



Troubleshooting Cisco Unified JTAPI

This appendix contains CTI Error Codes, CiscoEvent IDs, and other information to assist with troubleshooting efforts.

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CTI Error Codes

Error code	Description
ASSOCIATED_LINE_NOT_OPEN	This error indicates that the request is issued on a line, which is not open
CALL_ALREADY_EXISTS	This error indicates that another call already exists on the line
CALL_DROPPED	The call dropped after the feature request (hold, unhold, transfer, or conference) but before the request was completed.
CALLHANDLE_NOTINCOMINGCALL	This error indicates that an attempt is made to answer a call that either does not exist or is not in the correct state
CALLHANDLE_UNKNOWN_TO_LINECONTROL	This error indicates that attempt to redirect call that was unknown to line control
CANNOT_OPEN_DEVICE	This error indicates that device open failed because the associated device is unregistering
CANNOT_TERMINATE_MEDIA_ON_PHONE	This error indicates that media cannot be terminated by an application when the device is a physical phone (the phone always terminates the media)
CFWDALL_ALREADY_SET	This error indicates that attempt to set CFWALL while it is already set

Error code	Description
CFWDALL_DESTN_INVALID	This error indicates that attempt to CFWALL to an invalid destination
CLUSTER_LINK_FAILURE	This error indicates that link to one of the cisco unified communications managers failed in the cluster (network error)
COMMAND_NOT_IMPLEMENTED_ON_DEVICE	This error indicates that device does not support the command.
CONFERENCE_ALREADY_PRESENT	This error indicates that attempt to conference a party that is already in conference
CONFERENCE_FAILED	This error indicates that conference completion was not successful.
CONFERENCE_FULL	This error indicates that all conference bridges are busy.
CONFERENCE_INACTIVE	This error indicates that attempt to complete conference while consult conference is not active
CONFERENCE_INVALID_PARTICIPANT	This error indicates that an attempt to conference to self or an invalid participant
CTIERR_ACCESS_TO_DEVICE_DENIED	This error indicates that the access to device is denied.
CTIERR_APP_SOFTKEYS_ALREADY_CONTROLLED	This error indicates that the application softkeys are already controlled by another application
CTIERR_APPLICATION_DATA_SIZE_EXCEEDED	This error indicates that application data size has exceeded limit
CTIERR_BIB_NOT_CONFIGURED	This error indicates built in bridge is not configured
CTIERR_BIB_RESOURCE_NOT_AVAILABLE	This error indicates that built in bridge resource not available
CTIERR_CALL_MANAGER_NOT_AVAILABLE	This error indicates that Communications Manager is not available currently
CTIERR_CALL_NOT_EXISTED	This error indicates that call does not exist
CTIERR_CALL_PARK_NO_DN	This error indicates no call park DN
CTIERR_CALL_REQUEST_ALREADY_OUTSTANDING	This error indicates call request already outstanding
CTIERR_CALL_UNPARK_FAILED	This error indicates that call unpark did not succeed
CTIERR_CAPABILITIES_DO_NOT_MATCH	This error indicates that capabilities do not match
CTIERR_CLOSE_DELAY_NOT_SUPPORTED_WITH_REG_TYPE	This error indicates that the close delay is not supported with this registration type
CTIERR_CONFERENCE_ALREADY_EXISTED	This error indicates that conference already exists
CTIERR_CONFERENCE_NOT_EXISTED	This error indicates that conference does not exist
CTIERR_CONNECTION_ON_INVALID_PORT	This error indicates application is trying to connect to invalid port

Error code	Description
CTIERR_CONSULT_CALL_FAILURE	This error indicates consult call failure
CTIERR_CONSULTCALL_ALREADY_OUTSTANDING	This error indicates that consult call already outstanding
CTIERR_CREATE_PERSISTENT_CALL_FAILED	This error indicates that there is an issue with creating a persistent call.
CTIERR_CRYPTO_CAPABILITY_MISMATCH	This error indicates that device registration failed as device crypto algorithms does not match with current device registration
CTIERR_CTIHANDLER_PROCESS_CREATION_FAILED	This error indicates that CTIHandler process creation failed
CTIERR_DB_INITIALIZATION_ERROR	This error indicates DB initialization error
CTIERR_DEVICE_ALREADY_OPENED	This error indicates that device is already opened
CTIERR_DEVICE_ALREADY_REGISTERED_NONEXTEND	Device registration failed as device is already registered in Non-Extend mode.
CTIERR_DEVICE_NOT_OPENED_YET	This error indicates that device is not yet opened
CTIERR_DEVICE_OWNER_ALIVE_TIMER_STARTED	This error indicates that there is a device registration failure
CTIERR_DEVICE_REGISTRATION_FAILED_NOT_SUPPORTED_MEDIATYPE	This error indicates an invalid media type, CTIPort need to be registered with Dynamic media port registration if it has an intercom line
CTIERR_DEVICE_RESTRICTED	This error indicates that the device is restricted
CTIERR_DEVICE_SHUTTING_DOWN	This error indicates that device is shutting down
CTIERR_DIRECTORY_LOGIN_TIMEOUT	This error indicates that there is a directory login time out
CTIERR_DISCONNECT_PERSISTENT_CALL_FAILED_CALL_ACTIVE	This error indicates that the request to disconnect the persistent call failed because there is an active customer call. Only when there are no active calls present, can the persistent call be disconnected.
CTIERR_DUPLICATE_CALL_REFERENCE	This error indicates duplicate call reference
CTIERR_DUPLICATE_REMOTE_DESTINATION_NUMBER	Duplicated Remote Destination Number with an existing Remote Destination Number.
CTIERR_DYNREG_IPADDRMODE_MISMATCH	This indicates registration failure when Cisco Media/Route Terminal is already registered with different Addressing mode
CTIERR_ENDUSER_NOT_ASSOCIATED_WITH_DEVICE	Enduser is not associated with the device.
CTIERR_FAC_CMC_REASON_CMC_INVALID	Client Matter Code (CMC) entered is invalid
CTIERR_FAC_CMC_REASON_CMC_NEEDED	CMC is required to offer the call
CTIERR_FAC_CMC_REASON_FAC_CMC_NEEDED	Forced Authorization Code (FAC) and CMC are required to offer call

Error code	Description
CTIERR_FAC_CMC_REASON_FAC_INVALID	FAC entered is invalid
CTIERR_FAC_CMC_REASON_FAC_NEEDED	FAC is required to offer the call
CTIERR_FEATURE_ALREADY_REGISTERED	This error indicates feature already registered
CTIERR_FEATURE_DATA_REJECT	This error indicates feature data reject
CTIERR_FEATURE_SELECT_FAILED	This error indicates that feature select failed
CTIERR_ILLEGAL_DEVICE_TYPE	This error indicates that the device type is illegal
CTIERR_INCOMPATIBLE_AUTOINSTALL_PROTOCOL_VERSION	This error indicates that auto install protocol version is incompatible
CTIERR_INCORRECT_MEDIA_CAPABILITY	This error indicates that device registration failed due to incorrect media capability
CTIERR_INFORMATION_NOT_AVAILABLE	This error indicates that information is not available
CTIERR_INTERCOM_SPEEDDIAL_ALREADY_CONFIGURED	This error indicates that intercom target value is already configured, application is trying to make call with Intercom target DN
CTIERR_INTERCOM_SPEEDDIAL_ALREADY_SET	This error indicates that intercom request failed as intercom target value is already set, application is trying to set again
CTIERR_INTERCOM_SPEEDDIAL_DESTN_INVALID	This error indicates that intercomm request failed as intercom target value in not in the intercom group
CTIERR_INTERCOM_TALKBACK_ALREADY_PENDING	This error indicates that intercom talk back request is already pending
CTIERR_INTERCOM_TALKBACK_FAILURE	This error indicates that talkback request failed for some reason
CTIERR_INTERNAL_FAILURE	This error indicates there is a CTI internal failure
CTIERR_INVALID_CALLID	This error indicates the call ID is invalid
CTIERR_INVALID_DEVICE_NAME	This error indicates that the device name is not valid
CTIERR_INVALID_DTMFDIGITS	Play DTMF request failed because it is an invalid DTMF digit
CTIERR_INVALID_FILTER_SIZE	This error indicates that filter size is invalid
CTIERR_INVALID_MEDIA_DEVICE	This error indicates that the media device is not valid
CTIERR_INVALID_MEDIA_PARAMETER	This error indicates media parameter is invalid
CTIERR_INVALID_MEDIA_PROCESS	This error indicates that there is an invalid media process
CTIERR_INVALID_MEDIA_RESOURCE_ID	This error indicates media resource ID is not valid
CTIERR_INVALID_MESSAGE_HEADER_INFO	This error indicates that the header info is not valid

Error code	Description
CTIERR_INVALID_MESSAGE_LENGTH	This error indicates that message length is invalid
CTIERR_INVALID_MONITOR_DESTN	This error indicates monitoring request failed due to invalid monitoring destination
CTIERR_INVALID_MONITOR_DN_TYPE	This error indicates an invalid monitor DN type
CTIERR_INVALID_MONITORMODE	This error indicates monitor request failed due to an invalid monitor mode
CTIERR_INVALID_PARAMETER	This error indicates that the parameter is not valid
CTIERR_INVALID_PARK_DN	This error indicates that the DN is an invalid park DN
CTIERR_INVALID_PARK_REGISTRATION_HANDLE	This error indicates that the handle is an invalid park registration handle
CTIERR_PERSISTENT_CALL_EXISTS	This error indicates that a persistent call already exists.
CTIERR_INVALID_REMOTE_DESTINATION_NAME	This error indicates an Invalid Remote Destination Name.
CTIERR_INVALID_REMOTE_DESTINATION_NUMBER	This error indicates an Invalid Remote Destination Number.
CTIERR_INVALID_RESOURCE_TYPE	This error indicates an invalid resource type
CTIERR_IPADDRMODE_MISMATCH	This indicates the registration failure due to IP Addressing Mode mismatch.
CTIERR_LINE_OUT_OF_SERVICE	This error indicates that line is out of service.
CTIERR_LINE_RESTRICTED	This error indicates that the line is restricted
CTIERR_MAXCALL_LIMIT_REACHED	This error indicates that maximum call limit has reached
CTIERR_MEDIA_ALREADY_TERMINATED_DYNAMIC	This error indicates that device registration failed as device is registered with Dynamic media termination
CTIERR_MEDIA_ALREADY_TERMINATED_EXTEND	Device registration failed as device is already registered in Extend mode.
CTIERR_MEDIA_ALREADY_TERMINATED_NONE	This error indicates that device registration failed as device is already registered with media termination none
CTIERR_MEDIA_ALREADY_TERMINATED_STATIC	This error indicates that device registration failed as device is registered with Static media termination
CTIERR_MEDIA_CAPABILITY_MISMATCH	This error indicates that device registration failed as media capability of device does not match with current device registration
CTIERR_MEDIA_RESOURCE_NAME_SIZE_EXCEEDED	This error indicates that media resource name size has exceeded limit
CTIERR_MEDIAREGISTRATIONTYPE_DO_NOT_MATCH	This error indicates that media registration types do not match

Error code	Description
CTIERR_MESSAGE_TOO_BIG	This error indicates that message is too big
CTIERR_MORE_ACTIVE_CALLS_THAN_RESERVED	This error indicates that there are more active calls than reserved
CTIERR_NO_EXISTING_CALLS	This error indicates there are no existing calls
CTIERR_NO_EXISTING_CONFERECE	This error indicates that there is no existing conference
CTIERR_NO_RECORDING_SESSION	This error indicates recording request failed as there is no recording session
CTIERR_NO_RESPONSE_FROM_MP	This error indicates no response from media resource
CTIERR_NOT_PRESERVED_CALL	This error indicates that the call is not preserved
CTIERR_OPERATION_FAILED_QUIETCLEAR	This error indicates that feature unavailable for this call due to temporary failure
CTIERR_OPERATION_NOT_ALLOWED	This error indicates that this operation is not allowed
CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL	This indicates that the specified operation is not allowed on a persistent call.
CTIERR_OUT_OF_BANDWIDTH	This error indicates out of bandwidth error
CTIERR_OWNER_NOT_ALIVE	This error indicates a failure during registering the device
CTIERR_PENDING_ACCEPT_OR_ANSWER_REQUEST	This error indicates that there is a pending accept or answer request
CTIERR_PENDING_START_MONITORING_REQUEST	This error indicates there is a pending start monitoring request
CTIERR_PENDING_START_RECORDING_REQUEST	This error indicates there is a pending start recording request
CTIERR_PENDING_STOP_RECORDING_REQUEST	This error indicates there is a pending stop recording request
CTIERR_PERSISTENT_CALL_BEING_SETUP	This error indicates that the request failed because a persistent call is already being set up.
CTIERR_PRIMARY_CALL_INVALID	This error indicates that primary call in monitoring request in invalid or gone idle
CTIERR_PRIMARY_CALL_STATE_INVALID	This error indicates that primary call in monitoring request is in invalid state
CTIERR_RECORDING_ALREADY_INPROGRESS	This error indicates recording request failed that recording is already in progress
CTIERR_RECORDING_CONFIG_NOT_MATCHING	This error indicates recording configuration does not match
CTIERR_RECORDING_INVOCATION_TYPE_NOT_MATCHING	Stop recording failed because the recording invocation type did not match.
CTIERR_RECORDING_SESSION_INACTIVE	This error indicates recording request failed because recording session is inactive

Error code	Description
CTIERR_REDIRECT_UNAUTHORIZED_COMMAND_USAGE	This error indicates a redirect unauthorized command usage
CTIERR_REGISTER_FEATURE_ACTIVATION_FAILED	This error indicates that register feature activation failed
CTIERR_REGISTER_FEATURE_APP_ALREADY_REGISTERED	Register feature application was already registered
CTIERR_REGISTER_FEATURE_PROVIDER_NOT_REGISTERED	Register feature provider was not registered.
CTIERR_REMOTE_DEVICE_REQUEST_FAILED_ACTIVE_RD_NOT_SET	The active remote destination is not set.
CTIERR_REMOTEDESTINATION_LIMIT_EXCEEDED	The number of Remote Destinations has exceeded the max number limit.
CTIERR_RESOURCE_NOT_AVAILABLE	This error indicates that resource is not available to fulfill the request
CTIERR_START_MONITORING_FAILED	This error indicates that start monitoring request failed
CTIERR_START_RECORDING_FAILED	This error indicates that start recording request failed
CTIERR_STATION_SHUT_DOWN	This error indicates that there is a station shutdown
CTIERR_SYSTEM_ERROR	This error indicates CTI system error
CTIERR_UDP_PASS_THROUGH_NOT_SUPPORTED	This error indicates UDP data passthrough not supported
CTIERR_UNKNOWN_EXCEPTION	This error indicates an unknown exception occurred
CTIERR_UNSUPPORTED_CALL_PARK_TYPE	This error indicates that call park type is not supported
CTIERR_UNSUPPORTED_CFWD_TYPE	This error indicates that the call forward type is unsupported
CTIERR_USER_NOT_AUTH_FOR_SECURITY	This error indicates user is not authorized for secure connection
DARES_INVALID_REQ_TYPE	This error indicates that there is an internal call processing error: DaRes invalid request type
DATA_SIZE_LIMIT_EXCEEDED	This error indicates that XML data object size is bigger than allowed.
DB_ERROR	This error indicates that the device query contained an illegal device type
DB_ILLEGAL_DEVICE_TYPE	This error indicates illegal device type in DB
DB_NO_MORE_DEVICES	This error is no longer used.
DESTINATION_BUSY	This error indicates that destination is busy
DESTINATION_UNKNOWN	This error indicates that destination is not found
DEVICE_ALREADY_REGISTERED	This error indicates that device registration attempt failed, because the device is already registered

Error code	Description
DEVICE_NOT_OPEN	This error indicates that an attempt to open a line failed, as the device is not opened or the device is not registered.
DEVICE_OUT_OF_SERVICE	This error indicates that device is out of service.
DIGIT_GENERATION_ALREADY_IN_PROGRESS	This error indicates that digit generation is already in progress.
DIGIT_GENERATION_CALLSTATE_CHANGED	This error indicates that call state is invalid to continue.
DIGIT_GENERATION_WRONG_CALL_HANDLE	This error indicates that call handle is invalid and call may be gone.
DIGIT_GENERATION_WRONG_CALL_STATE	This error indicates that call state is not valid to generate digits.
DIRECTORY_LOGIN_FAILED	This error indicates that directory login failed: directory not initialized
DIRECTORY_LOGIN_NOT_ALLOWED	This error indicates that directory login failed
DIRECTORY_TEMPORARY_UNAVAILABLE	This error indicates that directory is temporarily unavailable.
EXISTING_FIRSTPARTY	This error indicates that there is already a device controlling media.
HOLDFAILED	This error indicates that the hold was rejected by line control or call control layers
ILLEGAL_CALLINGPARTY	This error indicates that an attempt was made to originate call using a calling party that is not on the device
ILLEGAL_CALLSTATE	This error indicates line is not in a legal state to invoke the request
ILLEGAL_HANDLE	This error indicates the handle is not valid
ILLEGAL_MESSAGE_FORMAT	This error indicates that there is a QBE protocol error
INCOMPATIBLE_PROTOCOL_VERSION	This error indicates that JTAPI and CTI versions are not compatible : CTI Error Protocol version not supported
INVALID_LINE_HANDLE	This error indicates that attempt to perform a line operation on an invalid line handle.
INVALID_RING_OPTION	This error indicates that the ring option is invalid
LINE_GREATER_THAN_MAX_LINE	This error indicates that line is greater than the maximum available lines on this device
LINE_INFO_DOES_NOT_EXIST	This error indicates that line information does not exist in the database.
LINE_NOT_PRIMARY	This error indicates that internal error returned from call control.
LINECONTROL_FAILURE	This error indicates line control refuses to allow a new call to be initiated because of its current state.

Error code	Description
MAX_NUMBER_OF_CTI_CONNECTIONS_REACHED	The maximum number of CTI connections was reached.
MSGWAITING_DESTN_INVALID	This error indicates that attempt to set message waiting lamp for an invalid DN; Message Waiting Destination not found.
NO_ACTIVE_DEVICE_FOR_THIRDPARTY	This error indicates there is no active device for thirdparty
NO_CONFERECE_BRIDGE	This error indicates that no conference bridge available
NOT_INITIALIZED	This error indicates that attempt is made to open a provider before CTI initialization completes
PROTOCOL_TIMEOUT	Internal error returned from call control
PROVIDER_ALREADY_OPEN	This error indicates that an attempt is made to reopen provider
PROVIDER_CLOSED	This error indicates an attempt to close provider while it is already closed
PROVIDER_NOT_OPEN	This error indicates that device list incomplete or device list query timeout or query aborted
REDIRECT_CALL_CALL_TABLE_FULL	This error indicates that internal error is returned from call control
REDIRECT_CALL_DESTINATION_BUSY	This error indicates that the redirect destination is busy
REDIRECT_CALL_DESTINATION_OUT_OF_ORDER	This error indicates that redirect destination is out of order
REDIRECT_CALL_DIGIT_ANALYSIS_TIMEOUT	This error indicates a digit analyss time out, this is an internal error returned from call control
REDIRECT_CALL_DOES_NOT_EXIST	This error indicates that an attempt is made to redirect a call that does not exist or is not longer active
REDIRECT_CALL_INCOMPATIBLE_STATE	This error indicates that internal error is returned from call control
REDIRECT_CALL_MEDIA_CONNECTION_FAILED	This error indicates media connection failure, this is an internal error returned from call control
REDIRECT_CALL_NORMAL_CLEARING	This error indicates that redirect failed because of normal call clearing
REDIRECT_CALL_ORIGINATOR_ABANDONED	This error indicates that far end hung up on the call being redirected
REDIRECT_CALL_PARTY_TABLE_FULL	This error indicates that internal error is returned from call control
REDIRECT_CALL_PENDING_REDIRECT_TRANSACTION	This error indicates that internal error is returned from call control
REDIRECT_CALL_PROTOCOL_ERROR	This error indicates a protocol error, this is an internal error returned from call control
REDIRECT_CALL_UNKNOWN_DESTINATION	This error indicates that an attempt is made to redirect to an unknown destination

Error code	Description
REDIRECT_CALL_UNKNOWN_ERROR	This error indicates that internal error is returned from call control
REDIRECT_CALL_UNKNOWN_PARTY	This error indicates an unknown party is detected, this is an internal error returned from call control
REDIRECT_CALL_UNRECOGNIZED_MANAGER	This error indicates that internal error is returned from call control
REDIRECT_CALLINFO_ERR	This error indicates that internal error is returned from call control
REDIRECT_ERR	This error indicates that internal error is returned from call control
RETRIEVEFAILED	This error indicates that retrieval of call was rejected by line control or call control
RETRIEVEFAILED_ACTIVE_CALL_ON_LINE	This error indicates that error occurred in retrieving held call; because there is already another active call on the line
SSAPI_NOT_REGISTERED	This error indicates that the redirect command was issued when the internal supporting interface was not initialized; either CTI has not yet finished its initialization or an internal error occurred
TIMEOUT	This error indicates that the request has timed out.
TRANSFER_INACTIVE	This error indicates that attempt to complete transfer, while consult transfer is not there
TRANSFERFAILED	This error indicates that the transfer failed probably because one of the call legs was hung up or disconnected from the far end
TRANSFERFAILED_CALLCONTROL_TIMEOUT	This error indicates that expected response from call control not received during a transfer
TRANSFERFAILED_DESTINATION_BUSY	This error indicates that an attempt is made to transfer call to a busy destination
TRANSFERFAILED_DESTINATION_UNALLOCATED	This error indicates an attempt is made to to transfer call to a directory number that is not registered
TRANSFERFAILED_OUTSTANDING_TRANSFER	This error indicates that existing transfer is still in progress
UNDEFINED_LINE	This error indicates that the line that was specified, is not found on the device
UNKNOWN_GLOBAL_CALL_HANDLE	This error indicates that the global call handle is unknown
UNRECOGNIZABLE_PDU	This error indicates that there is a QBE protocol error
UNSPECIFIED	This error indicates that an unspecified error has occurred.

CiscoEventIDs

This section includes the following events:

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- [TermConn Events, on page 14](#)

Provider Events

Event name	Event number
CiscoProvFeatureUnRegisteredEv	0x40000008
CiscoRestrictedEv	0x40000009
CiscoAddrRestrictedEv	0x40000010
CiscoTermRestrictedEv	0x40000011
CiscoAddrActivatedEv	0x40000012
CiscoTermActivatedEv	0x40000013
CiscoAddrActivatedOnTerminalEv	0x40000014
CiscoAddrRestrictedOnTerminalEv	0x40000015
CiscoProviderCapabilityChangedEv	0x40000016
CiscoProvTerminalCapabilityChangedEv	0x40000017
CiscoProvTerminalRegisteredEv	0x40000018
CiscoProvTerminalUnRegisteredEv	0x40000019
CiscoProvTerminalRemoteDestinationChangedEv	0x40000020
CiscoProvTerminalIPAddressChangedEv	0x40000021
CiscoProvTerminalMultiMediaCapabilityChangedEv	0x40000022

Terminal Events

Event name	Event number
CiscoTermCreatedEv	0x40001001
CiscoTermDataEv	0x40001002
CiscoTermInServiceEv	0x40001003
CiscoTermOutOfServiceEv	0x40001004
CiscoTermRemovedEv	0x40001005
CiscoTermDeviceActiveStatusEv	0x40001006
CiscoTermDeviceAlertingStatusEv	0x40001007
CiscoTermDeviceHoldStatusEv	0x40001008
CiscoTermDeviceIdleStatusEv	0x40001009
CiscoTermButtonPressedEv	0x40001010
CiscoTermRegistraionFailedEv	0x40001011
CiscoTermDNDDStatusChangedEv	0x40001014
CiscoTermDeviceStateWhisperEv	0x40001015
CiscoTermDNDOptionChangedEv	0x40001016
CiscoMultiMediaStreamsInfoEv	0x40001017

Address Events

Event name	Event number
CiscoAddrCreatedEv	0x40002001
CiscoAddrInServiceEv	0x40002002
CiscoAddrOutOfServiceEv	0x40002003
CiscoAddrRemovedEv	0x40002004
CiscoOutOfServiceEv	0x40002005
CiscoAddrAddedToTerminalEv	0x40002006
CiscoAddrRemovedFromTerminalEv	0x40002007
CiscoAddrAutoAcceptStatusChangedEv	0x40002008

Event name	Event number
CiscoAddrIntercomInfoChangedEv	0x40002009
CiscoAddrIntercomInfoRestorationFailedEv	0x40002010
CiscoAddrRecordingConfigChangedEv	0x40002011
CiscoAddrParkStatusEv	0x40002012
CiscoAddrVoiceMailPilotChangedEv	0x40002013
CiscoAddrPickupGroupChangedEv	0x40002014
CiscoAddrMonitoringTerminatedEv	0x4000200A

Call Events

Event name	Event number
CiscoProvCallParkEv	0x40003001
CiscoConferenceEndEv	0x40003002
CiscoConferenceStartEv	0x40003003
CiscoConsultCallActiveEv	0x40003004
CiscoTransferEndEv	0x40003005
CiscoTransferStartEv	0x40003006
CiscoToneChangedEv	0x40003007
CiscoCallChangedEv	0x40003008
CiscoConferenceChainAddedEv	0x40003009
CiscoConferenceChainRemovedEv	0x40003010
CiscoCallSecurityStatusChangedEv	0x40003011
CiscoCallFeatureCancelledEv	0x40003012
CiscoProvPickupCallAlertEv	0x40003013
CiscoProvPickupNotificationRegistrationClosedEv	0x40003014
CiscoCallInfoChangedEv	0x40003015
CiscoProvAuthenticationInfoEv	0x40003016

RTP Events

Event name	Event number
CiscoRTPInputStartedEv	0x40004001
CiscoRTPInputStoppedEv	0x40004002
CiscoRTPOutputStartedEv	0x40004003
CiscoRTPOutputStoppedEv	0x40004004
CiscoMediaOpenLogicalChannelEv	0x40004005
CiscoRTPInputKeyEv	0x40004006
CiscoRTPOutputKeyEv	0x40004007
CiscoMediaOpenIPPortEv	0x40004008

TermConn Events

Event name	Event number
CiscoTermConnPrivacyChangedEv	0x40005001
CiscoCallCtlTermConnHeldReversionEv	0x40005002
CiscoTermConnSelectChangedEv	0x40005003
CiscoTermConnRecordingStartEv	0x40005004
CiscoTermConnRecordingEndEv	0x40005005
CiscoTermConnRecordingFailedEv	0x4000500E
CiscoTermConnMonitoringStartEv	0x40005006
CiscoTermConnMonitoringEndEv	0x40005007
CiscoTermConnRecordingTargetInfoEv	0x40005008
CiscoTermConnMonitorInitiatorInfoEv	0x40005009
CiscoTermConnMonitorTargetInfoEv	0x4000500A
CiscoTermConnMonitorUpdatedEv	0x4000500B
CiscoMediaStreamStartedEv	0x4000500C
CiscoMediaStreamEndedEv	0x4000500D

Conn Events

Event name	Event number
CiscoConnectionUniqueIDChangedEv	0x40006001
CiscoHuntConnCreatedEv	0x40006002

Reason Codes

The following codes are defined in CiscoFeatureReason interface.

Reason code name	Reason code
REASON_TRANSFER	2
REASON_FORWARDNOANSWER	3
REASON_FORWARDBUSY	4
REASON_FORWARDALL	5
REASON_REDIRECT	6
REASON_BLINDTRANSFER	7
REASON_CONFERENCE	9
REASON_PARK	10
REASON_CALLPICKUP	11
REASON_NORMAL	12
REASON_PARKREMINDER	15
REASON_UNPARK	16
REASON_BARGE	20
REASON_IMMDIVERT	21
REASON_FAC_CMC	22
REASON_QSIG_PR	23
REASON_REFERER	24
REASON_REPLACE	25
REASON_CCM_REDIRECTION	26
REASON_DPARK_CALLPARK	27

Reason code name	Reason code
REASON_DPARK_REVERSION	28
REASON_DPARK_UNPARK	29
REASON_SILENTMONITORING	31
REASON_MOBILITY	33
REASON_MOBILITY_IVR	34
REASON_MOBILITY_CELLPICKUP	35
REASON_MOBILITY_HANDIN	36
REASON_MOBILITY_HANDOUT	37
REASON_MOBILITY_FOLLOWME	38
REASON_CLICK_TO_CONFERENCE	39
REASON_FORWARD_NO_RETRIEVE	40
REASON_EXTERNALCALLCONTROL	42
REASON_SAF_CCD_PSTN_FAILOVER	43
REASON_MEDIA_STREAMING	44

Cause Codes

Cause code name	Cause code
CAUSE_NOERROR	0X00 (0)
CAUSE_UNALLOCATEDNUMBER	0X01 (1)
CAUSE_NOROUTETOTRANSITNET	0X02 (2)
CAUSE_NOROUTETODDESTINATION	0X03 (3)
CAUSE_CHANUNACCEPTABLE	0X06 (6)
CAUSE_CALLBEINGDELIVERED	0X07 (7)
CAUSE_CTIPREEMPTNOREUSE	0X08 (8)
CAUSE_CTIPREEMPTFORREUSE	0X09 (9)
CAUSE_NORMALCALLCLEARING	0X10 (16)
CAUSE_USERBUSY	0X11 (17)

Cause code name	Cause code
CAUSE_NOUSERRESPONDING	0X12 (18)
CAUSE_NOANSWERFROMUSER	0X13 (19)
CAUSE_SUBSCRIBERABSENT	0X14 (20)
CAUSE_CALLREJECTED	0X15 (21)
CAUSE_NUMBERCHANGED	0X16 (22)
CAUSE_EXCHANGEROUTINGERROR	0X19 (25)
CAUSE_NONSELECTEDUSERCLEARING	0X1A (26)
CAUSE_DDESTINATIONOUTOFORDER	0X1B (27)
CAUSE_INVALIDNUMBERFORMAT	0X1C (28)
CAUSE_FACILITYREJECTED	0X1D (29)
CAUSE_RESPONSETOSTATUSENQUIRY	0X1E (30)
CAUSE_NORMALUNSPECIFIED	0X1F (31)
CAUSE_NOCIRCAVAIL	0X22 (34)
CAUSE_NETOUTOFORDER	0X26 (38)
CAUSE_TEMPORARYFAILURE	0X29 (41)
CAUSE_SWITCHINGEQUIPMENTCONGESTION	0X2A (42)
CAUSE_ACCESSINFORMATIONDISCARDED	0X2B (43)
CAUSE_REQCIRCNAIL	0X2C (44)
CAUSE_CTIPRECEDENCECALLBLOCKED	0X2E (46)
CAUSE_RESOURCESNAVAIL	0X2F (47)
CAUSE_QUALOFSERVNAVAIL	0X31 (49)
CAUSE_REQFACILITYNOTSUBSCRIBED	0X32 (50)
CAUSE_SERVOPERATIONVIOLATED	0X35 (53)
CAUSE_INCOMINGCALLBARRED	0X36 (54)
CAUSE_BCNAUTHORIZED	0X39 (57)
CAUSE_BCBPRESENTLYAVAIL	0X3A (58)
CAUSE_SERVNOTAVAILUNSPECIFIED	0X3F (63)
CAUSE_BEARERCAPNIMPL	0X41 (65)

Cause code name	Cause code
CAUSE_CHANYPENIMPL	0X42 (66)
CAUSE_REQFACILITYNIMPL	0X45 (69)
CAUSE_ONLYRDIVEARERCAVAIL	0X46 (70)
CAUSE_SERVOROFTNAVAILORIMPL	0X4F (79)
CAUSE_INVALIDCALLREFVALUE	0X51 (81)
CAUSE_IDENTIFIEDCHANDOESNOTEXIST	0X52 (82)
CAUSE_SUSPCALLBUTNOTTHISONE	0X53 (83)
CAUSE_CALLIDINUSE	0X54 (84)
CAUSE_NOCALLSUSPENDED	0X55 (85)
CAUSE_REQCALLIDHASBEENCLEARED	0X56 (86)
CAUSE_INCOMPATABLEDESTINATION	0X58 (88)
CAUSE_DESTNUMMISSANDDCNOTSUB	0X5A (90)
CAUSE_INVALIDTRANSITNETSEL	0X5B (91)
CAUSE_INVALIDMESSAGEUNSPECIFIED	0X5F (95)
CAUSE_MANDATORYIEMISSING	0X60 (96)
CAUSE_MSGTYPENIMPL	0X61 (97)
CAUSE_MSGTYPENCOMPATWCS	0X62 (98)
CAUSE_IENIMPL	0X63 (99)
CAUSE_INVALIDIECONTENTS	0X64 (100)
CAUSE_MSGNCOMPATABLEWCS	0X65 (101)
CAUSE_RECOVERYONTIMEREXPIRY	0X66 (102)
CAUSE_PROTOCOLERRORUNSPECIFIED	0X6F (111)
CAUSE_CTIPRECEDENCELEVELEXCEEDED	0X7A (122)
CAUSE_CTIDEVICENOTPREEMPTABLE	0X7B (123)
CAUSE_OUTOFBANDWIDTH	0X7D (125)
CAUSE_INTERWORKINGUNSPECIFIED	0X7F (127)
CAUSE_CTIPRECEDENCEOUTOFBANDWIDTH	0X81 (129)
CAUSE_REDIRECTED	0XC9 (200)

Cause code name	Cause code
CAUSE_INTERNALCAUSE	0X1F4 (500)
CAUSE_OUTBOUND_TRANSFER	0X1F5 (501)
CAUSE_OUTBOUND_CONFERENCE	0X1F6 (502)
CAUSE_INBOUND_TRANSFER	0X1F7 (503)
CAUSE_INBOUND_CONFERENCE	0X1F8 (504)
CAUSE_INBOUND_BLINDTRANSFER	0X1F9 (505)
CAUSE_CTIMANAGER_FAILURE	0x1FB (507)
CAUSE_CALLMANAGER_FAILURE	0x1FC (508)
CAUSE_BARGE	0x1FD(509)
CAUSE_FAC_CMC	0x1FE (510)
CAUSE_QSIG_PR	0x1FF (511)
CAUSE_DPARK	0x200 (512)
CAUSE_DPARK_UNPARK	0x201 (513)
CAUSE_DPARK_REMINDER	0x202 (514)
CAUSE_QUIET_CLEAR	0x203 (515)
CAUSE_CTICONFERENCEFULL	0X40000 + CAUSE_NOERROR
CAUSE_CALLSPLIT	0X60000 + CAUSE_NOERROR
CAUSE_CTIDROPCONFEREE	0X70000 + CAUSE_NOERROR
CAUSE_CTICCMSIP400BADREQUEST	0X1000000 + CAUSE_TEMPORARYFAILURE
CAUSE_CTICCMSIP401UNAUTHORIZED	0X2000000 + CAUSE_CALLREJECTED
CAUSE_CTICCMSIP402PAYMENTREQUIRED	0X3000000 + CAUSE_CALLREJECTED
CAUSE_CTICCMSIP403FORBIDDEN	0X4000000 + CAUSE_CALLREJECTED
CAUSE_CTICCMSIP404NOTFOUND	0X5000000 + CAUSE_UNALLOCATEDNUMBER
CAUSE_CTICCMSIP405METHODNOTALLOWED	0X6000000 + CAUSE_SERVNOTAVAILUNSPECIFIED
CAUSE_CTICCMSIP406NOTACCEPTABLE	0X7000000 + CAUSE_SERVOROFTNAVAILORIMPL
CAUSE_CTICCMSIP407PROXYAUTHENTICATIONREQUIRED	0X8000000 + CAUSE_CALLREJECTED
CAUSE_CTICCMSIP408REQUESTTIMEOUT	0X9000000 + CAUSE_RECOVERYONTIMEREXPIRY
CAUSE_CTICCMSIP410GONE	0XB000000 + CAUSE_NUMBERCHANGED

Cause code name	Cause code
CAUSE_CTICCMSIP411LENGTHREQUIRED	0XC000000 + CAUSE_INTERWORKINGUNSPECIFIED
CAUSE_CTICCMSIP413REQUESTENTITYTOOLONG	0XE000000 + CAUSE_INTERWORKINGUNSPECIFIED
CAUSE_CTICCMSIP414REQUESTURITOO LONG	0XF000000 + CAUSE_INTERWORKINGUNSPECIFIED
CAUSE_CTICCMSIP415UNSUPPORTEDMEDIATYPE	0X10000000 + CAUSE_SERVOROPTNAVAILORIMPL
CAUSE_CTICCMSIP416UNSUPPORTEDURIScheme	0X11000000 + CAUSE_INTERWORKINGUNSPECIFIED
CAUSE_CTICCMSIP420BADEXTENSION	0X15000000 + CAUSE_INTERWORKINGUNSPECIFIED
CAUSE_CTICCMSIP421EXTENSTIONREQUIRED	0X16000000 + CAUSE_INTERWORKINGUNSPECIFIED
CAUSE_CTICCMSIP423INTERVALTOOBRIEF	0X18000000 + CAUSE_INTERWORKINGUNSPECIFIED
CAUSE_CTICCMSIP480TEMPORARILYUNAVAILABLE	0X40000000 + CAUSE_NOUSERRESPONDING
CAUSE_CTICCMSIP481CALLLEGDOESNOTEXIST	0X41000000 + CAUSE_TEMPORARYFAILURE
CAUSE_CTICCMSIP482LOOPDETECTED	0X42000000 + CAUSE_EXCHANGEROUTINGERROR
CAUSE_CTICCMSIP483TOOMANYHOOPS	0X43000000 + CAUSE_EXCHANGEROUTINGERROR
CAUSE_CTICCMSIP484ADDRESSINCOMPLETE	0X44000000 + CAUSE_INVALIDNUMBERFORMAT
CAUSE_CTICCMSIP485AMBIGUOUS	0X45000000 + CAUSE_UNALLOCATEDNUMBER
CAUSE_CTICCMSIP486BUSYHERE	0X46000000 + CAUSE_USERBUSY
CAUSE_CTICCMSIP487REQUESTTERMINATED	0X47000000 + CAUSE_NORMALUNSPECIFIED
CAUSE_CTICCMSIP488NOTACCEPTABLEHERE	0X48000000 + CAUSE_NORMALUNSPECIFIED
CAUSE_CTICCMSIP491REQUESTPENDING	0X4B000000 + CAUSE_USERBUSY
CAUSE_CTICCMSIP493UNDECIPHERABLE	0X4D000000 + CAUSE_USERBUSY
CAUSE_CTICCMSIP500SERVERINTERNALERROR	0X54000000 + CAUSE_TEMPORARYFAILURE
CAUSE_CTICCMSIP501NOTIMPLEMENTED	0X55000000 + CAUSE_SERVOROPTNAVAILORIMPL
CAUSE_CTICCMSIP502BADGATEWAY	0X56000000 + CAUSE_NETOUTOFORDER
CAUSE_CTICCMSIP503SERVICEUNAVAILABLE	0X57000000 + CAUSE_TEMPORARYFAILURE
CAUSE_CTICCMSIP504SERVERTIMEOUT	0X58000000 + CAUSE_RECOVERYONTIMEREXPIRY
CAUSE_CTICCMSIP505SIPVERSIONNOTSUPPORTED	0X59000000 + CAUSE_INTERWORKINGUNSPECIFIED
CAUSE_CTICCMSIP513MESSAGETOOLARGE	0X5A000000 + CAUSE_INTERWORKINGUNSPECIFIED
CAUSE_CTICCMSIP600BUSYEVERYWHERE	0XA1000000 + CAUSE_USERBUSY
CAUSE_CTICCMSIP603DECLINE	0XA2000000 + CAUSE_CALLREJECTED

Cause code name	Cause code
CAUSE_CTICCMSIP604DOESNOTEXISTANYWHERE	0XA3000000 + CAUSE_UNALLOCATEDNUMBER
CAUSE_CTICCMSIP606NOTACCEPTABLE	0XA4000000 + CAUSE_NORMALUNSPECIFIED
CAUSE_CTICCMSIP200CALLCOMPLETEDELSEWHERE	0xA5000000 + NORMALUNSPECIFIED
CAUSE_CTICCMSIP503SERVICENOTAVAILABLE	0xA7000000 + SERVNOTAVAILUNSPECIFIED

Additional Troubleshooting Information

Viewing JTAPI Debug Output

To view JTAPI debug output, use the JTPREFS application to change the trace settings. The JTPREFS application allows you to enable or disable various kinds of tracing.

JTPREFS is installed in the %SystemRoot%\java\lib directory along with the JTAPI classes. Cisco JTAPI Preferences is installed by default in Program Files\JTAPITools.

To open the Cisco JTAPI Preferences utility, choose **Start > Programs > Cisco JTAPI > JTAPI Preferences**.

The following trace levels are defined:

- WARNING - warning events
- INFORMATIONAL - status events
- DEBUG - debugging events

If DEBUG is enabled, JTPREFS allows you to enable or disable various debugging levels.

The following debugging levels are defined:

- TAPI_DEBUGGING - to trace JTAPI methods and events
- TAPI_IMPLDEBUGGING - internal JTAPI implementation trace
- CTI_DEBUGGING - to trace Cisco Unified Communications Manager events that are sent to the JTAPI implementation
- CTIIMPL_DEBUGGING - internal CTICLIENT implementation trace
- PROTOCOL_DEBUGGING - full CTI protocol decoding
- MISC_DEBUGGING - miscellaneous low-level debug trace

Traces can be directed to a specific path and folder rather than to the application directory by default. The same trace folder could be used for successive or more than one simultaneous launch of JTAPI. Different launches of JTAPI would also send the traces to different folders. This allows simultaneous JTAPI instances to maintain independent trace destinations



Note Traces can be directed to a specific path and folder rather than to the application directory by default. The same trace folder could be used for successive or more than one simultaneous launch of JTAPI. Different launches of JTAPI would also send traces to different folders. This allows simultaneous JTAPI instances to maintain independent trace destinations. The application directory in this case is not that of the JTAPI client itself, but of the application that is integrating/using the JTAPI client.

Log Files for JTAPI Client Installer

In order to detect the error which might occur during the installation and uninstallation process, two log files will be generated. These files will be in the same location from which the installer is executed.

- ismpInstall.log – to track events during installation.
- ismpUninstall.log – to track events during uninstallation.

The error messages will contain the information about the wizard beans that were executed as a part of the install procedure and if there were any exceptions.

Troubleshooting Tips for ISMP Installer

SN	Problem Description	Cause	Solution
1	ISMP Uninstall does not remove the target directories installed.	Directory from which uninstaller is invoked.	The uninstaller needs to be invoked from at least one level above the install directory.
2	Proper language details are not displayed during installation	Locale Files not proper.	Please report this problem immediately to the support personnel to suggest the change or error in message.
3	Uninstaller/Installer throws error.	The JVM has been either removed or replaced with an incompatible version	The installer comes with a built in JVM which also gets installed if the target machine does not have a JVM. In case you face this error - manual removal of the files needs to be done.
4	Installer goes through fine, but the files have not been copied.	Permissions	Ensure that proper write permissions are there for the destination folder. This problem can occur on UNIX platforms.
5	Installer/Uninstaller throws exception or crashes during the installation process.	version name problem / folder name problem.	Refer to the log files generated to get an idea of which step caused the error.

SN	Problem Description	Cause	Solution
6	Upgrade does not show “upgrade” message during installation of an upgrade version.	.jtapiver.ini missing.	This file is where the current jtapi install details are located. If this is accidentally removed then, upgrade/reinstall will have display issues. In the case of an upgrade/reinstall or downgrade failure, the user will have to manually remove the files from the .jtapi/bin and .jtapi/lib folders and then try the installer in order to ensure proper installation during the next time.

Unable to Create Provider Directory Login Timeout

This error occurs when there is no authentication response from CTI for the ProviderOpenRequest. It could fail because of:

- LDAP connectivity problems
- Database delays
- The CTIManager being busy for some other reason and therefore unable to honor the request

The solution is that the application must try again. If the ProviderOpenRequest fails on repeated attempts, modify the ProviderOpenRequest.

