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## Supervisor Desktop

<b>Problem Summary</b>	When silent monitor fails for any of the reasons described in the <a href="#">PG Error Codes</a> table, the supervisor desktop displays the error number as well as text describing the error.
<b>Error Message</b>	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
<b>Possible Cause</b>	None.
<b>Recommended Action</b>	This error occurs when a supervisor attempts to silent monitor an agent using a phone that does not support the silent monitor function.
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	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