

Troubleshooting JTAPI CCN Exceptions

<p>Problem Summary</p>	<p>A JTAPI CCN Exceptions is seen in MIVR logs during call processing. Most often this exception will be due to an issue in CTI/JTAPI and can be directly escalated to JTAPI/CTI teams without first escalating it to Unified CCX team. Below is a list of JTAPI/CTI exceptions that can be encountered during call processing and the possible resolutions for the same.</p>
<p>Error Message</p>	<p>A JTAPI Exception was seen in MIVR logs.</p>
<p>Possible Cause</p>	<p>A JTAPI Exception was seen in MIVR logs during call processing.</p>
<p>Recommended Action</p>	<p>Please check what the error code of the exception indicates and its the suggested resolution. A list of CTI error codes is also present at the end.</p> <p>CTIERR_UNSPECIFIED</p> <p>1. Description Unspecified error</p> <p>2. Causes This specifies any CTI error code that is not handled by JTAPI client. It could be a new CTI error that the JTAPI client is unaware of. It may also be that the JTAPI client being used is an old one.</p> <p>3. Resolutions Collect the MIVR logs, JTAPI trace and CTI Manager trace. This will help to detect what error code was received by JTAPI from CTI. To begin with, contact CCBU for further help if logs do not lead to root cause.</p> <p>CTIERR_TIMEOUT</p> <p>1. Description CTI request timed out for some reason.</p> <p>2. Causes This indicates that there was a timeout on one of the following: - JTAPI sent a request to CTI - CTI sent a request to JTAPI This could also be due to timing or performance issue on the client side.</p> <p>3. Resolutions Collect the MIVR logs, JTAPI trace and CTI Manager trace and contact CCBU for further help if logs do not lead to root cause.</p> <p>CTIERR_ILLEGAL_HANDLE</p> <p>1. Description Handle is unknown to the system</p> <p>2. Causes Possible causes are: When a call handle is no longer available. When some feature that is needed is turned off by CCM. When there are any performance issues on the client side.</p> <p>3. Resolutions Collect the MIVR logs, JTAPI trace and CTI Manager trace and contact CCBU for further help if logs do not lead to root cause.</p>

CTIERR_ILLEGAL_CALLSTATE

1. Description

Line is not in a legal state to invoke the command

2. Causes

An operation was performed on a call when the call was not in the correct state to handle it.

3. Resolutions

Collect the MIVR logs, JTAPI trace and CTI Manager trace and contact CCBU for further help if logs do not lead to root cause.

CTIERR_TRANSFERFAILED_DESTINATION_UNALLOCATED

1. Description

Attempt to transfer to a directory number that is not registered

2. Causes

Try to set up transfer without specifying the transfer destination for blind transfer.

3. Resolutions

Check if the destination is valid.

CTIERR_TRANSFERFAILED_DESTINATION_BUSY

1. Description

Attempt to transfer to a busy destination

2. Causes

Transfer to a busy destination

3. Resolutions

Check if destination was busy at that time and try to transfer again

CTIERR_TRANSFERFAILED

1. Description

Transfer failed

2. Causes

Probable cause is one of the call legs was hung up or disconnected from the far end. The calling party may have hung up or media establishment could have failed

3. Resolutions

Collect the JTAPI trace and CTI Manager trace. Contact IPCBU for further help if logs do not lead to root cause..

CTIERR_HOLDFAILED

1. Description

Hold was rejected by line control or call control

2. Causes

This indicates some problem on the CCM side. Could be related to timing or

Troubleshooting JTAPI_CCN_Exceptions

shared lines

3. Resolutions

Collect the JTAPI trace and CTI Manager trace and CCM logs. Contact IPCBU for further help if logs do not lead to root cause.

CTIERR_RETRIEVEFAILED

1. Description

Retrieve was rejected by line control or call control

2. Causes

This indicates some problem on the CCM side. Could be related to timing or shared lines or media establishment.

3. Resolutions

Collect the JTAPI trace and CTI Manager trace and CCM logs. Contact IPCBU for further help if logs do not lead to root cause.

CTIERR_ASSOCIATED_LINE_NOT_OPEN

1. Description

Command issued on a line that must be open

2. Causes

Mismatch between CTI manager and JTAPI. JTAPI thinks line is open when it is not. Normally, this should not happen.

3. Resolutions

Collect the JTAPI trace and CTI Manager trace and contact IPCBU for further help if logs do not lead to root cause.

CTIERR_REDIRECT_CALL_DOES_NOT_EXIST

1. Description

Attempt to redirect a call that does not exist or is no longer active

2. Causes

CCM lost the call. This could be because of a timing issue or performance issue or configuration issue. Could happen when supposing there are two JTAPI clients and if one of them redirects, the other gets this error.

3. Resolutions

Check the configuration to see if there is more than one JTAPI client. Collect the JTAPI trace and CTI Manager trace and contact IPCBU for further help if logs do not lead to root cause.

CTIERR_REDIRECT_ERR

1. Description

Internal error returned from call control

2. Causes

Redirect failed from CCM. Could be because of media mismatch or location mismatch

3. Resolutions

Collect the JTAPI trace and CTI Manager trace and CCM logs and contact IPCBU

for further help if logs do not lead to root cause.

CTIERR_REDIRECT_CALL_UNKNOWN_DESTINATION

1. Description

Attempt to redirect to an unknown destination

2. Causes

Destination may not be valid

3. Resolutions

Check if the destination is valid.

CTIERR_REDIRECT_CALL_DIGIT_ANALYSIS_TIMEOUT

1. Description

Internal error returned from call control

2. Causes

This indicated some problem on the CCM side.

3. Resolutions

Collect CCM logs and contact IPCBU for further help if logs do not lead to root cause.

CTIERR_REDIRECT_CALL_MEDIA_CONNECTION_FAILED

1. Description

Internal error returned from call control

2. Causes

Media couldn't be established

3. Resolutions

Collect the JTAPI trace and CTI Manager trace and CCM logs and contact IPCBU for further help if logs do not lead to root cause..

CTIERR_REDIRECT_CALL_ORIGINATOR_ABANDONED

1. Description

Far end hung up on the call being redirected

2. Causes

Far end hung up on the call being redirected

3. Resolutions

None

CTIERR_REDIRECT_CALL_UNKNOWN_PARTY

1. Description

Internal error returned from call control

2. Causes

Call redirected to unknown destination

3. Resolutions

Check if the destination is valid.

CTIERR_REDIRECT_CALL_INCOMPATIBLE_STATE

1. Description

Internal error returned from call control

2. Causes

This could be a problem on the CCM side

3. Resolutions

Collect CCM logs and contact IPCBU for further help if logs do not lead to root cause.

CTIERR_REDIRECT_CALL_UNKNOWN_ERROR

1. Description

Internal error returned from call control

2. Causes

This could be a problem on the CCM side

3. Resolutions

Collect CCM logs and contact IPCBU for further help if logs do not lead to root cause.

CTIERR_REDIRECT_CALL_DESTINATION_BUSY

1. Description

Redirect destination is busy

2. Causes

The redirect destination is busy.

3. Resolutions

Check if the destination was busy at that time and try again.

CTIERR_REDIRECT_CALL_DESTINATION_OUT_OF_ORDER

1. Description

Redirect destination is out of order

2. Causes

Redirect destination is out of order

3. Resolutions

Check if the destination is out of order.

CTIERR_TRANSFERFAILED_OUTSTANDING_TRANSFER

1. Description

Existing transfer is still in progress

2. Causes

Two applications issuing transfer at the same time. This shouldn't happen normally.

3. Resolutions

Collect the JTAPI trace and CTI Manager trace and CCM logs and contact IPCBU for further help if logs do not lead to root cause.

CTIERR_TRANSFERFAILED_CALLCONTROL_TIMEOUT

1. Description

Expected response from call control not received during a transfer

2. Causes

Timeout. Did not receive success or failure. This is a CTI error

3. Resolutions

Collect CTI Manager trace and CCM logs and contact IPCBU for further help if logs do not lead to root cause.

CTIERR_CALLHANDLE_UNKNOWN_TO_LINECONTROL

1. Description

Attempt to redirect call that was unknown to line control

2. Causes

Line /device are not registered.

3. Resolutions

Check if line/device is registered

CTIERR_INCOMPATIBLE_PROTOCOL_VERSION

1. Description

JTAPI and CTI versions are not compatible: CtiError Protocol version not supported

2. Causes

The JTAPI client and CTI may be incompatible.

3. Resolutions

Check for compatibility.

CTIERR_PROVIDER_NOT_OPEN

1. Description

Device List incomplete or Device List query timeout or Query aborted

2. Causes

This could be an issue with the CTI manager.

3. Resolutions

Restart client and CTI manager.

CTIERR_CFWALL_DESTN_INVALID

1. Description

Attempt to CFWALL to invalid destination

2. Causes

The CFWALL destination may be invalid

3. Resolutions

Check the configuration to see if the Call-Forward-All destination is valid.

CTIERR_DEVICE_OUT_OF_SERVICE

1. Description
Device is out of service
2. Causes
Phone or line is out of service
3. Resolutions
Check if the device is out of service.

CTIERR_ILLEGAL_DEVICE_TYPE

1. Description
Illegal Device Type
2. Causes
Certain special operations can be performed on certain devices only
3. Resolutions
None

CTIERR_CALL_REQUEST_ALREADY_OUTSTANDING

1. Description
Call Request already outstanding
2. Causes
Attempt to redirect when redirect is already in progress or try to record/monitor while recording or monitoring session already requested by application
3. Resolutions
Wait and try again.

CTIERR_CONSULT_CALL_FAILURE

1. Description
Consult Call Failure
2. Causes
Consult failed during Transfer/Conference scenario
3. Resolutions
Collect the JTAPI trace and CTI Manager trace and CCM logs to check why it failed and contact IPCBU for further help if logs do not lead to root cause.

CTIERR_DEVICE_SHUTTING_DOWN

1. Description
Device Shutting Down
2. Causes
This may be a phone issue
3. Resolutions
None

CTIERR_UNKNOWN_EXCEPTION

1. Description

CTI Unknown Exception

2. Causes

This could be an issue with CTI.

3. Resolutions

Collect the JTAPI trace and CTI Manager trace and CCM logs and contact IPCBU for further help if logs do not lead to root cause..

CTIERR_INVALID_LINE_HANDLE

1. Description

Attempt to do line operation on invalid line handle

2. Causes

This could be because of some mismatch in JTAPI and CTI.

3. Resolutions

Collect the JTAPI trace and CTI Manager trace and CCM logs and contact IPCBU for further help if logs do not lead to root cause.

CTIERR_OPERATION_NOT_ALLOWED

1. Description

Operation not allowed

2. Causes

The operation is not allowed on the line or the call. One of example is no feature allowed for Intercom call. You can not conference, transfer or redirect an Intercom call.

3. Resolutions

Do not issue the unsupported request

CTIERR_MEDIA_CAPABILITY_MISMATCH

1. Description

Device registration failed as device capability does not match with current device registration

2. Causes

This typically happens for dynamic media termination when second application tries to register device with different media capability.

3. Resolutions

Provide same capability that first application registered with.

CTIERR_LINE_OUT_OF_SERVICE

1. Description

Line out of service

2. Causes

Could be due to device reset

3. Resolutions

Wait for device/line to come in service

CTIERR_MAXCALL_LIMIT_REACHED

1. Description

Max number of allowed calls configured on the line has been reached.

2. Causes

Try to make call when there is already maximum calls available on the line

3. Resolutions

Wait until number of calls gets reduced.

CTIERR_REDIRECT_CALL_DOES_NOT_EXIST

1. Description

The original call does not exist during redirect operation

2. Causes

Original call dropped

3. Resolutions

Check JTAPI/CTI/CCM log, and see why original call dropped. It could be original call dropped normally, or could be some issue where call was not accepted promptly before redirect. Contact IPCBU for further help if logs do not lead to root cause.

CTIERR_PROVIDER_ALREADY_OPEN

1. Description

Attempt to reopen a provider

2. Causes

The provide is already open

3. Resolutions

Do not reopen the same provider

List of CTI Error Codes

TIMEOUT = 0x8CCC0001

NO_ACTIVE_DEVICE_FOR_THIRDPARTY = 0x8CCC0002

EXISTING_FIRSTPARTY = 0x8CCC0003

ILLEGAL_HANDLE = 0x8CCC0004

UNDEFINED_LINE = 0x8CCC0005

ILLEGAL_CALLINGPARTY = 0x8CCC0006

CALL_ALREADY_EXISTS = 0x8CCC0007

LINECONTROL_FAILURE = 0x8CCC0008

ILLEGAL_CALLSTATE = 0x8CCC0009

CALLHANDLE_NOTINCOMINGCALL = 0x8CCC000A

TRANSFERFAILED_DESTINATION_UNALLOCATED = 0x8CCC000B

TRANSFERFAILED_DESTINATION_BUSY = 0x8CCC000D

TRANSFERFAILED = 0x8CCC000E

HOLDFAILED = 0x8CCC000F

RETRIEVEFAILED = 0x8CCC0011

Troubleshooting JTAPI CCN Exceptions

DB_NO_MORE_DEVICES = 0x8CCC0012
DEVICE_ALREADY_REGISTERED = 0x8CCC0013
DB_ILLEGAL_DEVICE_TYPE = 0x8CCC0014
DB_ERROR = 0x8CCC0015
CANNOT_TERMINATE_MEDIA_ON_PHONE = 0x8CCC0016
CTIERR_CALL_MANAGER_NOT_AVAILABLE = 0x8CCC0017
CTIERR_ACCESS_TO_DEVICE_DENIED = 0x8CCC0018
UNKNOWN_GLOBAL_CALL_HANDLE = 0x8CCC0019
DEVICE_NOT_OPEN = 0x8CCC001A
ASSOCIATED_LINE_NOT_OPEN = 0x8CCC001B
SSAPI_NOT_REGISTERED = 0x8CCC001C
REDIRECT_CALL_DOES_NOT_EXIST = 0x8CCC001D
DEVICE_NOT_REGISTERED = 0x8CCC001E
DATA_SIZE_LIMIT_EXCEEDED = 0x8CCC001F
INVALID_RING_OPTION = 0x8CCC0020
CTIERR_APP_SOFTKEYS_ALREADY_CONTROLLED = 0x8CCC0021
CTIERR_INVALID_DEVICE_NAME = 0x8CCC0022
CTIERR_INFORMATION_NOT_AVAILABLE = 0x8CCC0023
CTIERR_MEDIA_RESOURCE_NAME_SIZE_EXCEEDED = 0x8CCC0024
CTIERR_APPLICATION_DATA_SIZE_EXCEEDED = 0x8CCC0025
CTIERR_INVALID_MEDIA_DEVICE = 0x8CCC0026
CTIERR_CLOSE_DELAY_NOT_SUPPORTED_WITH_REG_TYPE =
0x8CCC0027
REDIRECT_CALLINFO_ERR = 0x8CCC0030
REDIRECT_ERR = 0x8CCC0031
REDIRECT_CALL_CALL_TABLE_FULL = 0x8CCC0032
REDIRECT_CALL_PROTOCOL_ERROR = 0x8CCC0033
REDIRECT_CALL_UNKNOWN_DESTINATION = 0x8CCC0034
REDIRECT_CALL_DIGIT_ANALYSIS_TIMEOUT = 0x8CCC0035
REDIRECT_CALL_MEDIA_CONNECTION_FAILED = 0x8CCC0036
REDIRECT_CALL_PARTY_TABLE_FULL = 0x8CCC0037
REDIRECT_CALL_ORIGINATOR_ABANDONED = 0x8CCC0038
REDIRECT_CALL_UNKNOWN_PARTY = 0x8CCC0039
REDIRECT_CALL_INCOMPATIBLE_STATE = 0x8CCC003A
REDIRECT_CALL_PENDING_REDIRECT_TRANSACTION = 0x8CCC003B
REDIRECT_CALL_UNKNOWN_ERROR = 0x8CCC003C
REDIRECT_CALL_NORMAL_CLEARING = 0x8CCC003D
REDIRECT_CALL_UNRECOGNIZED_MANAGER = 0x8CCC003E
REDIRECT_CALL_DESTINATION_BUSY = 0x8CCC003F
REDIRECT_CALL_DESTINATION_OUT_OF_ORDER = 0x8CCC0040
CANNOT_OPEN_DEVICE = 0x8CCC0041
TRANSFERFAILED_OUTSTANDING_TRANSFER = 0x8CCC0042
TRANSFERFAILED_CALLCONTROL_TIMEOUT = 0x8CCC0043
CALLHANDLE_UNKNOWN_TO_LINECONTROL = 0x8CCC0044
OPERATION_NOT_AVAILABLE_IN_CURRENT_STATE = 0x8CCC0045
CONFERENCE_FULL = 0x8CCC0046
MAX_NUMBER_OF_CTI_CONNECTIONS_REACHED = 0x8CCC0047
CTIERR_CONSULTCALL_ALREADY_OUTSTANDING = 0x8CCC0048
CTIERR_NO_CONFERENCE_BRIDGE = 0x8CCC0049
TEMPORARY_FAILURE = 0x8CCC004F
INCOMPATIBLE_PROTOCOL_VERSION = 0x8CCC0050
UNRECOGNIZABLE_PDU = 0x8CCC0051
ILLEGAL_MESSAGE_FORMAT = 0x8CCC0052

Troubleshooting JTAPI CCN Exceptions

CTIERR_INCOMPATIBLE_AUTOINSTALL_PROTOCOL_VERSION = 0x8CCC0053
CTIERR_INVALID_MESSAGE_LENGTH = 0x8CCC0054
CTIERR_INVALID_MESSAGE_HEADER_INFO = 0x8CCC0055
CTIERR_MESSAGE_TOO_BIG = 0x8CCC0056
DIRECTORY_TEMPORARY_UNAVAILABLE = 0x8CCC005E
DIRECTORY_LOGIN_NOT_ALLOWED = 0x8CCC005F
DIRECTORY_LOGIN_FAILED = 0x8CCC0060
PROVIDER_NOT_OPEN = 0x8CCC0061
PROVIDER_ALREADY_OPEN = 0x8CCC0062
NOT_INITIALIZED = 0x8CCC0063
CLUSTER_LINK_FAILURE = 0x8CCC0064
LINE_INFO_DOES_NOT_EXIST = 0x8CCC0065
DIGIT_GENERATION_ALREADY_IN_PROGRESS = 0x8CCC0066
DIGIT_GENERATION_WRONG_CALL_HANDLE = 0x8CCC0067
DIGIT_GENERATION_WRONG_CALL_STATE = 0x8CCC0068
DIGIT_GENERATION_CALLSTATE_CHANGED = 0x8CCC0069
RETRIEVEFAILED_ACTIVE_CALL_ON_LINE = 0x8CCC0070
INVALID_LINE_HANDLE = 0x8CCC0071
LINE_NOT_PRIMARY = 0x8CCC0072
CFWDALL_ALREADY_SET = 0x8CCC0073
CFWDALL_DESTN_INVALID = 0x8CCC0074
CFWDALL_ALREADY_OFF = 0x8CCC0075
DEVICE_OUT_OF_SERVICE = 0x8CCC0077
MSGWAITING_DESTN_INVALID = 0x8CCC0078
DARES_INVALID_REQ_TYPE = 0x8CCC0079
CONFERENCE_FAILED = 0x8CCC007A
CONFERENCE_INVALID_PARTICIPANT = 0x8CCC007B
CONFERENCE_ALREADY_PRESENT = 0x8CCC007C
CONFERENCE_INACTIVE = 0x8CCC007D
TRANSFER_INACTIVE = 0x8CCC007E
CTIERR_REGISTER_FEATURE_ACTIVATION_FAILED = 0x8CCC007F
CTIERR_UNSUPPORTED_CALL_PARK_TYPE = 0x8CCC0080
CTIERR_CALL_UNPARK_FAILED = 0x8CCC0081
CTIERR_INVALID_PARK_DN = 0x8CCC0082
CTIERR_INVALID_PARK_REGISTRATION_HANDLE = 0x8CCC0083
CTIERR_INVALID_MONITOR_DN_TYPE = 0x8CCC0084
CTIERR_CALL_PARK_NO_DN = 0x8CCC0085
CTIERR_ILLEGAL_DEVICE_TYPE = 0x8CCC0086
CTIERR_CALL_REQUEST_ALREADY_OUTSTANDING = 0x8CCC0087
CTIERR_CONSULT_CALL_FAILURE = 0x8CCC0088
CTIERR_FEATURE_ALREADY_REGISTERED = 0x8CCC0089
CTIERR_STATION_SHUT_DOWN = 0x8CCC008A
CTIERR_INTERNAL_FAILURE = 0x8CCC0090
CTIERR_MEDIAREGISTRATIONTYPE_DO_NOT_MATCH = 0x8CCC0091
CTIERR_OPERATION_FAILED_QUIETCLEAR = 0x8CCC0092
CTIERR_FEATURE_DATA_REJECT = 0x8CCC0093
CTIERR_PRIMARY_CALL_DROPPED = 0x8CCC0094
CTIERR_INVALID_DTMFDIGITS = 0x8CCC0097
CTIERR_INCORRECT_MEDIA_CAPABILITY = 0x8CCC0098
COMMAND_NOT_IMPLEMENTED_ON_DEVICE = 0x8CCC0099
CTIERR_DEVICE_SHUTTING_DOWN = 0x8CCC009A
CTIERR_INVALID_MEDIA_RESOURCE_ID = 0x8CCC009B

Troubleshooting JTAPI CCN Exceptions

CTIERR_UNKNOWN_EXCEPTION = 0x8CCC009C
 CTIERR_OPERATION_NOT_ALLOWED = 0x8CCC009D
 CTIERR_INVALID_MEDIA_PARAMETER = 0x8CCC009E
 CTIERR_MEDIA_CAPABILITY_MISMATCH = 0x8CCC009F
 CTIERR_DEVICE_ALREADY_OPENED = 0x8CCC00A0
 CTIERR_DEVICE_NOT_OPENED_YET = 0x8CCC00A1
 CTIERR_MEDIA_ALREADY_TERMINATED_NONE = 0x8CCC00A2
 CTIERR_MEDIA_ALREADY_TERMINATED_STATIC = 0x8CCC00A3
 CTIERR_MEDIA_ALREADY_TERMINATED_DYNAMIC = 0x8CCC00A4
 CTIERR_OWNER_NOT_ALIVE = 0x8CCC00A5
 CTIERR_RESOURCE_NOT_AVAILABLE = 0x8CCC00B0
 CTIERR_CONFERENCE_ALREADY_EXISTED = 0x8CCC00B1
 CTIERR_CONFERENCE_NOT_EXISTED = 0x8CCC00B2
 CTIERR_CALL_NOT_EXISTED = 0x8CCC00B3
 CTIERR_INVALID_PARAMETER = 0x8CCC00B4
 CTIERR_MORE_ACTIVE_CALLS_THAN_RESERVED = 0x8CCC00B5
 CTIERR_INVALID_RESOURCE_TYPE = 0x8CCC00B6
 CTIERR_DUPLICATE_CALL_REFERENCE = 0x8CCC00B7
 CTIERR_NOT_PRESERVED_CALL = 0x8CCC00B8
 CTIERR_NO_EXISTING_CONFERENCE = 0x8CCC00B9
 CTIERR_NO_RESPONSE_FROM_MP = 0x8CCC00BA
 CTIERR_SYSTEM_ERROR = 0x8CCC00BB
 CTIERR_REGISTER_FEATURE_PROVIDER_NOT_REGISTERED =
 0x8CCC00BC
 CTIERR_REGISTER_FEATURE_APP_ALREADY_REGISTERED =
 0x8CCC00BD
 CTIERR_PENDING_ACCEPT_OR_ANSWER_REQUEST = 0x8CCC00C0
 CTIERR_INVALID_MEDIA_PROCESS = 0x8CCC00C1
 CTIERR_CAPABILITIES_DO_NOT_MATCH = 0x8CCC00C2
 CTIERR_DEVICE_OWNER_ALIVE_TIMER_STARTED = 0x8CCC00C3
 CTIERR_MAXCALL_LIMIT_REACHED = 0x8CCC00C4
 CTIERR_CTIHANDLER_PROCESS_CREATION_FAILED = 0x8CCC00C5
 CTIERR_REDIRECT_UNAUTHORIZED_COMMAND_USAGE =
 0x8CCC00C7
 CTIERR_NO_EXISTING_CALLS = 0x8CCC00C8
 CTIERR_FAC_CMC_REASON_FAC_NEEDED = 0x8CCC00CA
 CTIERR_FAC_CMC_REASON_CMC_NEEDED = 0x8CCC00CB
 CTIERR_FAC_CMC_REASON_FAC_CMC_NEEDED = 0x8CCC00CC
 CTIERR_FAC_CMC_REASON_FAC_INVALID = 0x8CCC00CD
 CTIERR_FAC_CMC_REASON_CMC_INVALID = 0x8CCC00CE
 CTIERR_PATH_REPLACEMENT_INPROGRESS = 0x8CCC00CF
 PROVIDER_CLOSED = 0xDEADBEEF
 PROTOCOL_TIMEOUT = 0xBEEFBEEF
 SERVER_SHUTDOWN = 0x8DDD0001
 UNSPECIFIED_ERROR = 0x8DDD0002
 HANDLE_ALREADY_OPEN = 0x8DDD0003
 INVALID_HANDLE = 0x8DDD0004
 INVALID_REQUEST = 0x8DDD0005
 DESTINATION_UNKNOWN = 0x8EEE0001
 DESTINATION_BUSY = 0x8EEE0002
 INVALID_PARAMETER = 0x90000000

Release

Release 7.0(1) onwards

Troubleshooting_JTAPI_CCN_Exceptions

Associated CDETS #	NA
-------------------------------	----