



Error Code Dictionary

CAD for Cisco Unified Contact Center Enterprise and Express
1-Aug-07

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

CCVP, the Cisco Logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, *Packet*, PIX, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0704R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

Error Code Dictionary

© 2007 Cisco Systems, Inc. All rights reserved.

Revision History

Revision Date	Description
1-Aug-07	First issue.

Revision History

Error Code Dictionary

Error Messages

Error messages are classified by the level of severity of the error. These levels are:

- **Fatal.** The program cannot continue.
- **Error.** The program has suffered a loss of functionality, but it continues to run.
- **Warn.** There is a malfunction that is a nuisance but that does not interfere with the program's operation.
- **Informational.** Not an error, this is related information that might be useful for troubleshooting.

NOTE: In this table, [LN] refers to the program line number that generates the error.

Error No.	Description
AP [LN]	Text: Action Index Corrupt. Type: Warn Add'l Info: The actions configured in Administrator might be corrupt. Action: Check the Work Flow actions in Administrator.
AP [LN]	Text: Event not found [event type]. Type: Warn Add'l Info: The events configured in Administrator might be corrupt. Action: Check the Work Flow events in Administrator.

Error No.	Description
AP [LN]	<p>Text: EventList has reached 15.</p> <p>Type: Warn</p> <p>Add'l Info: Something is stopping events from getting processed in Agent.</p> <p>Action: Check log file for errors.</p>
AV [LN]	<p>Text: Silent Monitor session failed.</p> <p>Type: Error</p> <p>Add'l Info: Unable to silent monitor the agent.</p> <p>Action: Cisco Supervisor Desktop is not receiving any voice from the agent's IP phone.</p> <p>If you are using Desktop Monitor for monitoring, possible causes for this problem are:</p> <ol style="list-style-type: none"> 1. The agent selected for monitoring has logged on to an IP hard phone that is not connected to the agent desktop system. 2. The network adapter card in the agent's computer is not compatible with CAD desktop Monitor in a network environment where data and voice are on separate VLANs. <p>If you are using a VoIP Monitor service for monitoring, possible causes for this problem are:</p> <ol style="list-style-type: none"> 1. You might not have the SPAN port set up correctly. 2. You might not have the IP phone assigned to the correct VoIP Monitor service. <p>Contact your system administrator.</p>
AW [LN]	<p>Text: Unable to get RASCAL global ID for agent state change.</p> <p>Type: Warn</p> <p>Add'l Info: Could not obtain global ID from the Agent Statistics service.</p> <p>Action: Verify that the Agent Statistics service is running.</p>

Error No.	Description
AW [LN]	<p>Text: Unable to get RASCAL global ID for agent state change.</p> <p>Type: Warn</p> <p>Add'l Info: Could not obtain global ID from the Agent Statistics service.</p> <p>Action: Verify that the Agent Statistics service is running.</p>
AW [LN]	<p>Text: Unable to update wrapup data to RASCAL: no global ID.</p> <p>Type: Warn</p> <p>Add'l Info: Could not write data to the Agent Statistics service.</p> <p>Action: Verify that the Agent Statistics service is running.</p>
AW [LN]	<p>Text: Unable to write agent state change to RASCAL GID=[global ID] Error=[error].</p> <p>Type: Warn</p> <p>Add'l Info: Could not write data to the Agent Statistics service.</p> <p>Action: Verify that the Agent Statistics service is running.</p>
AW [LN]	<p>Text: Unable to write call data to RASCAL GID=[global ID] Error=[error].</p> <p>Type: Warn</p> <p>Add'l Info: Could not write data to Recording & Statistics service.</p> <p>Action: Verify that the Recording & Statistics service is running.</p>
CA [LN]	<p>Text: Unable to attach to CallChat application</p> <p>Type: Warn</p> <p>Add'l Info: Emergency Chat messages to supervisor and Skill statistics on the Supervisor desktop will be unavailable.</p> <p>Action: From a command prompt, go to the Desktop bin directory and run the command regsvr32 fastcallserverproxy.dll.</p>

Error No.	Description
EI [LN]	<p>Text: Delim ToData Error: [enterprise service error].</p> <p>Type: Warn</p> <p>Add'l Info: While processing enterprise data, received an error.</p> <p>Action: Verify that the Enterprise service is running.</p>
EI [LN]	<p>Text: Enterprise error: Get data types for callID [call ID]. Error: [error].</p> <p>Type: Error</p> <p>Add'l Info: Unable to get enterprise data for the current call.</p> <p>Action: Verify that the Enterprise service is running.</p>
EI [LN]	<p>Text: GetCallInfoList Error: [error]</p> <p>Type: Error</p> <p>Add'l Info: Unable to get enterprise data for the current call.</p> <p>Action: Verify that the Enterprise service is running.</p>
FC [LN]	<p>Text: Unable to connect to Directory Services; [error]</p> <p>Type: Fatal</p> <p>Add'l Info: Either the Directory Services parameters are incorrect or Directory Services are unavailable.</p> <p>Action: See the system administrator.</p>
FCCS1000	<p>Text: Unable to open registry: HKEY_LOCAL_MACHINE\SOFTWARE\Spanlink\CAD\Site Setup</p> <p>Type: Fatal</p> <p>Add'l Info: The Chat service was unable to read the value from the registry. The entry should have been created on install.</p> <p>Action: Reinstall if the entry is not in the registry.</p>
FCCS1001	<p>Text: Unable to create thread (%s).</p> <p>Type: Fatal</p> <p>Add'l Info:</p> <p>Text: Check system resource availability (CPU and memory).</p>

Error No.	Description
FCCS1001	Text: Unable to create thread (%s). Type: Fatal Add'l Info: Text: Check system resource availability (CPU and memory).
FCCS1002	Text: Unable to start any working threads. Type: Fatal Add'l Info: Text: Check system resource availability (CPU and memory).
FCCS1003	Text: Error handling command line arguments. Type: Fatal Add'l Info: Action: If you are attempting to run this program from the command line, check the command line usage. Normally this program should only be run as a service, but TAC or DE may advise you to run it as a console application.
FCCS1007	Text: Unexpected error. WaitForMultipleObjects failed (%s). Type: Fatal Add'l Info: Action: Check system resource availability (CPU and memory).
FCCS1008	Text: Unexpected network communication error (omniORB fatalException). File: %S, line: %d, msg: %S. Type: Fatal Add'l Info: Action: Check system resource availability (CPU and memory). Check network settings.

Error No.	Description
FCCS1009	<p>Text: Unable to open registry key: %s.</p> <p>Type: Fatal</p> <p>Add'l Info: The specified registry key is required for the service to function properly. The installation may have failed or become corrupted.</p> <p>Action: If the registry entry does exist, check system resource availability (CPU and memory).</p>
FCCS1010	<p>Text: Unable to read registry value: %s.</p> <p>Type: Fatal</p> <p>Add'l Info: Action: The specified registry value is required for the service to function properly. The installation may have failed or become corrupted.</p> <p>Action: If the registry entry does exist, check system resource availability (CPU and memory).</p>
FCCS1011	<p>Text: Unable to initialize log files.</p> <p>Type: Fatal</p> <p>Add'l Info: The service was unable to set up its logging files.</p> <p>Action: Check the INSTALLATION DIRECTORY registry value under HKEY_LOCAL_MACHINE\SOFTWARE\Spanlink\CAD\Site Setup and verify that it is valid. Check the settings for the service in the service control panel and verify that it is running under the Local System account. Check system resource availability (CPU and memory).</p>
FCCS1012	<p>Text: Unexpected exception during network communication initialization (omniORB).</p> <p>Type: Fatal</p> <p>Add'l Info:</p> <p>Action: Action: Verify that the HKEY_LOCAL_MACHINE\SOFTWARE\Spanlink\CAD\Site Setup\IOR HOSTNAME registry value specifies a valid local hostname or IP address. Check system resource availability (CPU and memory).</p>

Error No.	Description
FCCS1013	<p>Text: Unexpected exception in the main network communication thread (fcCorbaServer).</p> <p>Type: Fatal</p> <p>Add'l Info:</p> <p>Action: Check system resource availability (CPU and memory).</p>
FCCS2000	<p>Text: Registry error (DetectRegistryChg::Open). Unable to open path <%s> key <%s>: <%d>.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: The service will automatically retry the operation. The specified registry key is required for the service to function properly. If the condition continues to occur, the installation may have failed or become corrupted. If the registry entry does exist, check system resource availability (CPU and memory).</p>
FCCS2001	<p>Text: Unable to connect to the LDAP service.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: Verify that the Cisco Desktop LDAP Monitor service is running. Check the Cisco Desktop LDAP Monitor service logs for errors.</p>
FCCS2002	<p>Text: Unable to create a new working thread.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: Check system resource availability (CPU and memory).</p>
FCCS2003	<p>Text: Unexpected exception in a working thread.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: Check system resource availability (CPU and memory).</p>

Error No.	Description
FCCS2004	<p>Text: Unexpected exception in the manager thread.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: Action: Check system resource availability (CPU and memory).</p>
FCCS2008	<p>Text: Network communication error <%s> sending message to application <%s>. The application will be logged out.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Text: Check network connectivity between the Chat service and the indicated application (typically an agent or supervisor) in both directions. The remote application may have terminated abnormally, check its logs for errors. Check any firewall settings to make sure that the proper ports are open.</p>
FCCS2009	<p>Text: Unexpected exception (%s).</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: Check system resource availability (CPU and memory).</p>
FCCS2010	<p>Text: Unable to open registry key: %s.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: The specified registry key should exist, but the service will continue to function without it. The installation may have failed or become corrupted. If the registry entry does exist, check system resource availability (CPU and memory).</p>

Error No.	Description
FCCS2011	<p>Text: Unable to read registry value: %s.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: The specified registry value should exist, but the service will continue to function without it. The installation may have failed or become corrupted. If the registry entry does exist, check system resource availability (CPU and memory).</p>
FCCS2012	<p>Text: Unable to set the process priority for this service to high. The service will run at normal priority.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: The service will continue to run, and should run normally. However, in some cases under heavy server load it is possible that by running at normal priority the service will not get the needed CPU time to keep up with its tasks. The symptom for this would be sluggish behavior in CAD and CSD.</p>
FCCS2013	<p>Text: Unable to initialize the network communication library (%s). The service will continue to function, but VPN desktops will not be supported. Error code: %d.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: Restart the service if you have any VPN desktops (CAD/CSD). If the condition continues to occur, check system resource availability (CPU and memory).</p>

Error No.	Description
<p>FCCS2014</p>	<p>Text: Unable to determine the local IP address. The service will continue to function, but VPN desktops will not be supported. Error code: %d.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: Restart the service if you have any VPN desktops (CAD/CSD). If the condition continues to occur, check the network configuration and make sure the system has a valid IP address. If the network settings are valid, then check system resource availability (CPU and memory).</p>
<p>FCCS2015</p>	<p>Text: Unexpected network communication error in the VPN-support thread (%s). The service will continue to function, but VPN desktops will not be supported. Error code: %d.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: Restart the service if you have any VPN desktops (CAD/CSD). If the condition continues to occur, check the network configuration and make sure the system has a valid IP address. If the network settings are valid, then check system resource availability (CPU and memory).</p>
<p>FCCS3000</p>	<p>Text: Unable to close thread handle (%s).</p> <p>Type: Warn</p> <p>Add'l Info:</p> <p>Action: The service should continue to function normally. Check system resource availability (CPU and memory). Monitor handle usage by this service.</p>
<p>FCMC220</p>	<p>Text: [string] not found for recording handle: [handle]</p> <p>Type: Error</p> <p>Add'l Info: A request was made to stop a recording that was never started.</p> <p>Action: None.</p>

Error No.	Description
FCMC221	<p>Text: IDL function startSimultaneousMonitoring threw an exception. Host: [host], handle: [handle].</p> <p>Type: Error</p> <p>Add'l Info: The client was unable to communicate with a VoIP Monitor service.</p> <p>Action: Check the specified VoIP Monitor service for errors. Make sure the service is running.</p>
FCMC222	<p>Text: [string] not found for recording handle [handle]</p> <p>Type: Error</p> <p>Add'l Info: A request was made to stop a recording that was never started.</p> <p>Action: None.</p>
FCSS1	<p>Text: [error description].</p> <p>Type: Error</p> <p>Add'l Info: CRS Node Manager database-related errors.</p> <p>Action: Handle according to the error description. Check the ODBC connection and database.</p>
FCSS-1	<p>Text: Failed to synchronize [LCC], [function], [problem], [error code]</p> <p>Type: Error</p> <p>Add'l Info: Failed to synchronize the logical contact center</p> <p>Action: Make sure the logical contact center exists. Make sure LDAP is running. Make sure ODBC connectivity is in place.</p>
FCSS10	<p>Text: [error description]</p> <p>Type: Error</p> <p>Add'l Info: CRS Node Manager database-related error.</p> <p>Action: Handle according to the error description. Check the ODBC connection and database.</p>

Error No.	Description
FCSS11	Text: [error description] Type: Error Add'l Info: CRS Node Manager database-related error. Action: Handle according to the error description. Check the ODBC connection and database.
FCSS12	Text: [error description] Type: Error Add'l Info: CRS Node Manager database-related error. Action: Handle according to the error description. Check the ODBC connection and database.
FCSS-12	Text: sync_server_exception: [description] Type: Error Add'l Info: Synchronization-related exception occurred (null pointer). Action: Handle according to the error description.
FCSS13	Text: [error description] Type: Error Add'l Info: CRS Node Manager database-related error. Action: Handle according to the error description. Check the ODBC connection and database.
FCSS15	Text: [error description] Type: Error Add'l Info: CRS Node Manager database-related error. Action: Handle according to the error description. Check the ODBC connection and database.
FCSS16	Text: [error description] Type: Error Add'l Info: CRS Node Manager database-related error. Action: Handle according to the error description. Check the ODBC connection and database.

Error No.	Description
FCSS-17	Text: sync_server_exception: [description] Type: Error Add'l Info: Synchronization-related exception occurred (LDAP call). Action: Handle according to the error description.
FCSS-18	Text: Standard exception. Type: Error Add'l Info: The program caught an unexpected standard library exception. Action: Retry the action. Restart the Sync service.
FCSS-19	Text: Failed to initialize [LCC], [function], [problem], [error code]. Type: Error Add'l Info: Failed to synchronize the logical contact center. Action: Make sure the logical contact center exists and that it has a peripheral ID. Make sure LDAP is running. Make sure ODBC connectivity is in place.
FCSS2	Text: [error description] Type: Error Add'l Info: CRS Node Manager database-related error. Action: Handle according to the error description. Check the ODBC connection and database.
FCSS20	Text: [error description] Type: Error Add'l Info: LDAP-related error. Action: Handle according to the error description. Check the LDAP connection and registry settings.

Error No.	Description
FCSS-20	<p>Text: sync_server_exception: [description]</p> <p>Type: Error</p> <p>Add'l Info: Synchronization-related exception occurred (SQL call).</p> <p>Action: Handle according to the error description.</p>
FCSS4504	<p>Text: A CORBA error with minor error of [error number] and completed flag of [flag] was caught.</p> <p>Type: Error</p> <p>Add'l Info: CORBA error.</p> <p>Action: Restart the Sync service.</p>
FCSS4512	<p>Text: The initialization of the Windows NT service was unsuccessful.</p> <p>Type: Fatal</p> <p>Add'l Info: Synchronization service initialization failed.</p> <p>Action: Restart the service. Check the LDAP connection. Persistence of the problem points to an installation or OS-related problem.</p>
FCSS4513	<p>Text: The Windows NT service is not able to register itself with the Windows NT service manager.</p> <p>Type: Fatal</p> <p>Add'l Info: The service could not register with the service manager.</p> <p>Action: Restart the service. Persistence of the problem points to an installation or OS-related problem.</p>
FCSS4532	<p>Text: Failed to create synchronization thread.</p> <p>Type: Error</p> <p>Add'l Info: Thread creation failed.</p> <p>Action: Restart service. Persistence of problem points to an installation or OS-related issue.</p>

Error No.	Description
FCSS4533	Text: Changes with respect to the error location. Type: Error Add'l Info: Synchronization-related unexpected error. Action: Handle according to the error description.
FCSS4534	Text: Failed to [add/update/delete] agent OR at least one error occurred during synchronization of agents. Type: Warn Add'l Info: Agent synchronization failed. Action: Check the ODBC connection. Check the LDAP connection.
FCSS4535	Text: Failed to [add/update/delete] Team OR failed to [get/set] TeamCQueues OR at least one error occurred during synchronization of teams Type: Warn Add'l Info: Team synchronization failed Action: Check the ODBC connection. Check the LDAP connection.
FCSS4536	Text: Failed to [add/update/delete] CQueue OR failed to get CQueues OR at least one error occurred during synchronization of queues. Type: Warn Add'l Info: Contact queue synchronization failed. Action: Check the ODBC connection. Check the LDAP connection.
FCSS5	Text: An unexpected error occurred. Type: Error Add'l Info: The program caught an unexpected exception. Action: Retry the action. Restart the Sync service.

Error No.	Description
FCSS6	<p>Text: [error description]</p> <p>Type: Error</p> <p>Add'l Info: CRS Node Manager database-related error.</p> <p>Action: Handle according to the error description. Check the ODBC connection and database.</p>
FCSS7	<p>Text: [error description]</p> <p>Type: Error</p> <p>Add'l Info: CRS Node Manager database-related error.</p> <p>Action: Handle according to the error description. Check the ODBC connection and database.</p>
FCSS8	<p>Text: [error description]</p> <p>Type: Error</p> <p>Add'l Info: CRS Node Manager database-related error.</p> <p>Action: Handle according to the error description Check the ODBC connection and database.</p>
FCSS-8	<p>Text: sync_server_exception: [description]</p> <p>Type: Error</p> <p>Add'l Info: A synchronization-related exception occurred (memory allocation).</p> <p>Action: Handle according to the error description.</p>
FCSS9	<p>Text: [error description]</p> <p>Type: Error</p> <p>Add'l Info: CRS Node Manager database-related error.</p> <p>Action: Handle according to the error description. Check the ODBC connection and database.</p>
FCSS-9	<p>Text: Unexpected exception.</p> <p>Type: Error</p> <p>Add'l Info: The program caught an unexpected exception.</p> <p>Action: Retry the action. Restart the Sync service.</p>

Error No.	Description
FCVMC200	<p>Text: GetServerList returned: [list].</p> <p>Type: Error</p> <p>Add'l Info: The client was unable to retrieve the list of VoIP Monitor services from LDAP.</p> <p>Action: Check LDAP for errors.</p>
FCVMC201	<p>Text: No VoIP servers.</p> <p>Type: Error</p> <p>Add'l Info: No VoIP Monitor services are installed.</p> <p>Action: Install a VoIP Monitor service if you need silent monitoring and recording functionality.</p>
FCVMC202	<p>Text: hostName [hostname] doesn't exist in LRM server map.</p> <p>Type: Error</p> <p>Add'l Info: A VoIP Monitor service used in a monitoring request does not exist.</p> <p>Action: Check Directory Services for errors.</p>
FCVMC203	<p>Text: Unable to parse Monitor server host name from: [hostname].</p> <p>Type: Error</p> <p>Add'l Info: The client was unable to determine the host name from the CORBA IOR.</p> <p>Action: Restart the VoIP Monitor service so that a new IOR is written to Directory Services.</p>
FCVMC204	<p>Text: Got an exception calling string_to_object(). Host: [host].</p> <p>Type: Error</p> <p>Add'l Info: A CORBA object could not be created using the VoIP Monitor service's advertised IOR.</p> <p>Action: Restart the VoIP Monitor service so that a new IOR is written to Directory Services.</p>

Error No.	Description
FCVMC205	<p>Text: Got an exception calling <code>_narrow()</code>. Host: [host].</p> <p>Type: Error</p> <p>Add'l Info: The client could not communicate with the VoIP service.</p> <p>Action: Restart the VoIP Monitor service.</p>
FCVMC206	<p>Text: No VoIP server installed or running.</p> <p>Type: Error</p> <p>Add'l Info: The client wasn't able to connect to any VoIP Monitor services.</p> <p>Action: If you need monitoring and recording functionality, make sure that you have a VoIP Monitor service installed and running.</p>
FCVMC207	<p>Text: Unable to connect to VoIP Monitor server: [server] for extensions: [extensions]</p> <p>Type: Error</p> <p>Add'l Info: The client was unable to communicate with the VoIP Monitor service.</p> <p>Action: Restart the VoIP Monitor service.</p>
FCVMC208	<p>Text: IDL function <code>startMonitoring</code> threw an exception [exception]. Host: [host], extension: [extension], supervisorid [ID], localAddress: [local address], toAgentPort: [agent port], fromAgentPort: [agent port].</p> <p>Type: Error</p> <p>Add'l Info: The CORBA call to start a monitoring session failed.</p> <p>Action: Restart the VoIP Monitor service.</p>
FCVMC209	<p>Text: Unable to find host: [host] in the monitor server map.</p> <p>Type: Error</p> <p>Add'l Info: A request to stop a monitoring session used an unknown VoIP Monitor Service name in the request.</p> <p>Action: None.</p>

Error No.	Description
FCVMC209	<p>Text: Unable to find host: [host] in the monitor server map.</p> <p>Type: Error</p> <p>Add'l Info: A request to stop a monitoring session used an unknown VoIP Monitor Service name in the request.</p> <p>Action: None.</p>
FCVMC210	<p>Text: IDL function stopMonitoring threw an exception [exception]. Host: [host], supervisorID: [ID]</p> <p>Type: Error</p> <p>Add'l Info: The CORBA call to start a monitoring session failed.</p> <p>Action: Restart the VoIP Monitor service.</p>
FCVMC211	<p>Text: IDL function getPhoneMacAddress threw an exception [exception]. Host: [host], extension: [extension].</p> <p>Type: Error</p> <p>Add'l Info: The client could not get an extension's MAC address from the VoIP Monitor service.</p> <p>Action: Restart the VoIP Monitor service.</p>
FCVMC212	<p>Text: Unable to find the VoIP Monitor service for MAC address: [MAC address].</p> <p>Type: Error</p> <p>Add'l Info: There are multiple VoIP Monitor services and this device has not been assigned to one.</p> <p>Action: Use Desktop Administrator to assign the phone to a VoIP Monitor service.</p>
FCVMC213	<p>Text: Unable to connect to VoIP Monitor server: [service] for MAC address: [MAC address]</p> <p>Type: Error</p> <p>Add'l Info: The client is unable to connect to a VoIP Monitor service.</p> <p>Action: Check the specified VoIP Monitor service for errors. Make sure the service is running.</p>

Error No.	Description
FCVMC214	<p>Text: Unable to connect to VoIP Monitor service: [service] for extension: [extension]</p> <p>Type: Error</p> <p>Add'l Info: The client is unable to connect to a VoIP Monitor service.</p> <p>Action: Check the specified VoIP Monitor service for errors. Make sure the service is running.</p>
FCVMC215	<p>Text: IDL function SetSoftPhoneFilter threw an exception. Host: [host], extensions: [extensions], destinationIpAddr: [IP address], destination RtpPort: [port], source RtpPort: [port].</p> <p>Type: Error</p> <p>Add'l Info: The client was unable to communicate with a VoIP Monitor service.</p> <p>Action: Check the specified VoIP Monitor service for errors. Make sure the service is running.</p>
FCVMC216	<p>Text: IDL function stopMonitoring threw an exception [exception]. Host: [host], supervisorId [ID]</p> <p>Type: Error</p> <p>Add'l Info: The CORBA call to start a monitoring session failed.</p> <p>Action: Restart the VoIP Monitor service.</p>
FCVMC217	<p>Text: IDS function special threw an exception. Host: [host], message: [message]</p> <p>Type: Error</p> <p>Add'l Info: The client was unable to communicate with a VoIP Monitor service.</p> <p>Action: Check the specified VoIP Monitor service for errors. Make sure the service is running.</p>
FCVMC218	<p>Text: Unable to connect to VoIP Monitor server: [service] for extension: [extension]</p> <p>Type: Error</p> <p>Add'l Info: The client was unable to communicate with a VoIP Monitor service.</p> <p>Action: Check the specified VoIP Monitor service for errors. Make sure the service is running.</p>

Error No.	Description
FCVMC219	<p data-bbox="597 327 1339 495">Text: IDL function startSimultaneousMonitoring threw an exception [exception]. Host: [host], agent extension: [extension], applicationId: [ID], localAddress: [IP address], toAgentPort: [port], fromAgentPort: [port].</p> <p data-bbox="597 516 829 548">Type: Error</p> <p data-bbox="597 558 1360 590">Add'l Info: The CORBA call to start a recording session failed.</p> <p data-bbox="597 600 1154 632">Action: Restart the VoIP Monitor service.</p>
FCVMC220	<p data-bbox="597 663 1279 726">Text: Host: [host] not found for recording handle: [handle].</p> <p data-bbox="597 747 829 779">Type: Error</p> <p data-bbox="597 789 1312 894">Add'l Info: A request to stop a recording session used an unknown VoIP Monitor Service name in the request.</p> <p data-bbox="597 915 829 947">Action: None.</p>
FCVMC221	<p data-bbox="597 968 1339 1062">Text: IDL function startSimultaneousMonitoring threw an exception [exception]. Host: [host], handle: [handle].</p> <p data-bbox="597 1083 829 1115">Type: Error</p> <p data-bbox="597 1125 1360 1157">Add'l Info: The CORBA call to start a recording session failed.</p> <p data-bbox="597 1167 1154 1199">Action: Restart the VoIP Monitor service.</p>
FCVMC222	<p data-bbox="597 1230 1279 1293">Text: Host: [host] not found for recording handle [handle].</p> <p data-bbox="597 1314 829 1346">Type: Error</p> <p data-bbox="597 1356 1344 1419">Add'l Info: An attempt to refresh a recording session failed because the VoIP Monitor service was not found.</p> <p data-bbox="597 1440 829 1472">Action: None.</p>
FCVMC223	<p data-bbox="597 1493 1365 1598">Text: IDL function refreshSimultaneousMonitoring threw an exception [exception]. Host: [host], recordingHandle: [handle].</p> <p data-bbox="597 1619 829 1650">Type: Error</p> <p data-bbox="597 1661 1333 1724">Add'l Info: An attempt to refresh a recording session failed due to an exception in the VoIP Monitor service.</p> <p data-bbox="597 1745 829 1776">Action: None.</p>

Error No.	Description
FCVMC224	<p>Text: Host [host] is under recovery.</p> <p>Type: Error</p> <p>Add'l Info: The client attempted an action with a VoIP Monitor service that was down. The connection is in recovery.</p> <p>Action: Retry the action after the recovery is complete.</p>
FCVMS0000	<p>Text: Could not initialize the connection to the CallManager database. AXL error: [error number: error string].</p> <p>Type: Error</p> <p>Add'l Info: The VoIP service could not communicate with CallManager through the AXL interface. As a result, it could not query the database.</p> <p>Action: Check the status of the CallManager processes. There must be at least one CallManager with an active AXL database service in the cluster.</p>
FCVMS0001	<p>Text: Could not get the Mac address for extension [extension] from the CallManager database.</p> <p>Type: Error</p> <p>Add'l Info: The monitor service received a request to monitor an agent but was unable to retrieve the MAC address for the specified extension from CallManager's SQL server database.</p> <p>Action: Perform the following actions:</p> <ul style="list-style-type: none"> • Check the CallManager database for changes. • Verify the FCVoIP ODBC DSN is correct. • Verify that the CallManager database is running. • Verify that a record for the extension exists in the CallManager database. • Reinstall the monitor service if it requires a new username or password.

Error No.	Description
FCVMS0004	<p data-bbox="594 331 1364 491">Text: Service connection IP address used by clients not found in Registry. Service initialization will not continue until the CAD configuration Setup application has been run to configure the software. (IOR Hostname).</p> <p data-bbox="594 512 829 541">Type: Error</p> <p data-bbox="594 562 1338 621">Add'l Info: The VoIP Service is missing information required for start up.</p> <p data-bbox="594 642 1065 672">Action: Complete the PostInstall.</p>
FCVMS0005	<p data-bbox="594 699 1364 825">Text: NIC Monitoring adapter name not found in Registry. Service initialization will not continue until the CAD Configuration Setup application has been run to configure the software.</p> <p data-bbox="594 846 1338 905">Type: The VoIP Service is missing information required for start up.</p> <p data-bbox="594 926 1065 955">Add'l Info: Complete the PostInstall.</p>
FCVMS0006	<p data-bbox="594 982 1364 1041">Text: System error. Unable to start a necessary process: [process].</p> <p data-bbox="594 1062 829 1092">Type: Error</p> <p data-bbox="594 1113 716 1142">Add'l Info:</p> <p data-bbox="594 1163 1154 1192">Action: Restart the VoIP Monitor service.</p>
FCVMS0008	<p data-bbox="594 1218 1349 1276">Text: System error. The NIC adapter used for sniffing is not configured correctly.</p> <p data-bbox="594 1297 829 1327">Type: Error</p> <p data-bbox="594 1348 716 1377">Add'l Info:</p> <p data-bbox="594 1398 1292 1457">Action: Check the configuration and restart the VoIP Monitor service.</p>
FCVMS0009	<p data-bbox="594 1486 1328 1545">Text: System error. The filter used for capturing voice streams could not be set.</p> <p data-bbox="594 1566 829 1596">Type: Error</p> <p data-bbox="594 1617 1154 1646">Action: Restart the VoIP Monitor Service.</p>

Error No.	Description
FCVMS0012	<p>Text: System error. Client interface could not be created. Retrying operation. (CORBA).</p> <p>Type: Error</p> <p>Add'l Info: The VoIP service could not start the CORBA interface. VoIP is attempting to restart CORBA. Clients cannot connect until CORBA is started.</p> <p>Action: None.</p>
FCVMS0017	<p>Text: Could not determine the local IP address. Error: [errorCode]. (OmniOrbUseHostName invalid).</p> <p>Type: Error</p> <p>Add'l Info: The service cannot determine the local IP address.</p> <p>Action: Restart the VoIP Monitor Service.</p>
FCVMS0018	<p>Text: Could not initialize the connection to the CallManager database. AXL error: [error number: error string].</p> <p>Type: Error</p> <p>Add'l Info: The VoIP service could not communicate with CallManager through the AXL interface. As a result, it could not query the database.</p> <p>Action: Check the status of the CallManager processes. There must be at least one CallManager with an active AXL database service in the cluster.</p>
FCVMS0021	<p>Text: System error. Failed to create socket for VPN service. Error: [error string].</p> <p>Type: Error</p> <p>Add'l Info: An error occurred while creating the VPN socket.</p> <p>Action: Restart the VoIP Monitor Service.</p>
FCVMS007	<p>Text: Unable to open the NIC adapter [adapter] for sniffing.</p> <p>Type: Error</p> <p>Add'l Info:</p> <p>Action: Check the configuration and restart the VoIP Monitor service.</p>

Error No.	Description
FCVMS111	<p>Text: Unable to detach Corba Server Thread Handle. Exiting...</p> <p>Type: Fatal</p> <p>Add'l Info: The monitor service was unable to release the CORBA service thread.</p> <p>Action: restart.</p>
FCVMS112	<p>Text: splk_pcap_open_live() failed. [description]</p> <p>Type: Fatal</p> <p>Add'l Info: The monitor service was unable to open the specific device.</p> <p>Action: Restart</p>
FCVMS200	<p>Text: WSStartup() failed. [description]</p> <p>Type: Error</p> <p>Add'l Info: The monitor service was unable to initialize the Windows sockets library.</p> <p>Action: The monitor service will retry the operation. See [description] to determine the cause of the failure.</p>
FCVMS201	<p>Text: Socket () failed. [description]</p> <p>Type: Error</p> <p>Add'l Info: The monitor service was unable to create the socket to send RTP streams to the supervisors.</p> <p>Action: Restart the VoIP Monitor service.</p>
FCVMS203	<p>Text: splk_pcap_lookupnet() failed. errorBuf: [description]</p> <p>Type: Error</p> <p>Add'l Info: A call to the SPCD driver to get network information failed.</p> <p>Action: Restart the VoIP Monitor service. Verify that the SPCD driver is loaded.</p>
FCVMS204	<p>Text: splk_pcap_compile() failed. filterString: [string].</p> <p>Type: Error</p> <p>Add'l Info: The filter string used to filter packets is invalid.</p> <p>Action: Contact TAC for assistance.</p>

Error No.	Description
<p>FCVMS205</p>	<p>Text: splk_pcap_setfilter() failed. filterString: [string].</p> <p>Type: Error</p> <p>Add'l Info: A packet filter could not be set in the SPCD driver.</p> <p>Action: Contact TAC for assistance.</p>
<p>FCVMS206</p>	<p>Text: splk_pcap_lookupdev() failed. errorBuf = [description]</p> <p>Type: The adapter used to sniff voice packets could not be accessed.</p> <p>Add'l Info: Contact TAC for assistance.</p>
<p>FCVMS207</p>	<p>Text: Error: in retrieving mac address for agent [extension] error [error].</p> <p>Type: Error</p> <p>Add'l Info: A request was made to monitor an agent, and the monitor service was unable to retrieve the MAC address for the specified extension from the CallManager's SQL server database.</p> <p>Action: Check if anything has changed regarding the CallManager database.</p> <p>Check the FCVoIP ODBC DSN for correctness.</p> <p>Verify that the CallManager database is running.</p> <p>Verify that a record exists in the CallManager database for the extension.</p> <p>Reinstall the monitor service if it needs to use a new username or password.</p>
<p>FCVMS208</p>	<p>Text: Host lookup unsuccessful. Invalid host name [hostname].</p> <p>Type: Error</p> <p>Add'l Info: The service tried to refresh a recording session using a host name passed by the client, but could not resolve the VoIP Monitor service host name to an IP address.</p> <p>Action: Verify that the monitor service can resolve the IP address of the supervisor's PC by hostname.</p>

Error No.	Description
FCVMS209	<p>Text: Failed to update the LDAP server; [description].</p> <p>Type: Error</p> <p>Add'l Info: The monitor service was unable to update LDAP with the CORBA IOR, which is used by clients to connect to the monitor service.</p> <p>Action: The monitor service will retry the operation. See [description] to determine the cause of the failure.</p> <p>Verify that LDAP is running.</p> <p>Reinstall the monitor service if LDAP has moved.</p>
FCVMS210	<p>Text: impl_is_ready() returned. Shutting down the server thread.</p> <p>Type: Error</p> <p>Add'l Info: A request was made to shut down the service.</p> <p>Action: Restart.</p>
FCVMS211	<p>Text: Caught a CORBA exception [exception].</p> <p>Type: Error</p> <p>Add'l Info: An exception occurred in the CORBA service thread.</p> <p>Action: Contact TAC for assistance.</p>
FCVMS212	<p>Text: setsockopt() failed.</p> <p>Type: Error</p> <p>Add'l Info: The monitor service was unable to prioritize the packet going out to supervisors.</p> <p>Action: Contact TAC for assistance.</p>
FCVMS213	<p>Text: We are unable to connect or reconnect to the current CM. Try subscribers.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred while trying to connect to the CallManager database.</p> <p>Action: Verify that the CallManager database is running.</p>

Error No.	Description
FCVMS214	<p>Text: All DSNs have been unsuccessful.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred while trying to connect to the CallManager database.</p> <p>Action: Verify that the CallManager database is running.</p>
FCVMS215	<p>Text: Initializing the Winsock library failed.</p> <p>Type: Error</p> <p>Add'l Info: CAnnot initialize Winsock.</p> <p>Action: Contact TAC for assistance.</p>
FCVMS216	<p>Text: Could not detach thread(handle).</p> <p>Type: Error</p> <p>Add'l Info: An error occurred while trying to free memory associated with the VPN server thread.</p> <p>Action: None.</p>
FCVMS217	<p>Text: Creating the listening socket failed. Exit the VPN thread.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred while trying to create the VPN server socket.</p> <p>Action: Restart.</p>
FCVMS218	<p>Text: Initializing the Winsock library failed in the VPN thread, error [error].</p> <p>Type: Error</p> <p>Add'l Info: Cannot initialize Winsock.</p> <p>Action: Contact TAC for assistance.</p>
FCVMS219	<p>Text: Creating the listening socket failed in the VPN thread, error [error].</p> <p>Type: Error</p> <p>Add'l Info: The VPN listening socket could not be created.</p> <p>Action: Contact TAC for assistance.</p>

Error No.	Description
FCVMS220	Text: Couldn't find the local IP address in the VPN thread, error [error]. Type: Error Add'l Info: A host name was used in the registry, but the name could not be resolved into an IP address. Action: Contact TAC for assistance.
FCVMS221	Text: The VPN thread failed to bind to the local address in the VPN thread, error [error]. Type: Error Add'l Info: Winsock errors. Action: Contact TAC for assistance.
FCVMS222	Text: VPN thread failed to listen to the local address in the VPN thread, error [error]. Type: Error Add'l Info: Winsock errors. Action: Contact TAC for assistance.
FCVMS225	Text: Unable to install transient exception handler. Type: Error Add'l Info: An error occurred setting up an exception handler. Action: Restart.
FCVRS102	Text: Unable to start Periodic Cleanup Thread. Exiting. Type: Fatal Add'l Info: The service was unable to start the cleanup thread. Action: Restart.
FCVRS103	Text: Unable to detach Periodic Cleanup Thread Handle. Exiting. Type: Fatal Add'l Info: The service was unable to release the cleanup thread handle. Action: Restart.

Error No.	Description
FCVRS104	Text: Unable to start CORBA Server Thread. Exiting. Type: Fatal Add'l Info: The service was unable to start the CORBA service thread. Action: Restart.
FCVRS105	Text: Unable to detach CORBA Server Thread Handle. Exiting... Type: Fatal Add'l Info: The service was unable to release the cleanup thread handle. Action: Restart.
FCVRS106	Text: Unable to start database consumer thread. Exiting... Type: Fatal Add'l Info: The service was unable to start the database thread. Action: Restart.
FCVRS107	Text: Unable to detach database consumer thread. Exiting. Type: Fatal Add'l Info: The service was unable to release the cleanup thread handle. Action: Restart.
FCVRS108	Text: Caught a CORBA exception configuring the CORBA: [object]. Type: Fatal Add'l Info: The service caught an exception while trying to initialize the CORBA [object]. Action: Restart.

Error No.	Description
FCVRS109	<p>Text: Caught a CORBA exception changing CORBA server to ready.</p> <p>Type: Fatal</p> <p>Add'l Info: The service caught a CORBA exception changing the CORBA service to an active state.</p> <p>Action: Restart</p>
FCVRS110	<p>Text: Unable to start LDAP Update Thread. Exiting...</p> <p>Type: Fatal</p> <p>Add'l Info: The service was unable to start the LDAP update thread.</p> <p>Action: Restart</p>
FCVRS111	<p>Text: Unable to start LRM Client Thread. Exiting...</p> <p>Type: Fatal</p> <p>Add'l Info: The service was unable to start the LRM client thread.</p> <p>Action: Restart</p>
FCVRS112	<p>Text: Unable to detach LRM Client Thread Handle. Continue...</p> <p>Type: Fatal</p> <p>Add'l Info: The service was unable to release the LRM client thread handle.</p> <p>Action: None</p>
FCVRS200	<p>Text: Failed to update the LDAP server: [description]</p> <p>Type: Error</p> <p>Add'l Info: The service was unable to update LDAP with the CORBA IOR, which is used by clients to connect to the service.</p> <p>Action: The service will retry the operation. See [description] to determine the cause of failure. Verify that LDAP is running. Reinstall the Agent Statistics service if LDAP has moved.</p>

Error No.	Description
FCVRS201	<p>Text: impl_is_ready() returned. Shutting down the server thread.</p> <p>Type: Error</p> <p>Add'l Info: A request was made to shut down the service.</p> <p>Action: Restart.</p>
FCVRS202	<p>Text: Caught a CORBA exception.</p> <p>Type: Error</p> <p>Add'l Info: An exception occurred in the CORBA service thread.</p> <p>Action: The service retries the operation.</p>
FCVRS203	<p>Text: Unable to read Key:[key], from LDAP: [description]</p> <p>Type: Error</p> <p>Add'l Info: The service was unable to read the value of the key from LDAP. The entry should have been created on install.</p> <p>Action: Reinstall if the entry is not in LDAP.</p>
FCVRS204	<p>Text: Caught an exception while trying to retrieve the globalID.</p> <p>Type: Error</p> <p>Add'l Info: The service encountered an exception getting the next global ID.</p> <p>Action: Restart.</p>
FCVRS205	<p>Text: Caught an exception while updating data.</p> <p>Type: Error</p> <p>Add'l Info: The service encountered an exception while updating the database data.</p> <p>Action: Restart.</p>
FCVRS206	<p>Text: Caught an exception while writing to the agent state log.</p> <p>Type: Error</p> <p>Add'l Info: The service encountered an exception while inserting the agent's state change.</p> <p>Action: Restart.</p>

Error No.	Description
FCVRS207	Text: Caught an exception while trying to retrieve the agent state log. Type: Error Add'l Info: The service encountered an exception while retrieving the state lists for an agent. Action: None.
FCVRS208	Text: Caught an exception while trying to write to the call log. Type: Error Add'l Info: The service encountered an exception inserting the agent's call record into the database. Action: Restart.
FCVRS209	Text: Caught an exception while trying to delete a call. Type: Error Add'l Info: The service encountered an exception deleting a call from the database. Action: Restart.
FCVRS210	Text: Caught an exception while trying to retrieve the call log. Type: Error Add'l Info: The service encountered an exception getting the call log for an agent. Action: None.
FCVRS211	Text: Caught an exception while trying to start a recording. Type: Error Add'l Info: The service encountered an exception starting a recording on a particular extension. Action: Restart.

Error No.	Description
FCVRS212	<p>Text: Caught an exception while trying to stop a recording.</p> <p>Type: Error</p> <p>Add'l Info: The service encountered an exception while stopping a recording for a particular extension.</p> <p>Action: Restart.</p>
FCVRS213	<p>Text: Caught an exception while trying to delete a recording.</p> <p>Type: Error</p> <p>Add'l Info: The service encountered an exception deleting a recording from the database.</p> <p>Action: Restart.</p>
FCVRS214	<p>Text: Caught an exception while trying to retrieve the record log.</p> <p>Type: Error</p> <p>Add'l Info: The service encountered an exception getting the recorded file list from the database.</p> <p>Action: None.</p>
FCVRS215	<p>Text: Caught an exception while trying to retrieve the user statistics.</p> <p>Type: Error</p> <p>Add'l Info: The service encountered an exception getting the user (agent) statistics.</p> <p>Action: None.</p>
FCVRS216	<p>Text: Caught an exception while trying to retrieve the team statistics.</p> <p>Type: Error</p> <p>Add'l Info: The service encountered an exception getting the team statistics from the service.</p> <p>Action: None.</p>

Error No.	Description
FCVRS217	<p>Text: Caught an exception while processing a server message.</p> <p>Type: Error</p> <p>Add'l Info: The service encountered an error processing the indicated message from the client.</p> <p>Action: None.</p>
FCVRS218	<p>Text: Unable to establish a connection to the FCRasSvr database, [error description].</p> <p>Type: Error</p> <p>Add'l Info: The service was unable to connect the database FCRasSvr.</p> <p>Action: Verify that the MS SQL Server is running Verify that the FCRasSvr database has been created on the SQL server to which the Agent Statistics service points Verify the ODBC datasource.</p>
FCVRS219	<p>Text: Cache population failed. Trying again.</p> <p>Type: Error</p> <p>Add'l Info: The service was unable to cache the statistics from the database tables. It will try again.</p> <p>Action: None</p>
FCVRS220	<p>Text: Caught an exception while running daily cleanup.</p> <p>Type: Error</p> <p>Add'l Info: The service encountered an exception cleaning up the data.</p> <p>Action: None.</p>
FCVRS221	<p>Text: Caught an exception while running recording heartbeat clean up.</p> <p>Type: Error</p> <p>Add'l Info: The service encountered an exception while checking the recording heartbeats.</p> <p>Action: None</p>

Error No.	Description
FCVRS222	<p>Text: Unable to retrieve data, query is [query], error [description].</p> <p>Type: Error</p> <p>Add'l Info: The service was unable to get the data for the indicated query with the error listed.</p> <p>Action: None.</p>
FCVRS223	<p>Text: Unable to update data, query is [query], error [description].</p> <p>Type: Error</p> <p>Add'l Info: The service was unable to update the data for the indicated query with the error listed.</p> <p>Action: None.</p>
FCVRS224	<p>Text: Unable to insert data, query is [query], error [description].</p> <p>Type: Error</p> <p>Add'l Info: The service was unable to insert the data for the indicated query with the error listed.</p> <p>Action: None.</p>
FCVRS225	<p>Text: Unable to delete data, query is [query], error [description].</p> <p>Type: Error</p> <p>Add'l Info: The service was unable to delete the data for the indicated query with the error listed.</p> <p>Action: None.</p>
FCVRS226	<p>Text: Unable to create file [file] for recording.</p> <p>Type: Error</p> <p>Add'l Info: The service does not have permission to write to the location where the recorded files are to be placed.</p> <p>Action: Make sure the service is logging in as a user and that the user has modify permissions to the indicated directory.</p>

Error No.	Description
FCVRS227	<p>Text: Retrieving GlobalID failed. Trying again.</p> <p>Type: Error</p> <p>Add'l Info: The service was unable to determine the starting global ID.</p> <p>Action: Verify if SQL service is running where the FCRasSvr database is installed, and that the database is created.</p>
FCVRS228	<p>Text: Caught an exception inserting [query type] into queue.</p> <p>Type: Error</p> <p>Add'l Info: The service encountered an exception adding an entry to the database queue.</p> <p>Action: None.</p>
FCVRS229	<p>Text: SQL Query failed with SQL error [description] for query [query].</p> <p>Type: Error</p> <p>Add'l Info: The service was unable to perform the SQL query action with the error listed.</p> <p>Action: None</p>
FCVRS232	<p>Text: Caught an exception while trying to save/unsave a recording.</p> <p>Type: Error</p> <p>Add'l Info: The service caught an exception while marking recording data as saved or unsaved.</p> <p>Action: None</p>
FCVRS233	<p>Text: Caught an exception while trying to save recording data.</p> <p>Type: Error</p> <p>Add'l Info: The service encountered an exception saving the recording data for a particular recording.</p> <p>Action: None</p>

Error No.	Description
FCVRS234	Text: Database SQL queue is full. Type: Error Add'l Info: The service is getting behind in processing the data to be inserted into the database. Action: None
FCVRS235	Text: A generic exception was thrown trying to insert data into FCRasStateLogToday, data is globalID [serverID, globalID], stateStartTime = [start time], stateStopTime = [stop time], agentID = [agent ID], agentExtension - [agent extension], agentPrevState = [state code], agentReasonCode = [reason code] Type: Error Add'l Info: An exception was thrown while trying to create the SQL query. Action: None
FCVRS236	Text: Caught an exception retrieving a list of agent IDs from the database. Type: Error Add'l Info: Action: None
FCVRS401	Text: Connected to RASCAL database version unknown. Type: Warn Add'l Info: The service was able to connect to the FCRasSvr database but was unable to determine the schema version. Action: Reinstall the Agent Statistics service.
FCVRS404	Text: Error in opening registry key [key] for mode [mode]. Type: Warn Add'l Info: The service was unable to open [key] in [mode]. Action: None
FCVRS405	Text: Error in [mode] registry value for [key]. Type: Warn Add'l Info: The service was unable to [mode] for [key]. Action: None

Error No.	Description
FD [LN]	Text: Answer call control action—answer failed. Type: Warn Add'l Info: Unable to answer the call. The call might no longer exist, or might not be in a state where it can be answered. Action: None
FD [LN]	Text: Blind transfer call control action—calls in invalid state. Type: Warn Add'l Info: Blind transfer failed. The call being transferred is not in the correct state. Action: None
FD [LN]	Text: Blind transfer call control action—complete transfer failed. Type: Warn Add'l Info: Unable to complete the transfer. One of the calls might no longer be active, or the ACD might not allow the transfer to be completed at this time. Action: None
FD [LN]	Text: Blind transfer call control action—destination Call ID is empty Call ID. Type: Warn Add'l Info: Indicates that a call control action is being attempted on a call that no longer exists, or is not in the correct state for the action to complete successfully. Action: None
FD [LN]	Text: Blind transfer call control action—empty Call ID. Type: Warn Add'l Info: Indicates that a call control action is being attempted on a call that no longer exists, or is not in the correct state for the action to complete successfully. Action: None

Error No.	Description
FD [LN]	<p>Text: Blind transfer call control action—setup transfer failed.</p> <p>Type: Warn</p> <p>Add'l Info: Unable to create the consultation call for blind transfer. No more lines might be available, or the ACD might not allow a consultation call at this time.</p> <p>Action: None</p>
FD [LN]	<p>Text: Conference call control action—empty Call ID.</p> <p>Type: Warn</p> <p>Add'l Info: Indicates that a call control action is being attempted on a call that no longer exists, or is not in the correct state for the action to complete successfully.</p> <p>Action: None</p>
FD [LN]	<p>Text: Drop call control action—drop failed.</p> <p>Type: Warn</p> <p>Add'l Info: Unable to drop the call. the call might no longer exist or might not be in a state where it can be dropped.</p> <p>Action: None</p>
FD [LN]	<p>Text: Drop call control action—empty call ID.</p> <p>Type: Warn</p> <p>Add'l Info: Indicates that a call control action is being attempted on a call that no longer exists, or is not in the correct state for the action to complete successfully.</p> <p>Action: None</p>
FD [LN]	<p>Text: Make call control action—place call failed.</p> <p>Type: Warn</p> <p>Add'l Info: Unable to place an outbound call. The phone might not have any available lines, or the ACD might not allow a call at this time.</p> <p>Action: None</p>

Error No.	Description
FD [LN]	<p>Text: Redirect call control action—call state not offered.</p> <p>Type: Warn</p> <p>Add'l Info: Unable to redirect the call. The call state must offer redirect for the redirect to work.</p> <p>Action: None</p>
FD [LN]	<p>Text: Redirect call control action—empty Call ID.</p> <p>Type: Warn</p> <p>Add'l Info: Indicates that a call control action is being attempted on a call that no longer exists, or is not in the correct state for the action to complete successfully.</p> <p>Action: None</p>
FD [LN]	<p>Text: Super transfer call control action—calls for invalid state.</p> <p>Type: Warn</p> <p>Add'l Info: Supervised transfer failed. The call being transferred is not in the correct state.</p> <p>Action: None</p>
FD [LN]	<p>Text: Super transfer call control action—empty Call ID.</p> <p>Type: Warn</p> <p>Add'l Info: Indicates that a call control action is being attempted on a call that no longer exists, or is not in the correct state for the action to complete successfully.</p> <p>Action: None</p>
FD [LN]	<p>Text: Touch tones call control action—empty Call ID.</p> <p>Type: Warn</p> <p>Add'l Info: Indicates that a call control action is being attempted on a call that no longer exists, or is not in the correct state for the action to complete successfully.</p> <p>Action: None</p>

Error No.	Description
FD [LN]	<p>Text: Touch tones call control action—send DTMF failed.</p> <p>Type: Warn</p> <p>Add'l Info: Unable to send touch tones for this call. The call might no longer exist, or might not be in a state that is able to accept touch tones.</p> <p>Action: None</p>
FD [LN]	<p>Text: Unable to login to RASCAL server. [error]</p> <p>Type: Error</p> <p>Add'l Info: Could not connect to Agent Statistics service. Some statistics and logs will not be available.</p> <p>Action: Refer to setup and troubleshooting sections.</p>
FD [LN]	<p>Text: Unable to login to VoIP server. [error]</p> <p>Type: Error</p> <p>Add'l Info: Could not connect to VoIP Monitor service. Call recording will not be available.</p> <p>Action: Refer to setup and troubleshooting sections.</p>
FD [LN]	<p>Text: Unable to logout of RASCAL server [error].</p> <p>Type: Warn</p> <p>Add'l Info: Could not disconnect from the Agent Statistics service. Some statistics and logs will not be available.</p> <p>Action: None.</p>
FD [LN]	<p>Text: Unable to logout of VoIP server. [error]</p> <p>Type: Warn</p> <p>Add'l Info: Could not disconnect from VoIP Monitor service. Call recording will not be available.</p> <p>Action: None</p>
FD [LN]	<p>Text: Unable to start recording of call. [error]</p> <p>Type: Error</p> <p>Add'l Info: Could not start recording a call.</p> <p>Action: Refer to setup and troubleshooting sections.</p>

Error No.	Description
FD [LN]	<p>Text: Unable to stop recording of call [error].</p> <p>Type: Error</p> <p>Add'l Info: Could not stop recording the call.</p> <p>Action: Refer to the setup and troubleshooting sections.</p>
FF [LN]	<p>Text: COM error. Unable to properly initialize.</p> <p>Type: Fatal</p> <p>Add'l Info: Desktop might not be running or might be registered as a COM server.</p> <p>Action: From a command prompt, go to the Desktop bin directory and run the command regsvr32 fastcallserverproxy.dll</p>
FF [LN]	<p>Text: Failed to write data to the Cisco Desktop Enterprise Data Server.</p> <p>Type: Error</p> <p>Add'l Info: An error was returned while trying to write data to the Enterprise service.</p> <p>Action: Make sure the Enterprise service is properly installed and running.</p>
FF [LN]	<p>Text: FastCall is not properly installed on your system.</p> <p>Type: Fatal</p> <p>Add'l Info: A component or configuration of Cisco is corrupt or not installed properly.</p> <p>Action: Uninstall all Cisco components and reinstall.</p>
FF [LN]	<p>Text: Maximum number of clients already attached.</p> <p>Type: Fatal</p> <p>Add'l Info: Agent can only support X number of clients as defined by the operating system, and is already supporting the maximum number of clients.</p> <p>Action: Shut down one or more Agent clients and try again. Agent clients include Enterprise Data service and Chat service.</p>

Error No.	Description
FF [LN]	<p>Text: Maximum number of clients already reached.</p> <p>Type: Fatal</p> <p>Add'l Info: Agent can only support X number of clients as defined by the operating system, and is already supporting the maximum number of clients.</p> <p>Action: Shut down one or more Agent clients and try again. Agent clients include Enterprise Data service and Chat service.</p>
FF [LN]	<p>Text: Unable to attach to or create FastCall Application.</p> <p>Type: Fatal</p> <p>Add'l Info: Desktop is not running or registered as a COM server.</p> <p>Action: From a command prompt, go to the Desktop bin directory and run the command regsvr32 fastcallserverproxy.dll.</p>
IP0001	<p>Text: Internal error: An unexpected error occurred while <action>.</p> <p>Type: Error</p> <p>Add'l Info: An unexpected failure has occurred. The integrity of the IPPA service is now suspect.</p> <p>Action: If the problem persists, contact technical support.</p>

Error No.	Description
IP0004	<p data-bbox="594 331 1321 363">Text: Could not get <type> data from LDAP: <error>.</p> <p data-bbox="594 380 932 411">Type: Informational</p> <p data-bbox="594 428 1365 527">Add'l Info: The IPPA service cannot communicate with the Directory Services server or the data was not found in Directory Services.</p> <p data-bbox="594 543 1357 1129">Action: Perform the following actions:</p> <ul data-bbox="776 594 1357 1129" style="list-style-type: none"> <li data-bbox="776 594 1300 657">• Verify that the Directory Services server is running. If it is not running, start it. <li data-bbox="776 674 1308 737">• Verify that the Directory Services has been populated. <li data-bbox="776 753 1122 785">• Restart Directory Services. <li data-bbox="776 802 1097 833">• Restart the IPPA service. <li data-bbox="776 850 1357 1052">• Verify the data exists in LDAP. If the data does not exist, you might need to add it using the Sync service (for agent and team information), Cisco Desktop Administrator (for workgroup and other settings), from previous backups/upgrades, or reinstall CAD. <li data-bbox="776 1068 1292 1129">• If the problem persists, contact technical support.
IP0006	<p data-bbox="594 1161 1052 1192">Text: CTI server not available.</p> <p data-bbox="594 1209 932 1241">Type: Informational</p> <p data-bbox="594 1257 1151 1289">Add'l Info: The CTI server is currently down.</p> <p data-bbox="594 1306 1370 1759">Action: Perform the following actions:</p> <ul data-bbox="776 1356 1370 1759" style="list-style-type: none"> <li data-bbox="776 1356 1256 1388">• Wait a short time and retry the action. <li data-bbox="776 1404 1297 1467">• Verify that the CTI server is up and active. Restart the server if necessary. <li data-bbox="776 1484 1260 1547">• Verify that the CTI server IP address or hostname, and port are correct. <li data-bbox="776 1564 1370 1596">• If the problem persists, restart the IPPA service. <li data-bbox="776 1612 1346 1675">• Check for any problems connecting to the CTI service or its computer. <li data-bbox="776 1692 1292 1755">• If the problem persists, contact technical support.

Error No.	Description
IP0019	<p data-bbox="594 327 1321 359">Text: Could not get <type> data from LDAP: <error>.</p> <p data-bbox="594 375 930 407">Type: Informational</p> <p data-bbox="594 424 1365 520">Add'l Info: The IPPA service cannot communicate with the Directory Services server or the data was not found in the Directory Services.</p> <p data-bbox="594 537 1357 1129">Action: Perform the following actions:</p> <ul data-bbox="776 590 1357 1129" style="list-style-type: none"> <li data-bbox="776 590 1300 653">• Verify that the Directory Services server is running. If it is not running, start it. <li data-bbox="776 674 1308 737">• Verify that the Directory Services has been populated. <li data-bbox="776 758 1122 789">• Restart Directory Services. <li data-bbox="776 810 1097 842">• Restart the IPPA service. <li data-bbox="776 863 1357 1052">• Verify the data exists in LDAP. If the data does not exist, you might need to add it using the Sync service (for agent and team information), Cisco Desktop Administrator (for workgroup and other settings), from previous backups/upgrades, or reinstall CAD. <li data-bbox="776 1073 1292 1129">• If the problem persists, contact technical support.
IP0020	<p data-bbox="594 1155 1305 1218">Text: Internal error: Could not create <type> object because IPPA service is out of memory.Error</p> <p data-bbox="594 1234 1341 1297">Add'l Info: The machine running the IPPA service ran out of available memory.</p> <p data-bbox="594 1314 1263 1581">Action: Perform the following actions:</p> <ul data-bbox="776 1367 1263 1581" style="list-style-type: none"> <li data-bbox="776 1367 1263 1430">• Stop all unnecessary processes on the machine. <li data-bbox="776 1451 1097 1482">• Restart the IPPA service. <li data-bbox="776 1503 1065 1535">• Run a memory check. <li data-bbox="776 1556 1219 1581">• Add more memory to the machine.
IP0029	<p data-bbox="594 1602 1211 1633">Text: Agent <ID> already logged in: <error></p> <p data-bbox="594 1650 829 1682">Type: Error</p> <p data-bbox="594 1698 1330 1761">Add'l Info: The agent is trying to log in but the IPPA service already has the agent logged in.</p> <p data-bbox="594 1778 841 1810">Action: None.</p>

Error No.	Description
IP0029	<p>Text: Agent <ID> already logged in: <error></p> <p>Type: Error</p> <p>Add'l Info: The agent is trying to log in but the IPPA service already has the agent logged in.</p> <p>Action: None.</p>
IP0030	<p>Text: Set agent state call failed for agent <ID>. Resource busy <code>. The extension <extension> is used by another agent: <error></p> <p>Type: Informational</p> <p>Add'l Info: The CTI server rejected the request because the extension being used was incorrect or is in use by another logged-in agent.</p> <p>Action: Retry the action. If it fails again, log the agent out and then back in, and then try again.</p>
IP0031	<p>Text: Unable to send CTI action <action> for agent <agent ID>: <error>.</p> <p>Type: Informational</p> <p>Add'l Info: The CTI server rejected an action request due to some error.</p> <p>Action: Perform the following actions:</p> <ul style="list-style-type: none"> • Verify the agent ID and extension is correct. • Retry the action. • If it fails again, log the agent out and then back in, and then try again. • If it continues to occur, restart the CTI and IPP services and try again. • If the problem persists, contact technical support.

Error No.	Description
<p>IP0033</p>	<p>Text: Internal error: CTI request ID <request ID> and response ID <response ID> do not match for agent <agent ID></p> <p>Type: Informational</p> <p>Add'l Info: The response from the CTI server did not match the request sent. This is an internal error.</p> <p>Action: Retry the action. If it fails again, restart the IPPA service. If the problem persists, contact technical support.</p>
<p>IP0034</p>	<p>Text: Agent <ID> could not change to <state> from current state <state>.</p> <p>Type: Informational</p> <p>Add'l Info: The request to change the agent's state failed because the new state would be invalid. It could be a timing issue.</p> <p>Action: Retry the action. If it fails again, restart the IPPA service. If the problem persists, contact technical support.</p>
<p>IP0035</p>	<p>Text: CTI action <action> failed for agent <agent ID>: error.</p> <p>Type: Informational</p> <p>Add'l Info: The CTI server rejected an action request due to an error.</p> <p>Action: Perform the following actions:</p> <ul style="list-style-type: none"> • Verify the agent ID and extension is correct. • Retry the action. • If it fails again, log the agent out and then back in, and then try again. • Restart the IPPA service. • If the problem persists, contact technical support.

Error No.	Description
IP0038	<p data-bbox="594 327 1364 394">Text: Could not open web service configuration file <file name>.</p> <p data-bbox="594 415 829 443">Type: Error</p> <p data-bbox="594 464 1338 558">Add'l Info: Could not open the web server configuration file used by the IPPA client to communicate with the IPPA service.</p> <p data-bbox="594 579 1364 1434">Action: Perform the following actions:</p> <ul data-bbox="776 625 1364 1434" style="list-style-type: none"> <li data-bbox="776 625 1364 825">• Check the registry to see if the /HKLM/SOFTWARE/Spanlink/CAD/IPPA /Config/TOMCAT HOME registry value is the location of the Tomcat directory. By default, it is C:\Program Files\wfvavid\tomcat_appadmin\. Ensure that this directory exists. <li data-bbox="776 846 1364 1045">• Check the registry to see if the /HKLM/SOFTWARE/Spanlink/CAD/Site Setup/Install Directory requester value is the location of the CAD software. By default, it is C:\Program Files\Cisco\Desktop\. Ensure that this directory exists. <li data-bbox="776 1066 1364 1255">• IPPA service does not have sufficient permissions to create a file in the Tomcat folder. Log in as the same user used by the IPPA service and create a file in the Tomcat folder to verify Tomcat has sufficient permissions. <li data-bbox="776 1276 1263 1304">• If the file is read only, make it writable. <li data-bbox="776 1325 1317 1352">• If the disk is full, remove unnecessary files. <li data-bbox="776 1373 1289 1434">• If the problem persists, contact technical support.
IP0040	<p data-bbox="594 1455 1338 1522">Text: The CORBA connection information for the IPPA service obtained from the LRM service is invalid.</p> <p data-bbox="594 1543 927 1570">Type: Informational</p> <p data-bbox="594 1591 1364 1686">Add'l Info: The CORBA connection information (IOR) for the IPPA service that the IPPA client obtained from the LRM service does not belong to the IPPA service.</p> <p data-bbox="594 1707 1364 1801">Action: Restart the IPPA and LRM services, wait until they are both active, and then try the action again. If the problem persists, contact technical support.</p>

Error No.	Description
IP0042	<p>Text: LRM service error <error description>.</p> <p>Type: Error</p> <p>Add'l Info: An error occurred while communicating with the LRM service.</p> <p>Action: Restart the IPPA and LRM services, wait until they are both active, and then try the action again. If the problem persists, contact technical support.</p>
IP0046	<p>Text: Internal error: Could not create the <type> event. <error>.</p> <p>Type: Major</p> <p>Add'l Info: Unable to create a signal event of the specified type.</p> <p>Action: Run a memory check. Restart the IPPA service. If the error persists, contact technical support.</p>
IP0047	<p>Text: Internal error: Could not create the process event thread. <error>.</p> <p>Type: Warn</p> <p>Add'l Info: A necessary processing thread could not be started.</p> <p>Action: Run a memory check. Restart the IPPA service. If the problem persists, contact technical support.</p>
IP0048	<p>Text: Internal error: Could not initialize CTI thread pool manager. <error>.</p> <p>Type: Warn</p> <p>Add'l Info: An internal object could not be initialized properly.</p> <p>Action: Restart the IPPA service. If the problem persists, contact technical support.</p>
IP0059	<p>Text: Unable to set process priority to high: <error>.</p> <p>Type: Major</p> <p>Add'l Info: The IPPA service was unable to change its process priority to high because of the specified Windows error.</p> <p>Action: Check the Windows error. Ensure that the user that is used by the IPPA service has permission to change its process priority to High.</p>

Error No.	Description
LC0001	<p>Text: An unexpected error occurred.</p> <p>Type: Informational</p> <p>Add'l Info: An unexpected exception was caught.</p> <p>Action: If this happens consistently, check the inputs and possibly reinstall the software.</p>
LC0002	<p>Text: Passed in value is invalid.</p> <p>Type: Informational</p> <p>Add'l Info: The passed-in value to the function is invalid.</p> <p>Action: Make sure all required values have valid values.</p>
LC0003	<p>Text: Currently in recovery.</p> <p>Type: Informational</p> <p>Add'l Info: LDAPClient could not connect to LDAP and is currently attempting to reconnect.</p> <p>Action: Make sure that the Cisco Desktop LDAP Monitor service and LDAP are running.</p> <p>On the client PC, make sure that the Site Setup registry entries are correct. The most common errors are in the LDAP Host 1/LDAP Host 2, LDAP Port 1/LDAP Port 2, LDAP Bind DN, or LDAP Pwd values.</p> <p>Check that the LDAP Root registry key is valid.</p> <p>Check that you can ping the LDAP PC from the client PC.</p>
LC0004	<p>Text: Autorecovery is not enabled.</p> <p>Type: Informational</p> <p>Add'l Info: Autorecovery to LDAP is not enabled. It must be enabled so that LDAPClient automatically attempts to reconnect to LDAP when the connection is lost.</p> <p>Action: Enable autorecovery from within the application using LDAPClient.</p>

Error No.	Description
LC0005	<p>Text: An error occurred in starting a thread.</p> <p>Type: Informational</p> <p>Add'l Info: An error occurred in starting the autorecovery thread.</p> <p>Action: Check the number of threads and memory used by the program.</p>
LC0008	<p>Text: An error occurred in detaching thread.</p> <p>Type: Informational</p> <p>Add'l Info: An error occurred in detaching the autorecovery thread.</p> <p>Action: Check the number of threads and memory used by the program.</p>
LC0009	<p>Text: Failed to connect to server.</p> <p>Type: Informational</p> <p>Add'l Info: LDAPClient failed to connect to the first LDAP.</p> <p>Action: Make sure that the Cisco Desktop LDAP Monitor service and LDAP are running.</p> <p>On the client PC, make sure that the Site Setup registry entries are correct. The most common errors are in the LDAP Host 1/LDAP Host 2, LDAP Port 1/LDAP Port 2, LDAP Bind DN, or LDAP Pwd values.</p> <p>Check that the LDAP Root registry key is valid.</p> <p>Check that you can ping the LDAP PC from the client PC.</p>
LC0010	<p>Text: There is no more data.</p> <p>Type: Informational</p> <p>Add'l Info: There is no more data to retrieve.</p> <p>Action: None</p>

Error No.	Description
LC0011	<p data-bbox="594 331 1187 359">Text: Failed to initialize LDAP connection.</p> <p data-bbox="594 380 927 407">Type: Informational</p> <p data-bbox="594 428 1235 455">Add'l Info: Failed to initialize the LDAP connection.</p> <p data-bbox="594 476 1338 541">Action: Make sure that the Cisco Desktop LDAP Monitor service and LDAP are running.</p> <p data-bbox="769 562 1349 716">ON the client PC, make sure that the Site Setup registry entries are correct. The most common errors are in the LDAP Host 1/LDAP Host 2, LDAP Port 1/LDAP Port 2, LDAP Bind DN, or LDAP Pwd values.</p> <p data-bbox="769 737 1308 764">Check that the LDAP Root registry key is valid.</p> <p data-bbox="769 785 1313 850">Check that you can ping the LDAP PC from the client PC.</p>
LC0012	<p data-bbox="594 877 1117 905">Text: Failed to bind to LDAP server.</p> <p data-bbox="594 926 927 953">Type: Informational</p> <p data-bbox="594 974 1195 1001">Add'l Info: Failed to bind to the specified LDAP.</p> <p data-bbox="594 1022 1338 1087">Action: Make sure that the Cisco Desktop LDAP Monitor service and LDAP are running.</p> <p data-bbox="769 1108 1349 1262">ON the client PC, make sure that the Site Setup registry entries are correct. The most common errors are in the LDAP Host 1/LDAP Host 2, LDAP Port 1/LDAP Port 2, LDAP Bind DN, or LDAP Pwd values.</p> <p data-bbox="769 1283 1308 1310">Check that the LDAP Root registry key is valid.</p> <p data-bbox="769 1331 1313 1396">Check that you can ping the LDAP PC from the client PC.</p>
LC0014	<p data-bbox="594 1423 1094 1451">Text: Could not open registry key.</p> <p data-bbox="594 1472 927 1499">Type: Informational</p> <p data-bbox="594 1520 1252 1547">Add'l Info: Could not open the specified registry key.</p> <p data-bbox="594 1568 1349 1633">Action: Ensure that the Site Setup registry key exists and contains the correct keys.</p> <p data-bbox="769 1654 1354 1719">Check that the application user has permission to read/write to the registry.</p>

Error No.	Description
LC0015	<p>Text: Could not read value in registry key.</p> <p>Type: Informational</p> <p>Add'l Info: Could not read the specified value in the specified registry key.</p> <p>Action: Ensure that the Site Setup registry key exists and contains the correct keys.</p> <p>Check that the application user has permission to read/write to the registry.</p>
LC0016	<p>Text: Unknown error code.</p> <p>Type: Informational</p> <p>Add'l Info: An unknown error code was specified.</p> <p>Action: Provide log/debug files with steps to reproduce the error to technical support.</p>
LC0017	<p>Text: LDAP error.</p> <p>Type: Informational</p> <p>Add'l Info: An OpenLDAP LDAP error occurred.</p> <p>Action: Provide log/debug files with steps to reproduce the error to technical support.</p>
LC0019	<p>Text: Add entry failed.</p> <p>Type: Informational</p> <p>Add'l Info: An error occurred in adding the specified entry.</p> <p>Action: Check the error description.</p> <p>Check if the entry already exists.</p> <p>Check that the LDAP password used is correct and is not empty. An empty password means anonymous login, which is not able to add entries.</p> <p>Check that the LDAP Root registry key is valid.</p>

Error No.	Description
LC0020	<p>Text: Ignore Informational/key.</p> <p>Type: Informational</p> <p>Add'l Info: The indicator type for object or key is set to ignore, which is not allowed.</p> <p>Action: Check the error description.</p> <p>Provide log/debug files with steps to reproduce the error to technical support.</p>
LC0021	<p>Text: Error in allocating memory.</p> <p>Type: Informational</p> <p>Add'l Info: There was an error in allocating memory.</p> <p>Action: Check the amount of memory used by the program and available on the PC.</p>
LC0022	<p>Text: Could not find specified entry.</p> <p>Type: Informational</p> <p>Add'l Info: Could not find the specified entry.</p> <p>Action: Check that the specified entry exists.</p> <p>Check that the LDAP Root registry key is valid.</p>
LC0024	<p>Text: Could not get DN from LDAP entry.</p> <p>Type: Informational</p> <p>Add'l Info: Could not get the DN from the specified LDAP key.</p> <p>Action: Check that the specified entry exists.</p> <p>Check that the LDAP Root registry key is valid.</p>
LC0025	<p>Text: Delete entry failed.</p> <p>Type: Informational</p> <p>Add'l Info: Failed to delete the specified entry.</p> <p>Action: Check the error description.</p> <p>If the specified entry does not exist, no action is needed.</p> <p>Check that the LDAP password is correct and is not empty. An empty password means anonymous login, which is not able to delete entries.</p> <p>Check that the LDAP Root registry key is valid.</p>

Error No.	Description
LC0026	Text: The entry already exists. Type: Informational Add'l Info: Attempted to add an entry that already exists. Action: Check the error description. Verify that the entry already exists.
LC0027	Text: The entry does not exist. Type: Informational Add'l Info: Attempted to update an entry that does not exist. Action: Check the error description. Verify that the entry does not exist.
LC0028	Text: Update entry failed. Type: Informational Add'l Info: Attempted to update an entry that does not exist. Action: Check the error description. Verify that the entry does not exist.
LC0029	Text: A required attribute was not added. Type: Informational Add'l Info: The specified required attribute was not added. Action: Check the error description. Check the indicator type and value of the attribute. Provide log/debug files, with steps to reproduce the error, to technical support.
LC0033	Text: Invalid owner. Type: Informational Add'l Info: AN invalid owner of the entry was specified. Action: Provide log/debug files with steps to reproduce the error to technical support.

Error No.	Description
LC0034	<p>Text: Error in inserting object into map.</p> <p>Type: Informational</p> <p>Add'l Info: Failed to insert the specified object into the specified map.</p> <p>Action: Check the amount of memory used by the program and available on the PC.</p>
LC0047	<p>Text: Parent does not exist.</p> <p>Type: Debug</p> <p>Add'l Info: Failed to add entry because the parent of the entry does not exist.</p> <p>Action: Ensure that the parent entry exists.</p>
LC0048	<p>Text: Cannot open file.</p> <p>Type: Debug</p> <p>Add'l Info: Cannot open the specified file.</p> <p>Action: Verify that the file exists.</p> <p>Verify that the user has permission to read/write to the file/directory.</p>
LC0049	<p>Text: Could not get file size.</p> <p>Type: Debug</p> <p>Add'l Info: Cannot get the specified file size.</p> <p>Action: Verify that the file exists.</p> <p>Verify that the user has permission to read/write to the file/directory.</p>
LC0050	<p>Text: Object indicator cannot be delete for add operation.</p> <p>Type: Debug</p> <p>Add'l Info: The object indicator type was set to delete for an add operation, which is not allowed.</p> <p>Action: Provide log/debug files with steps to reproduce the error to technical support.</p>

Error No.	Description
<p>LC0051</p>	<p>Text: The supervisor is still referenced in at least one team.</p> <p>Type: Debug</p> <p>Add'l Info: Attempted to delete a supervisor who is still primary/secondary supervisor of at least one team.</p> <p>Action: Remove the supervisor from all teams before deleting the supervisor.</p>
<p>LC0052</p>	<p>Text: The skill is still referenced in at least one team.</p> <p>Type: Debug</p> <p>Add'l Info: Attempted to delete a skill that is part of at least one team.</p> <p>Action: Remove skill from all teams before deleting the skill.</p>
<p>LC0053</p>	<p>Text: The team is still referenced by at least one agent.</p> <p>Type: Debug</p> <p>Add'l Info: Attempted to delete a team with at least one agent.</p> <p>Action: Remove all agents from the team before deleting the team.</p>
<p>LC0054</p>	<p>Text: The work group is still referenced by at least one agent.</p> <p>Type: Debug</p> <p>Add'l Info: Attempted to delete a work group that at least one agent is using.</p> <p>Action: Make sure no agents are using the work group before deleting the work group.</p>
<p>LC0055</p>	<p>Text: Agent is still a supervisor.</p> <p>Type: Debug</p> <p>Add'l Info: Attempted to delete an agent who is also a supervisor.</p> <p>Action: Delete the supervisor, and then delete the agent.</p>

Error No.	Description
LC0057	<p>Text: Failed to create [name] event [error].</p> <p>Type: Debug</p> <p>Add'l Info: Could not create an event used for signaling.</p> <p>Action: Check the error. Check the amount of memory used by the program and available on the PC.</p>
LC0060	<p>Text: Failed to [operation]; [error].</p> <p>Type: Debug</p> <p>Add'l Info: Failed to complete the named LDAP operation because the client does not have sufficient access rights.</p> <p>Action: Ensure that LDAP Bind DN and LDAP Pwd in the registry are correct.</p>
LC0061	<p>Text: Invalid LDAP server type.</p> <p>Type: Debug</p> <p>Add'l Info: The LDAP server type specified in the operation is not valid for that LDAP operation.</p> <p>Action: Provide log/debug files, with steps to reproduce the error, to technical support.</p>
LC0062	<p>Text: Timeout.</p> <p>Type: Debug</p> <p>Add'l Info: There was a timeout waiting for CAD Configuration Setup tool to populate LDAP with initial data.</p> <p>Action: Run Configuration Setup to complete the installation.</p>
LC0063	<p>Text: Could not write value [value] in registry key [key].</p> <p>Type: Informational</p> <p>Add'l Info: Unable to write the specified value to the specified key in the registry.</p> <p>Action: Check that the user has permissions to write to the registry. Check if the key and parent exist in the registry. Try to write a value to the key.</p>

Error No.	Description
LC0064	<p>Text: Got stop event.</p> <p>Type: Debug</p> <p>Add'l Info: Notification that the post install is done with populating LDAP database.</p> <p>Action: None.</p>
LC0065	<p>Text: CFileWatchdog::[method] error for dir/file [name]: [error].</p> <p>Type: Informational</p> <p>Add'l Info: Failed to add a directory or file to be watched for changes in the configuration file.</p> <p>Action: Check if the specified directory or files exists.</p>
LM0001	<p>Text: An unexpected error occurred.</p> <p>Type: Informational</p> <p>Add'l Info: An unexpected exception was caught.</p> <p>Action: If this happens consistently, check the inputs and possibly reinstall the software.</p> <p>Provide log/debug files with steps to reproduce the error to technical support.</p>
LM0004	<p>Text: Service could not be installed as a Windows NT service. The Windows NT service error code is [code].</p> <p>Type: Fatal</p> <p>Add'l Info: The NT service could not be installed.</p> <p>Action: Check the error code.</p>
LM0006	<p>Text: The [service] Windows NT service could not be uninstalled. The Windows NT service error code is [code].</p> <p>Type: Fatal</p> <p>Add'l Info: The NT service could not be uninstalled.</p> <p>Action: Check the error code.</p>

Error No.	Description
LM0007	<p>Text: The argument passed to the program is invalid and the program will exit.</p> <p>Type: Fatal</p> <p>Add'l Info: An invalid argument was passed.</p> <p>Action: Check the argument passed to the program.</p>
LM0008	<p>Text: The Windows NT service was not removed successfully.</p> <p>Type: Informational</p> <p>Add'l Info: The Windows NT service was not removed successfully.</p> <p>Action: Check if the NT service still exists.</p>
LM0009	<p>Text: The Windows NT service is not able to register itself with the Windows NT service manager.</p> <p>Type: Fatal</p> <p>Add'l Info: The Windows NT service is not able to register itself with the Windows NT service manager.</p> <p>Action: Check if the Windows NT service exists.</p>
LM0010	<p>Text: The initialization of the Windows NT service was unsuccessful.</p> <p>Type: Fatal</p> <p>Add'l Info: The Windows NT service was unable to initialize.</p> <p>Action: Check if the NT service still exists.</p>
LM0011	<p>Text: An invalid request was received by the Windows NT service from the Windows NT service manager.</p> <p>Type: Error</p> <p>Add'l Info: The Windows NT service manager sent an invalid request to the NT service.</p> <p>Action: None</p>

Error No.	Description
LM0012	<p>Text: Process died.</p> <p>Type: Informational</p> <p>Add'l Info: A process that should be running has terminated.</p> <p>Action: Check the process log/debug files for more information on why the process terminated.</p> <p>Verify that the process and slapd.conf files exist.</p> <p>Verify that the database directory has all seven .dat files.</p> <p>Try running the process from a command line with specified arguments.</p>
LM0013	<p>Text: Unknown error from WaitForMultiObject [code].</p> <p>Type: Informational</p> <p>Add'l Info: Received an unknown error while blocking for event.</p> <p>Action: Check the error code.</p>
LM0014	<p>Text: Failed to terminate process [process type error].</p> <p>Type: Informational</p> <p>Add'l Info: Failed to terminate the specified process.</p> <p>Action: Check the error code.</p> <p>Check the process log/debug files for more information on why the process did not terminate.</p>
LM0015	<p>Text: Failed to create process [process type] params [parameter error].</p> <p>Type: Error</p> <p>Add'l Info: Failed to start the specified process with the specified parameters.</p> <p>Action: Check the error code.</p> <p>Check the process log/debug files for more information.</p> <p>Verify that the process and slapd.conf files exist.</p> <p>Verify that the database directory has all seven .dat files.</p> <p>Try running the process from a command line with specified parameters.</p>

Error No.	Description
LM0016	Text: LDAP error. Type: Informational Add'l Info: An LDAP error has occurred. Action: Check the error code.
LM0017	Text: Error creating [type] event. [error]. Type: Error Add'l Info: An error occurred in creating the specified event. Action: Check the error code.
LM0018	Text: Could not set console event handler. Type: Error Add'l Info: Could not set the console event handler used to handle console input. Action: Provide log/debug files with steps to reproduce the error to technical support.
LRMS1000	Text: Could not get this server host name, quit. Type: Fatal Add'l Info: The service could not obtain its own host name. Action: The service will exit and restart. If the problem continues to occur, check the computer for other problems such as running out of virtual memory.
LRMS1002	Text: Could not create [thread]. Type: Fatal Add'l Info: The service could not create a thread. Action: The service will exit and restart. If the problem continues to occur, check the computer for other problems such as running out of virtual member.
LRMS1003	Text: Initializing listener socket failed. Type: Fatal Add'l Info: The LRM service was unable to set up its server socket properly. Action: The service will exit and restart. If the problem continues to occur, check the computer for other problems such as running out of virtual memory.

Error No.	Description
LRMS1004	<p>Text: Cannot add listener descriptor.</p> <p>Type: Fatal</p> <p>Add'l Info: The LRM service was unable to set up its server socket properly.</p> <p>Action: The service will exit and restart. If the problem continues to occur, check the computer for other problems such as running out of virtual memory.</p>
LRMS1005	<p>Text: SServerDispatch return with [error]. Exiting.</p> <p>Type: Fatal</p> <p>Add'l Info: The LRM service received an unexpected error.</p> <p>Action: The service will exit and restart. If the problem continues to occur, check the computer for other problems such as running out of virtual memory.</p>
LRMS1006	<p>Text: Could not start a single working thread, can't continue.</p> <p>Type: Fatal</p> <p>Add'l Info: The service could not create a thread.</p> <p>Action: The service will exit and restart. If the problem continues to occur, check the computer for other problems such as running out of virtual memory.</p>
LRMS1007	<p>Text: MSL thread fails on waiting for objects, quit.</p> <p>Type: Fatal</p> <p>Add'l Info: The LRM service received an unexpected error.</p> <p>Action: The service will exit and restart. If the problem continues to occur, check the computer for other problems such as running out of virtual memory.</p>
LRMS2000	<p>Text: Could not connect with LDAP, using default one.</p> <p>Type: Error</p> <p>Add'l Info: The LRM service attempted to read server parameters from LDAP. It could not, and so default parameters will be used.</p> <p>Action: Restart the service if default parameters are not acceptable.</p>

Error No.	Description
LRMS2002	Text: Invalid CTI type. Use MSL as default. Type: Error Add'l Info: The LRM service read the CTI type from LDAP, and the type was invalid. The default CTI type is IPCC Express. Action: None
LRMS2003	Text: Unexpected exception in Manager Thread. Type: Error Add'l Info: An unexpected error occurred in the thread manager. Action: None
LRMS2004	Text: Unexpected exception in Working Thread. Type: Error Add'l Info: An unexpected error occurred in a working thread. Action: None
LRMS2005	Text: Could not create working thread [thread]. Type: The LRM service could not create a working thread. Add'l Info: None
LRMS2006	Text: Recovery cannot start thread sending request to CVD, quit. Type: Error Add'l Info: A necessary thread could not be started. The service will exit and restart.
LRMS2007	Action: CVD running thread failed on waiting for object signal. Action: Error Action: The LRM service detected an unexpected exception. The CVD thread will exit. Action: Restart the LRM service.

Error No.	Description
<p>LRMS2008</p>	<p>Text: Unexpected Exception in CBD thread.</p> <p>Type: Error</p> <p>Add'l Info: The LRM service detected an unexpected exception.</p> <p>Action: Check for abnormal behavior.</p>
<p>LS0001</p>	<p>Text: An unexpected error occurred.</p> <p>Type: Informational</p> <p>Add'l Info: The LRM service detected an unexpected exception.</p> <p>Action: If this happens consistently, check the inputs and possibly reinstall the software.</p> <p>Provide log/debug files with steps to reproduce the error to technical support.</p>
<p>LS0002</p>	<p>Text: Could not set console event handler.</p> <p>Type: Error</p> <p>Add'l Info: Could not set the console event handler used to handle console input.</p> <p>Action: Provide log/debug files with steps to reproduce the error to technical support.</p>
<p>LS0003</p>	<p>Text: An error occurred in starting a thread.</p> <p>Type: Informational</p> <p>Add'l Info: An error occurred in starting the autorecovery thread.</p> <p>Action: Check the number of threads and memory used by the program.</p>
<p>LS0004</p>	<p>Text: An error occurred in detaching thread.</p> <p>Type: Informational</p> <p>Add'l Info: An error occurred in detaching the autorecovery thread.</p> <p>Action: Check the number of threads and memory used by the program.</p>

Error No.	Description
LS0007	<p>Text: Service could not be installed as a Windows NT service. The Windows NT service error code is [error code].</p> <p>Type: Fatal</p> <p>Add'l Info: The NT service could not be installed.</p> <p>Action: Check the error code.</p>
LS0009	<p>Text: The [service] Windows NT service could not be uninstalled. The Windows NT service error code is [error code].</p> <p>Type: Fatal</p> <p>Add'l Info: The NT service could not be uninstalled.</p> <p>Action: Check the error code.</p>
LS0010	<p>Text: The argument passed to the program is invalid and the program will exit.</p> <p>Type: Fatal</p> <p>Add'l Info: An invalid argument was passed.</p> <p>Action: Check the argument passed to the program.</p>
LS0011	<p>Text: The Windows NT service was not removed successfully.</p> <p>Type: Informational</p> <p>Add'l Info: The Windows NT service was not removed successfully.</p> <p>Action: Check if the NT service still exists.</p>
LS0012	<p>Text: The Windows NT service is not able to register itself with the Windows NT service manager.</p> <p>Type: Fatal</p> <p>Add'l Info: The Windows NT service is not able to register itself with the Windows NT service manager.</p> <p>Action: Check if the NT service exists.</p>

Error No.	Description
LS0013	<p>Text: The initialization of the Window NT service was unsuccessful.</p> <p>Type: Error</p> <p>Add'l Info: The initialization of the Windows NT service was unsuccessful.</p> <p>Action: Check if the NT service still exists.</p>
LS0014	<p>Text: An invalid request was received by the Windows NT service from the Windows NT service manager.</p> <p>Type: Error</p> <p>Add'l Info: An invalid request was received by the Windows NT service from the Windows NT service manager.</p> <p>Action: None</p>
PD [LN]	<p>Text: Agent state change request failed: [error string]</p> <p>Type: Error</p> <p>Add'l Info: Could not change the agent state.</p> <p>Action: Verify that the agent state change request is valid. Verify that the CRS Node Manager is running.</p>
PD [LN]	<p>Text: Agent state login request failed: [error string]</p> <p>Type: Error</p> <p>Add'l Info: Could not log the agent in.</p> <p>Action: Verify the Desktop ID and password are correct and that the extension and agent is correctly configured in CallManager and CRS Node Manager.</p>
PD [LN]	<p>Text: Could not create thread, login failed.</p> <p>Type: Fatal</p> <p>Add'l Info: Application cannot create the thread to monitor the terminal.</p> <p>Action: In Task Manager, verify that the application is completely shut down and not running in the background, and restart the application.</p>

Error No.	Description
PD [LN]	<p>Text: Could not send set call data request to the telephony service.</p> <p>Type: Warn</p> <p>Add'l Info: A request sent to change call data failed.</p> <p>Action: Verify that the Desktop ID, password, and extension are correct, and that the CRS Node Manager is running.</p>
PD [LN]	<p>Text: Error answering call.</p> <p>Type: Warn</p> <p>Add'l Info: Call Control error. Cannot answer the call.</p> <p>Action: Check if the CallManager is still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.</p>
PD [LN]	<p>Text: Error complete conference call.</p> <p>Type: Warn</p> <p>Add'l Info: Call Control error. Cannot complete conference.</p> <p>Action: Check if the CallManager is still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.</p>
PD [LN]	<p>Text: Error complete transfer call.</p> <p>Type: Warn</p> <p>Add'l Info: Call Control error. Cannot complete transfer.</p> <p>Action: Check if the CallManager is still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.</p>
PD [LN]	<p>Text: Error Doing Device Snapshot</p> <p>Type: Error</p> <p>Add'l Info: Snapshot device request failed.</p> <p>Action: Verify that the Desktop ID, password, and extension are correct, and that the extension and agent are correctly configured in CallManager and CRS Node Manager. If there is a call, hang up and restart Agent Desktop.</p>

Error No.	Description
PD [LN]	<p>Text: Error drop a call.</p> <p>Type: Warn</p> <p>Add'l Info: Call control error. Cannot drop the call.</p> <p>Action: Check if the Call Manager and CRS Node Manager are still in service. If the service is running, try to shut down and restart Agent Desktop, or try to terminate the call manually. If unsuccessful, try another agent ID and password to log into your device.</p>
PD [LN]	<p>Text: Error holding call.</p> <p>Type: Warn</p> <p>Add'l Info: Call Control error. Cannot put the call on hold.</p> <p>Action: Check if the CallManager is still in service. If the service is running, try to shut down and restart Agent Desktop, or check to see if the call is active. If unsuccessful, try another agent ID and password to log into your device.</p>
PD [LN]	<p>Text: Error Login: There is no Host Name [LN].</p> <p>Type: Fatal</p> <p>Add'l Info: The host name is empty.</p> <p>Action: Set up the host name in Administrator.</p>
PD [LN]	<p>Text: Error Login: There is no Port [port].</p> <p>Type: Fatal</p> <p>Add'l Info: Port number is empty.</p> <p>Action: Set up the port number in Administrator.</p>
PD [LN]	<p>Text: Error making calls.</p> <p>Type: Warn</p> <p>Add'l Info: Call Control error. Cannot perform the required Make Call.</p> <p>Action: Check if the CallManager and CRS Node Manager are still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.</p>

Error No.	Description
PD [LN]	<p>Text: Error Redirect call.</p> <p>Type: Warn</p> <p>Add'l Info: Call Control error. Cannot redirect the incoming call.</p> <p>Action: Check if the CallManager and CRS Node Manager are still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.</p>
PD [LN]	<p>Text: Error send DTMF tone [tone].</p> <p>Type: Warn</p> <p>Add'l Info: Call Control error. Error in DTMF tone.</p> <p>Action: Check if the CallManager and CRS Node Manager are still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.</p>
PD [LN]	<p>Text: Error setup conference call.</p> <p>Type: Warn</p> <p>Add'l Info: Call Control error. Conference cannot be set up.</p> <p>Action: Check if the CallManager and CRS Node Manager are still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.</p>
PD [LN]	<p>Text: Error setup transfer call.</p> <p>Type: Warn</p> <p>Add'l Info: Call Control error. Transfer cannot be set up.</p> <p>Action: Check if the CallManager and CRS Node Manager are still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.</p>

Error No.	Description
PD [LN]	<p>Text: Error unholding call.</p> <p>Type: Warn</p> <p>Add'l Info: Call Control error. Cannot release the call from on hold.</p> <p>Action: Check if the CallManager and CRS Node Manager are still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.</p>
PD [LN]	<p>Text: Failed to establish session with CTI server.</p> <p>Type: Error</p> <p>Add'l Info: Could not connect to the CTI service.</p> <p>Action: Verify that the host and port are correct. Verify that the CallManager and CRS Node Manager are running.</p>
PD [LN]	<p>Text: Failed to establish socket to server side B [host name] at port [port number].</p> <p>Type: Fatal</p> <p>Add'l Info: Could not establish a socket connection with Side B.</p> <p>Action: Verify that the host and port are correct. Verify that CRS side B is in service.</p>
PD [LN]	<p>Text: Failed to establish socket to service side A [host name] at port [port number]</p> <p>Type: Fatal</p> <p>Add'l Info: Could not establish a socket connection with Side A.</p> <p>Action: Verify that the host and port are correct. Verify that CRS side A is in service.</p>
PD [LN]	<p>Text: INI file and path are too long.</p> <p>Type: Fatal</p> <p>Add'l Info: The application was not able to open the required .ini file.</p> <p>Action: Try reinstalling the application using the default path supplied in the installation program.</p>

Error No.	Description
PD [LN]	<p>Text: Initialization Failed, could not create message window.</p> <p>Type: Fatal</p> <p>Add'l Info: Unable to receive CTI events.</p> <p>Action: In Task Manager, verify that the application is completely shut down and not running in the background, and restart the application.</p>
PD [LN]	<p>Text: No call appearances have been set up.</p> <p>Type: Fatal</p> <p>Add'l Info: The extension entered in the login screen was not written to phonedev.ini.</p> <p>Action: Be sure to enter an extension in the login screen.</p>
PD [LN]	<p>Text: OnControlFailureConf: FailureCode = [error code] [error string]</p> <p>Type: Error</p> <p>Add'l Info: A request sent to the CRS failed.</p> <p>Action: Verify that the Desktop ID, password, and extension are correct and that the extension and agent are correctly configured in the CallManager and CRS.</p>
PD [LN]	<p>Text: OnFailureConf: Failure Status Code = [error code] [error string]</p> <p>Type: Error</p> <p>Add'l Info: A request sent to the CRS failed.</p> <p>Action: Verify that the Desktop ID, password, and extension are correct, and that the extension and agent are correctly configured in CallManager and CRS.</p>

Error No.	Description
PD [LN]	<p>Text: OnFailureEvent: Failure Status Code = [error code] [error string]</p> <p>Type: Error</p> <p>Add'l Info: Indicates an error condition with the CRS engine and the agent desktop.</p> <p>Action: Verify that the Desktop ID, password, and extension are correct, and that the extension and agent are correctly configured in the CallManager and CRS.</p>
PD [LN]	<p>Text: Request to connect to CTI server failed.</p> <p>Type: Error</p> <p>Add'l Info: Request to connect to the telephony service failed.</p> <p>Action: Verify that the host and port is correct. Verify that CallManager and CRS are running.</p>
PD [LN]	<p>Text: Server login failed.</p> <p>Type: Error</p> <p>Add'l Info: Could not connect to the telephony service.</p> <p>Action: Verify that the host and port are correct. Verify that the CallManager and CRS are running.</p>
RPS001	<p>Text: An exception occurred calling ORB_init()</p> <p>Type: Error</p> <p>Add'l Info: Unable to start the CORBA service.</p> <p>Action: Restart the Recording & Playback service.</p>
RPS002	<p>Text: An exception occurred calling BOA_init().</p> <p>Type: Error</p> <p>Add'l Info: Unable to start the CORBA service.</p> <p>Action: Restart the Recording & Playback service.</p>
RPS004	<p>Text: An exception occurred calling initializing the CORBA playback interface.</p> <p>Type: Error</p> <p>Add'l Info: Unable to start the CORBA service.</p> <p>Action: Restart the Recording & Playback service.</p>

Error No.	Description
RPS006	Text: An exception occurred calling initializing the CORBA recording interface. Type: Error Add'l Info: Unable to start the CORBA service. Action: Restart the Recording & Playback service.
RPS100	Text: No audio path. Type: Fatal Add'l Info: The service was unable to determine the Audio Files path. Action: The Audio Files path is taken from LDAP. Check to see if LDAP is up and running.
RPS101	Text: Error opening registry: HKEY_LOCAL_MACHINE\SOFTWARE\Spanlink\Site Setup. Type: Fatal Add'l Info: The service was unable to read the value from the registry. The entry should have been created on install. Action: Reinstall the service if the entry is not in the registry.

Error No.	Description
RPS202	<p data-bbox="592 325 1364 357">Text: Initializing the Winsock library failed.</p> <p data-bbox="592 367 1364 399">Type: Error</p> <p data-bbox="592 420 1364 556">Add'l Info: This error occurs when a command to control a playback session is issued and the indicated playback session does not exist in the service's internal list of playback sessions.</p> <p data-bbox="771 588 1364 661">The client functions that can generate this message include:</p> <p data-bbox="771 682 1364 756">PlaybackStop: Client tried to stop a playback session, but session not found.</p> <p data-bbox="771 787 1364 892">PlaybackSetPosition: Client tried to changed the current playback position but the session was not found.</p> <p data-bbox="771 924 1364 997">PlaybackPause: Client tried to pause a playback but the session was not found.</p> <p data-bbox="771 1029 1364 1102">PlaybackResume: Client tried to resume a paused playback but the session was not found.</p> <p data-bbox="592 1102 1364 1134">Action: Restart the Recording & Playback service.</p>

Error No.	Description
RPS203	<p data-bbox="597 331 1185 363">Text: Creating the listening socket failed.</p> <p data-bbox="597 380 831 411">Type: Error</p> <p data-bbox="597 428 1325 558">Add'l Info: This error occurs when a command to control a playback session is issued and the indicated playback session does not exist in the service's internal list of playback sessions.</p> <p data-bbox="773 596 1268 659">The client functions that can generate this message include:</p> <p data-bbox="773 697 1295 760">PlaybackStop: Client tried to stop a playback session, but session not found.</p> <p data-bbox="773 798 1354 890">PlaybackSetPosition: Client tried to changed the current playback position but the session was not found.</p> <p data-bbox="773 928 1333 991">PlaybackPause: Client tried to pause a playback but the session was not found.</p> <p data-bbox="773 1029 1357 1092">PlaybackResume: Client tried to resume a paused playback but the session was not found.</p> <p data-bbox="597 1108 1260 1140">Action: Restart the Recording & Playback service.</p>

Error No.	Description
<p>RPS204</p>	<p>Text: Unable to retrieve local IP address for host name.</p> <p>Type: Error</p> <p>Add'l Info: This error occurs when a command to control a playback session is issued and the indicated playback session does not exist in the service's internal list of playback sessions.</p> <p>The client functions that can generate this message include:</p> <p>PlaybackStop: Client tried to stop a playback session, but session not found.</p> <p>PlaybackSetPosition: Client tried to changed the current playback position but the session was not found.</p> <p>PlaybackPause: Client tried to pause a playback but the session was not found.</p> <p>PlaybackResume: Client tried to resume a paused playback but the session was not found.</p> <p>Action: See the network administrator.</p>

Error No.	Description
RPS205	<p data-bbox="597 327 1364 359">Text: The VPN thread failed to bind to the local address.</p> <p data-bbox="597 380 829 411">Type: Error</p> <p data-bbox="597 432 1325 558">Add'l Info: This error occurs when a command to control a playback session is issued and the indicated playback session does not exist in the service's internal list of playback sessions.</p> <p data-bbox="773 600 1268 663">The client functions that can generate this message include:</p> <p data-bbox="773 695 1292 758">PlaybackStop: Client tried to stop a playback session, but session not found.</p> <p data-bbox="773 789 1357 894">PlaybackSetPosition: Client tried to changed the current playback position but the session was not found.</p> <p data-bbox="773 926 1333 989">PlaybackPause: Client tried to pause a playback but the session was not found.</p> <p data-bbox="773 1020 1357 1083">PlaybackResume: Client tried to resume a paused playback but the session was not found.</p> <p data-bbox="597 1104 1260 1136">Action: Restart the Recording & Playback service.</p>

Error No.	Description
RPS206	<p data-bbox="592 327 1328 359">Text: VPN thread failed to listen to the local address.</p> <p data-bbox="592 380 829 411">Type: Error</p> <p data-bbox="592 432 1328 558">Add'l Info: This error occurs when a command to control a playback session is issued and the indicated playback session does not exist in the service's internal list of playback sessions.</p> <p data-bbox="769 594 1268 657">The client functions that can generate this message include:</p> <p data-bbox="769 693 1295 756">PlaybackStop: Client tried to stop a playback session, but session not found.</p> <p data-bbox="769 791 1356 888">PlaybackSetPosition: Client tried to changed the current playback position but the session was not found.</p> <p data-bbox="769 924 1336 987">PlaybackPause: Client tried to pause a playback but the session was not found.</p> <p data-bbox="769 1022 1356 1085">PlaybackResume: Client tried to resume a paused playback but the session was not found.</p> <p data-bbox="592 1106 1344 1169">Action: Do a netstat -a to see what process is holding up the port.</p>

Error No.	Description
RPS207	<p data-bbox="594 331 1365 394">Text: Create directory [directory], returned an error code [error code], string [error string].</p> <p data-bbox="594 415 829 443">Type: Error</p> <p data-bbox="594 464 1325 590">Add'l Info: This error occurs when a command to control a playback session is issued and the indicated playback session does not exist in the service's internal list of playback sessions.</p> <p data-bbox="769 632 1268 688">The client functions that can generate this message include:</p> <p data-bbox="769 730 1292 787">PlaybackStop: Client tried to stop a playback session, but session not found.</p> <p data-bbox="769 829 1354 919">PlaybackSetPosition: Client tried to changed the current playback position but the session was not found.</p> <p data-bbox="769 961 1333 1018">PlaybackPause: Client tried to pause a playback but the session was not found.</p> <p data-bbox="769 1060 1357 1117">PlaybackResume: Client tried to resume a paused playback but the session was not found.</p> <p data-bbox="594 1138 1365 1528">Action: Verify:</p> <ul data-bbox="769 1192 1365 1528" style="list-style-type: none"> • if the directory listed is correct. It should be C:\Program files\Cisco\Desktop\...\Desktop_Audio or C:\Program files\Cisco\Desktop_Audio. If it is neither of these, contact TAC. • if the Cisco Desktop Recording Service user has permissions to create directories. By default, the service is running as a LOCAL_SYSTEM account. If this is not correct, see your system administrator to verify the permissions and change them as needed.
RPS405	<p data-bbox="594 1560 1365 1617">Text: impl_is_ready() returned. Shutting down the server thread.</p> <p data-bbox="594 1638 829 1665">Type: Error</p> <p data-bbox="594 1686 716 1713">Add'l Info:</p> <p data-bbox="594 1734 829 1761">Action: None</p>

Error No.	Description
RPS406	<p>Text: Caught a CORBA exception changing CORBA server to ready.</p> <p>Type: Error</p> <p>Add'l Info: Unable to start the CORBA service.</p> <p>Action: Restart the Recording & Playback service.</p>
SE [LN]	<p>Text: Call Chat server error. Error: [chat server error] Server: [LDAP server name] Port: [LDAP port] LCC: [logical contact center]</p> <p>Type: Error</p> <p>Add'l Info: An error was received while Supervisor was retrieving information from the Chat service.</p> <p>Action: Make sure the Chat service is properly installed and running.</p>
SE [LN]	<p>Text: Unable to log into the call chat server. Error: [chat server error] Server: [LDAP server name] Port: [LDAP port] LCC: [logical contact center]</p> <p>Type: Fatal</p> <p>Add'l Info: An error was returned while Supervisor was logging into the Chat service.</p> <p>Action: Make sure the Chat service is properly installed and running.</p>
SE [LN]	<p>Text: Unable to log into the Voice over IP Monitor Server.</p> <p>Type: Error</p> <p>Add'l Info: Supervisor is unable to get information from the Voice-over IP Monitor service.</p> <p>Action: Make sure the Voice-over IP Monitor service is running, and that the IP/Host name of LDAP is correct.</p>
SE [LN]	<p>Text: Unable to start monitoring agents. Error: [chat server error] Server: [LDAP server name] Port: [LDAP port] LCC: [logical contact center]</p> <p>Type: Error</p> <p>Add'l Info: An error was returned while Supervisor was attempting to begin monitoring agents.</p> <p>Action: Make sure the VoIP Monitor service is properly installed and running.</p>

Error No.	Description
SL1000	<p>Text: [application] Server failed to install. Error [reason].</p> <p>Type: Fatal</p> <p>Add'l Info: The service was not successfully installed.</p> <p>Action: Check to see if the service has already been installed.</p>
SL1001	<p>Text: Could not remove [application] Server. Error [reason].</p> <p>Type: Fatal</p> <p>Add'l Info: The service was not successfully removed.</p> <p>Action: Check to see if the service was not installed.</p>
SL1002	<p>Text: Invalid arguments. Exiting.</p> <p>Type: Fatal</p> <p>Add'l Info: Invalid command line arguments were passed to the service.</p> <p>Action: Ensure the arguments passing to the program are valid. Valid arguments are:</p> <ul style="list-style-type: none"> -i: install service -f: run service as a foreground program -u: uninstall service -v: display version information none: run service
SL1003	<p>Text: The Control Handler could not be installed.</p> <p>Type: Fatal</p> <p>Add'l Info: Error in registering the NT service control request handler.</p> <p>Action: This is a system error that requires development support. Contact technical support.</p>
SL1004	<p>Text: The initialization process failed.</p> <p>Type: Fatal</p> <p>Add'l Info: There was an error in starting the service.</p> <p>Action: This is program-specific. The Chat service does nothing that can cause this error.</p>

Error No.	Description
<p>SL2000</p>	<p>Text: Invalid request.</p> <p>Type: Error</p> <p>Add'l Info: An invalid command was sent to the service.</p> <p>Action: The program needs to send valid messages to the service.</p>
<p>SL2017</p>	<p>Text: Could not detach thread [thread name].</p> <p>Type: Error</p> <p>Add'l Info: The thread could not be detached. System problem.</p> <p>Action: This is a system error that requires development support. Contact technical support.</p>
<p>SL3025</p>	<p>Text: Set Enterprise Data before Call Record is created.</p> <p>Type: Informational</p> <p>Add'l Info: An attempt was made to save an enterprise data variable while the call did not exist.</p> <p>Action: If this message appears often, your IVR script (or Agent) might be trying to set an enterprise variable either before the call has started or after a call has ended.</p>
<p>SL3026</p>	<p>Text: Failed to get device information from LDAP, return error [error description].</p> <p>Type: Informational</p> <p>Add'l Info: Unable to retrieve information on devices from LDAP because of the described error.</p> <p>Action: The error description should provide more information on why this happened.</p>
<p>SS1000</p>	<p>Text: Could not create thread [thread name]. Login failed. Exiting.</p> <p>Type: Fatal</p> <p>Add'l Info: Not able to create the named thread. System problem.</p> <p>Action: This is a system error that requires development support. Contact technical support.</p>

Error No.	Description
SS1002	<p>Text: Failed to setup monitor. Exiting.</p> <p>Type: Fatal.</p> <p>Add'l Info: Not able to set up monitoring of devices. Exiting program.</p> <p>Action: This message is displayed with another error that contains the reason for the problem. Consult that error for more details.</p>
SS1003	<p>Text: CTI Link or Switch Error [reason]. The CT Connect Server seems to be down. Retry logging in.</p> <p>Type: Fatal</p> <p>Add'l Info: Message displayed when the telephony service is down. The Enterprise Service will retry after some interval.</p> <p>Action: Make sure the telephony service is running.</p>
SS1004	<p>Text: Failed to setup monitor. Retry.</p> <p>Type: Fatal</p> <p>Add'l Info: The Enterprise service failed to set up device monitoring. It waits a specified interval and tries again.</p>
SS1005	<p>Text: Failed to update the LDAP server.</p> <p>Type: Fatal</p> <p>Add'l Info: The Enterprise service was unable to update LDAP with the CORBA IOR.</p> <p>Action: Restart LDAP and then the Enterprise service.</p>
SS1006	<p>Text: Caught a CORBA exception.</p> <p>Type: Fatal</p> <p>Add'l Info: A CORBA error occurred.</p> <p>Action: Restart the Enterprise service. If the problem persists, stop the service and change the debug level to 5 in the debug log section of the configuration file. This will turn on the highest level of CORBA tracing.</p> <p>Run CTI storage server.exe -f from a command line and attempt to recreate the error.</p> <p>Use trace to identify the problem.</p>

Error No.	Description
SS2000	Text: Monitored device ID not available. Return FAILURE. Type: Error Add'l Info: The event message did not have the device being monitored. Failed to handle event. Action: Telephony service error.
SS2001	Text: Error in updating call data. Return FAILURE. Type: Error Add'l Info: Error occurred in updating call data for the call. Action: This is a system error that requires development support. Contact technical support
SS2009	Text: Device not monitorable. Type: Error Add'l Info: There is an invalid agent extension. Action: Make sure the device specified is a valid agent device.
SS2015	Text: Unable to open archive file [file name]. Type: Error Add'l Info: Enterprise service was not able to write to the archive file. Action: Make sure that the .../Cisco/Desktop/Reports directory exists and has write permissions.
SS2016	Text: Error in registering ECC variables. Type: Error Add'l Info: ECC variable not administered on the CRS Node Manager. Action: There is an invalid/misspelled ECC variable name.
SS2017	Text: Could not detach thread [thread name]. Type: Error Add'l Info: Action: This is a system error that requires technical support.

Error No.	Description
SS3028	<p data-bbox="592 331 1372 399">Text: Layout [layout] does not have any datatypes associated with it. Please check configuration.</p> <p data-bbox="592 415 933 447">Type: Informational</p> <p data-bbox="592 464 1356 531">Add'l Info: The specified layout does not have any datatypes associated with it.</p> <p data-bbox="592 548 1339 615">Action: This occurs if the user sets the layout variable to an invalid layout in the IPCC Express script.</p>

