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Supervisor Desktop

Problem Summary	When silent monitor fails for any of the reasons described in the PG Error Codes table, the supervisor desktop displays the error number as well as text describing the error.
Error Message	IPCC Error [13144] Monitoring request has encountered an error, please make sure that Build-In-Bridge is turned on and the phone has monitoring capability
Possible Cause	None.
Recommended Action	This error occurs when a supervisor attempts to silent monitor an agent using a phone that does not support the silent monitor function.
Release	Release 7.5(x)
Associated CDETS #	None.

Supervisor Desktop Log

The error is also logged in the supervisor desktop log.

```
04/20/07 20:58:11.734 2560 SupervisorSoftphone Thd(3740) CCTiOsSession::OnEvent( eControlFailure
04/20/07 20:58:11.734 2560 SupervisorSoftphone Thd(3740) CCTiOsSession::OnEvent, (PeripheralID
PeripheralErrorCode:13144 AgentID:101 UniqueObjectID:agent.5000.101
MessageID:eControlFailureConf MessageType:eSuperviseCallRequest
ErrorMessage:IPCC Error [13144]Monitoring request has encountered error,
please make sure that Built-In-Bridge is turned on and the phone has the
monitoring capability FilterTarget:agent.5000.101
TargetCILClientID:VM3AGENT1-2560-3740)
```

CTI Server Log

The error is also logged in the CTI Server log.

```
20:53:23 cglA-ctisvr Trace: CSTAUniversalFailureConfEvent -
InvokeID=0x27000110Error=GENERIC_OPERATION
20:53:23 cglA-ctisvr Trace: PRIVATE_DATA - PeripheralErrorCode=0x3358(13144)
20:53:23 cglA-ctisvr Trace:
```

JTAPI Log

The JTAPI Gateway logs the error as well. When JTAPI logs the error, it only logs the last 3 digits. For example 13144 is logged as 144.

```
20:53:22 pglA-jgw1 Trace: ThreadSuperviseCall::SilentMonitorCall: Call to call[16786470].startMoni
```

Supervisor_Desktop

20:53:22 pglA-jgw1 Trace: MsgFailureConf: InvID: 197149365 Status: 144