



Avaya Aura™ Communication Manager Denial Events

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Denial Events

Denial Events are logged in the Communication Manager denial event log. The denial event log is accessed using the SAT command **display events** and entering **denial** in the **Category** field.

The following tables define and explain the information listed on the Events Report form. The Event Type tables are grouped by denial event category and denial event number. The Event Tables list:

- The number that identifies the Event Type. If the Event Type number defines different denial events in different Communication Manager releases, that information is also listed. See [Table 2: Denial Event types and ranges](#) on page 9.
- Event Description text as it appears on the Events Report.
- An explanation of why the event was generated.
- Type of data in **Event Data 1** and **Event Data 2** fields for each applicable Event Type, when this information is available. See [Event Data](#) on page 10.

To view denial events, use:

- **display events** (Enter **denial** in the **Category** field)
- **list trace station**
- **list trace TAC**

Enter **list trace** to see any available Calling Party Number and Calling Party Name associated with call setup.

Acronyms

[Table 1: Acronyms](#) contains a list of acronyms used in the denial events tables and their explanations.

Table 1: Acronyms 1 of 4

Acronym	Meaning
ACD	Automatic Call Distribution
ACTGA	Attendant Control of Trunk Group Active. Allows an attendant to take control of a trunk group.
	1 of 4

Table 1: Acronyms 2 of 4

Acronym	Meaning
ACW	After Call Work
ANI	Automatic Number Identification
ARS	Automatic Route Selection
AVC	Adhoc Video Conference
BCC	Bearer Capability Class
BW	BandWidth
CAS	Centralized Attendant Service
CDR	Call Detail Recording
CO	Central Office
CP	Call Processing
DAC	Dial Access Code
DCS	Distributed Communication System
DDD	Direct Dialed Destination
DEXT	Data Extension
DPM	Dial Plan Manager
DSP	Digital Signal Processor
DTGS	Direct Trunk Group Selection. These are special keys on an attendant console that allow the attendant to seize a trunk with just one button push instead of having to dial a Trunk Access Code
DTMF	Dual-tone Multi-Frequency
EAS	Expert Agent Selection
EMMC	Expanded Meet-Me Conference
EPT	Endpoint
FAC	Feature Access Code
FIPN	Fujitsu Intelligent Private Network
FX	Foreign Exchange. Same as CO, but distant from the local area.
GCO	General Central Office
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Table 1: Acronyms 3 of 4

Acronym	Meaning
GRJ	Gatekeeper ReJect
GRQ	Gatekeeper ReQuest
IE	Information Element
IGAR	Inter-Gateway Alternate Routing
LAGT	Logical Agent
MASI	Multi-media Application Server Interface
MF	Multi-Frequency
NCA-TSC	Non-Call Associated - Temporary Signaling Connection
NR	Network Region
OOS	Out Of Service
PASTE	PC Application Software Exchange
PMS	Property Management System
PNT	Public Network Trunk (?)
PSA	Personal Station Access
PTT	Post, Telephone and Telegraph Administration. Governmental organization that provides postal, telephone, and telecommunications services in most foreign countries.
RLT	Release Link Trunk
RRJ	Registration ReJect
SBS	Separation of Bearer and Signaling
SCC	Switch Classified Call
SCCAN	Seamless Converged Communications Across Networks
SSC	Station Security Code
TAAS	Trunk Answer from Any Station
TDM	Time Division Multiplex
TRK/PCOL	Trunk/Personal Central Office Line
TT	Touch Tone
	3 of 4

Table 1: Acronyms 4 of 4

Acronym	Meaning
TTR	Touch Tone Receiver
UDP	Uniform Dial Plan
VC	Voice Conditioner
VDN	Vector Directory Number
WSS	Wireless Subscriber System
	4 of 4

Event Type number ranges

Event Type number ranges help define the type and source of the denial event, as listed in [Table 2: Denial Event types and ranges](#). Some numbers are placeholders and have no assigned denial event.

Table 2: Denial Event types and ranges 1 of 2

Number range	Type/source of denial event	Reference
0 - 499	Call Processing Vector events	Avaya Aura™ Call Center 5.2 Call Vectoring and Expert Agent selection (EAS) Reference, 07-300186.
500 - 999	Group Manager Vector events	Avaya Aura™ Call Center 5.2 Call Vectoring and Expert Agent selection (EAS) Reference, 07-300186.
1000 - 2299	Call Process	Table 12: Call Process denial events (1001 - 1172) on page 61.
• 1000 - 1299	Call Process, reorder	Table 12: Call Process denial events (1001 - 1172) on page 61 and Table 14: Call Process denial events (1225 - 1899) on page 76.
• 1164, 1167, 1173 - 1224	Call Process, ISDN, IP, SIP	Table 13: ISDN, IP, and SIP-generated denial events (1173 - 1224) on page 73.
• 1300 - 1899	Call Process, intercept	Table 14: Call Process denial events (1225 - 1899) on page 76.
• 1900 - 1906	User Manager process	Table 15: User Manager denial events (1900 - 1906) on page 111.
• 1907 - 2079	IP	Table 16: IP Denial Events (1907 - 2020) on page 111.
• 2021-2299	Call Process	Table 17: Call Process denial events (2021 - 2299) on page 121.
2300 - 2399	Connection Manager process	Table 18: Connection Manager denial events (2300 - 2399) on page 140.
2400 - 2499	Dial Plan Manager process	Table 19: Dial Plan Manager denial events (2400 - 2406) on page 144.
3000 - 3099	Data Manager process	Table 20: Data Manager Denial Events (3001 - 3004) on page 144.
3101 - 3200	Dial Access Plan process	Table 21: Dial Access Plan denial events (3101 - 3199) on page 145.
3201 - 3299	Meetme Conference process	Table 22: Meet Me Conference denial events (3201 - 3299) on page 145.
3300 - 3399	LSP process	Table 23: LSP denial events (3300 - 3399).
3400 - 3499	Data Error (corruption) process	Table 24: Data Error denial events (3400 - 3499) on page 147.
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Table 2: Denial Event types and ranges 2 of 2

Number range	Type/source of denial event	Reference
3500 - 3599	Contact Closure process	Table 25: Contact Closure denial events (3501 - 3503) on page 149.
3600 - 3604	ESS process	Table 26: ESS denial events (3600 - 3604) on page 150.
3700 - 3799	User Manager	Table 27: User Manager denial events (3700 - 3701) on page 150
5000 - 5003	Call Processing	Table 28: Call processing denial events (5000 - 5003) on page 152
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Event Data

Use Event Data information to isolate mistranslation and/or mismatched provisioning.

Event Data might contain the information for:

- Internal User ID (UID) of a component involved in the call (station, IP User, gatekeeper)
- Product ID
- Object ID
- IP Address
- Extension
- IP Address involved in the call
- TTI State
- Numeric reason code explained in the tables in this chapter
- Numeric code showing the Cause Value, Cause Value Diagnostic, and Location Code for the event. See [Cause Values and their meanings/interpretations](#).

Cause Values and their meanings/interpretations

Event Data 2 sometimes contains data that represents the Cause Value (CV) (required), Cause Value Diagnostic (DIAG) (optional), Location Code (LC) (optional) from the denial event. This information (DIAG/LOC/CV) is coded as a 32 bit hexadecimal number, divided into 8-bit fields.

- The least significant (right most) two digits are the Cause Value in hexadecimal.
- The next two digits to the left are the Location Code (optional) in hexadecimal. See [Table 6: Location Code definitions](#) on page 13.
- The next two digits to the left are the Diagnostic Code (optional) in hexadecimal.
- The most significant (left most) two digits are not used.

See [Table 3: Event Data 2 layout](#).

Table 3: Event Data 2 layout

8 bits	8 bits	8 bits	8 bits
NOT USED	Diagnostic Code (DIAG) (optional)	Zero + Location Code in lower 4 bits (LOC) (optional)	Cause Value (CV) (required)

Interpreting Event Data 2 Cause Value information

The following example displays Denial Event 1178 with Event Data 1 and Event Data 2.

display events denial					Page 1 of 1	
EVENTS REPORT						
Event Type	Event Description	Event Data 1	Event Data 2	First Occur	Last Occur	Evnt Cnt
1178	Normal Call Clearing	0x64	0x429	01/09/09:53	01/09/09:53	1

1. Event Data 2 value, 0x429, conveys the following information:
 - 0x29 is the Cause Value.
 - 0x4 is the Location Code.
 - 0x00 is the Diagnostic Code (not provided for this denial event).
2. Convert the hexadecimal number provided in Event Data 2 to three binary numbers: put a 1 in the appropriate binary number positions that add up to the value of the number.

Each binary number consists of eight bits. See [Table 4: Event Data 2 conversion example](#) on page 12 for an example of the hexadecimal number 0x429, and

Denial Events

[Table 5: Hexadecimal, decimal, and binary equivalents](#) on page 13 for the binary equivalents for individual digits.

3. Add up the decimal weights that have a 1 for each of the 8 bit segments.
 - Convert Cause Value 0x29 to decimal and find the sum.
Cause Value (Bits 1 - 8): $1 + 8 + 32 = 41$. This is Cause Value 41.
 - Convert Location Code 0x4 to decimal and find the sum.
Location Code (Bits 9 - 16): $4 = 4$. This is Location Code 4.
 - Convert Diagnostic Value 0x00 (Bits 17 - 24): $0 = 0$.
Diagnostic Code is 0, not provided for this example denial event.
4. Use the information to find an explanation of the Data Event 2 information.
 - Cause Value 41 = Temporary Failure. See [Cause Values](#) on page 17.
 - Location Code 4 = Remote Network/Public Network Serving Remote User (the Local Exchange Carrier at the far end of the call). See [Table 6: Location Code definitions](#) on page 13.

Table 4: Event Data 2 conversion example

Diagnostic Code								Location Code								Cause Value							
Event Data 2																							
0				0				0				4				2				9			
Binary number																							
	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	1
Decimal weight of each digit position																							
8	4	2	1	8	4	2	1	8	4	2	1	8	4	2	1	8	4	2	1	8	4	2	1
Decimal weight of the binary positions for each eight-bit field																							
128	64	32	16	8	4	2	1	128	64	32	16	8	4	2	1	128	64	32	16	8	4	2	1
Bit position																							
24	23	22	21	20	19	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1

Table 5: Hexadecimal, decimal, and binary equivalents

HEX	Decimal	Binary	Hex	Decimal	Binary
0	0	0000	8	8	1000
1	1	0001	9	9	1001
2	2	0010	A	10	1010
3	3	0011	B	11	1011
4	4	0100	C	12	1100
5	5	0101	D	13	1101
6	6	0110	E	14	1110
7	7	0111	F	15	1111

See [Table 13: ISDN, IP, and SIP-generated denial events \(1173 - 1224\)](#) on page 73 for the Denial Events that show Cause Value information (Cause Value, Location Code, and Diagnostic Code) in Event Data 2 fields.

Location Codes

Use the location information of Event Data 2 to identify where in the network the called number failed to be recognized, and from where the Cause Value originated. See [Table 6: Location Code definitions](#).

Table 6: Location Code definitions 1 of 2

Location Code	Definition
0	User
1	Private Network Serving Local User. The Local PBX or phone system on the Called Party premise
2	Public Network serving the Local User (the CO to which the PBX is directly connected).
3	Transit network. For example, the long distance network to which the call was passed by the LEC.
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Table 6: Location Code definitions 2 of 2

Location Code	Definition
4	Public Network Serving Remote User (the Local Exchange Carrier (LEC) at the far end of the call).
5	Private Network Serving Remote User (the remote PBX or phone system on the Called Party premises).
7	International.
A	Network beyond inter-networking point.
2 of 2	

Transmission Protocols

The meaning of the Denial Event Data information differs depending on the type of protocol used for the call. The transmission protocol for the system is defined on the DS1 screen ([add/change/display ds1 location](#)) by:

- The numeric country code value in the **Protocol** field - sets the country protocol.
- The letter value for the protocol version in the **Protocol Version** field.

See [Table 7: Country Codes and Transmission Protocols](#).

Table 7: Country Codes and Transmission Protocols 1 of 3

Country Code – Protocol Version	Country	Protocol Supported	B-Channel Maint. Message	Inter-working Message
1-a	US-Canada	AT&T TR 41449 / 41459	SERVICE	PROGRESS
1-b	US	Bellcore TR1268; NIUF.302; ANSI T1.607	RESTART	PROGRESS
1-c	US-Canada	Nortel A211 AT&T TR 4449/41459 (with Layer 3 timers adjusted)	SERVICE	PROGRESS
1-d	US	Bellcore TR3268	SERVICE	PROGRESS
2	Australia	AUSTEL TS014.1; Telcom Australia TPH 1856	RESTART	PROGRESS
3	Japan	NTT INS-NET	RESTART	ALERTING
1 of 3				

Table 7: Country Codes and Transmission Protocols 2 of 3

Country Code – Protocol Version	Country	Protocol Supported	B-Channel Maint. Message	Inter-working Message
4	Italy	ETS 300 102	RESTART	PROGRESS
5	Netherlands	ETS 300 102	RESTART	PROGRESS
6	Singapore	ETS 300 102	RESTART	PROGRESS
7	Mexico	ETS 300 102	RESTART	PROGRESS
8	Belgium	ETS 300 102	RESTART	ALERTING
9	Saudi Arabia	ETS 300 102	RESTART	PROGRESS
10-a	UK	ETS 300 102 (Connect to DASS II/DPNSS through external converter)	RESTART	PROGRESS
10-b	UK	ETS 300 102 (Mercury) British Telecom ISDN 30	NONE	ALERTING
11	Spain	Telefonica ISDN Spec	RESTART	PROGRESS
12-a	France	VN4 (French National PRI)	NONE	ALERTING
12-b	France	Modified ETS 300 102 according to P10-20 (Euronumeris)	NONE	ALERTING
13-a	Germany	FTZ 1 TR 6 (German National PRI)	NONE	ALERTING
13-b	Germany	ETS 300 102	RESTART	ALERTING
14	Czech Republic / Slovakia	ETS 300 102	RESTART	PROGRESS
15	RUSSIA (CIS)	ETS 300 102	RESTART	PROGRESS
16	Argentina	ETS 300 102	RESTART	PROGRESS
17	Greece	ETS 300 102	RESTART	PROGRESS
18	China	ETS 300 102	RESTART	PROGRESS
19	Hong Kong	ETS 300 102	RESTART	PROGRESS
20	Thailand	ETS 300 102	RESTART	PROGRESS
21	Macedonia	ETS 300 102	RESTART	PROGRESS
2 of 3				

Table 7: Country Codes and Transmission Protocols 3 of 3

Country Code – Protocol Version	Country	Protocol Supported	B-Channel Maint. Message	Inter-working Message
22	Poland	ETS 300 102	RESTART	PROGRESS
23	Brazil	ETS 300 102	RESTART	PROGRESS
ETSI-a	Europe, etc.	ETS 300 102	RESTART	PROGRESS
ETSI-b		ETS 300 102	NONE	PROGRESS
QSIG	Private network	ETS 300 102	RESTART	PROGRESS
				3 of 3

Cause Values

The Event Data 2 field on the **display events** screen sometimes contains Cause Value information (DIAG/LOC/CV). Use this information to identify the Cause Value for each denial event. The following information lists classes of Cause Values, their meaning and interpretations, and associated translations.

See [Table 13: ISDN, IP, and SIP-generated denial events \(1173 - 1224\)](#) on page 73 for the Denial Events that show Cause Value information (Cause Value, Location Code, and Diagnostic Code) in Event Data 2 fields.

Cause Value Classes

Table 8: Cause Value Classes and Ranges 1 of 2

Number range	Cause Value Class
empty to 33	Normal Class Cause Values on page 17
• 12, 14, 15, 24	unassigned
34 to 48	Resource Unavailable Class Cause Values on page 31
• 36, 48	unassigned
49 to 64	Service or Option not Available Class Cause Values on page 35
• 55, 60, 64	unassigned
65 to 80	Service or Option not Implemented Class Cause Values on page 42
• 67, 68, 71-78, 80	unassigned
1 of 2	

Table 8: Cause Value Classes and Ranges 2 of 2

Number range	Cause Value Class
81 to 95	Invalid Message Class Cause Values on page 45
• 92-94	unassigned
96 to 127	Protocol Error Class Cause Values on page 49
• 104-109, 116-126	unassigned
2 of 2	

Cause Values

Normal Class Cause Values

Cause Value (empty)

[] -
Normal call clearing (1TR6: AT&T ISDN Protocol)

The call was disconnected normally by either end hanging up.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Cause Value 00

[0x0/0x80] -
Normal disconnect

The call was disconnected normally by either end hanging up. Most equipment uses [Cause Value 16](#) to report normal disconnect.

Cause Value 01

[0x1/0x81] -
Unassigned (Unallocated number)/
Invalid Call Reference Value (CRV) (1TR6: AT&T ISDN Protocol)

The call could not be completed because the number requested in the SETUP message is not assigned/allocated by the ISDN network.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

See also [Cause Value 22](#) on page 27 and [Cause Value 56](#) on page 38.

Troubleshooting

- Check the numbers sent to see if any prefixes or service values that were needed to access the network were not sent.
- Check the Cause Value Information Element (LOC). See [Location Codes](#) on page 13.
- Check Communication Manager administration.
 - Dial-plan/Location: The home NPA is administered incorrectly, causing incorrect code conversion.
 - IXC: The IXC matching pattern is administered incorrectly or not at all on the dial-plan, causing incorrect IXC manipulation.
 - AAR/ARS digit conversion: The wrong digit string substitution is being made. The call is being routed into the wrong network and over the wrong route pattern. Further conversion is needed, but the dial string is restricted from further conversion.
 - AAR/ARS digit analysis: Call type is incorrect for the call being made specifying the wrong type of number and/or number plan information, or it is preventing code conversion from taking place. Call is being routed to the incorrect route pattern where the incorrect digit manipulation and/or code conversion is taking place.
 - ARS toll analysis: Toll/no toll classification is incorrect, causing incorrect code conversion at the route pattern.
 - Route pattern: Incorrect code conversion due to wrong entries in NPA, prefix mark, and toll list/prefix mark fields. Deleting the wrong number of digits or inserting the wrong digits. Failing to strip IXC or international code digits, stripping a user-dialed IXC code, or IXC forcing the call to the wrong interexchange carrier.
 - Trunk Group: The incorrect service or feature is specified for the call being made on a CBC trunk group preference. The number format is being changed to a format incorrect for the call type.

Cause Value 02

[0x2/0x82] -

No route to specified transit network/

Calling party off hold (5ESS: 5 Electronic Switching System)

The ISDN service provider's equipment cannot route the call through the specified network. The network either does not exist or is not compatible with the ISDN service provider's equipment.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network.
- Send a more generic Cause Value through the network.

Because this Cause Value has only local significance, on tandem calls Communication Manager might map it to [Cause Value 31](#) instead of passing it back through the network.

Troubleshooting

- Check the diagnostic information (DIAG) for the transit network identity of the unreachable network. See [Cause Values and their meanings/interpretations](#) on page 11.
- Check the numbers sent for any missing prefixes or service values that were needed to access the network.
- Check that the call type (data, voice, fax) can be routed between the ISDN networks serving both ends of the call.
- Check that the bearer capabilities of the call are acceptable to the ISDN network serving both ends of the call.
- Check the Cause Value Information Element (LOC). See [Location Codes](#) on page 13.
- Check Communication Manager administration.
 - AAR/ARS digit analysis: Call type is incorrect for the call being made specifying the wrong type of number and/or number plan information, or it is preventing code conversion from taking place. Call is being routed to the incorrect route pattern where the incorrect digit manipulation and/or code conversion is taking place.
 - Route pattern: Incorrect digits or IXC were inserted. Incorrect number of digits were deleted. An incorrect **ITC** and/or **BCIE** were specified, affecting the SETUP message bearer capability encoding. An incorrect service or feature was specified for the preference. The number format specified is wrong for the call type.
 - The ITC administered on the originating endpoint might be incorrect for this call.
 - Incorrect data speed option is set in the BRI device, causing a call from a BRI endpoint tandeming through Communication Manager to create a SETUP message with the wrong bearer capability.

Cause Value 03

[0x3/0x83] -

No route to destination/

Calling party dropped while on hold (5ESS: 5 Electronic Switching System)/

Bearer service not implemented (1TR6: AT&T ISDN Protocol)

The ISDN service provider cannot route the call to the indicated destination. Communication Manager does not originate Cause Value 03.

Troubleshooting

- Check the numbers sent for any missing prefixes or service values that were needed to access the network.
- Check the Cause Value Information Element (LOC). See [Location Codes](#) on page 13.
- Check Communication Manager administration.
 - Dial-plan/Location: The home NPA is administered incorrectly, causing incorrect code conversion.

Denial Events

- IXC: The IXC matching pattern is administered incorrectly or not at all on the dial-plan, causing incorrect IXC manipulation.
- AAR/ARS digit conversion: The wrong digit string substitution is being made. The call is being routed into the wrong network and over the wrong route pattern. Further conversion is needed but the dial string is restricted from further conversion.
- AAR/ARS digit analysis: Call type is incorrect for the call being made specifying the wrong type of number and/or number plan information, or it is preventing code conversion from taking place. Call is being routed to the incorrect route pattern where the incorrect digit manipulation and/or code conversion is taking place.
- ARS toll analysis: Toll/no toll classification is incorrect, causing incorrect code conversion at the route pattern.
- Route pattern: Incorrect code conversion due to wrong entries in NPA, prefix mark, and toll list/prefix mark fields. Deleting the wrong number of digits or inserting the wrong digits. Failing to strip IXC or international code digits, stripping a user-dialed IXC code, or IXC forcing the call to the wrong interexchange carrier. Number format changed to a format incorrect for the call type. The incorrect service or feature is specified for the call being made on a CBC trunk group preference.

Cause Value 04

[0x4/0x84] -

Send special information tone/

Vacant Code (NI-2: National ISDN 2)

Cause Value 04 indicates the remote number that was dialed could not be reached.

Cause Value 04 (NI-2) indicates that the destination requested by the calling party cannot be reached because the Numbering Plan Area (NPA) or Central Office (CO) code is vacant (unassigned).

Troubleshooting

- Check the numbers sent for any missing prefixes or service values that were needed to access the network.
- Check the Cause Value Information Element (LOC). See [Location Codes](#) on page 13.
- Check Communication Manager administration.
 - Dial-plan/Location: The home NPA is administered incorrectly, causing incorrect code conversion.
 - IXC: The IXC matching pattern is administered incorrectly or not at all on the dial-plan, causing incorrect IXC manipulation.
 - AAR/ARS digit conversion: The wrong digit string substitution is being made. The call is being routed into the wrong network and over the wrong route pattern. Further conversion is needed but the dial string is restricted from further conversion.

- AAR/ARS digit analysis: Call type is incorrect for the call being made specifying the wrong type of number and/or number plan information, or it is preventing code conversion from taking place. Call is being routed to the incorrect route pattern where the incorrect digit manipulation and/or code conversion is taking place. An incorrect service or feature is specified for the call being made on a CBC trunk group preference. Changing the Number format to a format incorrect for the call type.
- ARS toll analysis: Toll/no toll classification is incorrect, causing incorrect code conversion at the route pattern.
- Route pattern: Incorrect code conversion due to wrong entries in NPA, prefix mark, and toll list/prefix mark fields. Deleting the wrong number of digits or inserting the wrong digits. Failing to strip IXC or international code digits, stripping a user-dialed IXC code, or IXC forcing the call to the wrong interexchange carrier.

Cause Value 05

[0x5/0x85] -

Misdialed trunk prefix

The remote number that was dialed could not be reached.

Troubleshooting

- Check the numbers sent for any missing prefixes or service values that were needed to access the network.
- Check the Cause Value Information Element (LOC). See [Location Codes](#) on page 13.
- Check Communication Manager administration.
 - Dial-plan/Location: The home NPA is administered incorrectly, causing incorrect code conversion.
 - IXC: The IXC matching pattern is administered incorrectly or not at all on the dial-plan, causing incorrect IXC manipulation.
 - AAR/ARS digit conversion: The wrong digit string substitution is being made. The call is being routed into the wrong network and over the wrong route pattern. Further conversion is needed but the dial string is restricted from further conversion.
 - AAR/ARS digit analysis: Call type is incorrect for the call being made specifying the wrong type of number and/or number plan information, or it is preventing code conversion from taking place. Call is being routed to the incorrect route pattern where the incorrect digit manipulation and/or code conversion is taking place.
 - ARS toll analysis: Toll/no toll classification is incorrect, causing incorrect code conversion at the route pattern.
 - Route pattern: Incorrect code conversion due to wrong entries in NPA, prefix mark, and toll list/prefix mark fields. Deleting the wrong number of digits or inserting the wrong digits. Failing to strip IXC or international code digits, stripping a user-dialed IXC code, or IXC forcing the call to the wrong interexchange carrier.

Denial Events

- AAR/ARS digit analysis: Call type is incorrect for the call being made specifying the wrong type of number and/or number plan information, or it is preventing code conversion from taking place. An incorrect service or feature is specified for the call being made on a CBC trunk group preference. Changing the Number format to a format incorrect for the call type.

Cause Value 06

[0x6/0x86] - Channel Unacceptable

The call attempt failed because the requested channel is not acceptable to the ISDN service provider.

Troubleshooting

- Check Communication Manager administration.
- B-Channels might be assigned off a T1/E1 into a trunk group that are not available for service from the remote end. Contact the ISDN service provider to find out which B-Channels can be used.

Cause Value 07

[0x7/0x87] - Call awarded and being delivered in an established channel/ Call identity does not exist (1TR6: AT&T ISDN Protocol)

Cause Value 07 indicates that a new incoming call is being established and is being connected on a channel that has previously been connected to the same user for similar type calls.

Cause Value 07 (1TR6) indicates that a call resume has been attempted for a call with an identity different from any currently suspended calls.

Not an option for ISDN D-channels.

Cause Value 08

[0x8/0x88] - Preemption/ Prefix 0 dialed in error (NI-2: National ISDN 2)/ Call identity in use (1TR6: AT&T ISDN Protocol)/ Call is proceeding (NI-1: National ISDN 1)

Cause Value 08 For Autovon switching networks, the call attempt was blocked by a call with a higher priority.

Cause Value 08 (NI-2) indicates that the network does not want to receive the prefix digit 0 as part of the digit string in the CALLED PARTY NUMBER.

Cause Value 08 (1TR6) indicates that the call identity that sent in the call resume request is already in use by the network.

Troubleshooting

Wait and try the call again later.

Cause Value 09

[0x9/0x89] -

**Preemption, circuit reserved for reuse/
Prefix 1 dialed in error (NI-2: National ISDN 2)**

Cause Value 09 For Autovon switching networks, the call attempt was blocked by a call with a higher priority reserving the requested channel for reuse.

Cause Value 09 (NI-2) indicates that the network does not want to receive the prefix digit 1 as part of the digit string in the CALLED PARTY NUMBER.

Troubleshooting

Wait and try the call again later.

Cause Value 10

[0xA/0x8A] -

**Prefix 1 not dialed (NI-2: National ISDN 2)/
No channel available (1TR6: AT&T ISDN Protocol)**

Cause Value 10 (N1-2) indicates that the user must send the prefix digit 1 as part of the CALLED PARTY NUMBER.

Cause Value 10 (1TR6) indicates that the call cannot be completed because there is no appropriate circuit/channel presently available to handle the call request, or that congestion exists within the ISDN network.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Cause Value 11

[0xB/0x8B] -

Excessive digits received call proceeding (NI-2: National ISDN 2)

The equipment received more address digits in the CALLED PARTY NUMBER IE than expected during call origination procedures, and the received address information has been truncated.

Cause Value 13

[0xD/0x8D] -

Service Denied (NI-1: National ISDN 1)

Cause Value 16

[0x10/0x90] -

Normal call clearing/

Requested facility not implemented (1TR6: AT&T ISDN Protocol)

Cause Value 16 indicates that the call was disconnected normally by either end hanging up.

Cause Value 16 (1TR6) indicates that the call could not be completed because the equipment sending this Cause Value does not support the requested service, feature, or supplementary service in the SETUP message.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Troubleshooting

- Check the diagnostic information (DIAG) for the facility identifier of the not implemented service. See [Cause Values and their meanings/interpretations](#) on page 11.
- If the remote device terminated the connection unexpectedly, contact the person responsible for the remote end to determine if there is a problem with the remote endpoint.
- For data bearer capability calls, if the connection has failed to establish, but the CONNECT and CONNECT_ACK messages were exchanged before the DISCONNECT was received, the handshake between the devices involved in the call might have failed due to:
 - Option settings with the endpoint devices
 - Bandwidth constriction issues on the B-Channels used by the two devices to make the call

Cause Value 17

[0x11/0x91] -

User busy/

Requested facility not subscribed (1TR6: AT&T ISDN Protocol)

Cause Value 17 indicates that the endpoint called is unable to accept another call.

Cause Value 17 (1TR6) indicates that the call could not be completed because the user has not subscribed to the service, feature, or supplementary service requested in the SETUP message.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

See also [Cause Value 16](#) on page 24 and [Cause Value 31](#) on page 30.

Troubleshooting

- Wait and try the call again later.
- If the user is supposed to have access to the service, feature, or supplementary service, complete the ordering process with the ISDN service provider.

- Check the Cause Value Information Element (LOC).
 - If the location information of the Cause Value is 4, “public network serving the remote user”, the trunk group to the remote endpoint location might be experiencing an “all trunks busy” condition or not enough channels allocated into a virtual group for the particular NSF of the call.
 - If the location information of the Cause Value is 0, “user”, the endpoint might be busy.
- If Communication Manager is generating this Cause Value, and the endpoint is not busy, check the following Communication Manager administration.
 - Trunk group screen: Usage Allocation is **y** on the **CBC Service Type** field. Not enough incoming channels have been allocated for the NSF associated with this call.
 - VDNs and Call vectoring: Analyze the vector processing and the call flow to determine where the failure is occurring. VDN vector administration might incorrectly send the call to a “busy” vector step. The call might go to a skill/Automatic Call Distribution (ACD) group queue that is full and cannot accept any more calls. Look Ahead Interflow/Best Service Routing (LAI/BSR) might receive an inappropriate ISDN response while checking other sites for available agents and return busy feedback to the caller. The LAI/BSR attempt might interact with the public network features Egress on busy – overflow to POTS, Alternate Destination Routing (ADR), or Alternate Destination Call Redirection (ADCR).
 - Trunk and/or station Class of Restriction (COR) might prevent the call from terminating at the endpoint.
 - The endpoint might be call forwarded, and this is the second call within the 30-second time limit on a station call-forwarding a call.

Cause Value 18

[0x12/0x92] -

No user responding/

No response from the remote device

The remote device/endpoint/PBX did not respond with an ALERTING/PROGRESS/CONNECT indication within the time administered in the T303 or T310 timers Q.931 specification.

Cause Value 18 indicates high traffic conditions in the serving ISDN network or noisy conditions on the T1/E1 span carrying the D-Channel messaging. The noise is causing the loss of messages being sent to the remote device. The remote device might also be unable to respond to the incoming SETUP request.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Denial Events

Cause Value 19

[0x13/0x93] -

User alerting no answer

The remote device returned an alerting [ringing] indication but did not provide a connect indication within the period of time prescribed by timer T301.

Communication Manager never originates this Cause Value.

Troubleshooting

Wait and retry the call later.

Cause Value 20

[0x14/0x94] -

Subscriber absent [wireless networks]

The mobile remote device/endpoint is not available.

Troubleshooting

Wait and try the call again later.

Cause Value 21

[0x15/0x95] -

Call rejected

The remote endpoint did not accept this call, even though the equipment is neither busy nor incompatible and it could have accepted the call.

Check the diagnostic information (DIAG) for the user-supplied condition for why the call was rejected. See [Cause Values and their meanings/interpretations](#) on page 11.

Cause Value 22

[0x16/0x96] -

Number changed

The called party number was changed to a new number.

[Cause Value 01](#) appears if the ISDN network does not support Cause Value 22.

A BRI or Adjunct Switch Application Interface (ASAI) application might generate Cause Value 22. Communication Manager does not originate Cause Value 22 for PRI.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Check the diagnostic information (DIAG) for the new number. See [Cause Values and their meanings/interpretations](#) on page 11.

Cause Value 23**[0x17/0x97] -
Redirection to new destination**

The call has been redirected to a different endpoint.

Communication Manager does not originate Cause Value 23.

Cause Value 25**[0x19/0x99] -
Exchange routing error**

The call cannot be routed to the remote party.

Cause Value 26**[0x1A/0x9A] -
Non-selected user clearing**

The call was cleared before the called endpoint was awarded the incoming call.

Cause Value 27**[0x1B/0x9B] -
Destination out of order**

The call cannot be delivered to the remote endpoint because the interface to the endpoint is not functioning correctly. A signaling message could not be delivered to the remote device (for example, there is a physical or data link layer failure at the remote device, or the remote device is turned off).

Communication Manager does not originate Cause Value 27.

Cause Value 28**[0x1C/0x9C] -
Invalid number format (address incomplete)
Special intercept announcement (NI-1: National ISDN 1)**

The called endpoint could not be reached because the CALLED PARTY NUMBER information is not in a valid format or is not complete.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Troubleshooting

- Check the Cause Value Information Element (LOC). See [Location Codes](#) on page 13.
- Check Communication Manager administration (network generated the Cause Value).
 - Dial-plan/Location: The home NPA is administered incorrectly, causing incorrect code conversion.
 - IXC: The IXC matching pattern is administered incorrectly or not at all on the dial-plan, causing incorrect IXC manipulation.
 - AAR/ARS digit conversion: The wrong digit string substitution is being made. The call is being routed into the wrong network and over the wrong route pattern. Further conversion is needed but the dial string is restricted from further conversion.
 - AAR/ARS digit analysis: Call type is incorrect for the call being made specifying the wrong type of number and/or number plan information, or it is preventing code conversion from taking place. Call is being routed to the incorrect route pattern where the incorrect digit manipulation and/or code conversion is taking place.
 - ARS toll analysis: Toll/no toll classification is incorrect, causing incorrect code conversion at the route pattern.
 - Route pattern: Incorrect NPA is causing incorrect code conversion. If the **Prefix mark** field has the wrong value, incorrect code conversion takes place. Toll list in combination with prefix mark is causing incorrect code conversion to take place. The wrong number of digits are deleted, or failed to strip IXC digits or international code digits. Inserted the wrong digits IXC forcing the call to the wrong inter-exchange carrier, or stripped out a user dialed IXC code. The incorrect service or feature is specified for the call being made on a CBC trunk group preference. The Number format was changed to a format incorrect for the call type.
- Check administration (Communication Manager generated the Cause Value).
 - Trunk group: Incoming call handling table might cause Communication Manager to delete or insert the wrong digits or number of digits to match the dial-plan.

Cause Value 29

[0x1D/0x9D] -

Facility rejected/

Special intercept announcement undefined code (NI-1: National ISDN 1)

The call could not be completed because the ISDN network does not support or is not subscribed to the network service or feature requested for use by this call.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Troubleshooting

- Check the diagnostic information (DIAG) for the facility identifier of the service that was rejected. See [Cause Values and their meanings/interpretations](#) on page 11.
- Check Communication Manager administration (network generated the Cause Value).
 - Route pattern: The **service** or **feature** field contains an incorrect value for this route preference. The **ITC/BCIE** fields might not indicate the correct information for a data call.
- Check administration (Communication Manager generated the Cause Value).
 - Trunk group form: the **Service type** field might indicate a static service type when the network is sending NSF information. Change the field to indicate **CBC** service.

Cause Value 30

[0x1E/0x9E] -

Response to STATUS_ENQUIRY

Special intercept announcement number unassigned (NI-1: National ISDN 1)

Cause Value 30 is included in a STATUS message when the STATUS message is generated because a STATUS_ENQUIRY message was received. This is a normal event and does not indicate a call-affecting problem. Communication Manager generates a call-state audit every maintenance cycle that elicits this response from the remote end.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Cause Value 31

[0x1F/0x9F] -

Normal unspecified/

Special intercept announcement call blocked due to group restriction (NI-1: National ISDN 1)

Cause Value 31 reports a normal event when no other cause in the normal class applies.

The ISDN network might substitute this Cause Value for other causes generated within the network that do not have end-to-end significance.

For most Cause Values with only local significance on tandem calls, Communication Manager maps Cause Values to Cause Value 31. See also [Cause Value 02](#) on page 19.

Cause Value 31 can also be used as a return code on BSR polling attempts instead of [Cause Value 16](#) or [Cause Value 17](#) depending on which Cause Value has less impact/interaction on the intervening ISDN network.

Denial Events

Cause Value 32

[0x20/0xA0] -

Outgoing calls barred (1TR6: AT&T ISDN Protocol)

The call could not be completed because the calling user does not have permission to make an outgoing call.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Cause Value 33

[0x21/0xA1] -

User access busy (1TR6: AT&T ISDN Protocol)

Resource Unavailable Class Cause Values

Cause Value 34

[0x22/0xA2] -

No circuit/channel available/

Negative closed user group comparison (1TR6: AT&T ISDN Protocol)

Cause Value 34 indicates that the call cannot be completed because there is no appropriate circuit/channel available to handle the call request, or congestion exists within the ISDN network.

Communication Manager generates this Cause Value when a call is tandeming through Communication Manager and the trunk group to be used for the outgoing leg is:

- In “all trunks busy” condition
- Otherwise unavailable for service
- Unreachable from the incoming trunk group due to Class of Restriction (COR), FRL, trunk-to-trunk transfer restrictions, or disconnect supervision restrictions

Cause Value 34 (1TR6) indicates that the packet mode call was rejected because the user is not a member of the remote end’s Closed User Group (CUG), which is a feature associated with packet mode calls similar to X.25 connection made over the ISDN D-channel.

Communication Manager does not support packet mode sessions on D-channels, therefore this is not applicable to Communication Manager.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Troubleshooting

- Check Communication Manager administration (network generated the Cause Value).
 - B-Channels might be assigned off a T1/E1 into a trunk group that are not available for service from the remote end. Contact the ISDN service provider to find out which B-Channels can be used.
- Check administration that might cause Communication Manager to generate this Cause Value.
 - If all of the B-Channels in a span are busied out or otherwise tied up by switch maintenance but the D-channel is still up, an incoming call is rejected with this Cause Value because the call cannot be negotiated to another span.

Cause Value 35

[0x23/0xA3] -

Non-existent closed user group (1TR6: AT&T ISDN Protocol)

The packet mode call was rejected because the equipment sending the Cause Value does not recognize the requested Closed User Group (CUG), which is a feature associated with packet mode calls similar to X.25 connection made over the ISDN D-channel.

Communication Manager does not support packet mode sessions on D-channels, therefore this is not applicable to Communication Manager.

Cause Value 37

[0x25/0xA5] -

Semi-permanent connection not permitted (1TR6: AT&T ISDN Protocol)

Cause Value 38

[0x26/0xA6] -

Network out of order

The call was not completed because the ISDN network is not functioning correctly, and the condition is likely to last a relatively long period of time. Immediately reattempting the call will probably be unsuccessful.

Cause Value 39

[0x27/0xA7] -

Permanent frame mode connection out of service

This appears to be a Q.933 frame relay Cause Value. Equipment failure might have caused termination of a frame relay PVC.

Not applicable to a Communication Manager system.

Denial Events

Cause Value 40

**[0x28/0xA8] -
Permanent frame mode connection is operational**

This appears to be a Q.933 frame relay Cause Value. A frame relay PVC that was terminated has been restored to service.

Not applicable to a Communication Manager system.

Cause Value 41

**[0x29/0xA9] -
Temporary Failure**

The call was not completed because the ISDN network is not functioning correctly. The condition is not likely to last a long period of time. If the user attempts the call again it will probably complete.

Cause Value 41 might also indicate:

- The failure of channel negotiation at the terminating interface.
- A data link layer malfunction has occurred locally or at the remote network interface.
- The call is being cleared as a result of one or more protocol errors at the remote network interface.

See also [Cause Value 63](#) on page 41 and [Cause Value 79](#) on page 44.

Cause Value 42

**[0x2A/0xAA] -
Switching equipment congestion**

The call could not be completed because the switching equipment generating this Cause Value is experiencing a period of high traffic.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Troubleshooting

Wait and try the call again later.

Cause Value 43

**[0x2B/0xAB] -
Access information discarded**

The network could not deliver access or user information (such as low-layer compatibility or calling-name information) to the remote endpoint for any one of various reasons. For example, the call interworked from ISDN to non-ISDN facilities, or the remote end does not support delivery of such information.

This Cause Value is usually delivered in a STATUS message. Communication Manager generates this Cause Value when:

- A tandem call inter-works from ISDN to non-ISDN trunking.
- Calling number and/or calling name information is sent in the SETUP message when it is not needed.
- Connected number information is sent when the network does not support it.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Check the diagnostic information (DIAG) for the Information Element identifier of the discarded information. See [Cause Values and their meanings/interpretations](#) on page 11.

Cause Value 44

[0x2C/0xAC] -

Requested circuit/channel not available

The call was not completed because the circuit/channel requested for use in the SETUP message was not available, and the call could not be negotiated to another channel either because no other channel was available, or negotiation is not supported or was not wanted for this call.

This Cause Value is generated when a glare condition is occurring and B-Channel negotiation is not supported.

Communication Manager generates this Cause Value when:

- It is the NETWORK side of the interface and a glare condition is occurring on the requested B-Channel.
- The B-Channel requested in the incoming SETUP message is not in the correct maintenance state to handle a call (for example, it is busied out or undergoing testing).

Troubleshooting

- CO switch default settings turn off channel negotiation support. Make a specific request to turn on channel negotiation support when ordering CO service.
- Check Communication Manager administration (network generated the Cause Value).
 - Trunk group form: When the **Channel Negotiation** field is set to **exclusive**, Communication Manager requests B-Channels for calls without support for negotiation so if at the remote end the requested B-Channel is unavailable for whatever reason the call cannot be negotiated to a more acceptable B-Channel and the call will be rejected with Cause Value 44. Set the **Channel Negotiation** field to **preferred** to support channel negotiation.

Denial Events

Cause Value 45

[0x2D/0xAD] - Pre-empted

The call could not be completed because the equipment sending this Cause Value does not have the requested B-Channel in a maintenance state that allows for call requests to be processed.

Communication Manager does not support this Cause Value.

Cause Value 46

[0x2E/0xAE] - Precedence call Blocked

For Autovon switching networks, the call could not complete because the remote endpoint is busy with a call that has a higher priority.

Cause Value 47

[0x2F/0xAF] - Resource unavailable, unspecified/ New destination (4ESS/5ESS: 4/5 Electronic Switching System)

Cause Value 47 indicates a resource unavailable event only when no other cause in the resource unavailable class applies.

Cause Value 47 (4ESS/5ESS) If this Cause Value is returned in a RELEASE_COMPLETE or DISCONNECT message and the customer is an Alternate Destination Call Redirection (ADCR) subscriber, it invokes call redirection.

Communication Manager does not originate Cause Value 47.

Service or Option not Available Class Cause Values

Cause Value 49

[0x31/0xB1] - Quality of service unavailable

The call could not be completed because the quality of service requested in the SETUP as defined in ITU recommendation X.213 cannot be provided (for example, requested throughput or transit delay cannot be supported).

Cause Value 50

[0x32/0xB2] -

Requested facility not subscribed

The call could not be completed because the user has not subscribed to the service, feature, or supplementary service requested in the SETUP message. If the user is supposed to have access to this service, feature, or supplementary service, then complete the required ordering process with the ISDN service provider.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Communication Manager does not originate this Cause Value for PRI. A BRI or Adjunct Switch Application Interface (ASAI) application might generate this Cause Value.

Communication Manager translations that can affect receiving this Cause Value from the network are:

- Route Pattern: service or feature: An incorrect service or feature is specified for the call being made on this CBC trunk group preference. An incorrect **ITC** and/or **BCIE** is specified. These fields affect how the bearer capability is encoded in the SETUP message.
- The ITC administered on the originating endpoint might be incorrect for this call.
 - Incorrect data speed option is set in the BRI device, causing a call from a BRI endpoint tandeming through Communication Manager to create a SETUP message with the wrong bearer capability.
- On tandem calls through Communication Manager from ISDN trunks to ISDN trunks, an inappropriate NSF can be tandemed from one D-channel to the other D-channel.
- The problem is that the outgoing trunk group is CBC but no service or feature was specified on the outgoing route pattern to overwrite the incoming NSF. Add the correct service or feature to the route pattern or make the outgoing trunk group a static trunk group (for example, public-network or tie) as appropriate.
- System Parameters Features: The **US NI send Calling Name ID** field is **y**. Communication Manager sends the Bellcore calling name ID but the customer has not subscribed to that service. Set the **US NI send Calling Name ID** field to **n**.

Cause Value 51

[0x33/0xB3] -

Bearer capability incompatible with service request (NI-1: National ISDN 1)

The requested action could not be completed. The requested action is incompatible with the bearer capability of the call (for example, trying to place a data call on hold).

Denial Events

Cause Value 52

[0x34/0xB4] -

Outgoing calls barred

The call could not be completed because the network screened the call, and the calling user is not permitted to make an outgoing call.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Cause Value 53

[0x35/0xB5] -

Service operation violated (NI-1: National ISDN 1)/

Destination not obtainable (1TR6: AT&T ISDN Protocol)

Cause Value 53 (NI-1) indicates that the user has violated the service operation.

Cause Value 53 (1TR6) indicates that the call cannot be delivered to the remote endpoint because the interface to the endpoint is not functioning correctly. A signaling message could not be delivered to the remote device (for example, there is a physical or data link layer failure at the remote device, or the remote device is turned off).

Cause Value 54

[0x36/0xB6] -

Incoming calls barred

The call could not complete because the called user is not allowed to accept the call delivered in the SETUP message.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Troubleshooting

- Check Communication Manager administration (network generated the Cause Value).
 - Trunk group: Direction: The Communication Manager field might be set to **two-way** on a trunk group that the ISDN network has configured as outgoing only, relative to the CO switch, and a user on Communication Manager is attempting to make an outgoing call over this trunk group, which is an incoming call to the CO.
 - On tandem calls through Communication Manager from ISDN trunks to ISDN trunks, an NSF for a one-way service (for example, Megacom 800) is being tandemmed from one D-channel to the other D-channel. The problem is that the outgoing trunk group is CBC but no service or feature was specified on the outgoing route pattern to overwrite the incoming NSF. Add the correct service or feature to the route pattern or make the outgoing trunk group a static trunk group (for example, public-network or tie) as appropriate.

Cause Value 56

[0x38/0xB8] - Number changed (1TR6: AT&T ISDN Protocol)

The called party number indicated has been changed to a new number that might be sent in the diagnostic information (DIAG) for this Cause Value. See [Cause Values and their meanings/interpretations](#) on page 11. If this Cause Value is not supported by the ISDN network, [Cause Value 01](#) is used instead.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Communication Manager does not originate this Cause Value for PRI. A BRI or Adjunct Switch Application Interface (ASAI) application might generate this Cause Value.

Cause Value 57

[0x39/0xB9] - Bearer capability not authorized/ Out of order (1TR6: AT&T ISDN Protocol)

Cause Value 57 indicates that the call could not be completed because the user has requested a bearer capability in the SETUP message which is implemented by the equipment generating this Cause Value, but user has not subscribed to it or in other ways is not authorized to use.

Cause Value 57 (1TR6) indicates that the call cannot be delivered to the remote endpoint because the interface to the endpoint is not functioning correctly. A signaling message could not be delivered to the remote device (for example, due to a physical or data link layer failure at the remote device, or the remote device is turned off).

Troubleshooting

- Check the diagnostic information (DIAG) for the unauthorized bearer capability attributes. See [Cause Values and their meanings/interpretations](#) on page 11.
- Check Communication Manager administration (network generated the Cause Value).
 - Route pattern: An incorrect **ITC** and/or **BCIE** specified, these fields affect how the bearer capability is encoded in the SETUP message.
 - The ITC administered on the originating endpoint might be incorrect for this call, and/or the speed options in the device itself might be incorrect for calls over these ISDN facilities.
 - Incorrect data speed option is set in the BRI device, causing a call from a BRI endpoint tandeming through Communication Manager to create a SETUP message with the wrong bearer capability.
 - A call tandeming through Communication Manager ISDN trunk group to ISDN trunk group might have a bearer capability that is not supported by the outgoing ISDN facilities or network.

Denial Events

- A call tandeming through Communication Manager on a non-ISDN trunk group inter-working to an ISDN trunk group might have an incorrect bearer capability assigned on the incoming trunk group. The **BC** and **ITC** fields on the incoming trunk group might be set wrong.

Cause Value 58

[0x3A/0xBA] -

**Bearer capability not presently available/
No user responding (1TR6: AT&T ISDN Protocol)**

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Cause Value 58 indicates that the call could not be completed because the user has requested a bearer capability in the SETUP message which is implemented by the equipment generating this Cause Value, but for which there are presently no resources available to be used to complete the call.

Troubleshooting

Wait and try the call again later.

Cause Value 58 (1TR6) indicates that the remote device/endpoint/PBX did not respond with an ALERTING/PROGRESS/CONNECT indication within the prescribed period of time allocated by the expiry of the T303 or T310 timers in the Q.931 specification.

Troubleshooting

- Check the diagnostic information (DIAG) for the bearer capability attributes that are not available. See [Cause Values and their meanings/interpretations](#) on page 11.
- Check Communication Manager administration (network generated the Cause Value).
 - Route pattern: An incorrect **ITC** and/or **BCIE** specified, these fields affect how the bearer capability is encoded in the SETUP message.
 - The ITC administered on the originating endpoint might be incorrect for this call, and/or the speed options in the device itself might be incorrect for calls over these ISDN facilities.
 - Incorrect data speed option is set in the BRI device, causing a call from a BRI endpoint tandeming through Communication Manager to create a SETUP message with the wrong bearer capability.
 - A call tandeming through Communication Manager ISDN trunk group to ISDN trunk group might have a bearer capability that is not supported by the outgoing ISDN facilities or network.
 - A call tandeming through Communication Manager on a non-ISDN trunk group inter-working to an ISDN trunk group might have an incorrect bearer capability assigned on the incoming trunk group. The **BC** and **ITC** fields on the incoming trunk group might be set wrong.

Cause Value 59

[0x3B/0xBB] -

User busy (1TR6: AT&T ISDN Protocol)

The endpoint called has indicated an inability to accept another call.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Troubleshooting

- Wait and try the call again later.
- Check the Cause Value Information Element (LOC)
 - If the Location Information of the Cause Value is 0 (User), the endpoint is probably busy.
 - If the Location information of the Cause Value is 4 (Public Network Serving Remote User), it is most likely that the trunk group to the remote endpoint location is experiencing an “all trunks busy” condition or not enough channels allocated into a virtual group for the particular NSF of the call.
- If Communication Manager is generating this Cause Value and the endpoint is not busy, the following translations and features could be affecting the call:
 - Trunk and/or station Class of Restriction (COR) might be preventing the call from terminating at the called endpoint.
 - The endpoint might be call-forwarded and this is the second call within the 30-second time limit on a station call forwarding a call.
 - Trunk group form: CBC service type: **Usage Allocation** is **y**. The usage allocation plan might not have allocated enough incoming channels for the NSF associated with this call.
 - VDNs and Call Vectoring: The vector associated with the VDN might be incorrectly programmed and the call is inappropriately sent to a busy vector step. The skill/ Automatic Call Distribution (ACD) group that the call is trying to queue to might have a full queue and cannot accept any more calls. Look Ahead Interflow/Best Service Routing (LAI/BSR) might have received an inappropriate ISDN response while checking other sites for available agents and has inadvertently returned busy feedback to the caller. The LAI/BSR attempt might be interacting with the public network features Egress on busy – overflow to POTS, Alternate Destination Routing (ADR), or Alternate Destination Call Redirection (ADCR). Analyze the vector processing of the call and the call flow to determine where the failure is occurring.

Cause Value 61

[0x3D/0xBD] -

Incoming calls barred (1TR6: AT&T ISDN Protocol)

The call could not complete because the called user is not allowed to accept the call delivered in the SETUP message.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Troubleshooting

- Check Communication Manager administration (network generated the Cause Value).
 - Trunk group: Direction: Communication Manager might be set to “two-way” on a trunk group the ISDN network has configured as outgoing only, relative to the CO switch, and a user on Communication Manager is attempting to make an outgoing call over this trunk group, which is an incoming call to the CO.
 - On tandem calls through Communication Manager from ISDN trunks to ISDN trunks, an NSF for a one-way service (for example, Megacom 800) is being tandemmed from one D-channel to the other D-channel. The problem is that the outgoing trunk group is CBC but no service or feature was specified on the outgoing route pattern to overwrite the incoming NSF. Add the correct service or feature to the route pattern or make the outgoing trunk group a static trunk group (for example, public-network or tie) as appropriate.

Cause Value 62

[0x3E/0xBE] -

**Service not authorized (VN4: French National PRI)/
Call rejected (1TR6: AT&T ISDN Protocol)**

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Cause Value 62 (VN4) indicates that the call could not be completed because the user has not subscribed to the service, feature, or supplementary service requested in the SETUP message. If the user is supposed to have access to this service, feature, or supplementary service, then complete the required ordering process with the ISDN service provider.

Cause Value 62 (1TR6) indicates that the remote endpoint does not wish to accept this call, although it could have accepted the call because the equipment is neither busy nor incompatible.

The diagnostic information (DIAG) might be populated with the user-supplied condition for why the call was rejected. See [Cause Values and their meanings/interpretations](#) on page 11.

Cause Value 63

[0x3F/0xBF] -

Service or option not available, unspecified

This Cause Value indicates that the requested service or option is unavailable when no other cause in the Service or option not available class applies.

As an implementation option, this Cause Value shall either be passed to the user or mapped to [Cause Value 41](#) (Temporary Failure) when it is received at a CO as part of SS7 call handling.

Communication Manager does not originate Cause Value 63.

Service or Option not Implemented Class Cause Values

Cause Value 65

[0x41/0xC1] Bearer capability not implemented

The call could not be completed because the equipment sending this Cause Value does not support the bearer capability requested in the SETUP message.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Troubleshooting

The diagnostic information (DIAG) of the Cause Value should contain, if implemented, the bearer capability attributes that are not implemented. See [Cause Values and their meanings/interpretations](#) on page 11.

Cause Value 66

[0x42/0xC2] Channel type not implemented

The call could not be completed because the equipment sending this Cause Value does not support the channel type requested in the SETUP message.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Troubleshooting

- Check the diagnostic information (DIAG) for the unsupported channel type. See [Cause Values and their meanings/interpretations](#) on page 11.
- Check Communication Manager administration (network generated Cause Value):
 - Communication Manager is attempting to make a wideband call over an interface to an ISDN network that does not support wideband calls. Check the trunk group and routing translations to be sure the attempted call has not inadvertently been routed to this interface or was mis-classified as a wideband call.
- Communication Manager administration that can affect sending of this Cause Value:
 - The network is supporting wideband calling and Communication Manager does not have wideband support enabled on the **Wideband Switching** field on the **system-parameters customer-options** screen
 - Communication Manager does not have wideband support enabled on the **Wideband Support** field on the appropriate trunk group
 - The trunk group does not have the correct type(s) of wideband channels enabled
 - Communication Manager does not have the right size wideband endpoint programmed.

Cause Value 69

[0x45/0xC5] -

Requested facility not implemented

The call could not be completed because the equipment sending this Cause Value does not support the requested service, feature, or supplementary service in the SETUP message.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Communication Manager does not originate this Cause Value for PRI. A BRI or Adjunct Switch Application Interface (ASAI) application might generate this Cause Value.

Troubleshooting

- Check the diagnostic information (DIAG) for the facility identifier of the not-implemented service. See [Cause Values and their meanings/interpretations](#) on page 11.
- Check Communication Manager administration (network generated the Cause Value).
 - Route Pattern: service or feature: An incorrect service or feature is specified for the call being made on this CBC trunk group preference. An incorrect **ITC** and/or **BCIE** specified, these fields affect how the bearer capability is encoded in the SETUP message.
 - The ITC administered on the originating endpoint might be incorrect for this call.
 - Incorrect data speed option is set in the BRI device, causing a call from a BRI endpoint tandeming through Communication Manager to create a SETUP message with the wrong bearer capability.
 - On tandem calls through Communication Manager from ISDN trunks to ISDN trunks, an inappropriate NSF can be tandemed from one D-channel to the other D-channel. The problem is that the outgoing trunk group is CBC but no service or feature was specified on the outgoing route pattern to overwrite the incoming NSF. Add the correct service or feature to the route pattern or make the outgoing trunk group a static trunk group (for example, public-network or tie) as appropriate.
 - System Parameters Features: **US NI send Calling Name ID** field is **y**. Communication Manager sends the Bellcore calling name ID but the customer has not subscribed to that service. Set the **US NI send Calling Name ID** field to **n**.
- Communication Manager is attempting to send User-to-User information in a message through the public network when not subscribed to a UUS service, for example Look Ahead Interflow/Best Service Routing (LAI/BSR) information, Adjunct Switch Application Interface (ASAI) information, etc.

Cause Value 70

[0x46/0xC6] -

Only restricted digital information bearer capability is available

The call could not be completed because the equipment sending this Cause Value only supports the restricted version of the requested bearer capability, and in the SETUP message bearer capability was unrestricted.

Communication Manager does not originate Cause Value 70.

Troubleshooting

- Check Communication Manager administration (network generated the Cause Value).
 - Route pattern: An incorrect **ITC** and/or **BCIE** specified, these fields affect how the bearer capability is encoded in the SETUP message.
 - The ITC administered on the originating endpoint might be incorrect for this call, and/or the speed options in the device itself might be incorrect for calls over these ISDN facilities.
 - Incorrect data speed option is set in the BRI device, causing a call from a BRI endpoint tandeming through Communication Manager to create a SETUP message with the wrong bearer capability.
 - A call tandeming through Communication Manager ISDN trunk group to ISDN trunk group might have a bearer capability that is not supported by the outgoing ISDN facilities or network.
 - A call tandeming through Communication Manager on a non-ISDN trunk group inter-working to an ISDN trunk group might have an incorrect bearer capability assigned on the incoming trunk group. The **BC** and **ITC** fields on the incoming trunk group might be set wrong.

Cause Value 79

[0x4F/0xCF] -

Service or option not implemented, unspecified

The call could not be completed because the equipment sending this Cause Value has not implemented a service, feature, or supplementary service requested by the user, and none of the other Cause Values in the Service or option not implemented class apply.

As an implementation option, this Cause Value might be mapped to [Cause Value 41](#) (Temporary Failure) when it is received at a CO as part of SS7 call handling.

Communication Manager does not originate Cause Value 79.

Invalid Message Class Cause Values

Cause Value 81

[0x51/0xD1] - Invalid call reference value

The equipment sending this Cause Value received a message with a call reference value that is not currently in use on this user-network (D-channel) interface. This could indicate a call state mismatch for the attempted connection between the two sides of the interface.

This Cause Value is most often generated when a message in a call clearing sequence of messages is lost in transmission due to problems experienced on the D-channel. One side of the interface thinks that the call has been torn down but the other side sends messages to complete clearing the call. The response to this new call clearing sequence becomes a RELEASE_COMPLETE message with Cause Value 81.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Cause Value 82

[0x52/0xD2] - Identified channel does not exist

The equipment sending this Cause Value received a SETUP request to use a channel that is not activated on this interface for a call. For example, when a user has subscribed to those channels on a primary rate interface numbered 1 to 12, and the user equipment or network attempts to use one of the channels number 13 to 23, this Cause Value is generated.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Troubleshooting

- Check the diagnostic information (DIAG) for the channel number of the non-existent channel. See [Cause Values and their meanings/interpretations](#) on page 11.
- Check Communication Manager administration (network generated the Cause Value).
 - Communication Manager might have B-Channels assigned off a T1/E1 into a trunk group that are not available for service from the remote end. Contact the ISDN service provider to find out which B-Channels can be used.

- Communication Manager administration that can affect sending this Cause Value:
 - Communication Manager might have missed assigning some B-Channels into a trunk group that the remote believes can be used for service and is attempting to request a call on one. Check which channel is being requested and if possible assign it into the appropriate trunk group. If the channel being requested is the 24th (T1) or 16th (E1) channel, it might be incorrectly programmed as **isdn-pri** on the **DS1** screen instead of **isdn-ext**.

Cause Value 83

[0x53/0xD3] -

A suspended call exists, but this call identity does not

This Cause Value indicates that a call resume has been attempted for a call with an identity that differs from any that are presently in a suspended state.

Cause Value 84

[0x54/0xD4] -

Call identity in use

This Cause Value indicates that the call identity sent in the call resume request is already in use by the network.

Cause Value 85

[0x55/0xD5] -

No call suspended

This Cause Value indicates that a call resume has been attempted for a call, but the network does not presently have any calls in a suspended state within the domain of interfaces over which calls can be suspended.

Cause Value 86

[0x56/0xD6] -

Call having the requested call identity has been cleared

The equipment sending this cause received a resume request for a call identity indicating a suspended call that had been cleared while still in the suspended state, either by a network timeout or by the remote user.

Cause Value 87

[0x57/0xD7] -

User not a member of the Closed User Group [CUG]

The packet mode call was rejected because the user is not a member of the remote end's Closed User Group (CUG), which is a feature associated with packet mode calls similar to X.25 connection made over the ISDN D-channel.

Communication Manager does not support packet mode sessions on D-channels, therefore this is not applicable to Communication Manager.

Cause Value 88

[0x58/0xD8] -

Incompatible destination

The call could not be completed because the call request in the SETUP message has low layer compatibility, high layer compatibility, or other compatibility attributes (for example, data rate, DN, or sub-address information) which the remote endpoint or network cannot accommodate.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Troubleshooting

- Check Communication Manager administration (network generated the Cause Value).
 - Route pattern: An incorrect **ITC** and/or **BCIE** specified, these fields affect how the bearer capability is encoded in the SETUP message.
 - The ITC administered on the originating endpoint might be incorrect for this call, and/or the speed options in the device itself might be incorrect for calls over these ISDN facilities.
 - Incorrect data speed option is set in the BRI device, causing a call from a BRI endpoint tandeming through Communication Manager to create a SETUP message with the wrong bearer capability.
 - A call tandeming through Communication Manager ISDN trunk group to ISDN trunk group might have a bearer capability that is not supported by the outgoing ISDN facilities or network.
 - A call tandeming through Communication Manager on a non-ISDN trunk group inter-working to an ISDN trunk group might have an incorrect bearer capability assigned on the incoming trunk group. The **BC** and **ITC** fields on the incoming trunk group might be set wrong.
- Communication Manager administration that can affect sending this Cause Value:
 - The extension number assigned in Communication Manager that was received in the incoming SETUP message for this data call is assigned to an analog extension.
 - The extension number assigned in Communication Manager that was received in the incoming SETUP message for this voice call is assigned to a data extension.

- A data call attempt tandeming through Communication Manager ISDN trunk group to ISDN trunk group the outgoing route pattern has the Bearer Capability Class (BCC) required for making this call set to "NO" and/or the ITC and BCIE are not compatible with the incoming bearer capability.
- A Temporary Signaling Connection (TSC) setup attempt that is tandeming through Communication Manager, the outgoing route pattern does not have the TSC bearer capability activated.

Cause Value 89

[0x59/0xD9] - Network Congestion (1TR6: AT&T ISDN Protocol)

The call could not be completed because the switching equipment generating this Cause Value is experiencing a period of high traffic.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Troubleshooting

Wait and try the call again later.

Cause Value 90

[0x5A/0xDA] - Non-existent closed user group (CUG)/ Remote user initiated clearing (1TR6: AT&T ISDN Protocol)

The packet mode call was rejected because the equipment that sent the Cause Value did not recognize the requested Closed User Group (CUG), which is a feature associated with packet mode calls similar to X.25 connection made over the ISDN D-channel.

Communication Manager does not support packet mode sessions on D-channels, therefore this is not applicable to Communication Manager.

Cause Value 91

[0x5B/0xDB] - Invalid transit network selection

The call could not be completed because the equipment that sent this Cause Value received a request to route a call to a transit network that it does not have a connection to, or the transit network identification that was received is of an incorrect format as defined in Annex C of the ITU Q.931 specification for either the TNS IE or the NSF IE.

Communication Manager does not originate Cause Value 91.

Troubleshooting

- Check Communication Manager administration (network generated the Cause Value).
- Communication Manager sent the transit network identification in the NSF IE when the network expected it to be in the TNS IE. The protocol version on the **DS1** form does not match the near-end ISDN network that is terminating the D-channel. Contact the ISDN network service provider and try to line up the protocols being used. NI-2 only supports the TNS IE, while custom protocol supports use of the NSF IE for this purpose.

Cause Value 95

[0x5F/0xDF] - Invalid message, unspecified

This Cause Value indicates an invalid message event only when no other cause in the invalid message class applies.

Communication Manager does not originate this Cause Value for PRI. A BRI or Adjunct Switch Application Interface (ASAI) application might generate this Cause Value.

Troubleshooting

The diagnostic information (DIAG) of the Cause Value should contain, if implemented, the message type identifier of the invalid message. See [Cause Values and their meanings/interpretations](#) on page 11.

Protocol Error Class Cause Values

Cause Value 96

[0x60/0xE0] - Mandatory information element is missing

The equipment that sent this Cause Value Call Reference Value (CRV) received a message that did not contain a required Information Element for the message to be parsed and processed.

Depending on which message in the call establishment sequence is missing information, a message returned with this Cause Value might or might not indicate a problem establishing a call.

When the public network is screening for Calling Party Number (CPN), the fact that CPN is missing causes the network to return this Cause Value, but depending on optioning in the CO the call might still go through.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Troubleshooting

- Check that the protocols at each end of the interface match (for example, both sides are **AT&T Custom** or both sides are **NI-2**). If the ends of the interface are running different protocols, they might be running with different Information Element encoding.
- Check the diagnostic information (DIAG) for the IE identifier of the missing information. See [Cause Values and their meanings/interpretations](#) on page 11.

See [Table 9: Cause Value 96 & 100 Diagnostic Information](#) for the diagnostic information generated by Communication Manager.

Table 9: Cause Value 96 & 100 Diagnostic Information 1 of 2

Missing IE Identifier	Information Element
Code-set 0	
0C/4C	CONNECTED NUMBER
0D	CONNECTED SUB-ADDRESS
01	CHANGE STATUS
1C	FACILITY
1E	PROGRESS INDICATOR
2C	KEYPAD
04	BEARER CAPABILITY
6C	CALLING PARTY NUMBER
6D	CALLING PARTY SUB-ADDRESS
7C	LOW LAYER COMPATIBILITY
7D	HIGH LAYER COMPATIBILITY
7E	USER-TO-USER INFORMATION
08	CAUSE
10	CALL IDENTITY
14	CALL STATE
18	CHANNEL IDENTIFICATION
1 of 2	

Table 9: Cause Value 96 & 100 Diagnostic Information 2 of 2

Missing IE Identifier	Information Element
20	NETWORK SPECIFIC FACILITIES
27	NOTIFICATION INDICATOR
28	DISPLAY
34	SIGNAL
70	CALLED PARTY NUMBER
71	CALLED PARTY SUB-ADDRESS
74	REDIRECTING NUMBER
79	RESTART INDICATOR
78	TRANSIT NETWORK SELECTION
Code-set 6	
7B	LOOK AHEAD INTERFLOW
08	TRAVELING CLASS MARK
28	DISPLAY
55	Distributed Communication System (DCS)
56	Distributed Communication System (DCS) AUDIX
57	AUDIX
96	LOCK SHIFT TO CODE-SET6
2 of 2	

Cause Value 97**[0x61/0xE1] -****Message type non-existent or not implemented**

The equipment that sent this Cause Value received a message containing a message type it does not recognize, either because the message type is not defined or it is defined but not implemented by the equipment.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Troubleshooting

- Check that the protocols at each end of the interface match (for example, both sides are **AT&T Custom** or both sides are **NI-2**). If the ends of the interface are running different protocols, they might be running with different Information Element encoding.
- Check the diagnostic information generated by Communication Manager for the message type identifier of the unrecognized message.

Table 10: Cause Value 97, 98, 101 Diagnostic Information 1 of 2

Message Type Identifier	Message
0D	SETUP ACKNOWLEDGE
0F	CONNECT ACKNOWLEDGE
01	ALERTING
02	CALL PROCEEDING
03	PROGRESS
05	SETUP
07	CONNECT
4D	RELEASE
4E	RESTART ACKNOWLEDGE
5A	RELEASE COMPLETE
6A	FACILITY ACKNOWLEDGE
6E	NOTIFY
7B	INFORMATION
7D	STATUS
20	USER INFORMATION
45	DISCONNECT
46	RESTART
62	FACILITY
1 of 2	

Table 10: Cause Value 97, 98, 101 Diagnostic Information 2 of 2

Message Type Identifier	Message
72	FACILITY REJECT
75	STATUS ENQUIRY
79	CONGESTION CONTROL
Maintenance Message	
0F	SERVICE
07	SERVICE ACKNOWLEDGE
2 of 2	

Cause Value 98**[0x62/0xE2] -****Message type, not compatible with call state, or non-existent, or not implemented**

The equipment that sent this Cause Value received a message, and the procedures in the protocol specification indicate that this is not a permissible message to receive while in this call state. A STATUS message was received indicating an incompatible call state.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Troubleshooting

- Check that the protocols at each end of the interface match (for example, both sides are **AT&T Custom** or both sides are **NI-2**). If the ends of the interface are running different protocols, they might be running with different call state machines, or different message type encoding.
- Check the diagnostic information generated by Communication Manager for the message type identifier of the message that violates protocol. See [Table 10: Cause Value 97, 98, 101 Diagnostic Information](#) on page 52.
- Call state problems are reported with STATUS messages. The equipment sending the Cause Value uses the CALL STATE IE of the STATUS message to indicate the call state. To determine the call state of the other end of the interface, run the message sequence of the call through the SDL flow charts of the appropriate side (user or network) and the appropriate protocol (TR41449/41459, TR1268, A211 etc.). If the call state at the other end of the interface does not agree with that reported in the STATUS message and both sides are already running the same protocol, then a problem with the implementation of the state machine exists on either side.

Problems have been revealed with the state machine implementations of some of the CO switches for different protocols, and the state machine problems in the CO switches are most likely not going to be corrected. Communication Manager has not shown any problems with its state machine implementations for the different protocols.

Change Communication Manager administration to change the message sequence of the call scenario causing the error, and help solve state machine implementation problems. For example:

- change the inter-working message on the **DS1** form from **PROGRESS** to **ALERTING**
- change the “wait” steps in vectors to be “i-silent” so that they do not generate extra PROGRESS messages in the calling message sequence.

Cause Value 99

[0x63/0xE3] -

Information element non-existent or not implemented

The equipment that sent this Cause Value received a message that includes Information Elements that are not recognized because the Information Element identifier is not defined, or it is defined but has not been implemented by the equipment sending the Cause Value. However, the Information Element is not mandatory in the message, and the equipment that sent the Cause Value does not need to parse the Information Element in order to process the message.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Troubleshooting

- Check that the protocols at each end of the interface match (for example, both sides are **AT&T Custom** or both sides are **NI-2**). If the ends of the interface are running different protocols, they might be running with different Information Element encoding.
- Check Communication Manager administration (network generated the Cause Value).
 - Sending connected number information with the domestic custom Information Element identity encoding (0C), but international encoding (4C) is expected.

Cause Value 100

[0x64/0xE4] -

Invalid information element contents

The equipment that sent this Cause Value received a message that includes an Information Element that it does recognize and implements, however one or more of the fields contained in the Information Element are coded in such a way that it has not been implemented by the equipment that sent this Cause Value.

Denial Events

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Troubleshooting

- Check that the protocols at each end of the interface match (for example, both sides are **AT&T Custom** or both sides are **NI-2**). If the ends of the interface are running different protocols, they might be running with different Information Element encoding.
- Check Communication Manager diagnostics for the IE identifier of the Information Element that contains the information that violates protocol.

The PROGRESS INDICATOR IE information that Communication Manager generates should not affect call completion. There is no way to modify how Communication Manager generates this information.

See [Table 9: Cause Value 96 & 100 Diagnostic Information](#) on page 50.

Cause Value 101

[0x65/0xE5] -

Message not compatible with call state/

Protocol threshold exceeded (NI-2: National ISDN 2)

Cause Value 101 indicates that the equipment that sent this Cause Value received a message that it does not recognize, and procedures in the protocol specification indicate that it is not permissible to receive the message while in this call state.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Cause Value 101 (NI-2) can also mean that an established call or an establishing call is being cleared because the threshold for multiple signaling protocol errors occurring during an active call has been exceeded.

Troubleshooting

- Check that the protocols at each end of the interface match (for example, both sides are **AT&T Custom** or both sides are **NI-2**). If the ends of the interface are running different protocols, they might be running different call state machines.
- Check the Communication Manager diagnostic information for the message type identifier that is in violation of the protocol. [Table 10: Cause Value 97, 98, 101 Diagnostic Information](#) on page 52

- Call state problems are reported with STATUS messages. The equipment sending the Cause Value uses the CALL STATE IE of the STATUS message to indicate the call state. To determine the call state of the other end of the interface, run the message sequence of the call through the SDL flow charts of the appropriate side (user or network) and the appropriate protocol (TR41449/41459, TR1268, A211 etc.). If the call state at the other end of the interface does not agree with that reported in the STATUS message and both sides are already running the same protocol, then a problem with the implementation of the state machine exists on either side.

Problems have been revealed with the state machine implementations of some of the CO switches for different protocols, and the state machine problems in the CO switches are most likely not going to be corrected. Communication Manager has not shown any problems with its state machine implementations for the different protocols.

Change Communication Manager administration to change the message sequence of the call scenario causing the error, and help solve state machine implementation problems. For example:

- change the inter-working message on the **DS1** form from **PROGRESS** to **ALERTING**
- change the “wait” steps in vectors to be “i-silent” so that they do not generate extra PROGRESS messages in the calling message sequence.

Cause Value 102

[0x66/0xE6] -

Recovery on timer Expiry

The equipment sending this Cause Value sent or received a Layer 3 Q.931 message. Sending or receiving this message has initiated a Layer 3 timer that has expired. This Cause Value is being generated in conjunction with Q.931 protocol error handling procedures.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Communication Manager logs timer expiry errors in the error log against the signaling group of the D-channel where the error occurred. The signaling group (ISDN-SGR) error is Error Type 1 and the Aux Data contains the identifier of the Layer 3 timer that expired.

Communication Manager does not generate the diagnostic information for the Cause Value IE.

Table 11: Cause Value 102, Signaling Group Error Type 1, Aux Data information

Aux Data Value	Timer Name	Timer Value	Description
1	T302	4s	SETUP_ACK messages (overlap receiving mode)
2	T303_1	4s	SETUP message 1st timer expiration
3	T303_2	4s	SETUP message 2nd timer expiration
4	T305	4/30s	DISCONNECT message
5	T308_1	4s	RELEASE message 1st expiration
6	T308_2	4s	RELEASE message 2nd expiration
7	T310	10s	CALL_PROCEEDING message
8	T313	4s	CONNECT message
9	T313_2	4s	“no longer used”
10	T316	120s	RESTART message
11	TL3	30s	Layer 3 timer expired (d-channel dropped)
12	T309	90s	d-channel reestablishment expiration stable calls are dropped
13	T_WRN	h	FACILITY message (waiting for ACK or REJ)
14	T321	120s	SERVICE message (waiting for ACK)
15	TSM	h	retransmission of SERVICE on d-channel switchover
16	TM100	h	ISDN-BRI maintenance (MIM timer)

Troubleshooting

- Check the diagnostic information for the timer number that has expired. See [Cause Values and their meanings/interpretations](#) on page 11.
- Check that the protocols at each end of the interface match (for example, both sides are **AT&T Custom** or both sides are **NI-2**).
 - If the ends of the interface are running different protocols, they might be running with different values for their Layer 3 timers.
 - If the protocols at each end of the interface match, the Communication Manager timer might have expired because:

- the far end never saw the message because the message was corrupted in transmission by noise on the D-channel. Check for any type of T1/E1 facility errors.
 - the far end is experiencing a high traffic condition and did not have the processing time to parse the sent message before the timer expired.
 - even though the message was seen to be generated in an internal Communication Manager trace, the message was never transmitted out onto the D-channel. Perform an external protocol capture on the D-channel to confirm the transmission of the suspect message.
- To interpret the receipt of Cause Value 102 from the far end, look at a trace/protocol capture of the messaging taking place, and find the last message received from the far end before Cause Value 102 is received. The timer that expired is most likely the Layer 3 timer associated with that last message. If Communication Manager generated a message in between those 2 events that should have stopped the timer, the cause might be:
- the far end never saw the message because the message was corrupted in transmission by noise on the D-channel. Check for any type of T1/E1 facility errors.
 - the far end might be experiencing a high traffic condition and did not have the processing time to parse the sent message before the timer expired.
 - even though the message was seen to be generated in an internal Communication Manager trace, the message was never actually transmitted out onto the D-channel. Perform an external protocol capture on the D-channel to confirm the transmission of the suspect message.
- If Communication Manager did not respond to the receipt of the last message from the far end, then Communication Manager internal hardware and software becomes suspect, and trouble shooting the problem must proceed from that point.

Communication Manager administration that can contribute to seeing timer expiry errors:

- Trunk group form: Incoming call handling table. If the **Per call CPN/BN** field is incorrectly populated in comparison to how the CO is programmed to send CPN or BN, it causes Communication Manager to send a FACILITY message to the CO requesting CPN/BN information and the CO will never respond. Communication Manager will log many timer expiry errors against the signaling group (Error Type 1, Aux Data 13).
- DS1 form: Protocol version: If Communication Manager is running custom protocol (protocol version "A") and is connected to a Nortel DMS central office running custom protocol, Communication Manager will log timer expiry errors against signaling group for DISCONNECT problems (Error Type 1, Aux Data 4) during high traffic conditions.
- The DMS CO custom protocol implementation uses the ANSI recommended timer values for their Layer 3 timers while Communication Manager uses the ITU recommended timer values. Thus the T305 timer in the Communication Manager is 4 seconds while the same timer in the DMS is 30 seconds, this difference causes timer expiry problems in high traffic conditions. Change Communication Manager's protocol version to **c** to line up the timers.

Cause Value 103

[0x67/0xE7] - Parameter not implemented

The equipment sending this Cause Value received a message that includes an Information Element that it does recognize and implements, however one or more of the fields contained in the Information Element are coded in such a way that it has not been implemented by the equipment sending this Cause Value.

The diagnostic information of the Cause Value should contain, if implemented, the identifier of the Information Element that contains the information that violates protocol. See [Cause Values and their meanings/interpretations](#) on page 11.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Cause Value 110

[0x6E/0xEE] - Message with unrecognized parameter

The equipment sending this Cause Value received a message that includes Information Elements that are not recognized because the Information Element identifier is not defined, or it is defined but has not been implemented by the equipment sending the Cause Value. However, the Information Element is not mandatory in the message, and the equipment sending the Cause Value does not need to parse the Information Element in order to process the message.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Cause Value 111

[0x6F/0xEF] - Protocol error unspecified

Cause Value 111 indicates that the equipment sending this Cause Value experienced a protocol error event for which no other Cause Value in the Protocol Error class applies.

This Cause Value has local significance only. The ISDN network between the user and the equipment generating the Cause Value might:

- Send no cause indication through the network
- Send a more generic Cause Value through the network

Cause Value 111 (NI-2) is used in packet mode to be able to map the X.25 [Cause Value 17](#) "remote procedure error".

Communication Manager does not originate this Cause Value for PRI. A BRI or Adjunct Switch Application Interface (ASAI) application might generate this Cause Value.

Cause Value 112

**[0x70/0xF0] -
Local procedure error (1TR6: AT&T ISDN Protocol)**

This is a packet mode Cause Value.

Cause Value 113

**[0x71/0xF1] -
Remote procedure error (1TR6: AT&T ISDN Protocol)**

This is a packet mode Cause Value.

Cause Value 114

**[0x72/0xF2] -
Remote user suspended (1TR6: AT&T ISDN Protocol)**

This Cause Value indicates to the remote user that the call has been put on hold.

Cause Value 115

**[0x73/0xF3] -
Remote user resumed (1TR6: AT&T ISDN Protocol)**

This Cause Value indicates to the remote user that the call has been taken off hold.

Inter-working Class Cause Values

Cause Value 127

**[0x7F/0xFF] -
Inter-working, unspecified/
User info discarded locally (1TR6: AT&T ISDN Protocol)**

This Cause Value indicates that in the equipment sending this Cause Value is the point in the network where the call has inter-worked with a network that does not provide Cause Value information for actions it takes. When an event takes, place this Cause Value is sent because the precise cause for the event cannot be ascertained.

This Cause Value has end-to-end significance and should always be passed back through the network to the user.

Denial Events

Communication Manager generates this Cause Value for events on tandem calls that have inter-worked from ISDN trunk groups to non-ISDN trunk groups.

Troubleshooting

- Check the Cause Value Information Element (LOC). See [Location Codes](#) on page 13.

Denial Event Tables

Call Processing Denial Events

Denial events generated during call processing are listed in the following tables:

- [Table 12: Call Process denial events \(1001 - 1172\)](#) on page 61
- [Table 14: Call Process denial events \(1225 - 1899\)](#) on page 76
- [Table 17: Call Process denial events \(2021 - 2299\)](#) on page 121
- [Table 28: Call processing denial events \(5000 - 5003\)](#) on page 152

Event Types 1000 - 1899 help isolate the cause of receiving reorder or intercept treatment:

- Event Types 1000 - 1299 might explain events where reorder treatments are initiated, or to events that eventually lead to reorder treatments.
- Event Types 1300 - 1899 might explain events where intercept treatments are initiated, or to events that eventually lead to intercept treatments.

Table 12: Call Process denial events (1001 - 1172) 1 of 12

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1001	Resource not available	Failure returned in response to "done sending digits" message.		
1002	Call parked on user	A call might already be parked on user.		
1003	Can't connect Tone Det	Cannot connect/reconnect tone detector during outgoing wait supervision. Automatic Number Identification (ANI) request is expected.		
1004	Can't reserve Tone Det	Cannot reserve tone detector.		
1005	Trunk sequence error	Outgoing MFE call received answer before addressing was complete.		
1006	TTR unavailable	No Touch Tone Receiver (TTR) available.		
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Table 12: Call Process denial events (1001 - 1172) 2 of 12

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1007	CAS Remote Hold	The Centralized Attendant Service (CAS) Remote Hold feature was accessed. No CAS attendant exists.		
1008	CAS Remote Hold	Centralized Attendant Service (CAS) Remote Hold was accessed by a non-CAS attendant.		
1009	CAS Remote Hold	Centralized Attendant Service (CAS) Remote Hold was accessed by non-CAS attendant. Analog Answer-Hold/Unhold invalid.		
1010	TEG denied origination	Terminating Extension Group was denied an origination.		
1011	Destination Unavailable	Facilities were exhausted during rerouting. Received unexpected TCM not yet used in routing. Reroute attempt using received TCM finds principal is NULL or attendant extended call to ARS. Queueing is not allowed.		
1012	Destination Unavailable	Facilities were exhausted during rerouting. Bearer capability is VOICE, VOICE BAND DATA. No outgoing trunk queueing, or no trunks, or DEXT, or Adjunct origination, or Administered Connection, or QSIG Call Completion Ringout attempt. Queueing is not allowed.		
1013	Destination Unavailable	Facilities were exhausted during rerouting. Bearer capability is not VOICE, VOICE BAND DATA. No outgoing trunk queueing, or no trunks, or DEXT, or Adjunct origination, or Administered Connection, or QSIG Call Completion Ringout attempt. Queueing is not allowed.		
1014	Destination Unavailable	Inter-PBX attendant service termination attempt failed. The trunk was busy.		
1015	Destination Unavailable	Attendant seizing trunk for thru-dialing failed. The trunk was busy or not available.		
1016	Remote Cvg loop denial	Outgoing remote coverage call, with digit conversion to the principal's extension. Prevent looping.		
1017	AUDIX Unavailable	Termination to AUDIX coverage point failed, unable to terminate at an AUDIX hunt group.		
1018	Multimedia call denial	Multimedia call. Converting termination to a meetme User ID instead of station User ID failed. Invalid bearer capability received.		
1019	Multimedia call denial	Multimedia call. Converting termination to a meetme User ID instead of station User ID failed. Communication Manager failed to get & return meetme User ID.		
1020	Multimedia call denial	Multimedia call. Converting termination to a meetme User ID instead of station User ID failed. Communication Manager returned a meetme uid = 0.		
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Denial Events

Table 12: Call Process denial events (1001 - 1172) 3 of 12

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1021	Call Term overflow	Call termination overflow to DDD of an Electronic Tandem Network Listed Directory Number. Call should be blocked.		
1022	CDR resource exhaustion	Call Detail Recording (CDR) resource exhaustion. Caller from tie trunk can receive reorder tone.		
1023	CDR resource exhaustion	Call Detail Recording (CDR) resource exhaustion. Give Trunk/Personal Central Office Line (TK/PCOL) caller termination to announcement. User ID not found for announcement.		
1024	CDR resource exhaustion	Call Detail Recording (CDR) resource exhaustion. Caller from non-Trunk/Personal Central Office Line (TK/PCOL) (from line) can receive reorder tone.		
1025	Incompatible Bandwidth	Terminated to an endpoint or trunk group that cannot support the requested bandwidth.		
1026	AUDIX Unavailable	Call from non-trunk. Unable to terminate at an AUDIX hunt group.		
1027	Attd control trk denial	Switch Classified Calls are not allowed to go to a trunk controlled by an attendant.		
1028	Trunk Unavailable	No trunks are available and there is no chance of being queued.		
1029	Modem Unavailable	Modem unavailable from pool.		
1030	Modem Unavailable	Modem unavailable from pool.		
1031	LWC failure	Leave Word Calling. Async message response is reorder.		
1032	Multimedia call failure	Multimedia call. Creating a multimedia user failed.		
1033	Multimedia call failure	Multimedia call. Cannot create a multimedia user.		
1034	Multimedia call failure	Multimedia call. Message failed on second address of multi-number call.		
1035	Multimedia call failure	Multimedia call. Trying to send more than the maximum of two addresses in a multi-number call.		
1036	Station sec code len qry	The query for the administered minimum station-security-code length failed.		
1037	Routing UID=0	The Routing User ID = 0 for a remote Distributed Communication System (DCS) user that has activated automatic callback toward a station local to this switch.		
1038	ACD login failed	Traditional Automatic Call Distribution (ACD) agent login failed. The maximum number of logins already exist.		
1039	ACD login failed	Group Manager/User Manager set up of the Automatic Call Distribution (ACD) Logical Agent login info failed before password matching, if any.		
				3 of 12

Table 12: Call Process denial events (1001 - 1172) 4 of 12

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1040	ACD login failed	Group Manager/User Manager set up of the Automatic Call Distribution (ACD) Logical Agent login info failed after password matching succeeded.		
1041	DS0 loop around failed	Incoming ds0 test call failed to set up non-inverting digital looparound capability.		
1042	TTR unavailable	Facility Access Test. Touch Tone Receiver (TTR) is missing, did not get attached, might be in use by some other call.		
1043	Specified TTR unavailable	Facility Access Test. The specified Touch Tone Receiver (TTR) needed to collect digits was in use.		
1044	reserve for FAT fat_compl	Facility Access Test. Reserved for silent reorder on the chance that recoding is required.		
1045	FAT tone test failed	Facility Access Test. The test to hear tone failed. The Expansion Network Link might be down.		
1046	Specified TSLOT busy	Facility Access Test. Specified timeslot was busy.		
1047	Music port connect fail	Facility Access Test. Completing call to music port failed. EPN Link might be down, or music port is not administered.		
1048	FAT trunk busy	Facility Access Test - completing call to trunk failed. Trunk is busy.		
1049	ISDN trunk busy	Facility Access Test - completing call to ISDN trunk failed. Trunk is busy.		
1050	Illegal Message Retrieval	Remote access user attempted to access messages via voice coverage message retrieval. This is not allowed.		
1051	Speech Port unavailable	No voice synthesis speech port is available for coverage message retrieval.		
1052	Called announcement busy	Call to announcement, but announcement is busy.		
1053	Chime tone connection	Connection of a chime tone to a service failed. There might be an invalid service ID or software error.		
1054	TTR unavailable	Collection of password digits needs a Touch Tone Receiver (TTR). No in-service TTRs are available.		
1055	No call to cancel	Deactivation of automatic callback (ACB) was denied or outgoing trunk queueing (OTQ) was denied. The Call ID of the ACB/OTQ call to be cancelled could not be found. There might be nothing to deactivate.		
1056	Adjct Rte calls can't Que	Adjunct Switch Application Interface (ASAI) adjunct-originated switch classified calls and adjunct-routed calls are not allowed to queue.		
1057	COS - Auto Callback	User's Class of Service does not permit activation of automatic callback.		
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Table 12: Call Process denial events (1001 - 1172) 5 of 12

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1058	Auto Callback User ID	User activating automatic callback has software partyblock member misrepresented.		
1059	Auto Callback double queued	User is activating automatic callback, but the call has already been queued or has no principal terminating User ID.		
1060	Auto Callback terminator	Activating automatic callback is not allowed when the terminating extension is a group attendant, terminating extension group, Vector Directory Number, or if vector processing is active.		
1061	Auto Callback terminator	Activating automatic callback. <ul style="list-style-type: none"> 1 For a non-Distributed Communication System (DCS) terminator, if there is an accompanying Call Detail Recording (CDR) ineffective call attempt record, the queue is full or zero-length. 1 For a DCS terminator, termination did not happen for one of several reasons including the trunk was busy, the trunk was unavailable, the trunk is incoming only, the queue is full, the extension is busy (onhk_que.c) 		
1062	Auto Callback activation	Activating automatic callback. Checks on queue availability and/or Distributed Communication System (DCS) termination pass OK, but activation is denied.		
1063	Auto Callback ineligible	Activating Automatic Callback (ACB). Response to callback type query is queue ineligible. ACB may be in use or call is on hold, or there might be no call ID behind call back button.		
1064	Double queueing denied	Manual activation of queueing. Call has already been queued (automatic).		
1065	Manual queing terminator	Manual activation of queueing. There is no principal terminator on which to queue.		
1066	Manual queing - full que	Manual activation of queueing. The queue is full or queue length is zero.		
1067	Manual queing denied	Manual activation of queueing. Checks on queue availability pass OK, but activation is denied.		
1068	queued call went away	Reactivation of automatic callback or outgoing trunk queueing. The call disappeared from the queue.		
1069	PMS link/printer down	Property Management System (PMS) cannot log housekeeping status. PMS link is not operational and the printer is down.		
1070 (also in Table 13)	TTR unavailable	ISDN trunk initiation of in-band end-to-end digit collection failed. Might be waiting for a Touch Tone Receiver (TTR).		
1071	Wireless - trunk failure	General Central Office (GCO) Wireless Subscriber System (WSS) call origination denied. Route to GCO subscriber trunk failed.		
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Table 12: Call Process denial events (1001 - 1172) 6 of 12

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1072	TTR TDM VC failed	Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in Audio add-on password supervision.		
1073	TTR TDM VC failed	Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in authorization code supervision, waiting for digit analysis of the authorization code.		
1074	TTR TDM VC failed	Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in Code Call paging seizure supervision.		
1075	TTR TDM VC failed	Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in feature supervision waiting to see which feature is being invoked.		
1076	TTR TDM VC failed	Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in idle supervision.		
1077	TTR TDM VC failed	Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in normal answer supervision.		
1078	TTR TDM VC failed	Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in outgoing trunk outpulsing supervision.		
1079	TTR TDM VC failed	Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in outgoing trunk seizure supervision.		
1080	TTR TDM VC failed	Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in the supervisor for telecommuting access waiting for certain Feature Access Codes after the telecommuting extension has been accessed.		
1081	Change SSC denied	Change Station Security Code (SSC) - REORDER. Possible causes: <ul style="list-style-type: none"> 1 Too many admin users 1 Data already locked 1 Translations being saved 1 SAT user changing station data 1 Station recently removed from translation 1 System error 1 Problem applying confirmation tone 1 Terminal Translation Initiation (TTI) feature not enabled 1 TTI state not Voice (Data TTI enabled) 		
1082	Rmv skill - agent busy	Attempting a "Remove Skill" on agent that is currently busy for that skill (has DAC or is in ACW or on call).		
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Table 12: Call Process denial events (1001 - 1172) 7 of 12

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1083	Add/Rmv skill denied	Add/Remove Agent Skills. Possible causes: <ul style="list-style-type: none"> l System error l could not get station ID l too many admin users l save translation in progress l data already locked l SAT user is changing agent data 		
1084	DCS link down	Remote user activation of call forward failed. Distributed Communication System (DCS) link not up.		
1085	PMS response timeout	Property Management System failed to respond to maid status in the 4 seconds allowed.		
1086	MFC no answer timeout	MultiFrequency Compelled (MFC) call circuit congestion. No answer timeout from MFC call.		
1087	MFC no answer timeout	MultiFrequency Compelled call circuit congestion. No answer timeout. The trunk may be bad or no Touch Tone Receiver (TTR) is available at remote end.		
1088	No answer timeout	MultiFrequency Compelled call circuit congestion. No answer timeout. The trunk may be bad or no Touch Tone Receiver (TTR) is available at the remote end.		
1089	MFC no answer timeout	MultiFrequency Compelled call circuit congestion. No answer timeout. The trunk may be bad or no Touch Tone Receiver (TTR) is available at the remote end.		
1090	T302 intercept timeout	T302 interdigit timer timeout.		
1091	Max Paste users Pasting	The maximum allowable stations are currently using PC Application Software Exchange (PASTE). Wait and try again.		
1092	Announcement unavailable	Announcement might be busy, or announcement is not present on board.		
1093	Announcement memory exh	Announcement is dropped, or announcement memory is exhausted.		
1094	Permanent Seizure	Direct Inward Dialing trunk origination. Digit timeout with no digits dialed. Permanent incoming seizure treatment is to give reorder.		
1095	QSIG Call Offer timeout	QSIG Call Offer encountered timeout of 1 minute path retention timer.		
1096	Wakeup time unavailable	Collecting digits for "room wakeup by tones" feature. Cannot do a wakeup for the specified time.		
1097	MFC No Answer timeout	MFC call circuit congestion. No answer timeout. The trunk may be bad or no Touch Tone Receiver (TTR) is available at the remote end.		
				7 of 12

Table 12: Call Process denial events (1001 - 1172) 8 of 12

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1098	TTI merge/unmerge failed	Station server could not perform Terminal Translation Initiation (TTI) merge/unmerge. Certain resources are unavailable. The user can try again and the resources might be available.		
1099	LWC access code rejected	Voice synthesis Leave Word Calling access code rejected.		
1100	TTI - station active	In preparation for lock resources step for Terminal Translation Initiation (TTI) merge/unmerge, Personal Station Access (PSA) association/disassociation finds that the station is active on a call not to be interrupted.		
1101	Modem unavailable	There is a problem with allocating or finding a modem for an incoming data call.		
1102	MM - voice call failure	While processing a Multimedia compatible vector, there is a failure doing conversion to voice call.		
1103	Tone Detector conn fail	Cannot connect tone detector for trunk terminated call. Silent Reorder.		
1104	Tone Detector conn fail	Cannot connect tone detector for voice station or DEXT. Silent Reorder.		
1105	Ringback limit met	The limit is met of 4 ringbacks in a row before far end answers. Silent Reorder.		
1106	Ringback limit met	The limit is met of 36 ringbacks in a row before far end answers. Silent Reorder.		
1107	Reorder tone received	Reorder tone received before far end answers. Silent Reorder.		
1108	LWC access code rejected	The message server rejected the Leave Word Calling Access code that was dialed.		
1109	DCS link/msg buffer	Remote busy verification encountered a Distributed Communication System (DCS) link down or an exhausted DCS message buffer.		
1110	DCS link down	Distributed Communication System (DCS) remote trunk group selection. Remote Direct Trunk Group Selection (DTGS) button push by attendant, but DCS link is down.		
1111	CFWD activate/cancel	Sending a call forward activation message to the remote switch failed. Message buffers exhausted, call not UDP & not Distributed Communication System (DCS), DCS link is down.		
1112	TTR unavailable	Russian Automatic Number Identification (ANI) 3rd party feature button. Touch Tone Receiver (TTR) not available.		
1113	ANI error limit	3rd party feature activation. Automatic Number Identification (ANI) error on 2 tries.		
1114	DCS trunk required	Remote busy verification. A Distributed Communication System (DCS) trunk is required.		
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Table 12: Call Process denial events (1001 - 1172) 9 of 12

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1115	LWC timeout	Leave Word Calling timeout occurred for a non-call associated attempt.		
1116	DCS confirm msg timeout	Remote busy verification. A Distributed Communication System (DCS) confirmation message was not received within 4 seconds.		
1117	Outgoing trk seizure fail	Outgoing trunk seizure failure, busy verify hit glare. There is a possible problem with the selected trunk, or an incoming call was received on a trunk selected for an outgoing call.		
1118	Analog station ringer	Analog principal station has trouble ringing.		
1119	Analog station ringer	Analog covering station has trouble ringing and principal was station not rung successfully.		
1120	Bsy Vfy termination fail	Busy verification terminator available, but termination to it failed.		
1121	Bsy Vfy termination fail	Busy verification trunk terminator available, but it is maintenance busy or otherwise unavailable.		
1122	Bsy Vfy termination fail	Busy verification terminator available, but it is out-of-service.		
1123	Bsy Vfy termination fail	Busy verify terminator available, but termination is denied due to: <ul style="list-style-type: none"> 1 TRUNK <ul style="list-style-type: none"> - admin busy - incoming seizure 1 STATION <ul style="list-style-type: none"> - query for virtual set's station hunting User ID fails - virtual set's physical station's current state is not idle or call busy - admin busy - maintenance busy - no available call appearance - currently dialing - available call appearance not idle or busy 1 HUNTGRP <ul style="list-style-type: none"> - no available member in free list, at least one not made busy 		
1124	Bsy Vfy termination fail	Busy verify hunt group member available, but hunt group is all busy		
1125	Bsy Vfy call went away	Attempting to bridge a busy verification party to a call that no longer exists.		
1126	Bsy Vfy merge failed	Attempting to bridge a busy verification party to a call that cannot be merged.		
1127	Bsy Vfy warn tone conn	Busy verification warning tone connection failed.		
1128	Bsy Vfy warn tone conn	Busy verify warning tone connection to verified call failed.		
				9 of 12

Table 12: Call Process denial events (1001 - 1172) 10 of 12

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1129	Bsy Vfy call went away	Attempting to bridge a busy-verifying call with a busy-verified call that no longer exists.		
1130	Bsy Vfy merge failed	Attempting to bridge a busy verification party to a call that cannot be merged.		
1131	Bsy Vfy merge failed	Merge operation failed for bridging a busy verifying party to a call.		
1132	Auto Callback failure	Possible causes: <ul style="list-style-type: none"> 1 Query for calling party's callback type failed 1 Adding an automatic callback call to the queue of a trunk group failed or the queue is full 1 Calling party activation of automatic callback failed 1 No automatic callback button/feature administered 1 Automatic callback button already busy. 		
1133	Whisp Pg termination fail	Whisper paging termination to station, idle call appearance failed.		
1134	Whisp Pg to OS station	Whisper paging to Out of Service (OOS) station.		
1135	Whisp Pg term denied	Whisper page to station denied. Possible causes: <ul style="list-style-type: none"> 1 user has blocked whisper pages or has service observe pending 1 (BRI) maintenance busy and the call is already queued 1 whisper page not allowed towards analog line 1 whisper page termination requires at least two idle call appearances 1 the current call is in the CA_DIAL state 		
1136	Whisp Pg hunt grp busy	Whisper paging - the hunt group is all busy.		
1137	Whisp Pg user blocked	User has whisper page blocked.		
1138	Whisp Pg Svc Obsvd call	Whisper page - bridging to service-observed call.		
1139	Whisp Pg Attd call	Whisper page - bridging to call with an attendant on it.		
1140	Whisp Pg Man Exclsn call	Whisper page - bridging to call with manual exclusion activated.		
1141	Whisp Pg merge denied	Bridging a busy whisper paging party to a call cannot be merged.		
1142	Whisp Pg warn tone conn	Whisper page failure. Unable to apply whisper page tone to the paging party, could not retrieve the whisper page tone option, or could not retrieve the port ID of the paged party.		
1143	Whisp Pg warn tone conn	Whisper page failure. Could not apply whisper page tone to the paged party.		
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Table 12: Call Process denial events (1001 - 1172) 11 of 12

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1144	Whisp Pg merge failed	Merge page call with paged call - query for originator's port ID failed.		
1145	Whisp Pg merge failed	Merge page call with paged call - query for paged party's port ID failed.		
1146	Whisp Pg call went away	Merge page call with paged call - paged party's call no longer exists		
1147	Whisp Pg blocked	Merge page call with paged call - paged party has whisper page blocked.		
1148	Whisp Pg Svc Obsvd call	Merge page call with paged call - paged party is being service observed.		
1149	Whisp Pg merge Attd call	Merge page call with paged call - paged party is on a call with an attendant.		
1150	Whisp Pg merge Man Exclsn	Merge page call with paged call - paged party has manual exclusion activated.		
1151	Whisp Pg merge denied	Bridging a busy whisper paging party to a call cannot be merged.		
1152	Whisp Pg merge failed	Merge page call with paged call - merge operation failed.		
1153	ARS man activation queing	Manual activation of queueing seen while in ARS supervision - ARS DAC has been dialed.		
1154	Outgoing trk seizure fail	Seize failed. Indicates either: <ul style="list-style-type: none"> l a problem with the selected trunk l an incoming call was received on a trunk selected for an outgoing call in busy verification on non-Distributed Communication System (DCS) call type and not bridge-on case. 		
1155	Bsy Vfy digit timeout	Digit timeout while in busy verification on non-DCS call type and not bridge-on case.		
1156	Connection resrce unavail	Connection resource not available. this is an administered connection.		
1157	TTR unavailable	Activate service observing feature. Initiated from a vector step and only the Feature Access Code of service observing is in the vector step. End-to-end signaling digit collection of extension to be observed could not get a Touch Tone Receiver (TTR).		
1158	Svc Obsv Ext table full	Validation of service observed extension. No room in software table to store service observing User IDs.		
1159	Cancel wakeup failed	Could not cancel wakeup.		
				11 of 12

Table 12: Call Process denial events (1001 - 1172) 12 of 12

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1160	Activate wakeup failed	Could not activate wakeup time. Possible causes: <ul style="list-style-type: none"> l previous request exists and cancel flag not set l wakeup request time is too close l 15 min interval limit exceeded l system limit on requests exceeded 		
1161	Max# connected parties	Whisper page - bridging to a call that has maximum number of parties already connected.		
1162	Max# connected parties	Whisper page - bridging to call that has maximum number of parties already connected.		
1163	TTR TDM VC failed	Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in whisper supervision.		
1164 (also in Table 13)	ISDN no cause value	Outgoing ISDN trunk rejected/ dropped by far end		DIAG/LOC/CV
1165	Attd ctrl of ARS pref (s)	Attendant control of trunk group access ARS preference(s).		
1166 (also in Table 13)	Unassigned number	Unassigned number.		
1167	Can't term emergency call	No Attendants or redirection extension assigned for termination of emergency call.		
1168	Second call failed	Russia MultiFrequency (MF) Packet Signaling - Second call attempt failed.		
1169	Retry option not enabled	Russia MultiFrequency (MF) Packet Signaling. The "Re-try?" option is no, and either T1 or T2 timer expired or a B6 signal was received.		
1170	Erroneous signal received	Russia MultiFrequency (MF) Packet Signaling - Erroneous signal received.		
1171	ATM Blockage:TDMSVC fail	TDM SVC creation failed due to lack of resources, call was dropped. The caller hears dead air.		
1172	Path Rep ASAI to non-ASAI	Path Replace merged from Adjunct Switch Application Interface (ASAI) call to non-ASAI call.		
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ISDN, IP, and SIP Denial Events

Some Event Type numbers in this section can be re-used for IP and SIP Denial Events. Please check the log information carefully to determine what type of network experienced the event that led to the denial, even if the explanation refers to ISDN.

Table 13: ISDN, IP, and SIP-generated denial events (1173 - 1224) 1 of 4

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1070 (also in Table 12)	TTR unavailable	ISDN trunk initiation of in-band end-to-end digit collection failed. Might be waiting for a Touch Tone Receiver (TTR).		
1164 (also in Table 12)	ISDN no cause value	Outgoing ISDN trunk rejected/ dropped by far end.		DIAG/LOC/CV
1166 (also in Table 12)	Unassigned number	Unassigned number.		
1173	No route to transit ntwk	No route to specific transit network. See Cause Value 02 .	UID	DIAG/LOC/CV
1174	No route to dest	No route to destination. See Cause Value 03 on page 20.	UID	DIAG/LOC/CV
1175	ISDN channel unacceptable	Channel unacceptable. See Cause Value 06 on page 22.	UID	DIAG/LOC/CV
1176	ISDN MLPP circ not resrvd	MLPP preemption, circuit not reserved. See Cause Value 08 on page 23.	UID	DIAG/LOC/CV
1177	ISDN MLPP circ resv reuse	MLPP preemption, circuit reserved for reuse. See Cause Value 09 on page 23.	UID	DIAG/LOC/CV
1178	Normal call clearing	Normal call clearing. See Cause Value 16 on page 24.	UID	DIAG/LOC/CV
1179	User busy	User busy. See Cause Value 17 on page 24.	UID	DIAG/LOC/CV
1180	No user responding	No user responding. See Cause Value 18 on page 25.	UID	DIAG/LOC/CV
1181	User alerting, no answer	User alerting, no answer. See Cause Value 19 on page 27.	UID	DIAG/LOC/CV
1182	Subscriber absent	Subscriber absent. See Cause Value 20 on page 27.	UID	DIAG/LOC/CV
1183	Call rejected	Call rejected. See Cause Value 21 on page 27.	UID	DIAG/LOC/CV
1184	Number changed	Number changed. See Cause Value 22 on page 27.	UID	DIAG/LOC/CV
1 of 4				

Table 13: ISDN, IP, and SIP-generated denial events (1173 - 1224) 2 of 4

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1185	Dest out of order	Destination out of order. See Cause Value 27 on page 28.	UID	DIAG/LOC/CV
1186	Invalid number format	Invalid number format. See Cause Value 28 on page 28.	UID	DIAG/LOC/CV
1187	Facility rejected	Facility rejected. See Cause Value 29 on page 29.	UID	DIAG/LOC/CV
1188	Response status enquiry	Response status enquiry. See Cause Value 30 on page 30.	UID	DIAG/LOC/CV
1189	Normal, unspecified	Normal, unspecified. See Cause Value 31 on page 30.	UID	DIAG/LOC/CV
1190	No circ/chan avail	No circuit or channel available. See Cause Value 34 on page 31.	UID	DIAG/LOC/CV
1191	Network failure	Network failure. See Cause Value 38 on page 32.	UID	DIAG/LOC/CV
1192	Temporary failure	Temporary failure. See Cause Value 41 on page 33.	UID	DIAG/LOC/CV
1193	Equipment congestion	Switching equipment congestion. See Cause Value 42 on page 33.	UID	DIAG/LOC/CV
1194	ISDN user info discarded	User info discarded. See Cause Value 43 on page 33.	UID	DIAG/LOC/CV
1195	Circ/channel unavail	Requested circuit / channel not available. See Cause Value 44 on page 34.	UID	DIAG/LOC/CV
1196	ISDN blocked precedence	Blocked precedence level. See Cause Value 46 on page 35.	UID	DIAG/LOC/CV
1197	Resources unavail/unspec	Resources unavailable, unspecified. See Cause Value 47 on page 35.	UID	DIAG/LOC/CV
1198	ISDN req fac no subscribe	Requested facility not subscribed. See Cause Value 50 on page 36.	UID	DIAG/LOC/CV
1199	ISDN outgoing call barred	Outgoing calls barred. See Cause Value 52 on page 37.	UID	DIAG/LOC/CV
1200	ISDN incoming call barred	Incoming calls barred. See Cause Value 54 on page 37.	UID	DIAG/LOC/CV
1201	Bearer cap not available	Bearer capability not presently available. See Cause Value 58 on page 39.	UID	DIAG/LOC/CV
1202	Service unauth FranceVN4	Service not authorized / France VN4. See Cause Value 62 on page 41.	UID	DIAG/LOC/CV
1203	Serv/option unavailable	Service/option not available, unspecified. See Cause Value 63 on page 41.	UID	DIAG/LOC/CV
1204	Bearer cap not implem	Bearer capability not implemented. See Cause Value 65 on page 42.	UID	DIAG/LOC/CV
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Table 13: ISDN, IP, and SIP-generated denial events (1173 - 1224) 3 of 4

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1205	ISDN chan type not implem	Channel type not implemented. See Cause Value 66 on page 42.	UID	DIAG/LOC/CV
1206	Req facility not implem	Requested facility not implemented. See Cause Value 69 on page 43.	UID	DIAG/LOC/CV
1207	Only restr digital BC av	Only restricted digital BC available. See Cause Value 70 on page 44.	UID	DIAG/LOC/CV
1208	Srv/opt not imp/unsp	Service/option not implemented, unspecified. See Cause Value 79 on page 44.	UID	DIAG/LOC/CV
1209	Invalid call reference	Invalid call reference. See Cause Value 81 on page 45.	UID	DIAG/LOC/CV
1210	Channel doesn't exist	Identified channel does not exist. See Cause Value 82 on page 45.	UID	DIAG/LOC/CV
1211	Incompatible dest	Incompatible destination. See Cause Value 88 on page 47.	UID	DIAG/LOC/CV
1212	ISDN trans ntwk not exist	Transit network does not exist. See Cause Value 91 on page 48.	UID	DIAG/LOC/CV
1213	Invalid message	Invalid Message. See Cause Value 95 on page 49.	UID	DIAG/LOC/CV
1214	Mandatory IE missing	Mandatory IE is missing. See Cause Value 96 on page 49.	UID	DIAG/LOC/CV
1215	ISDN msg typ nonexistent/imp	Message type nonexistent or not implemented. See Cause Value 97 on page 51.	UID	DIAG/LOC/CV
1216	Msg not compat state	Message not compatible with call state. See Cause Value 98 on page 53.	UID	DIAG/LOC/CV
1217	ISDN nonexistent IE	Nonexistent IE. See Cause Value 99 on page 54.	UID	DIAG/LOC/CV
1218	Invalid IE contents	Invalid IE contents. See Cause Value 100 on page 54.	UID	DIAG/LOC/CV
1219	ISDN msg not compat state	Message not compatible with call state. See Cause Value 101 on page 55.	UID	DIAG/LOC/CV
1220	Recovery on timer expiry	Recovery on timer expiry. See Cause Value 102 on page 56.	UID	DIAG/LOC/CV
1221	Protocol err unspecified	Protocol Error Unspecified. See Cause Value 111 on page 59.	UID	DIAG/LOC/CV
1222	ISDN intr ana ntwk Fr VN4	Inter-worked to analog network (France VN4)	UID	DIAG/LOC/CV
1223	ISDN goto con mode Fr VN4	Go to conversation mode (France VN4)	UID	DIAG/LOC/CV
1224	Interwork/cause unknown	Inter-working or cause unknown. See Cause Value 127 on page 60.	UID	DIAG/LOC/CV
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Table 13: ISDN, IP, and SIP-generated denial events (1173 - 1224) 4 of 4

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1570 (also in Table 17)	TTR insertion failed	Processing incoming digits for ISDN call. Insertion of Touch Tone Receiver (TTR) to collect in-band digits failed.		
1573 (also in Table 17)	Principal is not ISDN	Get called digits, calling number and name, etc., and send ISDN SETUP message to the far end. The principal is not ISDN.		
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Call processing Denial Events

Denial events 1225 - 1889 are described in [Table 14: Call Process denial events \(1225 - 1899\)](#).

Table 14: Call Process denial events (1225 - 1899) 1 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1225	All SBS extensions in use	Separation of Bearer and Signaling (SBS) Signaling call tried to allocate an SBS extension, but all SBS extensions are in use.		
1226	Cannot get SBS Sig CID	Separation of Bearer and Signaling (SBS) Bearer call tried to retrieve SBS Signaling call Call ID.		
1227	Can't send SBS ID to orig	Separation of Bearer and Signaling (SBS) Signaling call tried to send an INFO message with unique ID, but the message could not be sent.		
1228	Non-bearer trk to SBS ext	A non-trunk call terminated to an allocated Separation of Bearer and Signaling (SBS) extension waiting for the Bearer SBS call to come.		
1229	Unable to get ARS fac	Error occurred when getting the ARS Feature Access Code in order to build the Separation of Bearer and Signaling (SBS) complete callback number.		
1230	Unable to get contry code	Error occurred when getting the local country code in order to build the Separation of Bearer and Signaling (SBS) complete callback number.		
1231	Unable to get intl accode	Error occurred when getting the international access code in order to build the Separation of Bearer and Signaling (SBS) complete callback number.		
1232	TTR err SBS ID dgt coll	Error occurred when trying to allocate a Touch Tone Receiver (TTR) to collect the Unique ID in-band at the terminating node.		
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Table 14: Call Process denial events (1225 - 1899) 2 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1233	Invalid SBS ID dgts/tmo	Invalid or partial Separation of Bearer and Signaling (SBS) Unique ID collected, or interdigit timeout while collecting Unique ID at SBS terminating node.		
1234	No VOA/Data Priv Active	VOA not played for this call because data privacy is active		
1235	No VOA COR Permissions	COR (Class of Restriction) permissions do not allow party (agent, Service Observer, etc.) to hear VOA.		
1236	No PSA_DIS with ACD call	Deny Personal Station Access (PSA) disassociate because there is an Automatic Call Distribution (ACD) call on the phone.		
1237	TTR err IGAR ID dgt coll	Error occurred when trying to allocate Touch Tone Receiver (TTR) to collect the Unique ID in-band at the originating node.		
1238	Invalid IGAR ID dgts/tmo	Invalid or partial Inter-Gateway Alternate Routing (IGAR) Index collected, or interdigit timeout while collecting destination IGAR index at IGAR originating node.		
1239	Deny ACB act to Self	Activation of Automatic Callback (ACB) to self is not allowed.		
1240	No response to IGAR DTMF	E-sigged digits three times with no response from the far end.		
1241	Non-numeric in Invite FNU	Invite FNU contains non-numeric characters in the extension field.		
1242	Off-net cvg/fwd threshold	Redirect off-net coverage or forward was blocked due to the threshold limit set on the system-parameters coverage screen.		
1243		Bandwidth limit was exceeded on an endpoint or trunk group.		
1244	DPT:TTR err idx dgt coll	Error occurred when trying to allocate TTR to collect the destination IGAR user index		
1245	DPT:TTR err UID dgt coll	Error occurred when trying to allocate TTR to collect calling/called party User IDs		
1246	Svs obsrv exceed max	New observer denied, maximum number of observers already in use		
1247	IGAR/DPT LDN grew too big	IGAR/DPT LDN converts to a number that is longer than ARS can process		
1248	Deny observing self	Not allowed to observe yourself		
1249	No ETSI ACB available rcvd	Activating ACB on ETSI interface. The activation was denied because the public network did not send a CCBS/CCNR Available in Disconnect or Alert message.		
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Table 14: Call Process denial events (1225 - 1899) 3 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1250	All Adjunct Users in use	Maximum number of switch classified (predictive dial) calls are in progress with call classifiers still attached. Adjunct user cannot be allocated for a switch classified call (predictive dial call).		
1251 - 1299	not assigned			
Begin intercept type source of denials				
1300	Digits prevent call route	MultiFrequency Compelled call not routed due to invalid digit, not enough digits, etc.		
1301	Need MFC or TT dial type	Outgoing dial type is not MultiFrequency Compelled or Touch Tone (TT).		
1302	Dgts needed or caller typ	Minimum digits not dialed before pressing feature button, or calling party is not a station or attendant.		
1303	TTR queue type invalid	Touch Tone Receiver (TTR) queueing problem. Invalid TTR queue type found.		
1304	Dgt absorbtion/insertion	Digit block requires preconditioning for digit absorption or insertion. Error in treatment. A Touch Tone Receiver (TTR) is available.		
1305	Dgt collection software	Software error. Invalid return code		
1306	Satlt dropped TGU B4 ansr	Italian outgoing tie (TGU) call dropped by satellite before answer.		
1307	LoginID UID query failure	Query for User ID of logged-in Logical Agent's LoginID failed.		
1308	PNT or TIE restriction	Enforce PNT-PNT Restrictions. PTT or TIE not allowed to connect to this PTT trunk.		
1309	Data/Voice BCC setup fail	Trouble setting up voice to data/data to voice (change Bearer Capability Class) and/or outgoing Bearer Capability Class (BCC) for ISDN voice call.		
1310	Incompatible term endpnt	Tried to terminate to incompatible endpoint.		
1311	Routing software failure	Invalid return code. Software error.		
1312	Route PTRN trunk unavail	No available trunks in the routing pattern.		
1313	Remote DTGS invalid digit	Remote Direct Trunk Group Selection (DTGS) that was processing digits (after tie Trunk Access Code) from the preprocessing digit buffer to the digit buffer found invalid number of digits (none or more than 10).		
1314	Dgt collection setup fail	Error during setup for end-to-end signaling digit collection.		
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Table 14: Call Process denial events (1225 - 1899) 4 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1315	Dgt collection setup fail	Error during setup for end-to-end signaling digit collection prevented setting an indication that the call was queued during termination waiting for a Touch Tone Receiver.		
1316	No unrestrictd term point	No principal to terminate to, or it is termination restricted, and there is no termination coverage point.		
1317	Coverage software failure	Software error. Termination to coverage point received invalid return code.		
1318	Split UID query failure	Adjunct Switch Application Interface (ASAI) Direct Agent Call termination fails in querying for split User ID.		
1319	Call record sftw failure	Incoming QSIG call completion ringout call. Failure retrieving suspended Temporary Signaling Connection (TSC) call record from service dispatcher.		
1320	Call record sftw failure	Incoming QSIG call completion ringout call. Call completion ringout call record does not match Temporary Signaling Connection (TSC) call record retrieved from service dispatcher.		
1321	Illegal term to rmt Audix	Adjunct Switch Application Interface (ASAI) switch classified call. Illegal attempt to terminate off-switch to a remote AUDIX.		
1322	Data to station w/o H.320	Data call to station type endpoint. The station does not have the H.320 conversion flag set.		
1323	Dgt collection setup fail	Error during end-to-end signaling digit collection setup. Origination from ISDN trunk or endpoint.		
1324	Data Ext code calling	Code calling by a data extension.		
1325	ASAI SCC to UDP nite svc	ASAI Switch Classified Call (SCC) to hunt group with UDP night service. This type of call is not allowed to go off-switch.		
1326	MM to Attd ctrld trunk	Multimedia user is not allowed to call a trunk under attendant control, Attendant Control of Trunk Group Active (ACTGA).		
1327	Obtaining Attd UID fails	Call to trunk under attendant control (Attendant Control of Trunk Group Active (ACTGA)). Failure getting attendant User ID.		
1328	Term to ACTGA Attd fails	Call to trunk under attendant control (Attendant Control of Trunk Group Active (ACTGA)). Failure terminating caller to controlling attendant.		
1329	Term to inappropriate pt	Block termination to incoming-only type trunk or user with voice bearer termination to a DEXT group.		
1330	Iterative term attd-retry	Call termination failure rerouting to attendant. Retry of termination to attendant was blocked to prevent an endless retry.		
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Table 14: Call Process denial events (1225 - 1899) 5 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1331	Italian misoperation	Italian misoperation treatment.		
1332	Data mod options qry fail	Reserving a pooled modem. Query of data module for its options failed.		
1333	Term to modem failure	Seizing (terminating on) a pooled modem failed.		
1334	Term to modem failure	Analog endpoint termination to pooled modem (after administrable time delay expires) failed.		
1335	LWC blocked by msg_sv	Leave Word Calling. Async message response returns intercept.		
1336	Tone detection timeout	Tone detector timeout without receiving a valid tone.		
1337	Intrcpt tone from far end	Intercept tone received before far end answers.		
1338	Wait for answer timeout	Wait answer supervision was timed out on a call from a station or tie trunk.		
1339	Auth code required	Digit analysis and routing problem. Authorization code required.		
1340	Rmt cfwd invald local ext	The attendant activated call forwarding for a remote extension to an invalid local extension.		
1341	Non-voice call intercept	Non-voice call was routed to attendant or announcement for intercept treatment. Switch to intercept tone treatment.		
1342	Dest BCC incompatible	The destination bearer capability code is incompatible.		
1343	Need higher FRL to route	A higher Facility Restriction Level is needed to route the call.		
1344	Hop count restricted	The outgoing call is hop count restricted.		
1345	Multiparty caller paging	Accessing paging equipment with more than 1 party on the call is not allowed.		
1346	Svc Obsrv from wireless	Service observing is not possible from wireless stations because they don't support "off-hook idle" state.		
1347	Svc Obsrv dpm query fail	Query of dial plan manager to see if Feature Access Code service observing is optioned failed.		
1348	No Fac Svc Observing	Feature Access Code service observing is not optioned.		
1349	Term dial-up tst brdg app	Feature Access Code entered to do terminal dial-up test, not allowed on bridged appearances.		
1350	Term dial-up tst term typ	Terminal dial-up test is not allowed on attendant, BRI, wt or analog type terminal, or the terminal does not have a call appearance active on the voice channel.		
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Table 14: Call Process denial events (1225 - 1899) 6 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1351	More digits expected	Appending "#" to end of digit buffer. All digits have been processed for an Adjunct Switch Application Interface (ASAI) originated call, but more digits are expected to be collected.		
1352	Port ntwk numbr too large	Facility access test specified a port network number greater than the maximum allowed.		
1353	Cabinet number too large	Malicious call trace specified a cabinet number greater than the maximum allowed.		
1354	SSC dialed ext's uid fail	Station Security Code (SSC) digit processing. The dialed extension's User ID has lost its association with the extension number.		
1355	Auth code required. (ASAI)	Call requires an authorization code. Call is an Adjunct Switch Application Interface (ASAI) phantom call. Not allowed.		
1356	ASAI SCC VDN destination	The first leg of an Adjunct Switch Application Interface (ASAI) Switch Classified Call (SCC) has Vector Directory Number as destination.		
1357	LAGT COR/COR restriction	There is a COR-to-COR restriction between the originating logical agent and the terminating facility.		
1358	ASAI SCC term loginID	First leg of Adjunct Switch Application Interface (ASAI) Switch Classified Call (SCC) attempting to terminate to logical agent loginID. Not allowed.		
1359	LoginID extensn qry fail	Failure to determine if the loginID extension used for the Direct Agent call is associated with a logged-in agent.		
1360	ASAI SCC term loginID	First leg of Adjunct Switch Application Interface (ASAI) Switch Classified Call (SCC) attempting to terminate to logical agent loginID. Not allowed.		
1361	Page data call preindictd	Paging is denied if data call preindication was activated.		
1362	FAC follows priority FAC	Priority feature activation code should not be followed by other feature activation codes. (auth)		
1363	SIP Agent logins max'd	Maximum number of simultaneous SIP EAS Agent logins exceeded.		
1364	Not priority destination	Priority feature activation code should not be followed by other feature activation codes. (other)		
1365	More digits needed to rte	Adjunct Switch Application Interface (ASAI) call. Need more digits to route on. There are no digits left to use in the preprocessing buffer, and no more digits are expected.		
1366	BCC incompatibility	Auth code entered. Bearer Capability Class (BCC) incompatibility.		
1367	BCC incompatibility	No auth code entered. Bearer Capability Class (BCC) incompatibility.		
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Table 14: Call Process denial events (1225 - 1899) 7 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1368	MFC out dialing timeout	Outgoing MultiFrequency Compelled call under outpulse supervision. Interdigit or end-of-dialing timeout without any expectation of user completing dialing.		
1369	Dgt tmout PCOL merge fail	Unexpected digit timeout. Drop of principal finds that it is a Personal Central Office Line (PCOL) group User ID. Merge of PCOL member(s) into the call fails.		
1370	Digit timeout - drop fail	Unexpected digit timeout. Drop of non-Personal Central Office Line (PCOL)-type principal failure.		
1371	Abbrv Dial DAC limit	Abbreviated Dialing was already dial accessed. There is a limit of 3 times that the DAC can be dialed to get digits to route on.		
1372	Abbrv Dial list/entry inv	Abbreviated Dialing. Invalid list and/or list entry.		
1373	Abbrv Dial software fail	Abbreviated Dialing. Software error while getting the digits stored in user's abbreviated dial list.		
1374	Agent skills enabled qry	Error while querying for system parameters to see if Expert Agent Selection (EAS) agent skills is enabled.		
1375	Dbi agent login to statn	Agent is logging into a physical station that already has an agent logged in.		
1376	Agent login illegl source	Trunk user or Remote Access user trying to do Expert Agent Selection (EAS) agent login operation. Not allowed.		
1377	Last ACD call skill qry	Query for last Automatic Call Distribution (ACD) call's skill fails.		
1378	No hunt grp for split idx	Split group index from dialed digits is a non-existent hunt group number.		
1379	Agent logout fail (auto?)	Agent logout failure. Might be logging out while auto-available.		
1380	Agent login failure	Agent login failure getting number of digits in logical agents password. login-id User ID was not found or invalid logical agent login-id extension.		
1381	Agent login failure	Possible causes: <ul style="list-style-type: none"> 1 An agent logging into MCH split or adjunct controlled split is already logged in 1 The Expert Agent Selection (EAS) Enabled field on system-parameter features form is n 		
1382	agent login invalid/error	Login invalid or error condition.		
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Table 14: Call Process denial events (1225 - 1899) 8 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1383	Agent login failure/error	Logical Agent (LAGT) failure getting agent login-id. Possible causes: <ul style="list-style-type: none"> 1 error initializing agent-stat table 1 login for a skill failed 1 TRAD logging into split already logged into 1 already logged into maximum number of splits. 		
1384	Agent logins maximum'd	Maximum number of simultaneous logins exceeded or agent login failed.		
1385	Agent passwd digits fail	Failure getting logical agent password digits from Dial Plan Manager.		
1386	Agent passwd mismatch	Agent entered password which does not match administered password.		
1387	Agent login invalid/error	Login invalid or error condition.		
1388	Login acceptance fails	Logical Agent login processing of agent login message fails.		
1389 Communication Manager Release 2.2 and earlier	Agent login max/error	Maximum number of simultaneous logins exceeded, or this agent failed the login digits check (for example, this agent is using someone else's login-id).		
1389 Communication Manager Release 3.0 and later	Agt CMS/BCMS login err	Non-EAS ACD split agent. Login processing failed.		
1390	Work mode change failed	Change of Agent Work Mode to after-call-work failed.		
1391	Work mode change failed	Change of Logical Agent Work Mode to aux-work failed.		
1392	Work mode change failed	Change of Agent Work Mode to manual-in failed.		
1393	Work mode change failed	Change of Agent Work Mode to auto-in failed.		
1394	Agent feat act FAC error	Unrecognized Feature Access Code being processed for Automatic Call Distribution (ACD) agent feature activation.		
1395	Agent sup assist rqst er	Agent requesting supervisor assist. Possible causes: <ul style="list-style-type: none"> 1 split group invalid 1 agent not logged in 1 split group has no supervisor administered 		
1396	Split invalid/agent login	Adjunct Switch Application Interface (ASAI) requesting supervisor assistance. Possible causes: <ul style="list-style-type: none"> 1 split group invalid 1 agent not logged in 		
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Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1397	Direct agent call setup	Supervisor assisted call to Expert Agent Selection (EAS) login ID. Error encountered in setting up Direct Agent Call.		
1398	Direct agent calling COR	Supervisor assisted call to Expert Agent Selection (EAS) login ID. Direct agent calling Class of Restriction (COR) check failure.		
1399	EAS not enabled	Activating Add/Remove Skill feature but Expert Agent Selection (EAS) is not enabled.		
1400	EAS not enabled	Activating Add/Remove Skill feature but Expert Agent Selection (EAS) is not enabled.		
1401	COR_AR_SKL query failure	Activating Add/Remove Skill feature COR_AR_SKL query failed. User ID structure not found.		
1402	Skills COR restricted	Activating Add/Remove Skill feature. User has no Class of Restriction (COR) permission to Add/Remove Agent Skills.		
1403	Console prmsn, EAS agent	Activating Add/Remove Skill feature. User has no console permission and is not an Expert Agent Selection (EAS) Agent. Activator is wrong type.		
1404	LoginID prompt setup err	Activating Add/Remove Skill feature. Error in setting up the prompt for agent's loginID.		
1405	Skills prompt setup err	Setting up prompting for skill number in the Add/Remove Skills feature. Error in setting up prompt for agent's skills.		
1406	LoginID tenant nbr fail	Add agent skills translations. Failed to get the Tenant Number for the agent's loginID.		
1407	Skills tenant nbr fail	Add agent skills translations. Failed to get the Tenant Number for the agent's skill.		
1408	Tenant number mismatch	Add agent skills translations. Tenant Number of the Expert Agent Selection (EAS) agent's loginID does not match the Tenant Number of the skill being added.		
1409	Skill level out of range	Add agent skills translations. Skill level out of range.		
1410	DAC skill nbr qry failed	Remove agent skills translations. Query for Logical Agent's (LAGT) DAC skill number failed.		
1411	DAC skill not removable	Remove agent skills translations. Logical agent's DAC skill is not removable.		
1412	Skills ftr msg failure	Add/Remove agent skills translations. Add/Remove Skills feature message sending to station server failed.		
1413	DAC agent dest/split	Adjunct Switch Application Interface (ASAI) third party direct agent call. No DAC agent destination or split specified in message.		
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Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1414	DAC agent dgts to uid	Adjunct Switch Application Interface (ASAI) third party direct agent call. DAC agent digits conversion to User ID failure.		
1415	DAC msg err/agent login	Adjunct Switch Application Interface (ASAI) third party direct agent call. Possible causes: <ul style="list-style-type: none"> 1 adjunct agent not logged in 1 adjunct gave the switch a wrong agent extension 1 adjunct gave the switch a wrong split extension 		
1416	Auth code dgt coll fail	Collecting authorization code digits as end-to-end signaling failed.		
1417	TTR queueing invalid	Collecting authorization code digits. TTR queueing occurred in remote access. Not valid.		
1418	Bsy vfy trk member	Error on query for busy status. Possible causes: trunk member specified greater than maximum trunks in group, or corrupted trunk index.		
1419	COS restrctn Rus Intrsn	User's Class of Service does not allow access to Russian Power Trunk Intrusion feature.		
1420	Bsy vfy call merge fail	Merging the busy-verifying call with the busy-verified call. Failure to find an available called party slot.		
1421	Bsy vfy termination fail	Terminating the busy-verifying call to a trunk. Failure to find an available called party slot.		
1422	Bsy vfy termination fail	Terminating the busy-verifying call to a trunk. Error getting the trunk's index.		
1423	Software invalid stim	Remote user activation/deactivation of a type of attendant call forwarding. Invalid stimulus received.		
1424	Cfwd dest dgts storage	Activation of call forwarding. Call forward destination address digits did not all get stored.		
1425	Cfwd actvt error/denial	Activation of call forwarding. Error or denial of activation.		
1426	Off prem extension size	Request remote switch to activate CF on one of its local extensions. Answer Distributed Communication System (DCS) off-premise station extension size is defined by destination digits dialed.		
1427	FWDed party extension nbr	Activating call forwarding. Feature button IDs forwarded party extension number for which a user ID cannot be found.		
1428	Phys ext not cfwd avail	Logged-in Expert Agent Selection (EAS) agent's physical extension is unavailable for any "simple" (on switch?) call- forwarding.		
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Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1429	Rmte cfwd not allowed	Disallow remote call-forwarding of an Expert Agent Selection (EAS) loginID extension in all cases (for example, whether the loginID is logged into a terminal or not).		
1430	COS deny cfwd activate	User's Class of Service does not allow this call forwarding activation.		
1431	Cfwd deact not allowed	Expert Agent Selection (EAS) agents are not permitted to deactivate call forwarding.		
1432	Cfwd deact err/denial	Deactivation of call forwarding. Error or denial of deactivation.		
1433	Held xfr call missing	Converse Data Return requires that there be a call held due to transfer while processing the Converse Data return code (CONV_DAT_RET).		
1434	Held call retrieval fail	Converse Data Return processing failed to retrieve the suspended call record from the SD for the held call. The held call must be active on a Converse vector step.		
1435	Invalid vec step typ/pty	Converse Data Return processing encountered an invalid vector step type or the party is invalid.		
1436	No COS for ctl rstrctn	User Class of Service does not allow activation/deactivation of controlled restrictions.		
1437	Sys parm - dir call pkup	Directed-call-pickup system parameter is not enabled.		
1438	Invalid usr dir call pkup	Directed call pickup attempt from invalid user (for example, not a station or attendant).		
1439	Dir call pkup COR rsrtrct	Directed call pickup attempt from user without Class of Restriction (COR) permission.		
1440	Dir call pkup non-station	Directed call pickup attempt on a call to an endpoint other than a station.		
1441	Dir call pkup COR rsrtrct	Directed call pickup attempt to a station that has no Class of Restriction (COR) permission to accept directed call pickup.		
1442	Ring check query failure	Directed call pickup attempt. Failure of query to see if called station is still ringing before completing the pickup to it.		
1443	COS deny dat pvcy ftr act	User's Class of Service does not allow activation of the data privacy feature.		
1444	DS0 test call invalid	DS0 test call is valid only for incoming data trunk calls.		
1445	Rmt emrg accs to attd dny	Emergency access call to attendant is not permitted from a remote user.		
1446	Port ID/UID mapping fail	Facilities Access Test call. Trunk or Touch Tone Receiver (TTR) port id to User ID mapping failed.		
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Table 14: Call Process denial events (1225 - 1899) 12 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1447	TTR port type query fail	Facilities Access Test call - Touch Tone Receiver (TTR) test. Communication Manager query for TTR port type fails.		
1448	Tested not trunk or TTR	Facilities Access Test call - user type being tested is neither a trunk or Touch Tone Receiver (TTR).		
1449	Vis Imprd Svc incompatibl	Facilities Access Test call - this feature is not compatible with Visually Impaired Service.		
1450	FAT call error	Facilities Access Test call. Possible causes: <ul style="list-style-type: none"> 1 Communication Manager error connecting to tone or maintenance timeslot 1 necessary number of digits not dialed for tone or timeslot call 1 on trunk or Touch Tone Receiver (TTR), call conversion of external ID to internal ID failed, or port id to User ID mapping failed. 		
1451	Connection to music error	Facilities Access Test call to a music port. Communication Manager error connecting to music.		
1452	FAT non-ISDN COR rstrct	Facilities Access Test (FAT) call to a trunk. User is Class of Restriction (COR) restricted from making a FAT test of the non-ISDN trunk.		
1453	FAT test RLT/DID illegal	Facilities Access Test (FAT) call to a trunk. FAT is not allowed for a Release Link Trunk (RLT) or Direct Inward Dialing (DID).		
1454	Trk svc state change fail	Facilities Access Test call to a trunk. Failure moving trunk from out-of-service state to in-service. Might be a bad User ID.		
1455	FarEnd TstLn nbr qry fail	Facilities Access Test call to a PRI trunk. Query for far end ISDN test line number failed (QTC_NUM).		
1456	FarEnd TstLn nbr invalid	Facilities Access Test call to a PRI trunk. Invalid digit in far end test line number.		
1457	FarEnd TstLn nbr invalid	Facilities Access Test call to a PRI trunk. Invalid digit in far end test line number.		
1458	Wrg Bch svc/usg/mnt state	Facilities Access Test (FAT) call to a PRI trunk. Wrong B-Channel service, usage, or maintenance state to allow FAT test.		
1459	Bad user Id	Facilities Access Test call to a trunk. Possible bad User ID.		
1460	Trk grp qry/get TAC fail	Facilities Access Test call to a trunk. Failure of query to get trunk group User ID or failure to get trunk group's "real" dial access code.		
1461	User Coverage path missing	User activating Send All Calls does not have coverage path allowing Send All Calls. If user is an Expert Agent Selection (EAS) agent, neither the agent or station has a coverage path.		
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Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1462	Split group digits wrong	User activating/deactivating Position Busy. Wrong number of digits used to specify split group.		
1463	Agent denied in split grp	Agent deactivating Position Busy, not allowed in split group.		
1464	Agent not in aux work	Agent not in AUX_WORK activating Position Busy.		
1465	SAC unavail to attd	Send All Calls (SAC) or Position Busy feature activation/deactivation denied (for example, attendant is not allowed to activate/deactivate SAC).		
1466	No call to xfr to AUDIX	Route transferred or call conferenced to AUDIX. There is no held call that would be transferred/ conferenced in with AUDIX.		
1467	No call to xfr to AUDIX	Route transferred or call conferenced to AUDIX, but the calling party was disconnected.		
1468	Inelgbl invoker xfr AUDIX	Route transferred or conferenced call to AUDIX. Only the principal or covering user (or bridges of them) are allowed to invoke this feature.		
1469	Invlid remote ADX mach-nbr	Route remote transfer to AUDIX. Failure getting the remote principal's AUDIX Machine number.		
1470	No ADX mach-nbr/ node-name	Route remote transfer to AUDIX. The remote principal's AUDIX Machine number does not translate into an adjunct index.		
1471	Invalid AUDIX mach-nbr	Route remote transfer to AUDIX. The remote principal's AUDIX Machine number received is "0". Query for user's serving AUDIX index fails.		
1472	Invalid AUDIX mach-nbr	Route remote transfer to AUDIX. The remote principal's AUDIX Machine number received is "0". Query for user's serving AUDIX index returned "0". Query for the first AUDIX whose DCS link is up fails.		
1473	No local AUDIX mach-nbr	Route local transfer to AUDIX. The local principal's AUDIX Machine number received is "0". Query for user's serving AUDIX index fails.		
1474	No primary AUDIX hnt grp	Route transfer to AUDIX. Query for an AUDIX. Adjunct's Primary (Transfer into AX) Hunt Group failed.		
1475	No ADX hnt grp - cvg path	Route local non-vector transfer to AUDIX. AUDIX hunt group is not in the principal's coverage path.		
1476	Dat pvcy/rstrct ICOM call	User with data privacy or data restriction is trying to originate an ICOM call. This is not allowed.		
1477	Invalid ICOM grp/dial cod	ICOM call handling. Invalid ICOM group or ICOM dial code of terminating station.		
1478	Block iterative Lst Nbr DI	Last Number Dialed was accessed through an Abbreviated Dialing list. Do not allow it again.		
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Table 14: Call Process denial events (1225 - 1899) 14 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1479	LND digits - DPM fail	User's Last Number Dialed (LND) digits were not returned successfully by dial plan manager.		
1480	LND digits - DPM fail	User's Last Number Dialed (LND) digits were not returned successfully by dial plan manager. (software error)		
1481	MASI setup not incmg ISDN	Multimedia Application Server Interface (MASI) path setup call - valid only for incoming ISDN calls.		
1482	MCT on DCS trk disallowed	User activating Malicious Call Trace for a DCS trunk not allowed.		
1483	MCT target type invalid	Malicious Call Trace target cannot be a group User ID. Must be a regular trunk port or PRI.		
1484	MCT target not in a call	Malicious Call Trace target must actually be involved in a call.		
1485	MCT call serv_d rtrv fail	Malicious Call Trace cannot retrieve call record for the call being traced.		
1486	MCT trace resorce unavail	Malicious Call Trace activation by button could not get trace resources.		
1487	MCT start invld ctrl alrt	Malicious Call Trace. Invalid controller alerting return code.		
1488	MCT deact dny by GRP_M/er	Malicious Call Trace deactivation (not via busyout) denied or error.		
1489	MCT activator grp uid/uid	Malicious Call Trace activation failure getting individual User ID from activator group User ID.		
1490	MCT activator COR rstctd	Malicious Call Trace (MCT) activation. Activator's Class of Restriction (COR) does not allow MCT feature access.		
1491	Trk ext/int ID cnvsd fail	Malicious Call Trace request targeted to a trunk port ID. Failure converting the external ID (cabinet, carrier, slot, circuit) into an internal ID (angel, circuit).		
1492	MCT act on trk pt ID fail	Malicious Call Trace request targeted to a trunk port ID. Failure activating MCT for given trunk port ID.		
1493	AD prg from non station	Abbreviated dialing programming is messaging the station server to enter a different mode and prepare for digit collection. Only simple users allowed. Wrong user type.		
1494	Extension/passwd required	Coverage message retrieval. Remote access not allowed unless the user supplies the extension and password.		
1495	Local only/annc dest/uid	Announcement record/playback session. Only local calls to the announcement are allowed. Call destination must be an announcement group. Must have a User ID slot for the announcement board.		
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Table 14: Call Process denial events (1225 - 1899) 15 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1496	Annc ID needed/conn fail	Begin integrated announcement session. Integrated announcement not identified.		
1497	Restricted by COS	User's Class of Service does not permit one of: 1 Leave Word Calling-cancel 1 AP Demand Print 1 voice synthesis principal message retrieval 1 voice synthesis coverage message retrieval 1 integrated announcement session		
1498	MM call software failure	MultiMedia Call Handling multimedia call activation from voice station. Notification of user manager failed.		
1499	MM failure getting BCC	MultiMedia Call Handling multimedia call activation from voice station button. Failure getting bearer capability.		
1500	Ext nbr or page typ invld	Failure getting Code Call paging ID corresponding to dialed extension. Invalid extension number or page type.		
1501	Page call park failure	Drop paging equipment, start park timer, and park call permanently. There is no record of a call having been parked during a page.		
1502	Drop software failure	Paging zone seizure denied. Invalid return code.		
1503	Answer back merge failure	Answer parked call, give confirmation tone to parked party, merge 2 calls. Have no call record of party originating answer back.		
1504	Answer back merge failure	Answer parked call, give confirmation tone to parked party, merge 2 calls. No call parked on this extension.		
1505	Answer back merge failure	Answer parked call, give confirmation tone to parked party, merge 2 calls. Unknown return from query to retrieve Call ID of the parked call.		
1506	Answer back merge failure	Answer parked call, give confirmation tone to parked party, merge 2 calls. Unknown return from query to unpark call if the last party drops.		
1507	Answer back merge failure	Answer parked call, give confirmation tone to parked party, merge 2 calls. Accessing the call record of the parked call failed.		
1508	Unparking vec ctrlid call	Answer parked call, give confirmation tone to parked party, merge 2 calls. Deny the unpark (answer back) attempt if the parked call is under vector control.		
1509	Answr back station dialed	Answer parked call, give confirmation tone to parked party, merge 2 calls. User ID of station dialed for answer back differs from the park user id in the call record.		
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Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1510	COR/COR user restricted	Answer parked call, give confirmation tone to parked party, merge 2 calls. COR-to-COR (Class of Restriction) between user where call is parked and users in answer back call record		fail code (for example, DPXFR_DENY_9)
1511	Parked call already dropd	Answer parked call, give confirmation tone to parked party, merge 2 calls. The parked call was already dropped by the originator but the chimes haven't finished yet.		
1512	Too many parties to merge	Answer parked call, give confirmation tone to parked party, merge 2 calls. The merge is not possible because resources are not available.		
1513	Park call on station only	Trying to park a call on a non-station type user. Must park on a user with a simple group type.		
1514	No call to park	There is no conference pending. The caller to be parked must have dropped or been dropped.		
1515	Park ftr serv_d failure	Failure encountered releasing the call record to the service dispatcher.		
1516	Park ftr serv_d failure	Failure encountered retrieving the call record from the service dispatcher.		
1517	Park ftr serv_d failure	Failure encountered retrieving the call record from the service dispatcher.		
1518	Too many park conferees	Too many conferees in the call to allow parking.		
1519	Vector active cant park	Vectoring is active on the held call. Cannot allow the held call to be parked.		
1520	Park ftr serv_d failure	Failure encountered releasing the call record to the service dispatcher.		
1521	Park ftr serv_d failure	Failure encountered retrieving the call record from the service dispatcher.		
1522	TAAS from guest room	Pickup for Call Pickup or Trunk Answer Any Station (TAAS). Attendant backup alerting is active, maid status is dialed from guest room on station doing pickup. Might be maid is invoking TAAS from guest room.		
1523	Not a pickup grp mbr	Pickup for Call Pickup or Trunk Answer Any Station (TAAS). Pickup initiator is not a member of a pickup group.		
1524	Picked up call ID error	Pickup for Call Pickup or Trunk Answer Any Station (TAAS). Error encountered getting call ID of call to be picked up.		
1525	Call pickup from adjunct	Pickup for Call Pickup or Trunk Answer Any Station (TAAS). Pickup of call originated by an adjunct is not allowed.		
1526	Pickup of call wait call	Pickup for Call Pickup. Pickup of a call waiting call is not allowed.		
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Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1527	Pickup of converse call	Pickup for Call Pickup or Trunk Answer Any Station (TAAS). Trying to pickup a converse call, this is not allowed. Passing data efficiently to a party that has already cut through on the call cannot be handled.		
1528	Pickup of self's call	Stations A and B are in same pickup group. Station A calls Station B, holds, and dials Feature Access Code for pickup. Disallow pickup of self-initiated call.		
1529	Pickup COR/COR usr rstrct	Pickup for Call Pickup or Trunk Answer Any Station (TAAS). COR-to-COR (Class of Restriction) restriction between the initiator of pickup and user(s) of the call being picked up.		fail code (for example, DPXFR_DENY_9)
1530	Priority call COS denied	Caller's Class of Service does not allow initiation of priority calling treatment of call.		
1531	Priority call COS denied	Caller pushes the priority calling button after the call has been dialed, but before it is answered. Caller's Class of Service does not allow initiation of priority calling treatment of call.		
1532	Passwd storage exhausted	Dual Tone MultiFrequency (DTMF) password collection for audio add-on party in VSP-MCU passworded conference. No room to store conference password.		
1533	Invalid TTR queueing type	Dual Tone MultiFrequency (DTMF) password collection for audio add-on party in VSP-MCU passworded conference. Touch Tone Receiver (TTR) queueing type in call record has invalid indication whether/where TTR queueing occurred.		
1534	Software invalid stim	Performing the callback of a party after the call has been queued. Invalid Call Processing (CP) message being processed and passed from a call supervisor.		
1535	ACB held call dropped	Analog station flashhooks and dials Automatic Callback (ACB) activation Feature Access Code. The call from which the user flashed is to be removed from hold and used to activate ACB. The call didn't get held or it disappeared.		
1536	GRP_M que service error	Internal error.		
1537	Callback type sftw error	Invalid callback type returned from query().		
1538	Auto callback COS denied	User's Class of Service does not allow activation of Automatic Callback feature.		
1539	Callback type qry failed	Query for callback type failed.		
1540	Callback type qry failed	Invalid callback type returned from query().		
1541	Invalid call ID/conn fail	Switch has answered remote access call. Set up end-to-end signaling digit collection. Invalid Call ID or Touch Tone Receiver (TTR) connection failure.		
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Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1542	TTR queueing error	Switch answered a remote access call. Set up end-to-end signaling digit collection. Touch Tone Receiver (TTR) queueing erroneously occurred.		
1543	Telcmt accss ext qry fail	Switch answered a remote access call and set up end-to-end signaling digit collection. Query failure for User ID of telecommuting access extension.		
1544	Barrier/auth cod qry fail	Switch answered a remote access call and set up end-to-end signaling digit collection. Invalid response from query for whether barrier code and authorization code are needed.		
1545	Acct code length qry fail	Query of Dial Plan Manager for SMDR account code length failed.		
1546	Held call serv_d failure	Could not retrieve the call record of the held call from the service dispatcher. Software error.		
1547	Video conf deact flag err	T120 request for deactivation of video conference, but the call has no indication that a video conference exists.		
1548	Dat drop not frm dat orig	T120 request for deactivation of video conference. It is only valid to drop data from the originator of data. The user who pressed the button is not the originator.		
1549	T120 drop CM failure	Communication Manager failure on T120 drop request from valid user with T120 on. Possible failures: <ul style="list-style-type: none"> l Could not locate service ID l Call does not have a conference associated with it l Wrong conference type l T120 was not activated 		
1550	T120 activate CM failure	Communication Manager failure on Feature Access Code dialed request for T120 activation. Possible causes: <ul style="list-style-type: none"> l Could not locate service ID l Call does not have a conference associated with it l Wrong conference type l T120 already activated l Resources not available 		
1551	Invalid test tone specfd	Terminating trunk transmission test call. Invalid test tone specified for connection to the call.		
1552	Whisp pg elgblity qry err	Query for whisper page eligibility encountered an error or the response was invalid.		
1553	Whisp pg too many parties	Could not find the call record slot with the user ID of the page originator.		
1554	Whisp pg ansr merge fail	Switch of the Call ID of the paging party from the original call failed.		
1555	Whisp pg too many parties	Merging the paging call with the paged call. Called party block has no slot available for the merged call.		
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Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1556	Annc/music connect fail	Wakeup announcement verification. Failure of Communication Manager to connect a wakeup announcement or music to the call.		
1557	Wakeup annc vfy COS deny	Call originator does not have Class of Service permission to verify wakeup announcements.		
1558	Maid status PMS msg fail	Sending the PMA maid service status message to the PMS failed.		
1559	Maid status ext COS deny	Maid status Feature Access Code dialed from a room station that does not have Class of Service permission.		
1560	Maid info digits qry fail	Query failed for number of maid information digits.		
1561	Maid status PMS msg fail	PMA maid status update failed. Possible causes: <ul style="list-style-type: none"> 1 No record available 1 Invalid digits 1 Invalid user ID 		
1562	Maid status ext COS deny	Maid status Feature Access Code dialed from a designated station that does not have Class of Service permission.		
1563	Maid status ftr ID invld	Processed the dialed maid status code, but call record feature ID is invalid for either maid status dialed from a guest room or from a designated station.		
1564	PMS rejects hskp status	Property Management System rejected the housekeeping status message.		
1565	PMS hskp response invalid	Property Management System response to housekeeping status is invalid.		
1566	Guest rm station COS deny	Routing call to Property Management System to log or obtain guest room status. The User ID of the station entered by the user is not Class of Service identified as a guest room station.		
1567	Maid info digits qry fail	Routing call to Property Management System to log or obtain guest room status. Query for number of maid information digits failed.		
1568	Maid status PMS msg fail	Routing call to Property Management System (PMS) to log or obtain guest room status. Send of a PMA maid status update message to the PMS failed.		
1569	Voice msg type call_r flg	Digit timeout waiting for entry of Do Not Disturb turn-off time or entry of Automatic Wakeup time. The call record does not have this flagged as a Voice message type call.		
1570 (also in Table 13)	TTR insertion failed	Processing incoming digits for ISDN call. Insertion of Touch Tone Receiver (TTR) to collect in-band digits failed.		
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Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1571	WSS no calling pty nbr IE	A General Central Office (GCO) Wireless Subscriber System (WSS) call origination was denied because no calling party number information element was sent.		
1572	Call hndlng/usg alloc err	Processing incoming digits for ISDN call. Error during Incoming Call Handling Treatment or Usage allocation Check.		
1573 (also in Table 13)	Principal is not ISDN	Get called digits, calling number and name, etc., and send ISDN SETUP message to the far end. The principal is not ISDN.		
1574	SETUP msg IEs not created	Get called digits, calling number and name, etc., and send ISDN SETUP message to the far end. IEs necessary for SETUP not created.		
1575	SETUP msg send failed	Get called digits, calling number and name, etc., and send ISDN SETUP message to the far end. The "send" failed.		
1576	ISDN routing failure	Get called digits, calling number and name, etc., and send ISDN SETUP message to the far end. Routing failure.		
1577	ISDN SETUP msg failure	Failure in sending the ISDN SETUP message.		
1578	Inc tst call 2many partys	Incoming test call for talk/listen on same timeslot. Failure to find an available call party slot.		
1579	Inc tst call wrg usr type	Incoming test call for talk/listen on same timeslot. This type of test call is not permitted to access the user type.		
1580	Must be ISDN trunk group	Check for usage allocation restrictions on incoming overlap receiving calls. Possible causes: <ul style="list-style-type: none"> l not ISDN trunk group l insane index into the call by call data table l failure from group manager l Unexpected error) 		
1581	Passwd digits err/timeout	MCU audio add-on password supervision. Possible causes: <ul style="list-style-type: none"> l digit timeout before collecting all the digits l an invalid digit l a set of digits that does not match the conference password 		
1582	Spvsr state/feat_id wrong	Generating intercept tone. Possible causes: <ul style="list-style-type: none"> l wrong supervisory state l wrong feature ID in call record 		
1583	Spvsr state/feat_id wrong	Generating intercept tone. Possible causes: <ul style="list-style-type: none"> l wrong supervisory state l wrong feature ID in call record 		
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Table 14: Call Process denial events (1225 - 1899) 21 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1584	Software invalid stim	Software error. Invalid Call Processing stimulus received while in supervision state that handles Terminal Translation Initiation (TTI) digit collection during dialing of the TTI security code and extension.		
1585	Abbrv Dial invalid digit	Invalid digit detected while processing abbreviated dialing.		
1586	Abbrev dial prg rejected	Rejection of abbreviated dialing programming from station server.		
1587	Agent extension invalid	Add/Remove Agent Skills. Feature Access Code was dialed by a user with console permissions, but the agent-loginID extension entered is not a valid Expert Agent Selection (EAS) AGENT extension.		
1588	Skill grp nbr illegal	Add/Remove Agent Skills feature has been invoked and the Skill number has been collected. It does not represent a legal skill group number.		
1589	Skill number invalid	Add/Remove Agent Skills feature has been invoked and the Skill number is not valid.		
1590	System or software error	Add/Remove Agent Skills feature has been invoked. System or software error.		
1591	Digit collection error	Add/Remove Agent Skills feature has been invoked. Error in digit collection.		
1592	Routing not to a station	QSIG Call Completion ringout call from remote originating party. Routing erroneously to a local facility that is not an simple station.		
1593	Digit tmo/invld rsn code	Interdigit timeout or invalid reason code entered during Expert Agent Selection (EAS) aux work and logout reason code digit collection is in progress.		
1594	Software invalid stim	Code Call paging seizure supervision received a Call Processing (CP) stimulus from one of a large list of incompatible feature CP stimuli.		
1595	Cfwd tenant parttn rstrct	Attendant-activation of call forwarding, and extended administration of call forwarding. Error or access denial resulted from TENANT_CHECK whether originator's partition is restricted from accessing partition of extension being administered for call forwarding.		
1596	Attd must enter station	Attendant-activation of call forwarding, and extended administration of call forwarding. The extension being administered is not a simple station user.		
1597	Attd cant fwd attd calls	Attendant-activation of call forwarding, and extended administration of call forwarding. Attendant is not allowed to forward its own calls.		
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Table 14: Call Process denial events (1225 - 1899) 22 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1598	Feature ID invalid	Attendant-activation of call forwarding, and extended administration of call forwarding. The feature ID in the call record is wrong for the Call Processing (CP) stimulus being processed by this supervisor.		
1599	Change cvg COR restricted	Attendant-activation of call forwarding, and extended administration of call forwarding. Change coverage Feature Access Code was dialed. Class of Restriction (COR) of dialed extension does not permit change coverage.		
1600	Software error	Attendant-activation of call forwarding, and extended administration of call forwarding. Update in station server to administer the new active coverage option failed.		
1601	Software invalid stim	Attendant-activation of call forwarding, and extended administration of call forwarding. Invalid Call Processing (CP) stimulus type sent to this supervisor.		
1602	Cfwd act to paging grp NA	Call forwarding supervision. Activating call forwarding to a paging group is not allowed.		
1603	Cfwd offnet COS restricted	Call forwarding supervision. Activating call forwarding off-net is not allowed for this user. check the Class of Service permissions.		
1604	Cfwd offnet COS restricted	Call forwarding supervision. Activating call forwarding off-net via AAR/ARS is not allowed for this user. Check the Class of Service permissions.		
1605	Cfwd to self denied	Call forwarding supervision. Call forwarding to self is prevented.		
1606	Software error	Call forwarding supervision. Invalid feedback message type received.		
1607	Software invalid stim	Call forwarding supervision. invalid Call Processing (CP) stimulus type sent to this supervisor.		
1608	Routing not to data user	The "routed to" party is not a Data User.		
1609	Local rtg must be to sta	QSIG Call Completion ringout call from the remote originating party. Routing locally, but not to a station. This is not allowed.		
1610	Party count not = 1	Prepare to collect deluxe paging & park extension. Invalid paging message type.		
1611	Not MM station/chnl busy	Attempt to send the MultiMedia Call Handling Basic mode activation message fails. Possible causes: <ul style="list-style-type: none"> 1 station not part of Multi-media 1 data user busy on at least one channel. 		
1612	Svc link creation failure	Attempt to send the MultiMedia Call Handling Enhanced mode deactivation message fails. Might be the creation of a service link failed.		
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Table 14: Call Process denial events (1225 - 1899) 23 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1613	BCC query failed	MultiMedia Call Handling multinumber type call. Query for bearer capability failed.		
1614	Ctrl rstrct/DND fail	Controlled restriction activation/ deactivation, with possible interaction with do-not-disturb. Possible causes: <ul style="list-style-type: none"> l originator's User ID not found l invalid feature ID l if an attendant group, controlled restriction activation is not allowed 		
1615	Rstrct typ/featid/usr id	Initial processing supervision for controlled restriction. Possible causes: <ul style="list-style-type: none"> l originator's User ID not found l restriction digit does not identify with outward, total, termination or station-to-station type restriction l feature ID is not one of: <ul style="list-style-type: none"> - activate user control restriction - deactivate user control restriction - activate group control restriction - deactivate group control restriction 		
1616	Ctrl rstrct featid bad	Initial processing supervision for controlled restriction. Feature ID is not one of: <ul style="list-style-type: none"> l activate user control restriction l deactivate user control restriction l activate group control restriction l deactivate group control restriction 		
1617	Dialing tmo/invalid digit	Supervisor for Logical Agents is logging in by dialing LoginID digits. Dialing timeout occurs or an invalid digit is dialed.		
1618	Paging timeout	Loudspeaker paging seizure supervision. Might be a paging timeout.		
1619	LWC access cod dgt invld	Supervision for Leave Word Calling access code processing. Invalid digit dialed.		
1620	LWC access code rejected	Supervision for Leave Word Calling access code processing. Access code rejected.		
1621	Software invalid stim	Invalid Call Processing message sent to Malicious Call Trace supervisor.		
1622	BCC selection digit invld	Supervision for multimedia parameter selection. Invalid digit dialed for selecting bearer capability for call.		
1623	MM parm select failure	Supervision for multimedia parameter selection. failure.		
1624	Backward tone absent tmo	Trunk outpulsing supervision. Outgoing backward tone absent. Timeout on MultiFrequency Compelled digit sending.		
1625	7 min tmo - no tone rcvd	Trunk outpulsing supervision. No tone has been detected within 7 minutes after dialing Trunk Access Code of a Cut Through Central Office (CO) or Foreign Exchange (FX) trunk.		
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Table 14: Call Process denial events (1225 - 1899) 24 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1626	MFC trk seize failure	Trunk seizure supervision on outgoing trunks. MultiFrequency Compelled trunk seizure failure.		
1627	Out trk seize dgt invld	Trunk seizure supervision on outgoing trunks.		
1628	7 min tmo - no tone rcvd	Trunk seizure supervision on outgoing trunks. No tone has been detected within 7 minutes after dialing Trunk Access Code of a Cut Through Central Office (CO) or Foreign Exchange (FX) trunk.		
1629	7 min tmo - no tone rcvd	Supervision when there is a tone detector on the call. A wait timer has been set for a VOICE user, or a data call over a trunk is waiting for a Stall Answer feedback to DEXT. No tone has been detected within 7 minutes after dialing the Trunk Access Code of a Cut Through Central Office (CO) or Foreign Exchange (FX) trunk.		
1630	Onhk que spvsn invld dg	Queued call or anticipated manually queued call has an invalid digit.		
1631	Rmt ACB ftr act timeout	Queued call or anticipated manually queued call sees timeout waiting for remote drop by activator of Automatic Call Back feature.		
1632	PASTE enbl/rstrct/usrtyp	Possible causes: PC Application Software Exchange (PASTE) not enabled attendant use of PASTE is not allowed. station Class of Restriction (COR) does not allow PASTE totally restricted station cannot use PASTE station has no display bridge appearance cannot use PASTE agent not in AUX cannot use PASTE COR restricted for PASTE		
1633	Digit tmo/list nbr invld	Inter-digit timeout or invalid list number entered during PC Application Software Exchange (PASTE) display list number collection.		
1634	Software invalid stim	Supervision after position busy (de)activation dial access code has been recognized. Collecting more digits. Invalid Call Processing (CP) stimulus type sent to this supervisor.		
1635	Extension type qry fail	Refresh Terminal Parameters supervision. The query to get the extension type failed.		
1636	Not a downloadable set	Refresh Terminal Parameters supervision. Port type is not a valid downloadable station port type. Only 8400/6400/4600/603 type stations and the 302 type attendant consoles are allowed.		
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Table 14: Call Process denial events (1225 - 1899) 25 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1637	Wrt prot/maxd/annc bd	Supervision for announcement record/playback session processing. Possible causes: <ul style="list-style-type: none"> l announcement is write/delete protected l invalid feature type or not the same Call ID that is in the session l Communication Manager port connection failure l invalid Call ID root l Communication Manager port disconnect failure l Communication Manager port listen failure l no announcement board l maximum number of announcements already recorded 		
1638	Record playback reject	Supervision for announcement record/playback session processing. Call processing reject stimulus received from somewhere.		
1639	Permanent seizure	Standard action stimulus processing. Non-Direct Inward Dialing trunk origination. Digit timeout with no digits dialed. The permanent incoming seizure treatment is to give intercept.		
1640	Permanent seizure	Standard action stimulus processing. Italian external tie (TGU) call. Digit timeout with no digits dialed. The permanent incoming seizure treatment is to give intercept.		
1641	Permanent seizure	Standard action stimulus processing. Trunk group type other than: DID, internal TIE, external TIE, tandem TIE, ACCESS, internal APLT, external APLT, ISDN PRI, or DIOD. Digit timeout with no digits dialed. The permanent incoming seizure treatment is to give intercept.		
1642	Ofhk alrt tmo intvl admin	Standard action stimulus processing. Station, attendant or analog adjunct data extension originator. Off-hook alert feature activation. No off-hook alert timeout interval administered.		
1643	Off-hook dialing time out	Standard action stimulus processing. originator group type not trunk, DEXT, SMPL(station), or attendant. DEXT, SMPL, attendant does not Class of Service allow off-hook alert, processing a digit timeout for Line Intercept Tone timer.		
1644	Orig block/invalid digits	Standard action stimulus processing. Originator group type not trunk, DEXT, SMPL(station), or attendant. DEXT, SMPL, ATTD does not Class of Service allow off-hook alert and NOT processing a digit timeout for Line Intercept Tone timer.		
1645	Talk state MFC trk fail	MultiFrequency Compelled trunk failure after the call is in the talking state. (called number intercept for MFC call).		
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Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1646	No act call_ap/sftw err	One-button transfer to data feature activation failed. Possible causes: <ul style="list-style-type: none"> 1 No active call appearance 1 Call ID is not on the active call appearance 1 Button is not a data extension button 		
1647	Telcomtr diald illegl FAC	Supervisor for telecommuting access. Telecommuting extension was accessed, then a Feature Access Code was dialed that is not allowed to telecommute.		
1648	Ctrl rstrct VDN extension	Supervision for controlled restriction of user. Control Restriction Activation/Deactivation for a Vector Directory Number extension is not allowed.		
1649	Ctrl rstrct locl ext only	Supervision for controlled restriction of user. Control Restriction Activation/ Deactivation must be on an extension that is local to the switch.		
1650	Rstrct typ/featid/COR/sta	Supervision for controlled restriction of user. Possible causes: <ul style="list-style-type: none"> 1 Originator's User ID not found 1 Restriction digit does not identify with outward, total, termination or station-to-station type restriction 1 Feature ID is not one of: <ul style="list-style-type: none"> - activate user control restriction - deactivate user control restriction - activate group control restriction - deactivate group control restriction 1 Class of Restriction (COR) restricted 1 Controlled restriction not allowed on trunk or attendant group type. 		
1651	TTI merge/unmerge fail	Station server could not perform Terminal Translation Initiation (TTI) merge/unmerge.		
1652	LWC access cod dgt invld	Voice synthesis Leave Word Calling access code digit processing saw an invalid digit. The request was rejected.		
1653	TTI - attd not allowed	Terminal Translation Initiation (TTI) unmerge operation is not allowed from attendants.		
1654	TTI - attd not allowed	Personal Station Access (PSA) associate operation cannot be originated by attendant.		
1655	TTI - BRI not allowed	Personal Station Access (PSA) associate operation cannot be originated by BRI station.		
1656	Other calls active/COS	Personal Station Access (PSA) associate operation. If not on a Terminal Translation Initiation (TTI) port, check the Class of Service. Also check for other calls active on the station.		
1657	TTI - attd not allowed	Personal Station Access (PSA) disassociate operation cannot be originated by attendant.		
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Table 14: Call Process denial events (1225 - 1899) 27 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1658	TTI - BRI not allowed	Personal Station Access (PSA) disassociate operation. Cannot PSA disassociate a BRI station.		
1659	TTI - COS restricted	Class of Service does not allow Personal Station Access (PSA) disassociate operation.		
1660	TTI - BRI not allowed	Personal Station Access (PSA) associate operation. Cannot PSA associate a BRI station.		1
1661	TTI - COS restricted	Class of Service of the extension to be associated does not have Personal Station Access (PSA) capability.		
1662	Crossing tenant partition	Personal Station Access (PSA) associate operation cannot cross tenant partitions.		
1663	Invalid user ID/sftw err	Personal Station Access (PSA) associate operation. There is no extension associated with user ID. Invalid User ID or software error.		
1664	Getting user ID failed	Failure getting the User ID for the extension dialed in an association/dissociation step.		
1665	Data mod usr id qry fail	Data Terminal Translation Initiation (TTI) call. The query for the real User ID of data module in data extension group failed.		
1666	Originator ext not dialed	Unmerge sequence initiated. The extension dialed must be the same as the originator's.		
1667	Non trunk intercept	Proper intercept treatment for non DID/TIE/ISDN trunk groups, or non-trunk originators.		
1668	Trk needs disc supervisn	Activate service observing feature. Service observing cannot be activated by a trunk without disconnect supervision.		
1669	Svc obsrv from attd NA	Activate service observing feature. Service observing cannot be activated by an attendant.		
1670	Svc obsrv from brdg NA	Activate service observing feature. Service observing cannot be activated from a bridged appearance.		
1671	Svc obsrvg svc obsrvd NA	Activate service observing feature. Service observing cannot be activated by a user that is already a service observer or is being service observed.		
1672	Svc obsrvr/obsrvd COR dny	Activate service observing feature. Activating user's Class of Restriction (COR) does not allow it to be a service observer of intended observed.		
1673	Svc obsrvr COR rstrct	Activate service observing feature. Activator's Class of Restriction (COR) check failed.		
1674	Svc obsrvr/obsrvd COR dny	Activate service observing feature. Activating user's Class of Restriction (COR) does not allow it to be a service observer of intended observed.		
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Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1675	Svc obsrvr vecstep/extdgt	Activate service observing feature. Initiated from a vector step and only the Feature Access Code of service observing is in the vector step. End-to-end signaling digit collection of extension to be observed failed.		
1676	Svc obsrv not on ext/VDN	Validation of service observed extension. Service observing is allowed only on a simple User ID or a Vector Directory Number.		
1677	Svc obsrv cust opt qry	Validation of service observed extension. Query for service observing customer-options failed.		
1678	Need VDN obsrvg option	Validation of service observed extension. Vector Directory Number observing is not enabled.		
1679	Svc obsrvee data rstrctd	Validation of service observed extension. Observee is data restricted.		
1680 Communication Manager Release 3.1 and earlier	Svc obsrvg svc obsrsvd	Validation of service observed extension. Non-Vector Directory Number observee is already being observed, or is an observer.		
1680 Communication Manager Release 4.0 and later	Conf/xfer DPT sig incompl	Cannot conference/transfer DPT call until DMTF signaling is complete.		
1681	Svc obsrvee COR rstricted	Validation of service observed extension. Class of Restriction (COR) of observee does not allow being observed.		
1682	Svc obsrsvd COR chk fail	Validation of service observed extension. Class of Restriction (COR) check failure.		
1683	Svc obsrvr/obsrsvd COR dny	Validation of service observed extension. Observer/observee Class of Restrictions do not allow observer to observe observee.		
1684	Svc obsrvg/obsrvg race	Validation of service observed extension. The observee is already in the process of activating service observing for another party.		
1685	Svc obsrv ftr act failure	Validation of service observed extension. Feature activation of selected "listen only" or "listen/talk" service observing failed.		
1686	Svc obsrv VDN SO wait flg	Supervision after confirmation tone to a service observer. Failure to set Vector Directory Number (VDN) Service Observing wait flag in the VDN's VDN information block.		
1687	Obsrvr conf_state unclear	Supervision after confirmation tone to a service observer. Confirmation tone is complete for an observer. Make observer eligible to be taken off the wait list for the Vector Directory Number. Failure to clear the "conf_state" for the observer.		
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Table 14: Call Process denial events (1225 - 1899) 29 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1688	Svc obsrvg/obsrvg race	Supervision after confirmation tone to a service observer. Bridging observer onto the agent encountered race condition, observee is already in the process of activating service observing for another party.		
1689	Svc obsrv ftr act fail	Supervision after confirmation tone to a service observer. Failure activating service observing for observee.		
1690	Software invalid stim	Supervision after confirmation tone to a service observer. Invalid Call Processing (CP) stimulus received by this supervisor.		
1691	Term restriction chk fail	Processing incoming Call Forwarding. All Distributed Communication System (DCS) message. Other switch had problem processing call forwarding activation message. Termination restriction check failed or could not convert designated extension to a user ID.		
1692	LWCpmsn/UDPext/dpst admin	Leave Word Calling (LWC) operations generate a confirm and drop event (INT_DRP). Possible causes: <ul style="list-style-type: none"> l attendant cannot leave DCS messages l activator of lwc store does not have lwc permission l activator is not a udp ext l no remote users involved l LWC store operation remote to local-Voice Mail Applications Support is disabled l called party not administered to receive LWC messages l no called party message header l no LWC depository administered l error in sending AUDIX STORE message info (from remote user) to AAP 		
1693	Out trk DID orig/sftw err	Italian Direct Inward Dial (DID) trunk group drop treatment. Possible causes: <ul style="list-style-type: none"> l DID origination on outgoing trunk l Software error 		
1694	Sta intrcpt tone fwd disc	Station Intercept Tone Forward Disconnect.		
1695	Bsy vfy sta/trk/hnt grp	Cannot busy verify attendants. Only allowed to busy verify simple stations, trunks, or hunt groups.		
1696	Bsy vfy trk grp no mbr	Busy verify of trunk failure. Possible causes: <ul style="list-style-type: none"> l No trunk in the group l Trunk group member not found 		
1697	Bsy vfy access endpt trk	Busy verification not supported for access endpoint trunk type.		
1698	Bsy vfy hnt grp no mbr	Busy verify of hunt group failure. Might be there is no member in the hunt group.		
1699	LWC msg stor fail (conf)	Leave Word Calling message cannot be stored when there is a conference call.		
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Table 14: Call Process denial events (1225 - 1899) 30 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1700	LWC msg - no destination	No destination determined for Leave Word Calling message store.		
1701	Whisp pg not to station	Whisper page allowed only to simple station group type of user.		
1702	Whisp pg query fail	Invalid digit or number.		
1703	Whisp pg query fail	Whisper paging. Query not supported for access endpoints.		
1704	Whisp pg usr not allowed	Whisper paging. User is not allowed to make whisper pages.		
1705	Whisp pg query fail	Whisper paging. No resource available.		
1706	Wake up typ/voice actvat	VIP and DAILY type wakeup cannot be modified or deleted via voice-activated process.		
1707	No attd to rcv wakeup	Voice synthesizer is not available. Routing automatic wakeup call to attendant, but no attendant. (TN725).		
1708	No attd to rcv wakeup	Voice synthesizer not available. Routing automatic wakeup call to attendant, but no attendant. (TN725).		
1709	Bsy vfy term is PCOL	Busy verify is denied, the principal terminator is Personal Central Office Line (PCOL).		
1710	Bsy vfy is term rstrctd	Busy verify is termination restricted.		
1711	Bsy vfy dgt invalid/tmo	While collecting digits for busy verification, supervisor got an indication of invalid digit or digit timeout.		
1712	Ofhk alrt tmo intvl admin	Standard action stimulus processing. Station, attendant, or analog adjunct data extension originated off-hook alert feature activation, but no off-hook alert timeout interval is administered.		
1713	Bsy vfy dgt invalid/tmo	While collecting trunk member number digits for busy verification, supervisor got an indication of invalid digit or digit timeout.		
1714	Whisp pg term is PCOL	Whisper page feature activated, principal terminator is Personal Central Office Line (PCOL).		
1715	Whisp pg is term rstrctd	Whisper page feature activated, whisper page is termination restricted.		
1716	Software invalid stim	Whisper page feature activated, whisper page supervisor saw an invalid Call Processing (CP) stimulus while collecting station digits.		
1717	Self Sta Display denial	Self Station Display feature cannot be activated from a bridged appearance or station does not have a display.		
1718	Grp call pkup not enabled	Group Call pickup is not enabled.		
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Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1719	Invalid dgts collected	Invalid digits were collected.		
1720	QSIG VM-no simple uid	Could not obtain simple user User ID for an SS-B ISDN trunk.		
1721	QSIG VM-no remote user id	Received a Voicemail Number MSI but did not receive an original diverting number.		
1722	QSIG VM-prin not smpl uid	The local principal User ID is not a simple user User ID.		
1723	QSIG VM-no voicemail nbr	Do not know the number of the voicemail adjunct, the call cannot transfer to the adjunct.		
1724	Annc Record Session Fail	Announcement record session was denied by the board.	UID	board's reason for denial.
1725	QSIG VM-hunt not in cvg p	Principal does not have a QSIG MWI (Message Waiting Indicator) hunt group in its coverage path.		
1726	Cant get Smpl Attd-uid	Cannot get simple attendant User ID.		
1727	cannot use PASTE	Station restriction is total, cannot use PC Application Software Exchange (PASTE).		
1728	Deny PE originated calls	PE already active on call.		
1729	Direct Agent call failed	Direct Agent Call failed.		
1730	Trk-grp uid retrieve fail	Call failed to retrieve Release Link Trunk (RLT) trunk group User ID for Centralized Attendant Service (CAS).		
1731	I/C call on O/G Trunk	Incoming call on outgoing trunk.		
1732	Caller COR Restricted	Caller Class of Restriction (COR) restricted access.		
1733	Conference 2 Attendants	Cannot conference 2 attendants.		
1734	Max Pub Net Trks on conf	Maximum number of Public Network Trunks on conference.		
1735	Max conf parties w/PNTrks	Maximum number of conference parties with Public Network Trunks.		
1736	Max conf parties wo/PNTrk	Maximum number of conference parties without Public Network Trunks.		
1737	Max conf/xfer parties	Maximum number of conference or transfer parties.		
1738	Conf/xfer unstable calls	Cannot conference or transfer unstable calls.		
1739	Div Reroute/Path Replace	Cannot transfer Diversion Rerouting or Path Replacement call.		
1740	No Disconnect Supervision	Cannot transfer, no disconnect control party.		
1741	Transfer trunk to trunk	Cannot transfer trunk to trunk.		
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Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1742	Conf/xfer Whisper Page	Cannot conference or transfer whisper page.		
1743	cnf/xfr Emergency/Wakeup	Cannot conference or transfer emergency or wakeup call.		
1744	Conf/xfer a tone	Cannot conference or transfer tone.		
1745	Conf/xfer Announcements	Cannot conference or transfer with multiple announcements.		
1746	Conf/xfer a Vector call	Cannot conference or transfer vector call.		
1747	Cnf/xfr Service Observers	Cannot conference or transfer more than the maximum number of service observers.		
1748	Conf/xfer a Page call	Cannot conference or transfer group or loudspeaker page call.		
1749	No Disconnect Supervision	Cannot route call, no disconnect control party.		
1750	FRL too low to route call	Cannot route the call, Facility Restriction Level is too low.		
1751	No AAR/ARS route pat/pref	No route pattern or preference translated.		
1752	Conf with no ISDN connect	Conference when ISDN connect message has not been sent due to SA8434. The conference has been denied.		
1753	Caller cvgpt COR restrict	Remote/caller cannot terminate to coverage point due to Class of Restriction (COR) setting.		
1754	Caller cvgpt COR restrict	Remote/caller cannot terminate to coverage point due to Class of Restriction (COR) setting.		
1755	Caller cvgpt COR restrict	Remote caller cannot terminate to coverage point due to Class of Restriction (COR) setting.		
1756	Caller fwdto COR restrict	Remote/caller cannot terminate forwarded to party, Class of Restriction (COR) setting.		
1757	Attd release COR restrict	Attendant cannot release call, Class of Restriction (COR) setting.		
1758	Attd release link failure	Attendant cannot release call, link restriction.		
1759	Attd hold COR restrict	Attendant cannot release call, Class of Restriction (COR) setting.		
1760	Conference COR restrict	Controller cannot conference call, Class of Restriction (COR) setting.		fail code
1761	Transfer COR restrict	Controller cannot transfer call, Class of Restriction (COR) setting.		
1762	Transfer no pooled modem	Controller cannot transfer call, no pooled modem.		
1763	Cnf/xfr Intercept Anncmt	Attempt to transfer/conference an intercept announcement.		
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Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1764	Btn Ring Control timeout	Button ring control activated via Feature Access Code and time out has occurred. SA8428.		
1765	Invalid button pushed	Invalid button pushed in button ring control mode. SA8428.		
1766	Remote Logout Agent fail	Indeterminate failure. The agent could be busy/ on hold on an ACD call, or not logged in, or AAS, corruption, non-ACD split/skill.		
1767	Rmt Logout COR restricted	Invalid COR permissions		
1768	Rmt Logout COS restricted	Invalid COS permissions		
1769	Rmt Logout invalid input	Only allow logout for simple extensions, stations/ att'd. EAS agent may not be logged on.		
1770	Rmt Logout tenant number	Supervisor and agent are not in the same tenant partition.		
1771	Rmt Logout cant do self	Attempting to perform a self-remote logout.		
1772	PSA on Virt EXT disallow	Personal Station Access (PSA) associate/ disassociate not allowed for virtual extension.		
1773	Cnf/xfr Atd Intcpt Ann	Attempt to transfer an intercept announcement at the attendant.		
1774	Stn Lock act/deact failed	Station lock activation or deactivation failed.		
1775	No adm for SBS extensions	Separation of Bearer and Signaling (SBS) call tried to allocate an SBS extension, but none was administered.		
1776	Can't send SBS # to orig	Separation of Bearer and Signaling (SBS) call tried to send back an INFO message with the SBS complete public number, but the INFO could not be sent. Check proper administration of isdn-pub-unk form.		
1777	Calling Pty COR chk fail	Error occurred when retrieving Class of Restriction (COR) of calling party.		
1778	Orig COR/Auth COR dny	Calling party Class of Restriction (COR) not allowed to use mapped COR from authorization code entry.		
1779	FIPN RO when call on hold	SA8506: Fujitsu Intelligent Priva Network (FIPN -a Fujitsu ISDN Protocol spec) route optimization denial. There is call on hold.		
1780	AAR/ARS fac not administered	ARS/ARR Feature Access Code is not administered.		
Note: Error codes 1781 through 1791 apply to Feature Access Code invocations that are designed to operate on contact closure relays on a G350 Media Gateway. These error codes apply only to Linux-based servers.				
1781 ¹	CC: Improper COS	Contact closure-related operation on a G350 MG is denied because user doesn't have contact closure COD and does not have console permissions.		
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Table 14: Call Process denial events (1225 - 1899) 34 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1782 ¹	CC: Invalid digits	Invalid digits (* or a symbol for a digit, etc.) entered for contact-closure related operation on a G350 Media Gateway.		
1783 ¹	CC: MG# out of range	Media gateway number is out-of-range.		
1784 ¹	CC: software error	Possible memory corruption, possible bad number, or message not sent. Internal software error.		ID where error occurred
1785 ¹	CC: Invalid closure#	Contact-closure related operation had bad closure number entered by user.		
1786 ¹	CC: MG not administered	Contact-closure related operation had unadministered media gateway number entered by user.		
1787 ¹	CC: MG not registered	An unregistered media gateway was selected for a contact-relay related operation on a G350 Media Gateway.		
1788 ¹	CC: MG in link recovery	The G350 Media Gateway selected for a contact-relay related operation was in link recovery mode.		
1789 ¹ Communication Manager Release 2.2 and earlier	CC: MG not a G350 gateway	The media gateway selected for a contact relay related operation is not a G350.		
1789 ¹ Communication Manager Release 3.0 and later	CC: No CC on this MG type	The media gateway selected for a contact relay-related operation does not have a contact relay.		
1790 ¹	CC: Invalid button push	An invalid feature button was pushed after invoking contact closure feature.		
1791 ¹	CC: Trunk usr not allowed	Trunk access is not allowed for contact closure feature.		
1792	MI Chg Fail: Agt Burnout	Deny change to manual-in mode because the agent is in burnout state.		
1793	AI Chg Fail: Agt Burnout	Deny change to auto-in mode because the agent is in burnout state.		
1794	No STNHNT for Remote cvg	Deny station hunt after coverage if the last coverage party is remote.		
1795	Caller FEAC restricted	Caller FEAC restricted access.		
1796	Caller TOLL restricted	Caller TOLL restricted access.		
1797	TTI Outcall Needs PSA COR	Terminal Translation Initiation (TTI) Caller has AAR/ARS network restricted access.		
1798	No TTI merge to AAR/UDP	No Terminal Translation Initiation (TTI) merge is allowed to an AAR/UDP network.		
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Table 14: Call Process denial events (1225 - 1899) 35 of 35

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1799	Annc in Audio Grp	Deny recording or deleting the announcement if it is part of an audio group.		
1800	Parties Tenant restrict	Tenant is restricted.		
1801	Public Trunk restrict	Public trunk is restricted.		
1802	Parties COR restrict	Parties' COR is restricted.		
1803	Origination restrict	Origination is restricted.		
1804	Manual Line restrict	Manual line is restricted.		
1805	Inward restrict	Inward is restricted.		
1806	Termination restrict	Termination is restricted.		
1807	Outward restrict	Outward is restricted.		
1808	Conf Hold restrict	Conference hold is not allowed during digit collection.		
1809	Rej CFU act ECF active	Reject the activation of CFU because ENHCF (unconditional) is already activated.		
1810	Rej CFBDA act ECF active	Reject the activation of CFBDA because ENHCF (busy or no reply) is already activated.		
1811	Whisp pg denied to AVC call	Reject the whisper page because the target call is bridge-removed on an AVC conference.		
1812	SIP Sta cannot be observer	SIP station not allowed to service observe.		
1813-1899	not assigned			
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1. Error codes 1781 through 1791 apply to Feature Access Code invocations that are designed to operate on contact closure relays on a G350 Media Gateway. These error codes apply only to Linux-based servers.

User Manager Events

Denial events generated by the User Manager are listed in [Table 15: User Manager denial events \(1900 - 1906\)](#).

Table 15: User Manager denial events (1900 - 1906)

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1900	Invalid CFWD destination	Call forwarding digits do not map to station User ID.		
1901	Control Restrtn Check fail	Control Restriction.		
1902	Enhanced Abbr List Failur	Enhanced Abbreviated Dialing entry length failed.		
1903	LWC Button xIn Error	Ignore Leave Word Calling button push due to bad translation.		
1904	Override for the PGN disa	User not allowed to activate override for this partition		
1905	Auto selection of DID dis	Automatic selection of Direct Inward Dialing numbers is disabled.		
1906	SA8428 Btn Ring Ctl disab	SA8428 Station User Button Ring Control has been disabled, ignore button-ring button push.		

IP Denial Events

IP denial events are listed in [IP Denial Events \(1907 - 2020\)](#) on page 111 and [Table 17, Call Process denial events \(2021 - 2299\)](#), on page 121.

Table 16: IP Denial Events (1907 - 2020) 1 of 11

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1907	IP RRJ-Invalid RAS addr	IP Registration Rejected because the RAS address in the registration request (RRQ) is invalid.	0	IP address of the endpoint
1908	IP RRJ-Invid call SigAddr	IP Registration Rejection because the call signaling address in the registration request (RRQ) is invalid.	0	IP address of the endpoint
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Table 16: IP Denial Events (1907 - 2020) 2 of 11

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1909	IP RRJ-RemoteOfc misadmin	Registration rejected because: <ul style="list-style-type: none"> Remote Office is enabled on the Signaling Group screen, but the registration request (RRQ) is not from a supported Remote Office product (the Remote MAX Product/Vendor ID is invalid). The RRQ is from a supported Remote Office product, but Remote Office is not enabled on the Signaling Group screen. Remote Office is enabled on the Signaling Group screen, but the Terminal Type in the RRQ is not valid (the Terminal Type is not a gateway). 	0	IP address of the endpoint
1910	IP RRJ-H323 UserObj undef	IP Registration rejected because there is no H.323 User Object. Internal software error.	0	IP address of the endpoint
1911	IP RRJ-Exceed max endpts	IP Registration rejected because the capacity for either registered endpoints, registered Remote Office endpoints, or registered un-authenticating endpoints is exceeded. Check maximum allowed in the system on page 1 of the system-parameters customer-options screen.	0	Upper part: number of registered RO endpoints. Lower part: number of registered IP endpoints.
1912	IP RRJ-Exceed ProdID/Ver	IP Registration rejected because the maximum number of registered endpoints of a specific product ID and version is exceeded. Check the limit on the system-parameters customer-options screen.	Truncated Product ID from the System-Parameters Customer-Options screen	Upper part: registered limit. Lower part: actual count.
1913	IP RRJ-Invalid ProdID/Ver	IP Registration rejected because of an invalid Product ID / Version. Registering Application's product ID is not administered on the system-parameters customer-options screen or no Product ID in registration request (RRQ) message.	Truncated Product ID of the registering application	Major version number of the endpoint sent in the RRQ
1914	IP RRJ-ProdID search fail	IP Registration rejected because the search for the registering application's Product ID failed.	Truncated Product ID of the registering application	Major version number of the endpoint sent in the RRQ
1915	IP RRJ-Invalid endpt/Ver	Registration rejected because the endpoint version is not compatible with the gatekeeper version.	IP address of endpoint	Endpoint's major version number in 2nd byte, minor version number in low byte
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Table 16: IP Denial Events (1907 - 2020) 3 of 11

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1916	IP RRJ-No H323 NonStdData	Registration rejected because Non-standard Data (NSD) is missing in the registration request (RRQ) from the endpoint.	0	IP address of the endpoint
1917	IP RRJ-Invlid H323 ObjID	Registration rejected because the H323 Object ID in the registration request (RRQ) is invalid.	Object ID in RRQ	IP address of the endpoint
1918	IP RRJ-Invlid H225 NSData	Registration rejected because cannot decode H225 Non-standard Data (NSD) message.	0	IP address of the endpoint
1919	IP RRJ-Bad H225 NSDchoice	Registration rejected because an unexpected Non-standard Data (NSD) message was received from the registering application.	NSD choice in RRQ	IP address of the endpoint
1920	IP GRJ-RRJ: new LM fail	Registration rejected because of failure in creating a new Login Manager. Possible causes are: <ul style="list-style-type: none"> • No available heap memory to create LoginMgr • Cannot start LoginMgr timer • Clock not set 	UID	IP address of the endpoint
1921	IP RRJ-IP-TTI port fail	Registration rejected because of failure when inserting the IP Terminal Translation Initiation (TTI) port. Internal software error.	UID	IP address of the endpoint
1922 Communi- cation Manager Release 2.2 and earlier	IP RRJ-TTI or RO inactive	Registration rejected for an IP set with Terminal Translation Initiation (TTI) service. Possible causes: <ul style="list-style-type: none"> • TTI is not enabled on the system-parameters customer-options screen. • Remote Office is not enabled on the system-parameters customer-options screen. 	0	IP address
1922 Communi- cation Manager Release 3.0 and later	IP RRJ-TTI inactive	Registration rejected for an IP set with Terminal Translation Initiation (TTI) service. Possible cause is TTI is not enabled on the system-parameters customer-options screen.	IP address of the endpoint	IP address
1923	IP RRJ-No E164 number	Registration rejected because there is no valid E.164 phone number in the RRQ or the extension is not administered.	UID	IP address of the endpoint
1924	IP RRJ-No GRQ msg rcvd	Registration rejected because no Gatekeeper Request message was received or RRQ was received more than 15 seconds after GRQ	UID	IP address of the endpoint
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Table 16: IP Denial Events (1907 - 2020) 4 of 11

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1925	IGAR trunk routing failed	Denied while routing an outgoing Inter-Gateway Alternate Routing (IGAR) trunk call. Check outgoing ARS translation for the call to the far-end IGAR LDN.	Network Region	Internal IGAR ID
1926	IP RRJ-Authenticatn fail	Registration rejected because of password authentication/ encryption failure. The password that the user entered and the administered password on the station screen do not match or no cryptoToken or keys sent in RRQ.	UID	IP address of the endpoint
1927	IP RRJ-Invid station type	Registration rejected because of invalid set type or no Remote Office assignment on the station form.	UID	set type
1928	IP RRJ-StnTyp/Protopl err	Registration rejected because station type and call-signaling protocol are inconsistent. An IP Softphone should be assigned as one of the following: <ul style="list-style-type: none"> • DCP extension, with call control set to IP Softphone • H.323 extension, with call control set to none 	UID	Endpoint type (3rd and 2nd nyble); call signaling protocol (low nyble)
1929	IP RRJ-No idx for MMCmplx	Registration rejected: user record for dual-connected DCP set is missing the index for the multimedia complex. Internal software error.	UID	IP address of the endpoint
1930	IP RRJ-No voice path spec	Registration rejected because the virtual phone has neither a specified voice path nor an associated multimedia extension, so no audio path exists. <ul style="list-style-type: none"> • Add an extension on the softphone or extension on multimedia complex. 	UID	IP address of the endpoint
1931	IP RRJ-H323 ext is MMCmpx	Registration rejected because this H.323 extension is administered as a Media Complex extension on a non-H.323 (for example, a DCP) set.	UID	IP address of the endpoint
1932	IP RRJ-Ext has data modl	Registration rejected because the extension has a data module.	UID	IP address of the endpoint
1933	IP RRJ-IP addr mismatch	Registration rejected because the H.323 application is not at the same IP address as the authenticating application.	UID	IP address of registering endpoint
1934	IP RRJ-Ext already reg	Registration rejected because the extension is already registered.	UID	IP address of the endpoint
1935	IP RRJ-Not Remote Ofc ext	Registration rejected because Remote Office is not administered on the station screen for this extension.	UID	IP address of the endpoint
1936	IP RRJ-RO stn mismatch	Registration rejected because of invalid analog station type.	UID	IP address of the endpoint
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Table 16: IP Denial Events (1907 - 2020) 5 of 11

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1937	IP RRJ-RemOfc not admin	Registration rejected because the Remote Office endpoint is not administered or is of unknown station type.	UID	IP address of the endpoint
1938	IP RRJ-Immediate re-reg	Immediate re-registration is rejected when a registration or unregistration is in progress for the extension.	UID	IP address of the endpoint
1939	IP RRJ-Failure moving ext	Registration rejected because of failure while trying to force the unregistration of an extension in the process of moving it to another port. Internal software error.	UID	IP address of the endpoint
1940	IP RRJ-Duplicate ext	Registration rejected as a duplicate extension.	UID	IP address of the endpoint
1941	IP KA-from invld endpt ID	Keep Alive registration request rejected because of invalid endpoint identifier in RRQ.	UID	IP address of the endpoint
1942	IP KA-from unreg user	Keep Alive registration request rejected because it was received from an unregistered extension.	UID	IP address of the endpoint
1943	IP-KA-from unreg SigGrp	Keep Alive registration request rejected because it was received from an unregistered signaling group.	UID	IP address of the far-end
1944	IP RRJ-PSA merge failure	Registration rejected because the Personal Station Access (PSA) merge failed (internal software error). Check for corruption	UID	IP address of the endpoint
1945	IP RRJ-New IP user fail	Registration rejected because of failure to construct new H323 User object (internal software error).	0	IP address of the endpoint
1946	IP RRJ-PSA merge failure	Registration rejected because the LoginManager Personal Station Access (PSA) merge operation failed (internal software error). Check for corruption.	0	IP address of the endpoint
1947	IP RRJ-PSA unmerge fail	Registration rejected because the LoginManager Personal Station Access (PSA) unmerge operation failed (internal software error). Check for corruption.	UID	IP address of the endpoint
1948	IP RRJ-Complete pend reg	Registration rejected because of failure to obtain a station user record (internal software error – corrupt translation).	UID	IP address of the endpoint
1949	IP RRJ-Build KARCF msg	Registration rejected because of failure to build a KeepAlive Registration Confirm (KARCF) message (internal software error).	0	IP address of the endpoint
1950	IP RRJ-Build RCF msg	Registration rejected because of failure to build a Registration Confirm (RCF) message (internal software error).	0 or UID	IP address of the endpoint
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Table 16: IP Denial Events (1907 - 2020) 6 of 11

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1951	IP GRJ-Invid IP addr/port	Gatekeeper request rejected because of invalid destination IP address and port in the request (GRQ).	0	IP address
1952	IP GRJ-Invid gatekeeperID	Gatekeeper request rejected because the message is not for this gatekeeper.	Gatekeeper ID	IP address
1953	IP GRJ-Invid auth capblty	Gatekeeper request rejected because registering endpoint has sent authentication capability that is not supported by this gatekeeper.	0	IP address of the endpoint
1954	IP GRJ-Invid auth algrthm	Gatekeeper request rejected because no compatible authentication algorithm exists between the endpoint and the gatekeeper.	0	IP address of the endpoint
1955	IP GRJ-Bld GCF:Gateway/MCU	Gatekeeper request rejected because of failure to build a GateKeeper Confirm (GCF) message for a GateWay/MCU (internal software error).	0	IP address
1956	IP GRJ-Bld GCF:TTI	Gatekeeper request rejected because of failure to build a GateKeeper Confirm (GCF) message for an un-named endpoint registration (internal software error).	0	IP address
1957	IP GRJ-GK will not host	Gatekeeper request rejected because the gatekeeper is unwilling to host endpoint because no alias address has been provided or Terminal Translation Initiation (TTI) is in incorrect state (for example, TTI is not enabled for voice)	TTI state	IP address of the endpoint
1958	IP GRJ-Invalid extension	Gatekeeper request rejected because the extension is not administered.	Either extension number or 0	IP address of the endpoint
1959	IP GRJ-No stn user record	Gatekeeper request rejected because no station user record exists for registering this user (internal software error).	UID	IP address of the endpoint
1960	IP FURQ-Shared Ctrl Unreg	Forced Unregistration Request: The Gatekeeper is unregistering the IP Softphone because it is in shared control with IP Telephone, and the Telephone is unregistering.	UID	IP address of IP Softphone
1961	IP GRJ-Build GCF msg	Gatekeeper request rejected because of failure to build a GateKeeper Confirm (GCF) message (internal software error).	UID	IP address of the endpoint
1962	IP LRJ-No H323 sig group	Location Request rejected because no H.323 signaling group is administered to handle the call.	UID	IP address of the far-end
1963	IP LRJ-Build LCF msg	Location Request rejected because of failure to build a Location Request Confirm (LCF) message (internal software error).	UID	IP address
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Table 16: IP Denial Events (1907 - 2020) 7 of 11

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1964	IP DRJ-Null UserID	Disengage Request rejected because the endpoint ID could not be converted to a User ID (UID).	UID	IP address
1965	IP DRJ-Bld DCF:Gateway/MCU	Disengage Request rejected because of failure to build Disengage Request Confirm (DCF) message for a gateway or MCU (internal software error).	UID	IP address
1966	IP DRJ-Endpt not reg	Disengage Request rejected because the endpoint is not registered.	UID	IP address
1967	IP DRJ-Build DCF msg	Disengage Request rejected because of failure to build a Disengage Request Confirm (DCF) message for a non-gateway or MCU user (internal software error).	UID	IP address
1968	IP BRJ-Null UserID	Bandwidth Request rejected because an invalid endpoint ID was received.	0	IP address
1969	IP BRJ-Bld BCF:Gateway/MCU	Bandwidth Request rejected because of failure to build a Bandwidth Request Confirm (BCF) message for a Gateway or MCU (internal software error).	UID	IP address
1970	IP BRJ-Endpt not reg	Bandwidth Request rejected because the endpoint is not registered.	UID	IP address
1971	IP BRJ-Build BCF msg	Bandwidth Request rejected because of failure to build a Bandwidth Request Confirm (BCF) message for a non-Gateway or MCU user (internal software error).	UID	IP address
1972	IP BRJ-No H323 user	Bandwidth Request rejected because the H.323 user object does not exist (internal software error).	UID	IP address
1973	IP BRJ-Call non-existent	Bandwidth Request rejected because the request is made for a non-existing call.	UID	IP address
1974	IP BRJ-Bandwidth rqst fail	Bandwidth Request rejected because of unexpected return code from bandwidth request.	UID	IP address
1975	IP ARJ-Null UserID	Admission Request rejected: received invalid endpoint ID.	0	IP address
1976	IP ARJ-Endpt not reg	Admission Request rejected: the endpoint is not registered.	UID	IP address
1977	IP ARJ-No avail B-channel	Admission Request rejected: no B channel is available for the call.	UID	IP address
1978	IP ARJ-Bld ACF:Gateway/MCU	Admission Request rejected: because of failure to build an Admission Request Confirm (ACF) message for a Gateway or MCU (internal software error).	UID	IP address
1979	IP ARJ-Not an H323 user	Admission Request rejected: request was received from a non-H.323 user.	UID	IP address
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Table 16: IP Denial Events (1907 - 2020) 8 of 11

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1980	IP ARJ-Stn not in service	Admission Request rejected: station is not in service.	UID	IP address
1981	IP ARJ-Build ACF msg	Admission Request rejected: failure to build an Admission Request Confirm (ACF) message for a non-Gateway or MCU user (internal software error).	UID	IP address
1982	IP ARJ-No H323 user	Admission Request rejected: H.323 user object does not exist (internal software error).	UID	IP address
1983	IP ARJ-CRV already in use	Admission Request rejected: Call Reference Value (CRV) is already in use by another call.	UID	IP address
1984	IP ARJ-CRV does not exist	Admission Request rejected: this call reference value (CRV) does not exist.	UID	IP address
1985	IP ARJ-CRV already in use	Admission Request rejected: Call Reference Value (CRV) is already in use by another call. An ARQ has been received while an earlier one is still pending.	UID	IP address
1986	IP ARJ-Insuff bandwidth	Admission Request rejected: insufficient bandwidth available to support this call.	UID	IP address
1987	IP ARJ-Admissn rqst fail	Admission Request rejected: unexpected return code from Admission Request (internal software error).	UID	IP address
1988	IP URJ-Null UserID	Unregistration Request rejected: received invalid endpoint ID.	0	IP address of the endpoint
1989	IP URJ-Endpt not reg	Unregistration Request rejected: endpoint is not registered.	UID	IP address of the endpoint
1990	IP URJ-No endpoint ID	Unregistration Request rejected: no endpoint ID provided in URQ.	0	IP address of the endpoint
1991	IP URJ-GW/MCU is not reg	Unregistration Request rejected: URQ received from a Gateway or MCU that is not registered.	UID	IP address of the far-end
1992	IP URJ-No H323 sig group	Unregistration Request rejected because there is no H.323 user for the signaling group (internal software error).	UID	IP address of the far-end
1993	IP URJ-No non-std data	Unregistration Request rejected because there is no non-standard data in the URQ.	UID	IP address of the endpoint
1994	IP URJ-NSD has invld OID	Unregistration Request rejected because the Non-standard Data (NSD) from the registered application has an invalid object ID in the URQ.	UID	IP address of the endpoint
1995	IP URJ-Can't decode NSD	Unregistration Request rejected because of failure to decode Non-standard Data (NSD) in the URQ.	UID	IP address of the endpoint
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Table 16: IP Denial Events (1907 - 2020) 9 of 11

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
1996	IP URJ-Unexpected NSD msg	Unregistration Request rejected because of unexpected Non-standard Data (NSD) in the URQ from the registered endpoint.	UID	IP address of the endpoint
1997	IP URJ-User is on a call	Unregistration Request rejected because the user is on a call.	UID	IP address of the endpoint
1998	IP URJ-PSA unmerge failed	Unregistration Request rejected because the Personal Station Access (PSA) unmerge operation failed (internal software error). Check for corruption.	UID	IP address of the endpoint
1999	IP URJ-PSA merge failed	Unregistration Request rejected because the Personal Station Access (PSA) merge operation failed (internal software error). Check for corruption	UID	IP address of the endpoint
2000	IP URJ-No stn user record	Unregistration Request rejected because no station user record exists for unregistering user (internal software error).	UID	IP address of the endpoint
2001	IP URJ-TTI op failed	Unregistration Request rejected because of an unexpected Terminal Translation Initiation (TTI) return code.	UID	IP address of the endpoint
2002	IP URJ-Build UCF msg	Unregistration Request rejected because of failure to build an unregistration request confirm (UCF) message (internal software error).	0	IP address of the endpoint
2003	IP URJ-PSA unmerge failed	Unregistration Request rejected because the Personal Station Access (PSA) unmerge operation failed (internal software error). Check for corruption.	UID	IP address of the endpoint
2004	IP URJ-No stn user record	Unregistration Request rejected because the no station user record exists for the unregistering user (internal software error).	UID	IP address of the endpoint
2005	IP URJ-PSA unmerge failed	Unregistration Request rejected because the Personal Station Access (PSA) unmerge operation failed (internal software error).	UID	IP address of the endpoint
2006	IP FURQ-no H.323 ext reg	Force Unregistration Request. Received a KeepAlive request (RRQ) from a dual-connect endpoint without a registered H.323 extension (cannot make calls).	UID	IP address
2007	IP FURQ-User, no sig conn	Force Unregistration Request. Unregister user because there is no signaling connection. RAS is alive, but the signaling connection has gone down (user cannot make calls).	UID	IP address of the endpoint
2008	IP FURQ-H323, no sig conn	Force Unregistration Request. Unregister associated H.323 user because there is no signaling connection.	UID	IP address of the endpoint
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Table 16: IP Denial Events (1907 - 2020) 10 of 11

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2009	IP FURQ-Move user	Force Unregistration Request. Extension is already registered, but received a forced login registration request (RRQ). Send a URQ to the existing extension.	UID	IP address of the endpoint
2010	IP FURQ-Sig Conn closed	Forced Unregistration Request. The Gatekeeper is unregistering the endpoint because its call signaling connection has closed.	UID	0
2011	IP FURQ-NoQ931 msg rcvd	Force Unregistration Request. After an endpoint registers, it should initiate the TCP connection and send a SETUP message. The SETUP message has not been received from the endpoint, and no Q931 Call object exists. The endpoint cannot make calls, so unregister it.	H.323 UID	IP address of the endpoint
2012	IP FURQ-Aged Endpt-no KA	Force Unregistration Request. Unregister endpoint that has aged out. Endpoint's time to live (TTL) expired without receiving a keep-alive request (RRQ).	UID	IP address of the endpoint
2013	IP FURQ-SigGrp removed	Force Unregistration Request. An H.323 Gateway (administered as a signaling group) is registered. Unregister the Gateway before removing the administered signaling group.	Gateway UID	IP address of the signaling group
2014	IP FURQ-Siggrp changed	Force Unregistration Request. Changes have been made to a registered H.323 Gateway (administered as a signaling group). Unregister the Gateway.	Signaling group UID	IP address of the near-end
2015	IP FURQ-Ext removed	Forced Unregistration Request. Unregister user because the extension has been removed.	UID	0
2016	IP FURQ-IPusr is sftphone	Forced Unregistration Request. <ul style="list-style-type: none"> A user has Personal Station Accessed (PSA) an extension that was registered as an IP endpoint. An IP telephone extension in shared-control was moved to another IP port via registration. Both shared-control IP Telephone and IP softphone will unregister if the rejected registration attempt is forced. 	IP User-UID	0
2017	IP FURQ-Records exhausted	Forced Unregistration Request. Unregister the LAN port if there are no records remaining.	IP User ID	0
2018	IP FURQ-Mtc: H323/Vphone	Forced Unregistration Request. Maintenance has unregistered an H.323 or Vphone station.	UID	0
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Denial Events

Table 16: IP Denial Events (1907 - 2020) 11 of 11

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2019	IP FURQ-Mtc: Remote Max	Forced Unregistration Request. Maintenance has unregistered a Remote Max station.	UID	0
2020	IP FURQ-Mtc:RemOfc TTI	Forced Unregistration Request. Terminal Translation Initiation (TTI) background maintenance task has requested the removal of Remote Office LAN TTI ports.	UID	0
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Call Process Denial Events

Call Process denial events 2021 - 2299 are explained in [Table 17: Call Process denial events \(2021 - 2299\)](#).

Table 17: Call Process denial events (2021 - 2299) 1 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2021	Cust Sel of DIDs inactive	Custom Selection of VIP Direct Inward Dialing numbers feature is not active.		
2022	Annc pres but not admin	Announcement present but not administered.		
2023	Annc pres none on board	Announcement present but no announcements administered for the board.		
2024	Cannot create entry	Registration rejected because unable to create an entry in the MTM complex table.	UID	IP address of the endpoint
2025	Unadministered option	Registration rejected because the option chosen by the endpoint in the RRQ for the emergency call does not match the option administered on the station form.	UID	IP address of the endpoint
2026	Xmobile OOS: block orig	Xmobile offhook request rejected because Xmobile station has been taken out of service.		
2027	Annc not found on board	User attempted to play VAL Board announcement and file was not found on board.		
2028	Annc file has bad format	User attempted to play VAL Board announcement and file had bad format.		
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Table 17: Call Process denial events (2021 - 2299) 2 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2029	IP GRJ-NSD has invld OID	Gatekeeper Request rejected because the Non Standard Data (NSD) from the registered application has an invalid object ID.	UID	IP address of the endpoint
2030	IP GRJ-Can't decode NSD	Gatekeeper Request rejected because of failure to decode Non Standard Data (NSD) element.	UID	IP address of the endpoint
2031	IP GRJ-Unexpected NSD msg	Gatekeeper Request rejected because of unexpected Non Standard Data (NSD) message from the registered application endpoint.	UID	IP address of the endpoint
2032	Force Unregistration Req	Force Unregistration Request. Instruct the RAS manager to cleanup a User ID which had just been registered prior to a system restart. This event is not logged, but only passed in the URQ.		
2033	IP FURQ-Demand Unregister	Force Unregistration Request. The command to force unregister endpoints has been executed from the SAT.	UID	IP address
2034	Illegal TSC interaction	A QSIG Non Call Associated-Temporary Signaling Connection (NCA-TSC) tried to route out an AT&T TSC, or vice versa, and this interaction is not supported. This might occur when a bsr_poll call over an IP trunk tries to use a QSIG TSC but is tandemed out an AT&T TSC.		
2035	NCA-TSC not available	Possible causes: <ul style="list-style-type: none"> l The terminated administered Temporary Signaling Connection (TSC) endpoint is disabled l The incoming Non Call Associated-Temporary Signaling Connection (NCA-TSC) call arrived at the wrong signaling group l The Maximum number of NCA-TSC is set to 0 		
2036 Communication Manager Release 3.1 and earlier	Incoming QSIG LWC failed	Failed doing a LWC on the incoming side of QSIG LWC MSI CS0FAC message.		
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Table 17: Call Process denial events (2021 - 2299) 3 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2036 Communication Manager Release 4.0 and later	Ext too long for QSIG LWC	Failed sending QSIG LWC TSC SETUP message because the calling extension was too long.		
2037	QSIG LWC fail find voice	Getting the voice call record on the outgoing side of a QSIG LWC MSI SETUP message failed.		
2038	QSIG LWC fail get cling	Getting the calling party number from the incoming side of the call failed.		
2039	IP KA-No endpoint ID	Keep Alive Registration Request. Registration rejected because no endpoint identifier was provided.	0	IP address
2040	IP GRJ-No CLAN available	Gatekeeper Request rejected because no resources available for signaling connection.	UID	IP address
2041	IP RRJ-No DSP Resource	Registration Request rejected because no Digital Signal Processor (DSP) resources are available.	UID	IP address
2042	460.1 Neg failed in ARQ	Registration Request rejected because no Digital Signal Processor (DSP) resources are available.	UID	IP address
2043	Multipoint call to self	ARQ rejected because srcInfo and destinationInfo contents indicate the multipoint ept (VSX) is calling itself.	UID	IP address
2044-2046	not assigned			
2047	Reject-Unauthorized MG	Registration rejected because it was received from unauthorized media gateway.		
2048	Reject-MGC not ready	Registration rejected because it is not ready for a media gateway re-registration.		
2049	No VOIP Resource	VOIP Resources unavailable.		
2050	No MG Resource	No gateway resource available.		
2051	IP GRJ-RemOfc No Sig Grp	Remote Office invalid request (GRQ) No Sig Group available.		
2052	IP RRJ-RemOfc No Sig Grp	Remote Office invalid registration request (RRQ) No Sig group available.		
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Table 17: Call Process denial events (2021 - 2299) 4 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2053	MG heartbeat missed	MGKeepAlive: Wakeup() media gateway heartbeat missed, indicates lack of traffic from specified gateway.		
2054	Signaling CONN Congestion	UMSocket: SockWrite() Congestion on the Signaling Link due to PCD buffer exhaustion.	Port number of the near-end	IP address of the far-end
2055	Reset MG - Pkt Send Err	Reset the media gateway Signaling Link due to error in Sending packets.		
2056	No null caps SBS orig end	IncomingMsg. Null caps not received on originating end of Separation of Bearer and Signaling (SBS) trunk.		
2057	No null caps SBS term end	IncomingMsg. Null caps not received on terminating end of Separation of Bearer and Signaling (SBS) trunk.		
2058	Null caps on H323 trunk	IncomingMsg. Null caps received on terminating end of H.323 trunk.		
2059	SecCode change disallowed	Change of security code through Feature Access Code not supported for IP.		
2060	SA8508:Off	Emergency access call to the attendant using the 2nd access code is not permitted because the SA8508 green bit is not on.		
2061	Invalid Post msg dgt/tmo	Post message digit timeout.		
2062	Post msg too many msg dgt	Post message too many digits.		
2063	Post msg not stn user	Post message not station user.		
2064	IP RRJ-NSD encode failed	Registration rejected because of failure to encode Non-standard Data (NSD) message.	UID	IP address
2065	IP RRJ-Invalid vendor id	Registration rejected because LSP requesting registration has not sent a valid vendor ID.	0	IP address
2066	IP RRJ-LSP obj not init	Registration rejected because the LSP object has not been initialized.	0	IP address
2067	IP RRJ-NSD improper OID	Registration rejected because the Non-standard Data (NSD) sent by the LSP contains an invalid OID.	0	IP address
2068	IP RRJ-Cannot decode NSD	Registration rejected because of failure to decode Non-standard Data (NSD) message sent by the LSP.	0	IP address
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Table 17: Call Process denial events (2021 - 2299) 5 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2069	IP RRJ-Unxpctd NSD	Registration rejected because of receipt of an unexpected Non-standard Data (NSD) message from LSP.	0	IP address
2070	MG must send full reg msg	Media gateway attempted registration with "warm start" condition, but the controller needs "cold start" data.		
2071	Serial Number incorrect	Media gateway attempted to register with a different serial number.		
2072	Conf/Transfer 2 Meet-me	Conference or transfer to Meet-me conference call.		
2073	Permission denied (or) Download permission deny	User attempted to download firmware to a station. User does not have console permission.		
2074	Rec fail: annc is playing	Attempt to record a VAL announcement while that announcement is playing on a VAL board.		
2075	Var-in-Vec COS restricted	User does not have console permissions		
2076	IP RRJ-Call Mismatch	IP Registration Rejection (RRJ) because of no call present on the switch side. But there is a call present on the endpoint.	UID	IP address.
2077	IP FURQ-CallTimer Expired	Force Unregistration Request. Unregister endpoint whose call preservation timer (H323 link loss delay timer) expires.	UID	IP address.
2078	Extend Call Button Denial	OPTIM Extend Call via extend call button press was denied.	station where the button was pushed	Reason the call was denied: 0 - denied because the call already has 6 ports on it 1 - denied because the station is at the OPTIM call limit 2 - denied because the application has no termination mapping 3 - denied because call failed to extend (check application RTU)
2079	IP RRJ-Invid sta state	Registration rejected because set in wrong state (for example on call, Out of Service (OOS), Administered Without Hardware (AWOH), Terminal Translation Initiation (TTI), shared-control endpoints attempt to register to different LSPs).		
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Table 17: Call Process denial events (2021 - 2299) 6 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2080	IP FURQ-User dialed TSA	IP Softphone in shared control configuration with DCP is forced unregistered because user dialed TSA.		
2081	IP FURQ-Invid sta state	IP Softphone in shared control configuration with DCP is forced unregistered because softphone switched to invalid state.		
2082	Exceeded TLS conn limit	A TLS socket was rejected because of the constraint on the maximum number of TLS peers.		
2083	TLS: No cert returned	A peer certificate was rejected by common name checking.		
2084	TLS: Handshake Failure	Handshake failed, for example due to no common cipher suite.		
2085	TLS: Certificate expired	An expired certificate was returned and rejected.		
2086	SBS bearer Auth not supp	If authorization code is required on outgoing Separation of Bearer and Signaling (SBS) bearer call, this is not supported. The call is dropped with intercept treatment to the originator.		
2087	IP RRJ-Shrd Ctrl OutofSrv	Used to inform softphone trying to register in shared control with an out-of-service DCP endpoint to try registration with LSP.	UID	IP address
2088	TLS: No Authorization	CMD_ACCEPT: SSL/TLS verify failure.		
2089	TLS: Bad Record MAC	Bad Record Max. For example, an attacker does not have the correct private key, which can go undetected until the MAC of the exchange is checked.		
2090		Not used.		
2091	Conf/xfer Audix rec	AUDIX one-step recording while conf.		
2092	Post msg invalid SSC	Post message invalid Station Security Code (SSC).		
2093	Can't start announcement	Cannot start announcement.		
2094	TCP/IP sig socket failure	Unable to establish a socket on an IP trunk. The far end might be mis-administered.	IP address of the far end to which the call failed	Port number of the far end
2095	Rmt Div-fwding ext local	QSIG Remote Diversion activation for local extension not allowed.		
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Table 17: Call Process denial events (2021 - 2299) 7 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2096	Rmt Div/EMU-SSC too long	QSIG Remote Diversion Station Security Code (SSC) contains too many digits.		
2097	Rmt Div-non QSIG trunk	QSIG Remote Diversion is not allowed over a non-QSIG trunk.		
2098	Rmt Div-act ext not stn	QSIG Remote Diversion activation only allowed from station user.		
2099	Rmt Div-act/deact failed	QSIG Remote Diversion activation/deactivation failed.		
2100	Rmt Div-QSIG VALU disable	QSIG Remote Diversion is not allowed over a QSIG trunk with QSIG VALU disabled.		
2101	Feat. requires only dgts	A feature was activated via a request URI. The part of the request URI string that should contain all digits contained characters other than digits.		
2102	SIP Estab Timer expiry	SIP call establishment timer expired prior to 200 OK (incoming or outgoing call). Timer length is administered on SIP sig-group forms.		
2103	Cannot ring add-in party	Attempt to add a party to a call failed at the termination stage.	UID of the party that was attempting to terminate	Cause value/feedback indicating the reason.
2104	Cannot add party to call	Attempt to add a party to a call failed at or after answer.	UID of the party that was being added in	Reason code: 1. Internal failure (look for proc_err around same time) 2. Internal failure (look for proc_err around same time) 3. Conflict (ie adding announcement to call with tone or announcement) 4. Already have six connected/held parties on the call 5. Unable to combine voice streams 6. Internal failure (look for proc_err around same time) 7. Internal failure (look for proc_err around same time)
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Table 17: Call Process denial events (2021 - 2299) 8 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2105	SCCAN handover denied	Seamless Converged Communications Across Networks (SCCAN) attempt to handover failed.	UID of the station involved in handover	reason for failure: 0: No call found to handover to 1: There is already a call in the wireless domain 2: There are multiple candidate calls to handover to 3: Handover from call not found 4: Handover to call not found 5: Handover aborted 6: Call is at conference limit
2106	SCCAN announcement denied	Seamless Converged Communications Across Networks (SCCAN) attempt to handover failed.	UID of the station involved in handover	Reason for failure: 0: Announcement not administered on system-parameters sccan form 1+ - Feedback type
2107	SCCAN call out blocked	OPTIM Seamless Converged Communications Across Networks (SCCAN) termination was denied	UID of the station involved	reason for denial: 1: WLAN call limit exceeded 2: No termination mapping 3: Cellular call limit exceeded 4: No termination mapping or call NOT allowed or disabled. Disabled is the most likely cause (user controlled) 5: Call on bridged appearance and termination disallowed.
2108	SCCAN retransmit denied	There are problems with Seamless Converged Communications Across Networks (SCCAN) notify retransmission response.	UID of the station involved	reason for denial: 1: Could not get Event header from request 2: Could not get time to wait for retransmission 3: Unknown event type 4: Internal failure (look for proc_err around same time) 5: OPTIM application not SCCAN 6: Station not administered with OPTIM
2109	IP RRRJ-Unknown unnamed	Registration rejected because an unnamed endpoint did not have the terminal present bit set, or because it did not supply Lucent vendor information.		
2110	Release btn push ignored	Agent pushed IM_ACD_REL button simultaneously with call termination.	UID of agent pushing IM_ACD_REL button	0
2111	MAX VuStats displays actv	Max number of simultaneous VuStats displays permitted are in use.	UID of agent pushing VuStats button	VuStats display format number
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Table 17: Call Process denial events (2021 - 2299) 9 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2112	IP LRJ-No Route to dest	Send Location Request reject message because we cannot route to the destination.		
2113	Invalid NSF for CA-TSC Rq	Invalid NSF for CA-Temporary Signaling Connection (TSC) request.		
2114	No AAR/ARS acc from DID	AAR/ARS not accessible from Direct Inward Dial/Direct Inward-Outward Dial (DID/DIOD) trunk		
2115	Transfer denied - SA8759	Special Application block of call-transfer. Drop if second call-leg is not answered.		
2116	460.1 Neg failed in GRQ	460.1 feature not supported.		
2116	Conf/drop denied - SA8759	SA8759 block of call-conference/ drop if second call leg is not answered.		
2117	TSC attempt denied	TSC administration is incorrect on the system-parameters customer-options screen and the Route Pattern screen.		
2118	ACD agent tot exceeds max	Max number of ACD agents already logged-in	UID	Logged-in ACD agent count
2119	Memb per skill exceeds mx	Max number of agents already logged-in to skill	Agent UID	Skill number
2120	Advocate agents exceed mx	Max number of Business Advocate agents already logged-in	Agent UID	Logged-in Business Advocate Agent count
2121	Oth agt using this logid	Some other agent already using this loginID	Agent UID	Split number
2122	This agt using oth logid	This agent already using some other loginID	Agent UID	Split number
2123	BCMS logid val failed	BCMS (Basic Call Management System) Login ID validation failed.	Agent UID	Split number
2124	Agent tot exceeds sys max	Agent total exceeds system limit	Agent UID	Agent total
2125	Over CMS agent login cap	Maxed-out CMS capacity	Agent UID	Skill number
2126	Over CMS agent login cap	Maxed out CMS capacity	Agent UID	Skill number
2127	Over BCMS agent login cap	Maxed out BCMS (Basic Call Management System) capacity	Agent UID	BCMS agent total
2128	No far-end IGAR/DPT ext	Missing far-end IGAR LDN (Inter-Gateway Alternate Routing)		
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Table 17: Call Process denial events (2021 - 2299) 10 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2129	No near-end IGAR trunks	No idle trunks in either network region (IGAR request)		
2130	IP RRJ-TTI reg not in map	Deny TTI registration - IP endpoint not in ip-network-map	IP address	TTI state
2131	IP RRJ-TTI reg shared ctl	Deny TTI registration - IP endpoint requesting shared control	IP address	TTI state
2132	IP RRJ-TTI incapable	Deny TTI registration - IP endpoint not TTI capable	IP address	TTI state
2133	IP RRJ-Unnamed disabled	Deny TTI registration - Unnamed registration feature is disabled.	IP address	TTI state
2134	RAS message failed Annex H	Incoming RAS message failed Annex H authentication and was ignored		
2135	Q931 message failed Annex H	Incoming Q931 message failed Annex H authentication and was ignored		
2136	H.245 Port alloc failure	Unable to allocate H.245 pooled port; try dynamic port, but the connection attempt will likely be blocked by firewall		
2137	H.245 VideoFastUpd throt	Throttled excessive H245 VideoFastUpdate message		
2138	H.245 ConfInd Join throt	Throttled excessive H245 ConferenceIndication EmterminalJoinedConference message		
2139	H245 Timeout Call Dropped	H245 connection timed out and call was dropped		
2140	IP RRJ-TTI reg eConsole	Deny TTI registration - request from IP eConsole	0	IP Address
2141	IP RRJ-RO addr no admin	Deny Terminal Translation Initiation (TTI) registration - Remote Office address is not administered	IP address	TTI state
2142	460.1 Neg failed in GRQ	460.1 feature is not supported		
2143	BRJ Rcvd-Not Bound	Received a BRJ message, EmBRJ_notBound_chosen		
2144	BRJ Rcvd-Inv Conf Id	Received a BRJ message, EmBRJ_invalidConferenceID_chosen		
2145	BRJ Rcvd-Inv Permission	Received a BRJ message, EmBRJ_invalidPermission_chosen		
2146	BRJ Rcvd-Insuff Rsrc	Received a BRJ message, EmBRJ_insufficientResources_chosen		
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Table 17: Call Process denial events (2021 - 2299) 11 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2147	BRJ Rcvd-Inv Revision	Received a BRJ message, EmBRJ_invalidRevision_chosen		
2148	BRJ Rcvd-Security Denial	Received a BRJ message, EmBRJ_securityDenial_chosen		
2149	BRJ Rcvd-Security Error	Received a BRJ message, EmBRJ_securityError_chosen		
2150	BRJ Rcvd-Unknown Reason	Received a BRJ message, EmBRJ_undefinedReason_chosen		
2151	IP FURQ shrd ctrl sftphn	Busycout of a shared control softphone forces unregistration of the softphone, leaves base phone in service		
2152	Conf/xfer denied-SA8652	SA8652: Denial for NH Consult call conference/transfer.		
2153	Call merge denied-SA8652	SA8652: Denial for NH Consult call merge.		
2154	NHCnsl Orig denied-SA8652	DS8652: Denial for NH Consult origination.		
2155	Call hold denied-SA8652	SA8652: Denial for NH Consult call hold.		
2156	Call Pickup denied-SA8652	SA8652: Denial for NH Consult call pickup.		
2157	NHCnsl Brdg denied-SA8652	SA8652: Denial for bridging on NH Consult call.		
2158	Call Park denied-SA8652	SA8652: Denial for parking a NH Consult call.		
2159	NHConf orig denied-SA8652	SA8652: Denial for originating NH conference call when a consult call is active.		
2160	Agent accept login error	Non-EAS ACD split agent accept login failed	Agent UID	Call ID
2161	EMU:dny act for local ext	Enterprise Mobility User (EMU) activation not allowed for local extension.		
2162	EMU:non-QSIG trunk	Enterprise Mobility User (EMU) over non-QSIG trunk not allowed.		
2163	EMU:vst login not allowed	Enterprise Mobility User (EMU) login not allowed based on station administration.		
2164	CC:Ringout Call Failure	QSIG-CC: Ringout call failure		
2165	CC:Comparison Failed	QSIG-CC Orig cancel: components did not match		
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Table 17: Call Process denial events (2021 - 2299) 12 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2166	Button lbl mem exhausted	There is no more customized label space		
2167	EMU:CTMI term to non-SSB	CtmiInform SETUP is terminating to a non-SSB trunk (Enterprise Mobility User (EMU))		
2168	EMU:Map/vst uid mismatch	Mapped User ID does not match the visitor User ID (Enterprise Mobility User (EMU))		
2169	IP GRJ-No PE in region	Gatekeeper Request is rejected because no resources are available on this phone's region	UID	IP address
2170	CC:Ringout not Routed	QSIG CC: Ringout could not route		
2171	CC:Queueing Failed	QSIG-CC: Queueing failed		
2172	CC:Orig comp ck failed	QSIG-CC Exec Possible: components did not match		
2173	CC:Term comp ck failed	QSIG-CC Term Cancel: components did not match		
2174	EMU:Unsup clg pty nbr fmt	Unsupported calling party numbering format for Enterprise Mobility User (EMU)		
2175	reregister Servermismatch	Module ID mismatch, re-registration required		
2176	SigConn fail to establish	Tried three times to bring up TCP socket and failed each time. Do not try again.		
2177	Invalid XFR to VM attempt	Deny transfer into voicemail because either: <ul style="list-style-type: none"> l QSIG transfer to QSIG voice mail is not allowed l an attempt was made to interwork QSIG and SIP for transferring into voicemail 		
2178	EMU:User dialed unsup FAC	Enterprise Mobility User (EMU) user dialed an unsupported Feature Access Code (FAC)		
2179	EMU:Non-emrg call denial	HEMU user placed non-emergency call (Enterprise Mobility User (EMU))		
2180	EMU:Reg-invlid SSC dialed	Invalid security coded was dialed during registration (Enterprise Mobility User (EMU))		
2181	EMU:PSA not allowed	PSA not allowed on home station (Enterprise Mobility User (EMU))		
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Table 17: Call Process denial events (2021 - 2299) 13 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2182	EMU:DeReg-inv SSC dialed	Invalid security code dialed during deregistration (Enterprise Mobility User (EMU))		
2183	EMU:Del-invid SSC dialed	Invalid security code dialed during deregistration (Enterprise Mobility User (EMU))		
2184	EMU:Usr not fnd far end	User not found in database on far end (Enterprise Mobility User (EMU))		
2185	EMU:Delete failed far end	The delete operation failed (Enterprise Mobility User (EMU))		
2186	EMU:Reg failed far end	The registration operation failed (Enterprise Mobility User (EMU))		
2187	EMU:DeReg failed far end	The Deregistration operation failed (Enterprise Mobility User (EMU))		
2188	EMU:IPReg block for VEMU	IP Registration is not allowed when there is an active Enterprise Mobility User (EMU)		
2189	EMU:EC500 act on nat stn	Virtual Enterprise Mobility User (VEMU) registration is not allowed when EC500 is active on the native station		
2190	EMU:VEMU not map to home	The Virtual Enterprise Mobility User (VEMU) attempting deregistration is not mapped to a specified home extension		
2191	EMU:Forced deregistration	Forced deregistration of Enterprise Mobility User (EMU)		
2192	EMU:Btn mismatch far end	Button Mismatch (Enterprise Mobility User (EMU))		
2193	EMU:PSig oper timeout	Partner Signaling operation timed out (Enterprise Mobility User (EMU))		
2194	EMU:Reg oper timeout	Registration operation timed out (Enterprise Mobility User (EMU))		
2195	EMU:DeReg oper timeout	Deregistration operation timed out (Enterprise Mobility User (EMU))		
2196	EMU:Delete oper timeout	Delete operation timed out (Enterprise Mobility User (EMU))		
2197	Unsupported Remove VM typ	Deny transfer into voice mail because the voice mail hunt group is not a supported type (must be SIP, QSIG, or AUDIX)		
2198	Mod_ID mismatch in setup	There is a mismatch in Module ID setup		
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Table 17: Call Process denial events (2021 - 2299) 14 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2199	call mismatch in setup	Call mismatch in setup		
2200	No TSC's left in system	No free Temporary Signaling Connection (TSC) user record available		
2201	No TSC's for this D-chan	No free Temporary Signaling Connection (TSC) is available		
2202	EMU:invalid act/deact ext	EMU activation/deactivation is allowed only from the station user		
2203	Deny DND: E911CF is active	Deny DND if E911 call forward is active		
2204	IPFURQ-reg expired-nosock	Force unregister the link bounce phone if its link loss delay timer expired and it is not on the call		
2205	Forced Disconnect SA8847	SA8847 - forced disconnect of diverted predictive calls		
2206	Wrong Group Page set type	Wrong set type for group page.		
2207		Invalid digits are collected.		
2208		Extension not part of any pickup group.		
2209	Msg'ing Hunt Grp XIn Bad	An fp-mwi, qsig-mwi, or sip-adjunct messaging hunt group does not route over the correct trunking facility.		
2210	QSIG PR:No simple UID	Path replacement error 1005. No simple UID.		
2211	QSIG PR:Unrecog Call ID	Denial for path replacement. Unrecognized call identity.		
2212	QSIG PR:Busy Verify Call	Denial for path replacement on busy verify calls.		
2213	QSIG PR:Malicious Call	Denial for path replacement if malicious call trace is active.		
2214	QSIG PR:Not Voice Data	Denial for path replacement low bearer capability of channel.		
2215	QSIG PR:Preind/priv Call	Denial for path replacement for data preindication call or data privacy call.		
2216	QSIG PR:Measured Call	Denial for path replacement for measured calls.		
2217	QSIG PR:No Propose	Denial for path replacement propose request not active.		
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Table 17: Call Process denial events (2021 - 2299) 15 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2218	QSIG PR:No Old Callr	Denial for path replacement when there is no call record of the old leg.		
2219	QSIG PR:Merge Failure	Denial for path replacement merge failure.		
2220	QSIG PR:No IE in Setup	Denial for path replacement setup error.		
2221	QSIG PR:Mrg Fail Old Trk	Denial for path replacement merge failure of old trunk.		
2222	QSIG PR:Mrg Fail New Trk	Denial for path replacement merge failure of new trunk.		
2223	QSIG PR:Transfer Active	Denial for path replacement when call is not active.		
2224	QSIG PR:Outward Cor Res	Denial for path replacement outward restriction.		
2225	QSIG PR:Incoming Cor Res	Denial for path replacement incoming restriction.		
2226	QSIG PR:No Facilities	Denial for path replacement due to no facilities available.		
2227	QSIG PR:SS Opt Not Match	Denial for path replacement		
2228	QSIG PR:More Party Count	Denial for path replacement		
2229	QSIG PR:Same Trunk Group	Denial for path replacement		
2230	QSIG PR:Setup Reject	Denial for path replacement setup rejection.		
2231	QSIG PR:Deny Path Retain	Denial for path replacement		
2232	QSIG PR:No Old Leg	Denial for path retention for no old leg of the call.		
2233	QSIG RR:Call Fwd Limit	Denial for rerouting for crossing call forwarding call redirections limit.		
2234	QSIG RR:Cfmr Div Leg Fail	Denial for path rerouting for cfmr DivertedLegFailed for diversion.		
2235	QSIG RR:Reroute Ret Err	Denial for rerouting return error.		
2236	QSIG RR:Not Allow On Trk	Denial for rerouting on trunk group.		
2237	CTI phys ext not sta usr	SA8797: CTI agent physical extension not station user.		
2238	CTI not dom-ctrl/logged in	SA8797: CTI agent not dom-ctrl logged-in agent.		
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Table 17: Call Process denial events (2021 - 2299) 16 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2239	UUI retrieval failed	SA8797: UUI retrieval failed CTI physical extension.		
2240	UUI len over max ext siz	SA8797: UUI data length larger than maximum extension		
2241	Could not get modem UID	SA8797: Could not retrieve modem extension UID		
2242	Modem ext not sta user	SA8797: Modem physical extension not station user		
2243	Modem not ana/agt/on ACD	SA8797: modem not analog logged-in agent with ACD call		
2244	Could not get ACDcall CID	SA8797: Could not retrieve CID of ACD call		
2245	ACD call not CMD meas skl	SA8797: ACD call is not for a CMS measured skill		
2246	Could not get agent2 UID	SA8797: Could not convert replacement agent extension to UID		
2247	Agent2 logid not sta user	SA8797: replacement agent login ID not station user		
2248	Agent2 already logged-in	SA8797: Replacement agent login ID already logged-in		
2249	Could not get CTI lag ext	SA8797: Could not retrieve CTI agent login ID extension		
2250	Could not get CTI DAC skl	SA8797: Could not retrieve DAC skill for CTI agent		
2251	Could not get agt2 DAC skl	SA8797: Could not retrieve DAC skill for replacement agent		
2252	Could not get update ACD data	SA8797: Error in restoring ACD data to replacement agent		
2253	ACD UID not in call rec	SA8797: Could not find ACD call UID in call record		
2254	Could not get ACDcall rec	SA8797: Could not find call record for ACD call		
2255	SA8797 not enabled	SA8797 feature Green Bit not enabled		
2256	CTI not dom-ctl/logged-in	SA8797: CTI agent not dom-ctrl logged-in agent		
2257	Invalid agent2 logid ext	SA8797: Invalid agent2 login ID extension		
2258	ECF: COS value reject	Enhanced call forwarding: the current Class of Service (COS) definition does not allow enhanced call forwarding.		
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Denial Events

Table 17: Call Process denial events (2021 - 2299) 17 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2259	ECF: ATD CFWD active	Enhanced call forwarding: classic call forwarding all (CFWD) is active for this station, that received a ENHCF activation via console permission.		
2260	ECF: ATD CFBDA active	Enhanced call forwarding: classic call forwarding busy & don't answer (CFBDA) is active for this station, which received a ENHCF activation via console permission.		
2261	ECF: CFWD active	Enhanced call forwarding: classic Call forwarding all (CFWD) is active.		
2262	ECF: CFBDA active	Enhanced call forwarding: classic call forwarding busy & don't answer (CFBDA) is active.		
2263	ECF: Attd fwd own calls	Enhanced call forwarding: Attendant is not allowed to forward its own calls.		
2264	Cannot override logout	Logout-ovr denied, the agent is not in the logout tables.		
2265	DPT not enab on both NRs	DPT not enabled for both network regions.		
2266	Answer back failed	Parked call is failed to answer back even after second attempt.		
2267	H.248 transaction timeout	H.248 transaction timer expired; media gateway did not send a reply in the allotted time. See error logs for terms affected.		
2268	ECF: Number invalid	Enhanced call forwarding: Invalid number entered in case of extension or call forward destination.		
2269	ECF: COS via btn reject	Enhanced call forwarding: The current Class of Service (COS) definition does not allow enhanced call forwarding via feature button.		
2270	ECF: Default denial	Enhanced call forwarding: default denial.		
2271	ECF: Invalid station	Enhanced call forwarding: Activation, deactivation or status is requested by an invalid station type or remote user.		
2272	No Disc. Supervision Tmo.	Call is dropping due to the timeout of 2 hour no-disconnect supervision timer. IP Trunk Link Bounce.		
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Table 17: Call Process denial events (2021 - 2299) 18 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2273	No Disc. Sup. -Invalid Msg	Call is dropping due to an invalid stim/msg on a call in no disconnect supervision processing. IP Trunk Link Bounce.		
2274	Team Pickup of selfs call	Station calls another station in the same pickup group, puts the call on hold and dials FAC for pickup. Disallow pickup of self-initiated call.		
2275		Not used.		
2276	Flow ctrl out of memory	Out of memory for UMFlowControl for buffering.		
2277	ECF: Button ext invalid	Enhanced call forwarding: Feature button extension cannot be mapped to a valid user ID.		
2278	ECF: EAS login phys ext	Enhanced call forwarding: Logged-in EAS agent's physical extension is unavailable for any call forwarding.		
2279	Drop: Call Sate Mismatch	Call state mismatch, drop the call.		
2280	Drop: CRV audit timeout	CRV audit timeout, drop the call.		
2281	ECF: Station no display	Enhanced call forwarding: Display of status of ENHCF is requested on a station that is not equipped with a display.		
2282	ECF: ATD station no displ	Enhanced call forwarding: Extension for display of status of ENHCF is questioned on a station that is not equipped with a display.		
2283	Drop:lk loss tmr expired	Link Loss Delay Timer expired. Drop the call.		
2284	ECF: Remote cfwd EAS	Enhanced call forwarding: Disallow any remote call forwarding of an EAS loginID extension.		
2285	DPT src/dst NRs are same	Deny DPT request, source and destination network regions are the same.		
2286	INVITE From:domain Inval.	Domain in the INVITE's "From" header is invalid. Block for potential toll fraud.		
2287	Invalid pub-unk numbering	The public-unknown-numbering form has not been populated.		
2288	Deny observing observer	Cannot observe because this is already an observer.		
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Table 17: Call Process denial events (2021 - 2299) 19 of 19

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2289	IP RRJ MAC denied-SA8944	SA8944: Registration rejected because extension is already registered based upon same MAC Address (i.e., bound to a port).	First two nybles of MAC address.	Last four nybles of MAC address.
2290	MAC Address blank-SA8944	SA8944: No MAC address was provided by the registering station. Treat this as a non-SA8944 registration and use the IP addresses instead.	UID	IP address of the registering endpoint.
2291	Rem off-net covpt is busy	For non-QSIG or non DCS coverage, the offnet coverage point is busy and there is no coverage point to terminate the call.		
2292	Unable to Connect	C-LAN sent CONNECT request to far-end, but didn't receive any response within the timeout interval.		
2293	RAI for unregistered user	RAI EndpointIdentifier had a UID but no H.323 user was found for it.		
2294	RAC build failure	Failed to build RAC message in response to RAI		
2295	Out Trk COR timer expire	"Outgoing Trunk Disconnect Timer (minutes)" expired and disconnected the trunk. cor form, page 2.		
2296	No agent ID in login FNU	EAS agent login FNU received without agent ID		
2297	SIP endpoint refused video	The SIP endpoint rejected the video media in response to the re-Invite message.		
2298	H.323 endpoint refused video	The H.323 endpoint did not accept the video OLC sent, possibly because its receive and transmit capabilities are non-symmetrical.		
2299	Bad BRI TSC SS Protocol	There is not a suitable Supplementary Service Protocol administered for termination of BRI TSC connection.		
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Connection Manager Denial Events

Denial Events generated by the Connection Manager are listed in [Table 18: Connection Manager denial events \(2300 - 2399\)](#).

Table 18: Connection Manager denial events (2300 - 2399) 1 of 4

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2300	Ept capabilities mismatch	Endpoint connects to TDM bus or is hairpinned capabilities mismatch.		
2301	Tran/rec codec mismatch	Transmitted or received codec mismatch.		
2302	Ip_ept is in loopback	Illegal loopback condition.		
2303	Silence suppress mismatch	Endpoint connects to TDM bus or is hairpinned silence suppression mismatch.		
2304	Tran/rec codec mismatch	Transmitted or received codec mismatch.		
2305	Silence suppress mismatch	Ept1 directly connected to Ept2 silence suppression mismatch.		
2306	Reject outbound OLC	Reject outbound OLC.		
2307	TDM resource blockage	Time Division Multiplexed (TDM) resource blockage.		
2308	Selected codec mismatch	Codec no longer supported.		
2309	Drop call codec mismatch	Drop call, codec mismatch.		
2310	Invalid regions	Invalid region		
2311	Invalid codec region	Invalid codec region		
2312	No DSP resource	No Digital Signal Processor (DSP) resource		
2313	No free list channels	No channels on free list		
2314	No channel resources	No channel resources		
2315	Not enough capacity	Not enough prowler (media processor) capacity		
2316		Drop call, no bandwidth for endpoint's codec.		
2317-2328	not assigned			
2329	No BW, prowler <--> IP ept	No available bandwidth channel resources from the endpoint to the necessary resources. The call fails.	network region of the endpoint	preferred destination network region
2330	No BW, prowler <--> prowler	No bandwidth channel resources between processors.		
2331	No VOIP channel, PN <--> PN	No Voice Over IP channel resources between port networks.		
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Table 18: Connection Manager denial events (2300 - 2399) 2 of 4

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2332	No BW, prowler <--> MG	No bandwidth channel resources between processor and media gateway.		
2333	No VOIP channel, PN <--> MG	No Voice Over IP channel resources between port network and media gateway.		
2334	No channel resources	No available bandwidth to access the necessary resources. The call fails	net-work region (from)	net-work region (to)
2335	RejReqMode-no common mode	Deny inbound RM, not compatible with modes received in request.		
2336	RejReqMode-no common mode	Deny inbound RM, cannot arrive at common profile.		
2337	RejReqMode-no modes rcvd	Deny inbound RM, no data modes were received in request.		
2338	RejReqMode-not 2 connectd	Deny inbound RM, there are not two pt_conn parties on call.		
2339	RejReqMode-no common mode	Deny inbound RM dirip ept, no common profile.		
2340	T38Fail-no voip resources	Insufficient voip resources.		
2341	T38Fail-far end timeout	Far-end timeout.		
2342	T38Fail-near end timeout	Near-end timeout.		
2343	ReqMode reject received	Request reject received - TDM/HP connection.		
2344	ReqMode reject received	Request reject received - DIRIP connection.		
2345	ReqMode release received	Request release received - TDM/HP connection.		
2346	ReqMode release received	Request release received, DIRIP connection.		
2347	Rej inc T38OLC, not seq'd	Deny inbound T38 OLC - not in sequence, dropping call.		
2348	Rej inc T38OLC, no common	Deny inbound T38 OLC - incompatible mode, TDM/HP connection. Dropping call.		
2349	Rej inc T38OLC, no common	Deny inbound T38 OLC - incompatible mode, DIRIP connection. Dropping call.		
2350	Rej inc T38OLC, idle state	Deny inbound T38 OLC - IDLE state. Dropping call.		
2351	Failed Xoip Attempt	XOIP failed attempt, invalid call type.		
2352	Failed Fax Relay Xoip	Fax Relay XOIP failed attempt.		
2353	Failed Modem Relay Xoip	Modem Relay XOIP failed.		
2354	T38Fail-no dsp resources	Insufficient Digital Signal Processor (DSP) resources.		
2355	IGAR trunk limit exceeded	Attempt to exceed the number of trunks allowed for Inter-Gateway Alternate Routing (IGAR) in this network region.		
2 of 4				

Table 18: Connection Manager denial events (2300 - 2399) 3 of 4

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2356	All IGAR managers in-use	All Inter-Gateway Alternate Routing (IGAR) manager are in use.		
2357	Failed Fax Prowler	Prowler reports channel could not go to FAX mode.		
2358	Failed Fax Media Gateway	Media Gateway reports channel could not go to FAX mode.		
2359		Not used.		
2360	RejReqMode-no common mode	Deny inbound RM - no common profile. Already in a sequence, have a collision.		
2361	RejStartT38-no common	Cannot start RM sequence -no common profile between endpoint and region/hw (VOIP detected a fax tone)		
2362	Multimedia OLC rejected	Reject inbound multimedia Open Logical Channel (OLC) due to state mismatch.		
2363	Multimedia OLCReject received	Multimedia reject outbound Open Logical Channel (OLC). A video endpoint is denying Communication Manager's attempt to establish video.		
2364	BCF Rcvd-diff bandwidth	Different confirming bandwidth than what is stored		
2365	RejStartT38-not in rgn/hw	Cannot start RM sequence - T38 is not supported in region/hw intersection (VOIP detected a fax tone)		
2366	RejAckT38-no modes in msg	Deny inbound RM Acknowledgment. No data modes were received in the request. (Fast Request Mode - dcap ptr is null)		
2367	RejAckT38-no modes in msg	Deny inbound RM Acknowledgment. No data modes were received in the request. (Fast Request Mode - no modes received)		
2368	RejAckT38-not common	Deny inbound RM Acknowledgment. Mode received in Ack was not common (Fast Request Mode - TDM case)		
2369	RejReqMode-fast collision	Deny inbound RM Acknowledgment. There is a collision, already in T38 sequence (Fast Request Mode case)		
2370		VOIP inactivity has been detected by this media processor channel. Call will be torn down.		
2371	IGC:Exch no common codec	Codec intersection between master and slave ends is null; will reattempt to establish IGC with all inter-region codecs if first attempt fails		
2372	MG link needs encryption	Hardware codecs do not match. There is a non-encrypted H.248 signaling link on the media gateway and a codec set with only encrypted codecs. Encryption keys cannot be left exposed on unencrypted signaling link.		
2373	No Video BW available	No bandwidth is available for video. If Event Data 1 and Event Data 2 are both 0, no bandwidth is available for video and video is removed for the duration of the call.		
2374	No Priority BW available	A priority video caller was not able to get bandwidth to make a video call.		
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Table 18: Connection Manager denial events (2300 - 2399) 4 of 4

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2375	OLC master/slave conflict	OLC mismatch, master/slave mismatch		
2376		No codec set defined in ip-network-region		
2377	Avc Mcu failed port setup	AVC: MCU rejected port setup		
2378	Avc Port request failed	AVC: Port request failed		
2379	Cannot build CLEAR IGC	Cannot build CLEAR IGC because clear channel is OFF in the codec set (page 2).		codec Set # used for the IGC
2380	Avc No IGMC on Mcu	No IGMC available on MCU		
2381	Avc Could not add ports	Could not add ports to primary subconference		
2382	Avc Could not req IGMC	Could not acquire IGMC		
2383		Not Used		
2384	Avc Closing while active	MCU closing during active conference		
2385	Avc Mcu non-video port	MCU port is not video enabled		
2386	Avc Mcu selection failed	No MCU available that suits the conference		
2387	Avc Conference delayed	AVC flow control delayed		
2388	Avc High usage denial	AVC flow control denied		
2389	Avc Trk member limited	AVC trunk member limited		
2390	Avc Video Not Allowed	AVC: NR does not allow video		
2391	Video Not Allowed	NR does not allow video		
2392	Avc Mcu drop'd inuse port	AVC: MCU dropped inuse port		
2393	Avc: Port request failed	AVC: Port request failed		
2394	Avc: Port request failed	AVC: Port request failed		
2395	AVC: Bridge move failure	AVC: Bridge move failure		
2396	No IGMC available	No IGMC available on MCU		
2397		No ports free, either administered or reported by MCU.		
2398		Interregion network connection failed.		
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Dial Plan Manager Denial Events

Denial Events generated by the Dial Plan Manager denial events are listed in [Table 19: Dial Plan Manager denial events \(2400 - 2406\)](#).

Table 19: Dial Plan Manager denial events (2400 - 2406)

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
2400	UDP: too many conversions	Digit conversion counter exceeded.		
2401	UDP: node-rte pat blank	Node number route pattern is blank.		
2402	UDP: ENP code blank	ENP numbering prefix is blank.		
2403	Loc Digits Size incorrect	Location Prefix digits size is not n , where the UDP form's matching row, Insert digits field is Ln .		
2404	Var-in-Vec No adm for VAC	Variable Access Code (VAC) in Variables in Vector Table not administered.		
2405	Var-in-Vec Invalid digit	Invalid digit entered, or Feature Access Code corrupted from call processing to dial plan manager.		
2406	Unadministered annnc ext	Unadministered announcement extension for a location.		

Data Manager Denial Events

Denial events generated by the Data Manager are listed in [Table 20: Data Manager Denial Events \(3001 - 3004\)](#).

Table 20: Data Manager Denial Events (3001 - 3004)

Event Type	Event Description, as it appears on the event log	Explanation
3001	Bridge in use	PR_BRIDGE object is in use
3002	Button in use	PR_BUTTON/PR_BTNTTI object is in use
3003	Station/Trunk in use	One of the station/trunk PREC objects is in use
3004	Team Group in use	PR_TEAM object is in use

Dial Access Plan Denial Events

Dial Access Plan denial events are listed in [Table 21: Dial Access Plan denial events \(3101 - 3199\)](#).

Table 21: Dial Access Plan denial events (3101 - 3199)

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
3101	DCS invalid PBX/Mach/Node	Distributed Communication System (DCS) requires Trunk Group pbx-id, Signal Group Mach-id, or AAR Analysis node number.		
3102	DCS no msg buffer avail	No Distributed Communication System (DCS) message buffers are available.		
3103	DCS Station LWC mis-admin	Distributed Communication System (DCS) station Leave Word Calling is mis-administered.		
3104	DCS Trunk Group mis-admin	Distributed Communication System (DCS) trunk-group is mis-administered.		
3105	DCS invalid PBX/Mach/Node	Distributed Communication System (DCS) requires Trunk Group pbx-id, Signal Group Mach-id, or AAR Analysis node number		
3106-3199	not assigned			

Meet Me Conference Denial Events

Denial events generated by the Meet Me conference process are listed in [Table 22: Meet Me Conference denial events \(3201 - 3299\)](#).

Table 22: Meet Me Conference denial events (3201 - 3299) 1 of 2

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
3201	Meet-Me Access chg TMO	Meet-me security/access change time-out.		
3202	Invld Num Digits MM Acc.	Meet-me security/access change received too many digits.		
3203	MM Extention not valid	Meet-me security/access change not a valid extension.		
3204	MM Access Chg Not a VDN	Meet-me security/access change not a Vector Directory Number extension.		
3205	MM Invalid Access Entered	Meet-me security/access change invalid security/access code.		

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Table 22: Meet Me Conference denial events (3201 - 3299) 2 of 2

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
3206	MM Access Obj/SAT Busy	SAT window with Meet-me security/access code or object is busy. Cannot make changes via FAC.		
3207	Merge Meet-me Conf call	User tried to merge to a existing Meet-me conference call and the merge failed validation.		
3208	Serv Observ Meet-me VDN	User tried to service-observe a Meet-me conference call and so_route() failed.		
3209	Meet-me Conf call full	Meet-me conference total party number is over the limit.		
3210	Wrong MM Acc. code dialed	Party failed to dial correct Meet-me conference access.		
3211	Chg Station no Cons/Perm	Meet-me security/access. The station extension does not have console permissions.		
3212	VDN not a meetme type	Vector Directory Number (VDN) is not a meetme type.		
3213	MM Invalid Conf Ctrlr Sta	Station extension does not match controller extension.		
3214	MM Inv Trk not Remote Acc	Trunk User ID not allowed as a controller extension.		
3215	MM Invalid Station Type	Invalid station type of calling extension.		
3216	Conf/Transfer 2 Meet-me	Conference/or transfer to Meet-me conference call.		
3217	MM Abbrev Dial Invalid	Cannot use abbreviated dialing - invalid.		
3218	Error in EMMC route dgt	Error retrieving Enhanced MeetMe Conferencing (EMMC) routing digits.		
3219	Empty EMMC route digits	Empty Enhanced MeetMe Conferencing (EMMC) routing digits.		
3220	Exceed EMMC active conf	Exceeded Enhanced MeetMe Conferencing (EMMC) active conference.		
3221	Exceed EMMC license ports	Exceeded number of Enhanced MeetMe Conferencing (EMMC) license ports.		
3222	Exceed EMMC party limit	Exceeded Enhanced MeetMe Conferencing (EMMC) party limit.		
3223	EMMC- no new vector proc	Enhanced MeetMe Conferencing (EMMC)-no new vector proc		
3224	Add meet-me user/whsp pg	Can't add meet-me party if whisper page is active		
3225-3299	not assigned			
2 of 2				

LSP Denial Events

LSP-generated denial events are listed in [Table 23: LSP denial events \(3300 - 3399\)](#).

Table 23: LSP denial events (3300 - 3399)

Event Type	Event Description (keyword)	Explanation	Event Data 1	Event Data 2
3300	IP RRJ-LSP not active	Local Survivable Processor (LSP) is not yet active.	0	IP address of entity trying to register
3301	IP RRJ-LSP not admin	Local Survivable Processor (LSP) has not been administered.	0	IP address of sending LSP
3302	IP RRJ-Version mismatch	Local Survivable Processor has not been administered.	0	IP address of sending LSP
3303	IP RRJ-GK reg with GK	LSP/ESS is attempting to register with another LSP/ESS.		
3304	IP RRJ-LSP's MG not admin	Local Survivable Processor's serial number does not match any administered gateway.	0	IP address of sending LSP
3305	IP RRJ-LSP memory size	Local Survivable Processor's Memory Configuration (DRAM) is inadequate to handle translations from the main.		
3306-3399	not assigned			

Data Error Events

Data error-generated denial events are listed in [Table 24: Data Error denial events \(3400 - 3499\)](#).

Table 24: Data Error denial events (3400 - 3499) 1 of 2

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
3400	Error in vector data	Bad step type.		
3401	Invalid vector step type	Bad step type.		
3402	Companding mode mismatch	Companding mode mismatch.		
3403	Bad date in MCT record	Bad Malicious Call Trace date (date, month)		
3404	Bad date in MCT record	Bad Malicious Call Trace date (hour, minute)		

1 of 2

Table 24: Data Error denial events (3400 - 3499) 2 of 2

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
3405	Unicode cus file not read	Unicode translation read error. Entire customer file not read.		
3406	Error in Unicode cus file	Unicode translation read error. Error found in customer file.		
3407	Unicode ava file not read	Unicode translation read error. Entire Avaya file not read.		
3408	Error in Unicode ava file	Unicode translation read error. Error found in Avaya file.		
3409	Usr-def cus file not read	User-defined translation read error 3409. Entire custom_ file not read.		
3410	Err in User-def cus file	User-defined translation read error (3410). Error found in custom_ file.		
3411	Usr-def ava file not read	User-defined translation read error (3411). Entire avaya_ file not read.		
3412	Err in User-def ava file	User-defined translation read error (3412). Error found in avaya_ file.		
3413	Unicd ava2 file not read	unicode translation read error. Entire avaya_unicode2 file not read.		
3414	Err in Unicd ava2 file	unicode translation read error. Error found in avaya_unicode2 file.		
3415	Unicd ava3 file not read	unicode translation read error. Entire avaya_unicode3 file not read.		
3416	Err in Unicd ava3 file	unicode translation read error. Error found in avaya_unicode3 file.		
3417	Unicd ava4 file not read	unicode translation read error. Entire avaya_unicode4 file not read.		
3418	Err in Unicd ava4 file	unicode translation read error. Error found in avaya_unicode4 file.		
3419	Unicd cus2 file not read	unicode translation read error. Entire custom_unicode2 file not read.		
3420	Err in Unicd cus2 file	unicode translation read error. Error found in custom_unicode2 file.		
3421	Unicd cus3 file not read	unicode translation read error. Entire custom_unicode3 file not read.		
3422	Err in Unicd cus3 file	unicode translation read error. Error found in custom_unicode3 file.		
3423	Unicd cus4 file not read	unicode translation read error. Entire custom_unicode4 file not read.		
3424	Err in Unicd cus4 file	unicode translation read error. Error found in custom_unicode4 file.		
3425	Unkwn Err in PhMsg file	Unknown error while processing unicode phone message file.		
3426-3499	not assigned			
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Contact Closure Denial Events

Contact Closure Denial Event Types 3501 - 3503 show successful feature activations and are kept as historical data, as listed in [Table 25: Contact Closure denial events \(3501 - 3503\)](#).

Table 25: Contact Closure denial events (3501 - 3503)

Event Type	Event Description (keyword)	Explanation	Event Data 1	Event Data 2
3501	Relay OPEN	Contact closure OPEN event		
3502	Relay CLOSE	Contact closure CLOSE event		
3503	Relay PULSE	Contact closure PULSE event		

ESS Denial Events

ESS-generated denial events are listed in [Table 26: ESS denial events \(3600 - 3604\)](#).

Table 26: ESS denial events (3600 - 3604)

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
3600	IP RRJ-ESS not admin	ESS has not been administered.	0	IP address of sending ESS
3601	IP RRJ-ESS obj not init	Internal EssMgr_ptr has not been initialized.	0	IP address of sending ESS
3602	IP RRJ-ESS bad SID sent	ESS sent a bad system ID.	SID	IP address of sending ESS
3603		ESS had a failure from ParseNsdLSPInfo method.	0	IP address of sending ESS
3604	IP RRJ-ESS memory size	ESS memory configuration (DRAM) or duplication card memory configuration is inadequate to handle translations from the main.		
3605		Duplex ESS registering via IP Address other than that of Duplicated PE Alias.		

User Manager Denial Events

Denial Events generated by the user manager are listed in [Table 27: User Manager denial events \(3700 - 3701\)](#).

Table 27: User Manager denial events (3700 - 3701) 1 of 2

Event Type	Event Description (keyword)	Explanation	Event Data 1	Event Data 2
3700	IP GRJ DH Exchange failure	DH-exchange from GRQ failed. Missing or incorrect data.		
3701	IP Trunk DH Exchange failure	DH-exchange from trunk xRQ failed. Missing or incorrect data.		
3702		EMU - user has more than one active call appearance during registration or deregistration operation.		
3703		EMU - trying to deregister a user that is not registered. This is a misop by the caller.		
3704		EMU - trying to deregister a user that has active calls.		
1 of 2				

Denial Events

Table 27: User Manager denial events (3700 - 3701) 2 of 2

Event Type	Event Description (keyword)	Explanation	Event Data 1	Event Data 2
3705		EMU - trying to register on an already currently registered user.		
3706		H248Msg:ErrorHandler() VOIP Resources unavailable.		
3707		H248Msg:ErrorHandler() no gateway recourse available.		
3708		Flexible Ann Allocation. All the time slots are exahusted on media GW.		
3709		Station is out of service or license failed.		
3710		EMU - trying to register on an endpoint that recently made an E911 call, the endpoint could be the potential visitor or home user.		
3711		History-Info removed from SIP message for a MM user. This behavior is correct per requirements but can be confusing. The Support Request History field is set to no on this trk grp and if a MM user is involved then mis-admin is likely for this trk grp.		
3712		VoIP FW / MG FW mismatch: VoIP cannot ESIG to ephs, but MG's FW version states that it can.		
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Call Processing Denial Events

Event Types 5000 - 5003 are a continuation of call processing-generated denial events, and are listed in [Table 28: Call processing denial events \(5000 - 5003\)](#).

Table 28: Call processing denial events (5000 - 5003)

Event Type	Event Description, as it appears on the event log	Explanation	Event Data 1	Event Data 2
5000	Video bridge region mismatch	A signaling group belonging to a video bridge trunk had a network region that didn't match the others.	0	IP address of sending ESS
5001	H.323 OdirMedia, deny xfer	Deny hold for transfer, hold, or conference if the call started as H.323 outgoing direct media call to a non-Communication Manager system and H.245 is not up yet.	0	IP address of sending ESS
5002	RAI EndpointIdentifier	RAI EndpointIdentifier didn't correspond to a UID we know of.		
5003	No suitable ETSI CCBS support	There is no suitable ETSI CCBS support administered for ETSI trunk linke.		

