

## Troubleshooting JTAPI CCN Exceptions

<p><b>Problem Summary</b></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><b>Error Message</b></p>	<p>A JTAPI Exception was seen in MIVR logs.</p>
<p><b>Possible Cause</b></p>	<p>A JTAPI Exception was seen in MIVR logs during call processing.</p>
<p><b>Recommended Action</b></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><b>CTIERR_UNSPECIFIED</b></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><b>CTIERR_TIMEOUT</b></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><b>CTIERR_ILLEGAL_HANDLE</b></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

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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

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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

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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

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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

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<b>Associated CDETS #</b>	NA
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