

## Legacy Supervisor

<b>Problem Summary</b>	If a 7.1(x) or earlier supervisor desktop initiates silent monitor when connected to a 7.2(1) CTI OS Server, an error occurs.
<b>Error Message</b>	Error Code = 0x00000015 Silent Monitor session failed. Please contact your system administrator.
<b>Possible Cause</b>	If an unsupported supervisor desktop initiates the silent monitor function when connected to a 7.2(1) CTI OS Server, an error occurs.
<b>Recommended Action</b>	The supervisor desktop also logs the error. 04/20/07 21:24:41.706 5972 SupervisorSoftphone Thd(5112) CSilentMonitorManager: : (UniqueObjectID:SilentMonitorManagerObject MessageID:eSilentMonitorStatusReportEvent MonitoredUniqueObjectID:agent.5000.102 StatusCode:21 SMSessionKey:101 TargetCILClientID:bmadison-5972-5112)
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.