

Legacy Supervisor

Problem Summary	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.
Error Message	Error Code = 0x00000015 Silent Monitor session failed. Please contact your system administrator.
Possible Cause	If an unsupported supervisor desktop initiates the silent monitor function when connected to a 7.2(1) CTI OS Server, an error occurs.
Recommended Action	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)
Release	Release 7.5(x)
Associated CDETS #	None.