

Desktop: Cannot determine if DTMF is sent successfully

Problem Summary	You cannot determine if an attempt to send DTMF digits is successful.
Error Message	None
Possible Cause	N/A
Recommended Action	<ol style="list-style-type: none"> 1. Listen to the audio produced on the phone to determine if a DTMF message (tone) was successfully sent. 2. Verify that no error is displayed on the desktop after pressing a button on the keypad. 3. Check the Finesse server logs (under /opt/cisco/desktop/logs/webservices/) to see if an API request was successfully received. Look for a log line containing the strings "API_REQUEST" and "SEND_DTMF." Correlate this log statement with the user ID and time for which the keypad button was pressed.
Release	Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
Associated CDETS #	None