

# Códigos de erro do Cisco IPCC

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## [Introdução](#)

Este documento fornece códigos de erro periféricos gerados para o Cisco CallManager Peripheral Gateway (PG). Você pode usar essas mensagens de erro para resolver problemas em um ambiente do Internet Protocol Contact Center (IPCC). O utilitário de linha de comando *check* permite que você veja todos os códigos de erro conhecidos do Cisco CallManager PG. Esse utilitário faz parte do CallManager PG na versão 4.6.1 e posteriores do Cisco Intelligent Contact Management (ICM). A ferramenta captura mensagens de primeiro, segundo e terceiro nível com detalhes e indica qual desses processos gera o erro:

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

Uma mensagem de erro periférico simbólica reporta sobre o telefone de software. Uma breve descrição é exibida com a mensagem de erro juntamente com uma indicação de qual processo gerou o erro e o evento ocorridos. Esta tabela mostra exemplos:

Erro	Indica....
PERERR_TELDRIVE	A camada do driver de telefonia gerou o erro.
PERERR_JTCLIENT	O cliente JTAPI gerou o erro.
PERERR_JTAPPLAY	A camada de aplicação JTAPI gerou o erro.
PERERR_GW_E	O gateway JTAPI gerou o erro.
PERERR_CM	O Cisco CallManager gerou o erro.

## [Pré-requisitos](#)

## Requisitos

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Troubleshooting e suporte do Cisco ICM PG

## Componentes Utilizados

As informações neste documento são baseadas nestas versões de software e hardware:

- Cisco ICM versão 4.6.2 e posteriores

As informações neste documento foram criadas a partir de dispositivos em um ambiente de laboratório específico. Todos os dispositivos utilizados neste documento foram iniciados com uma configuração (padrão) inicial. Se a sua rede estiver ativa, certifique-se de que entende o impacto potencial de qualquer comando.

## Convenções

Consulte as [Convenções de Dicas Técnicas da Cisco](#) para obter mais informações sobre convenções de documentos.

## Códigos de erro

**Nota:** Alguns destes valores são mostrados em duas linhas devido a limitações de espaço.

### **-1 PERERR\_UNKNOWN**

1st Level Text = 'Unknown Peripheral Error'

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

3rd Level Text = ''

### **-1 PERERR\_UNKNOWN**

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\_LOGOUTREASONREQUIRED**

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 exist. 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\_REASONCODEREQUIREDFORLOGOUT**

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\_REASONCODEREQUIREDFORNOTREADY**

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\_UNKNOWNDEVICE**

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\_UNAVAILBLEREQUESTPENDING**

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\_UNKNOWNINSTRUMENT**

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\_SYNC\_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\_GENERATEDDTMF**

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

2nd Level Text = 'Got an exception on a call to 'generatedDTMF'(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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_EXCEPTION\_ANSWER1

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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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\_THREADSUPERVISECALL\_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**

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 = ''

### **20002 PERERR\_CM\_NO\_ACTIVE\_DEVICE\_FOR\_THIRDPARTY**

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

### **20003 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 = ''

### **20005 PERERR\_CM\_UNDEFINED\_LINE**

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

### **20006 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 = ''

### **20007 PERERR\_CM\_CALL\_ALREADY\_EXISTS**

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

2nd Level Text = ''

3rd Level Text = ''

### **20008 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 = ''

### **20009 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 = ''

### **20010 PERERR\_CM\_CALLHANDLE\_NOTINCOMINGCALL - CallManager**

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 = ''

### **20011 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 = ''

### **20013 PERERR\_CM\_TRANSFERFAILED\_DESTINATION\_BUSY**

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

2nd Level Text = ''

3rd Level Text = ''

### **20014 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 = ''

### **20015 PERERR\_CM\_HOLDFAILED**

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

2nd Level Text = ''

3rd Level Text = ''

### **20017 PERERR\_CM\_RETRIEVEFAILED**

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

2nd Level Text = ''

3rd Level Text = ''

### **20018 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 = ''

### **20022 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 PERERR\_CM\_REDIRECT\_CALL\_MEDIA\_CONNECTION\_FAILED**

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

2nd Level Text = ''

3rd Level Text = ''

### **20055 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\_UNRECOGNIZED\_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\_REACHED**

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\_UNRECOGNIZABLE\_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 = ''

### **20112 PERERR\_CM\_RETRIEVEFAILED\_ACTIVE\_CALL\_ON\_LINE**

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

### **20113 PERERR\_CM\_INVALID\_LINE\_HANDLE**

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

### **20114 PERERR\_CM\_LINE\_NOT\_PRIMARY**

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

### **20115 PERERR\_CM\_CFWDALL\_ALREADY\_SET**

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

### **20116 PERERR\_CM\_CFWDALL\_DESTN\_INVALID**

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

### **20117 PERERR\_CM\_CFWDALL\_ALREADY\_OFF**

1st Level Text = 'CallManager - Undescribed Error'

2nd Level Text = ''

3rd Level Text = ''

### **20119 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 = ''

### **20122 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**

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\_IMPLEMENTED\_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 = ''

## [Informações sobre bit de rastreamento](#)

O PIM suporta uma variedade de níveis de rastreamento com o comando **procmon**. Esta tabela lista todos os bits de rastreamento que o PIM suporta e palavra-chave correspondente. Estes comandos de alternância fazem efeito imediatamente e permanecem efetivos até que sejam desativados. Estas configurações não são voláteis e são mantidas mediante reinicializações.

**Nota:** Esta tabela lista somente as flags específicas de PIM e não inclui as usadas como padrão para todos os PIMs.

Palavra-chave de alternância de procmon	Descrição
pré-chamada	Rastreia toda informação relacionada às indicações pré-chamada, aos cancelamentos etc. Rastreia também mensagens de seleção de rota e de extremidade de rota.
call_match_timer	Rastreia toda informação que inclui segundos pendentes quando uma chamada é oferecida em um

	dispositivo.
periph_agent_messages	Rastreia transições de estado de agente.
mais opcrequest	Rastreia todas as manipulações da tabela Open Peripheral Controller (OPC)Request. Elas são usadas para rastrear solicitações e outras coisas.
lock_opcrequest	Rastreia o bloqueio e o desbloqueio da tabela OPCRequest.
jtapi_gw_session	Rastreia tentativas de conexão pelo gateway JTAPI.
jtapi_gw_heartbeat	Exibe mensagens de pulsação enviadas e recebidas pelo cliente JTAPI do processo de gateway.
jtapi_call_event	Rastreia mensagens de evento de chamada recebidas do gateway pelo cliente JTAPI.
jtapi_opc_heartbeat	Rastreia mensagens do cliente JTAPI de e para o OPC.
jtapi_dialed_number_registration	Rastreia mensagens relacionadas a monitores periféricos e registro de chamada de volta do número de diretório (DN, directory number).
lock_jtapi_application	Rastreia bloqueios de camada de aplicação por um cliente JTAPI específico (bloqueio de invocação).
lock_jtapi_layer	Rastreia bloqueios de camada JTAPI.
jtapi_op_error	Rastreia erros operacionais que ocorrem no cliente JTAPI.
teld_agent-state	Rastreia mensagens e transições de estado de agente na camada do driver de telefonia.
lock_teldrive_layer	Rastreia o bloqueio e o desbloqueio da camada do driver de telefonia.
lock_teldrive_instance	Rastreia o bloqueio e o desbloqueio da instância do driver de telefonia.
teld_config_error	Rastreia erros de configuração na camada do driver de telefonia.
teld_op_error	Rastreia erros operacionais que ocorrem na camada do driver de telefonia.
teld_universal_failure	Rastreia erros de falha universal e seus códigos de erro periférico (incluindo texto) que ocorrem na camada do driver de telefonia.
teld_universal_failure_seclvl	Rastreia o texto de segundo e terceiro nível associado ao código de erro periférico, se houver falhas universais

	de rastreamento.
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## Informações Relacionadas

- [Níveis de Rastreamento Recomendados para Troubleshooting de Problemas Relacionados a IPCC](#)
- [Suporte Técnico e Documentação - Cisco Systems](#)