

## PG Error Codes

The following errors are sent from the PG when silent monitor fails. These error codes are delivered in control failure events the (log files are displayed in the following sections).

Code	Description
13138	Silent monitor has not been enabled for the PG's JTAPI user. See the "Add PG User to Standard CTI Allow Call Monitor?" section of the CTI OS System Manager's Guide for details regarding the configuration of the PG's JTAPI user
13139	The agent's device does not support silent monitor. See the "Configuring CCM Based Silent Monitor" section of the CTI OS System Manager's Guide for details regarding the types of phones that support CCM based silent monitor.
13140	Mobile agents cannot be monitored using CCM based silent monitor. -- or -- CCM does not support silent monitor.
13141	The agent's device cannot be silent monitored because the device's built-in-bridge is disabled. See the "Enable "Built in Bridge" for the Agent's Device?" section of the CTI OS System Manager's Guide for details regarding the configuration of the device's Built in Bridge.
13142	The agent's device cannot be silent monitored because the monitoring call's search space does not include the agent's line. See the "Monitoring Calling Search Space" section of the CTI OS System Manager's Guide for details regarding the configuration of the monitoring calling search space.
13143	Silent monitor is not supported for mobile agents.
13144	Monitoring request has encountered error, please make sure that Built-In-Bridge is turned on and the phone has the monitoring capability. See the "Enable "Built in Bridge" for the Agent's Device?" section of the CTI OS System Manager's Guide for details regarding the configuration of the device's Built in Bridge.
13145	Monitoring request contains invalid agent's call ID. In order to diagnose this problem, analyze the logs for all IPCC components including the Supervisor Desktop. Ensure that the call to be silent monitored existed at the time the SuperviseCallRequest message was sent from the Supervisor Desktop.
13146	Monitoring request contains invalid field or invalid supervisor state. Check the validity of the fields in the CSTASuperviseCall request in the CTI Server log and the validity of the fields in the MsgSuperviseCall request in the JTAPI Gateway log.
13147	The call is not valid or it has already ended. Check the log files to determine if the call specified in the SuperviseCall request was a valid call at the time of the request.
13148	The call is not in the talking state. Check the log files to determine if the call specified in the SuperviseCall request was a valid call at the time of the request.