text = ''

3rd Level Text = ''

13008 PERERR_GW_E_ROUTING_NOT_SUPPORTED

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

2nd Level Text = ''

3rd Level Text = ''

13009 PERERR_GW_E_TIME_SYNCH_NOT_SUPPORTED

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

2nd Level Text = ''

3rd Level Text = ''

13010 PERERR_GW_E_TIMEOUT

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

2nd Level Text = ''

3rd Level Text = ''

13011 PERERR_GW_E_PG_OFFLINE

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

2nd Level Text = ''

3rd Level Text = ''

13012 PERERR_GW_E_REQUEST_REFUSED

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

2nd Level Text = ''

3rd Level Text = ''

13013 PERERR_GW_E_ROUTING_NOT_AVAILABLE

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

2nd Level Text = ''

3rd Level Text = ''

13014 PERERR_GW_E_ROUTE_NOT_ACCEPTED

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

2nd Level Text = ''

3rd Level Text = ''

13015 PERERR_GW_E_UNSPECIFIED_FAILURE

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

2nd Level Text = ''

3rd Level Text = ''

13016 PERERR_GW_E_INVALID_INVOKEID

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

2nd Level Text = ''

3rd Level Text = ''

13017 PERERR_GW_E_SERVICE_CTRL_NOT_SUPPORTED

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

2nd Level Text = ''

3rd Level Text = ''

13018 PERERR_GW_E_NO_SCRIPT

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

2nd Level Text = ''

3rd Level Text = ''

13019 PERERR_GW_E_CALL_VARIABLE1

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

2nd Level Text = ''

3rd Level Text = ''

13020 PERERR_GW_E_CALL_VARIABLE2

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

2nd Level Text = ''

3rd Level Text = ''

13021 PERERR_GW_E_CALL_VARIABLE3

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

2nd Level Text = ''

3rd Level Text = ''

13022 PERERR_GW_E_CALL_VARIABLE4

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

2nd Level Text = ''

3rd Level Text = ''

13023 PERERR_GW_E_CALL_VARIABLE5

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

2nd Level Text = ''

3rd Level Text = ''

13024 PERERR_GW_E_CALL_VARIABLE6

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

2nd Level Text = ''

3rd Level Text = ''

13025 PERERR_GW_E_CALL_VARIABLE7

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

2nd Level Text = ''

3rd Level Text = ''

13026 PERERR_GW_E_CALL_VARIABLE8

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

2nd Level Text = ''

3rd Level Text = ''

13027 PERERR_GW_E_CALL_VARIABLE9

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

2nd Level Text = ''

3rd Level Text = ''

13028 PERERR_GW_E_CALL_VARIABLE10

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

2nd Level Text = ''

3rd Level Text = ''

13029 PERERR_GW_E_INVALID_SCRIPT

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

2nd Level Text = ''

3rd Level Text = ''

13030 PERERR_GW_E_INVALID_CALLID

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

2nd Level Text = ''

3rd Level Text = ''

13032 PERERR_GW_E_INVALID_MESSAGE

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

2nd Level Text = ''

3rd Level Text = ''

13034 PERERR_GW_E_OPERATION_CANCELED

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

2nd Level Text = ''

3rd Level Text = ''

13035 PERERR_GW_E_OPERATION_NOT_CANCELED

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

2nd Level Text = ''

3rd Level Text = ''

13036 PERERR_GW_E_JTAPIOBJ_PERFORMANSWERCALL_NO_TERMINAL_CONNECTION

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

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

3rd Level Text = ''

13037 PERERR_GW_E_JTAPIOBJ_PERFORMHOLDCALL_NO_TERMINAL_CONNECTION

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

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

3rd Level Text = ''

13038 PERERR_GW_E_JTAPIOBJ_PERFORMREDIRECTCALL_INVALID_CONNECTION

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 = ''

13039 PERERR_GW_E_JTAPIOBJ_PERFORMRETRIEVECALL_NO_TERMINAL_CONNECTION

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 = ''

13040 PERERR_GW_E_THREADANSWERCALL_ANSWER_EXCEPTION

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 = ''

13041 PERERR_GW_E_THREADCLEARCALL_CALL_NOT_CONTROLLED

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 = ''

13042 PERERR_GW_E_THREADCLEARCALL_DROP_EXCEPTION

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 = ''

13043 PERERR_GW_E_THREADCLEARCALL_UNKNOWN_CALLID

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

2nd Level Text = ''

3rd Level Text = ''

13044 PERERR_GW_E_THREADCLEARCONNECTION_UNKNOWN_CONNECTION

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

Unknown connection ID'

2nd Level Text = ''

3rd Level Text = ''

13045 PERERR_GW_E_THREADCONFERENCECALL_ACTIVE_CONN_NOT_TALKING

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 PERERR_GW_E_THREADCONFERENCECALL_BAD_ACTIVE_CONNECTION

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

2nd Level Text = ''

3rd Level Text = ''

13047 PERERR_GW_E_THREADCONFERENCECALL_BAD_HELD_CONNECTION

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

2nd Level Text = ''

3rd Level Text = ''

13048 PERERR_GW_E_THREADCONFERENCECALL_CREATECALL_NULL_CALL

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 = ''

13049 PERERR_GW_E_THREADCONFERENCECALL_EXCEPTION_ADDPARTY

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 PERERR_GW_E_THREADCONFERENCECALL_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 PERERR_GW_E_THREADCONFERENCECALL_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 = ''

13052 PERERR_GW_E_THREADCONFERENCECALL_EXCEPTION_CONSULT

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 = ''

13053 PERERR_GW_E_THREADCONFERENCECALL_EXCEPTION_CREATECALL

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 = ''

13054 PERERR_GW_E_THREADCONFERENCECALL_EXCEPTION_SETCONFERENCEENABLE

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 = ''

13055 PERERR_GW_E_THREADCONFERENCECALL_EXCEPTION_SETTRANSFERCONTROLLER

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 = ''

13056 PERERR_GW_E_THREADCONFERENCECALL_HELD_CONN_NOT_HELD

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 = ''

13057 PERERR_GW_E_THREADCONFERENCECALL_NULL_DIALED_NUMBER

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 = ''

13058 PERERR_GW_E_THREADCONSULTATIONCALL_CREATECALL_NULL_CALL

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 = ''

13059 PERERR_GW_E_THREADCONSULTATIONCALL_EXCEPTION_CONSULT

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 = ''

13060 PERERR_GW_E_THREADCONSULTATIONCALL_EXCEPTION_CREATECALL

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 = ''

13061 PERERR_GW_E_THREADCONSULTATIONCALL_EXCEPTION_SETCONFERENCEENABLE

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 = ''

13062 PERERR_GW_E_THREADCONSULTATIONCALL_INVALID_CONSULT_TYPE

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 = ''

13063 PERERR_GW_E_THREADCONSULTATIONCALL_NO_ACTIVE_CONNECTION

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 = ''

13064 PERERR_GW_E_THREADESCAPESERVICE_CREATECALL_NULL_CALL1

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 = ''

13065 PERERR_GW_E_THREADESCAPESERVICE_CREATECALL_NULL_CALL2

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 = ''

13066 PERERR_GW_E_THREADESCAPESERVICE_CREATECALL_NULL_CALL3

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 = ''

13067 PERERR_GW_E_THREADESCAPESERVICE_EXCEPTION_CONFERENCE

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 = ''

13068 PERERR_GW_E_THREADESCAPESERVICE_EXCEPTION_CONNECT

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 = ''

13069 PERERR_GW_E_THREADESCAPESERVICE_EXCEPTION_CONSULT1

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 = ''

13070 PERERR_GW_E_THREADESCAPESERVICE_EXCEPTION_CONSULT2

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 = ''
13071 PERERR_GW_E_THREADESCAPESERVICE_EXCEPTION_CREATECALL1

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 = ''
13072 PERERR_GW_E_THREADESCAPESERVICE_EXCEPTION_CREATECALL2

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 = ''
13073 PERERR_GW_E_THREADESCAPESERVICE_EXCEPTION_CREATECALL3

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 = ''
13074 PERERR_GW_E_THREADESCAPESERVICE_EXCEPTION_GETADDRESS

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 = ''
13075 PERERR_GW_E_THREADESCAPESERVICE_EXCEPTION_GETTERMINALS

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 = ''
13076 PERERR_GW_E_THREADESCAPESERVICE_EXCEPTION_SETCONFERENCEENABLE1

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 = ''

13077
PERERR_GW_E_THREADESCAPESERVICE_EXCEPTION_SETCONFERENCEENABLE2

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 = ''

13078 PERERR_GW_E_THREADESCAPESERVICE_INVALID_EMERGENCY_ALERT_TYPE

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 = ''

13079 PERERR_GW_E_THREADESCAPESERVICE_INVALID_SUPERVISOR_ASSIST_TYPE

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 = ''

13080 PERERR_GW_E_THREADESCAPESERVICE_NO_TERMINAL_LIST

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 = ''

13081 PERERR_GW_E_THREADHOLDCALL_CALL_NOT_CONTROLLED

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 = ''

13082 PERERR_GW_E_THREADHOLDCALL_EXCEPTION_HOLD

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 = ''

13083 PERERR_GW_E_THREADMAKECALL_CREATECALL_NULL_CALL

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 = ''
13084 PERERR_GW_E_THREADMAKECALL_CREATE_CALL_FAILURE

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 PERERR_GW_E_THREADMAKECALL_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 = ''
13086 PERERR_GW_E_THREADMAKECALL_NULL_TERMINAL_LIST

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 = ''
13087 PERERR_GW_E_THREADMAKECALL_PROVIDER_GETADDRESS

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 = ''
13088 PERERR_GW_E_THREADMAKECALL_PROVIDER_GETTERMINAL

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 = ''
13089 PERERR_GW_E_THREADREDIRECTCALL_EXCEPTION_REDIRECT

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 PERERR_GW_E_THREADRETRIEVECALL_CALL_NOT_CONTROLLED

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 PERERR_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 PERERR_GW_E_THREADSENDDTMF_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_THREADSENDDTMF_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 PERERR_GW_E_THREADSENDDTMF_NOT_MEDIATERMINALCONNECTION

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

2nd Level Text = ''

3rd Level Text = ''

13095 PERERR_GW_E_THREADSUPERVISALL_ACTIVE_CONN_NOT_TALKING

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 PERERR_GW_E_THREADSUPERVISALL_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_THREADSUPERVISALL_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 PERERR_GW_E_THREADSUPERVISALL_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 PERERR_GW_E_THREADSUPERVISALL_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 PERERR_GW_E_THREADSUPERVISALL_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 PERERR_GW_E_THREADSUPERVISALL_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 PERERR_GW_E_THREADSUPERVISALL_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 PERERR_GW_E_THREADSUPERVISALL_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 = ''

13104 PERERR_GW_E_THREADSUPERVISALL_EXCEPTION_DISCONNECT1

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 = ''

13105 PERERR_GW_E_THREADSUPERVISALL_EXCEPTION_DISCONNECT2

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 = ''

13106 PERERR_GW_E_THREADSUPERVISALL_EXCEPTION_SETCONFERENCEENABLE

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 = ''

13107 PERERR_GW_E_THREADSUPERVISALL_HELD_CONN_NOT_HELD1

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 = ''

13108 PERERR_GW_E_THREADSUPERVISALL_HELD_CONN_NOT_HELD2

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 = ''

13109 PERERR_GW_E_THREADSUPERVISECALL_INVALID_ACTION

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 PERERR_GW_E_THREADSUPERVISALL_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 PERERR_GW_E_THREADSUPERVISECALL_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 PERERR_GW_E_THREADSUPERVISALL_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_THREADSUPERVISALL_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_THREADSUPERVISALL_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_THREADSUPERVISALL_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_THREADSUPERVISALL_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 = ''
13117 PERERR_GW_E_THREADSUPERVISALL_INVALID_SUPERVISOR_CONNECTION2

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 = ''
13118 PERERR_GW_E_THREADSUPERVISALL_INVALID_SUPERVISOR_CONNECTION3

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 = ''
13119 PERERR_GW_E_THREADSUPERVISALL_INVALID_SUPERVISOR_CONNECTION4

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 = ''
13120 PERERR_GW_E_THREADSUPERVISOR_ALL_SUPERVISOR_NOT_TALKING

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 = ''
13121 PERERR_GW_E_THREADTRANSFERCALL_ACTIVE_CONN_NOT_TALKING

```
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 = ''
```

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 = ''
```

13123 PERERR_GW_E_THREADTRANSFERCALL_EXCEPTION_TRANSFER1

```
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 = ''
```

13124 PERERR_GW_E_THREADTRANSFERCALL_EXCEPTION_TRANSFER2

```
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)'
```

13125 PERERR_GW_E_THREADTRANSFERCALL_HELD_CONN_NOT_HELD

```
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 = ''
```

13126 PERERR_GW_E_THREADTRANSFERCALL_INVALID_ACTIVE_CONNECTION

```
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 = ''
```

13127 PERERR_GW_E_THREADTRANSFERCALL_INVALID_HELD_CONNECTION

```
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 = ''

20000 PERERR_CM_UNSPECIFIED (NON SPECIFICATO)

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

2nd Level Text = ''

3rd Level Text = ''

20001 PERERR_CM_TIMEOUT

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 = ''

2002 PERERR_CM_NO_ACTIVE_DEVICE_FOR_THIRD PARTY

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

2003 PERERR_CM_EXISTING_FIRSTPARTY

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

2nd Level Text = ''

3rd Level Text = ''

20004 PERERR_CM_ILLEGAL_HANDLE

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

2nd Level Text = ''

3rd Level Text = ''

2005 PERERR_CM_UNDEFINED_LINE

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

2006 PERERR_CM_ILLEGAL_CALLINGPARTY

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

2nd Level Text = ''

3rd Level Text = ''

2007 PERERR_CM_CALL_ALREADY_EXISTS

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

2nd Level Text = ''

3rd Level Text = ''

2008 PERERR_CM_LINECONTROL_FAILURE

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 = ''

2009 PERERR_CM_ILLEGAL_CALLSTATE

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

2nd Level Text = ''

3rd Level Text = ''

2010 PERERR_CM_CALLHANDLE_NOTINCOMINGCALL - Gestore chiamate

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 = ''

2011 PERERR_CM_TRANSFERFAILED_DESTINATION_UNALlocated

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

2nd Level Text = ''

3rd Level Text = ''

2013 PERERR_CM_TRANSFERFAILED_DESTINATION_BUSY

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

2nd Level Text = ''

3rd Level Text = ''

2014 PERERR_CM_TRANSFERFAILED

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 = ''

2015 PERERR_CM_HOLDFAILED

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

2nd Level Text = ''

3rd Level Text = ''

2017 PERERR_CM_RETRIEVEFAILED

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

2nd Level Text = ''

3rd Level Text = ''

2018 PERERR_CM_DB_NO_MORE_DEVICES

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

2nd Level Text = ''

3rd Level Text = ''

20020 PERERR_CM_DB_ILLEGAL_DEVICE_TYPE

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

2nd Level Text = ''

3rd Level Text = ''

20021 PERERR_CM_DB_ERROR

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

2nd Level Text = ''

3rd Level Text = ''

2002 PERERR_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 PERERR_CM_UNKNOWN_GLOBAL_CALL_HANDLE

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

2nd Level Text = ''

3rd Level Text = ''

20026 PERERR_CM_DEVICE_NOT_OPEN

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

2nd Level Text = ''

3rd Level Text = ''

20027 PERERR_CM_ASSOCIATED_LINE_NOT_OPEN

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

20028 PERERR_CM_SSAPI_NOT_REGISTERED

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

2nd Level Text = ''

3rd Level Text = ''

20029 PERERR_CM_REDIRECT_CALL_DOES_NOT_EXIST

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

2nd Level Text = ''

3rd Level Text = ''

20048 PERERR_CM_REDIRECT_CALLINFO_ERR

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

2nd Level Text = ''

3rd Level Text = ''

20049 PERERR_CM_REDIRECT_ERR

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

2nd Level Text = ''

3rd Level Text = ''

20050 PERERR_CM_REDIRECT_CALL_CALL_TABLE_FULL

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

```
2nd Level Text = ''

3rd Level Text = ''
```

20051 PERERR_CM_REDIRECT_CALL_PROTOCOL_ERROR

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

2nd Level Text = ''

3rd Level Text = ''
```

20052 PERERR_CM_REDIRECT_CALL_UNKNOWN_DESTINATION

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

2nd Level Text = ''

3rd Level Text = ''
```

20053 PERERR_CM_REDIRECT_CALL_DIGIT_ANALYSIS_TIMEOUT

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

2nd Level Text = ''

3rd Level Text = ''
```

20054 ERRORE_PERERR_CM_REDIRECT_CALL_MEDIA_CONNECTION

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

2nd Level Text = ''

3rd Level Text = ''
```

2005 PERERR_CM_REDIRECT_CALL_PARTY_TABLE_FULL

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

2nd Level Text = ''

3rd Level Text = ''
```

20056 PERERR_CM_REDIRECT_CALL_ORIGINATOR_ABANDONED

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

2nd Level Text = ''

3rd Level Text = ''
```

20057 PERERR_CM_REDIRECT_CALL_UNKNOWN_PARTY

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

2nd Level Text = ''
```

3rd Level Text = ''

20058 PERERR_CM_REDIRECT_CALL_INCOMPATIBLE_STATE

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

2nd Level Text = ''

3rd Level Text = ''

20059 PERERR_CM_REDIRECT_CALL_PENDING_REDIRECT_TRANSACTION

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

2nd Level Text = ''

3rd Level Text = ''

20060 PERERR_CM_REDIRECT_CALL_UNKNOWN_ERROR

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

2nd Level Text = ''

3rd Level Text = ''

20061 PERERR_CM_REDIRECT_CALL_NORMAL_CLEARING

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

2nd Level Text = ''

3rd Level Text = ''

20062 PERERR_CM_REDIRECT_CALL_UNRECOGNITION_MANAGER

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

2nd Level Text = ''

3rd Level Text = ''

20063 PERERR_CM_REDIRECT_CALL_DESTINATION_BUSY

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

2nd Level Text = ''

3rd Level Text = ''

20064 PERERR_CM_REDIRECT_CALL_DESTINATION_OUT_OF_ORDER

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

2nd Level Text = ''

3rd Level Text = ''

20065 PERERR_CM_CANNOT_OPEN_DEVICE

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

2nd Level Text = ''

3rd Level Text = ''

20066 PERERR_CM_TRANSFERFAILED_OUTSTANDING_TRANSFER

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

2nd Level Text = ''

3rd Level Text = ''

20067 PERERR_CM_TRANSFERFAILED_CALLCONTROL_TIMEOUT

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

2nd Level Text = ''

3rd Level Text = ''

20068 PERERR_CM_CALLHANDLE_UNKNOWN_TO_LINECONTROL

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

2nd Level Text = ''

3rd Level Text = ''

20069 PERERR_CM_OPERATION_NOT_AVAILABLE_IN_CURRENT_STATE

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

20070 PERERR_CM_CONFERENCE_FULL

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

20071 PERERR_CM_MAX_NUMBER_OF_CTI_CONNECTIONS_REACH

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

20080 PERERR_CM_INCOMPATIBLE_PROTOCOL_VERSION

```
1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''
```
20081 PERERR_CM_UNRECOGNITION_PDU

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

2nd Level Text = ''

3rd Level Text = ''
```
20082 PERERR_CM_ILLEGAL_MESSAGE_FORMAT

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

2nd Level Text = ''

3rd Level Text = ''
```
20094 PERERR_CM_DIRECTORY_TEMPORARY_UNAVAILABLE

```
1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''
```
20095 PERERR_CM_DIRECTORY_LOGIN_NOT_ALLOWED

```
1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''
```
20096 PERERR_CM_DIRECTORY_LOGIN_FAILED

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

2nd Level Text = ''

3rd Level Text = ''
```
20097 PERERR_CM_PROVIDER_NOT_OPEN

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

2nd Level Text = ''

3rd Level Text = ''
```
20098 PERERR_CM_PROVIDER_ALREADY_OPEN

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

2nd Level Text = ''

3rd Level Text = ''

20099 PERERR_CM_NOT_INITIALIZED

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

2nd Level Text = ''

3rd Level Text = ''

20100 PERERR_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 = ''

20101 PERERR_CM_LINE_INFO_DOES_NOT_EXIST

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

20102 PERERR_CM_DIGIT_GENERATION_ALREADY_IN_PROGRESS

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

20103 PERERR_CM_DIGIT_GENERATION_WRONG_CALL_HANDLE

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

20104 PERERR_CM_DIGIT_GENERATION_WRONG_CALL_STATE

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

20105 PERERR_CM_DIGIT_GENERATION_CALLSTATE_CHANGED

```
1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''
```

2012 PERERR_CM_RETRIEVEFAILED_ACTIVE_CALL_ON_LINE

```
1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''
```

2013 PERERR_CM_INVALID_LINE_HANDLE

```
1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''
```

2014 PERERR_CM_LINE_NOT_PRIMARY

```
1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''
```

2015 PERERR_CM_CFWDALL_ALREADY_SET

```
1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''
```

2016 PERERR_CM_CFWDALL_DESTN_INVALID

```
1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''
```

2017 PERERR_CM_CFWDALL_ALREADY_OFF

```
1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''
```

2019 PERERR_CM_DEVICE_OUT_OF_SERVICE

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

20120 PERERR_CM_MSGWAITING_DESTN_INVALID

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

20121 PERERR_CM_DARES_INVALID_REQ_TYPE

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

2012 PERERR_CM_CONFERENCE_FAILED

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

20123 PERERR_CM_CONFERENCE_INVALID_PARTICIPANT

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

20124 PERERR_CM_CONFERENCE_ALREADY_PRESENT

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

20125 PERERR_CM_CONFERENCE_INACTIVE DIRECTORY

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

20126 PERERR_CM_TRANSFER_INACTIVE

1st Level Text = 'CallManager - Undescribed Error'

```
2nd Level Text = ''

3rd Level Text = ''
```

20153 PERERR_CM_COMMAND_NOT_IMPLEMENTATION_ON_DEVICE

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

2nd Level Text = 'Undescribed Error'

3rd Level Text = ''
```

20512 PERERR_CM_PROVIDER_CLOSED

```
1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''
```

20513 PERERR_CM_PROTOCOL_TIMEOUT

```
1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''
```

24095 PERERR_CM_GENERAL

```
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 = ''
```

Informazioni sul bit di traccia

Il PIM supporta diversi livelli di traccia tramite il comando **procmon**. In questo grafico vengono elencati tutti i bit di traccia supportati dal PIM e la parola chiave corrispondente. Questi interruttori hanno effetto immediato e rimangono attivi finché non vengono disattivati. Queste impostazioni non sono volatili e vengono mantenute anche dopo il riavvio.

Nota: In questo grafico vengono elencati solo i flag specifici dei PIM e non quelli standard di tutti i PIM.

Parola chiave Procmon	Descrizione
prechiamare	Traccia tutte le informazioni relative a indicazioni pre-chiamata, annullamenti e altro ancora. Traccia inoltre i messaggi di fine route e di selezione route.
call_match_timing	Traccia tutte le informazioni che includono i secondi in sospeso quando

	viene offerta una chiamata a un dispositivo.
messaggi_agente_periferica	Traccia le transizioni di stato dell'agente.
opcrequest	Tiene traccia di tutte le manipolazioni della tabella OPC (Open Peripheral Controller). Questi vengono utilizzati per le richieste di routing e potenzialmente per altri scopi.
lock_opcrequest	Traccia il blocco e lo sblocco per la tabella OPCRequest.
jtapi_gw_session	Tiene traccia dei tentativi di connessione eseguiti dal gateway JTAPI.
jtapi_gw_heartbeat	Visualizza i messaggi heartbeat inviati e ricevuti dal client JTAPI dal processo gateway.
jtapi_call_event	Traccia i messaggi degli eventi di chiamata ricevuti dal client JTAPI dal gateway.
jtapi_opc_heartbeat	Traccia i messaggi dal client JTAPI verso e da OPC.
jtapi_dial_number_registration	Tiene traccia dei messaggi relativi ai monitor delle periferiche e alla registrazione della richiamata del numero di directory (DN).
applicazione_lock_jtapi	Traccia i blocchi a livello di applicazione da un client JTAPI specifico (blocco chiamata).
lock_jtapi_layer	Traccia i blocchi di livello JTAPI.
errore_op_jtapi	Tiene traccia degli errori operativi che si verificano nel client JTAPI.
stato_agente_teld	Traccia i messaggi e le transizioni di stato dell'agente nel livello del driver di telefonia.
livello_lock_teldrive	Traccia il blocco e lo sblocco per il livello del driver di telefonia.
istanza_lock_teldrive	Esegue la traccia del blocco e dello sblocco per l'istanza del driver di telefonia.
errore_configurazione_teld	Tiene traccia degli errori di configurazione nel livello del driver di telefonia.
errore_op_teld	Traccia gli errori operativi che si verificano nel livello del driver di telefonia.
errore_universale	Traccia gli errori universali e i relativi codici di errore delle periferiche (testo) che si verificano nel livello del driver di

	telefonia.
teld_errore_universale_seclvl	Esegue la traccia del testo di secondo e terzo livello associato al codice di errore della periferica se sono presenti errori universali di traccia.

Informazioni correlate

- [Livelli di traccia consigliati per la risoluzione dei problemi IPCC](#)
- [Documentazione e supporto tecnico – Cisco Systems](#)