

Snapshot Device Request causes error

Problem Summary	Snapshot Device Request fails with error
Error Message	PeripheralErrorCode=0x2799(10137)
Possible Cause	<p>Before Release 8.0, the OPC handled CSTASnapshotDevice requests by checking its internal memory for data on the target phone. The OPC responded with a CSTASnapshotDeviceConfEvent. However, the OPC could get out of synch and have inaccurate data in its internal memory.</p> <p>Release 8.0 changed this behavior by adding processing for CSTA_SNAPSHOT_DEVICE_REQ to the PIM. The OPC forwards CSTASnapshotDevice requests to the PIM. The PIM responds with the CSTA_SNAPSHOT_DEVICE_CONF message. The new behavior does not return any data unless an agent is signed in on the target phone.</p>
Recommended Action	Take the new behavior into account when using Snapshot Device Requests in your applications.
Release	Unified Contact Center Enterprise 8.0 and higher
Associated CDETS #	CSCui51440