



# **Maintaining and Troubleshooting Avaya Proactive Contact**

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# Preface

This section contains the following topics:

- [Purpose](#) on page 15
- [Audience](#) on page 15
- [Related documents](#) on page 15

---

## Purpose

The purpose of this guide is to provide detailed information for hardware and software maintenance for the Avaya Proactive Contact 5.0 system.

---

## Audience

This guide is for personnel who install, configure, and troubleshoot Avaya Proactive Contact 5.0 installations.

---

## Related documents

- *Planning for Avaya Proactive Contact*
- *Avaya Proactive Contact Safety and Regulatory Information*
- *Avaya Proactive Contact Software Developer's Kit (SDK)*
- *Avaya Proactive Contact Agent API Reference*
- *Using Avaya Proactive Contact Agent*
- *Using Avaya Proactive Contact Supervisor*
- *Administering Avaya Proactive Contact*

For more information on troubleshooting procedures included in this Guide, refer to the knowledge articles on Insite at: <http://insite.avaya.com/>





# Chapter 1: Avaya Proactive Contact Supervisor

This section contains troubleshooting procedures for Avaya Proactive Contact Supervisor application.

---

## Changes made through supervisor affecting the dialer

To help troubleshoot the issue, have the customer answer these questions concerning changes made to the system:

1. Where were changes made?
  - [Message Text](#)
  - [Message Assignment](#)
  - [Agent key files](#)
  - [Calling list](#)
  - [Upload/Download list](#)
  - [Dialer event Scheduler](#)
  - [Completion Codes](#)
  - [Message Mapping](#)

---

## Message Text

To help troubleshoot the issue, have the customer answer these questions:

1. What was the message "Number"?
2. What was the message "File Name (AU)" (Be case sensitive)?
3. What was the message "Type"? What is the "Music or Voice" setting?

## Message Assignment

To help troubleshoot the issue, have the customer answer these questions:

1. What is the name of the script you created? It is case sensitive.
  - a. Is the name longer than seven characters?
2. What is the type of script you created?
  - a. Automated
  - b. Outbound
  - c. Inbound
  - d. Transfer
  - e. Virtual

---

## Agent key files

To help troubleshoot the issue, have the customer answer these questions:

1. What is the name of the keys file?

---

## Calling list

To help troubleshoot the issue, have the customer answer these questions:

1. What is the name of the list?
2. What tab did you make changes to? Tabs listed below:
  - Features
  - Fields
  - Prepare
  - Update
  - Custom
  - Message Map
  - Ordering
3. What change did you make?

---

## Upload/Download list

To help troubleshoot the issue, have the customer answer these questions:

1. What is the name of the list?
2. Did you add or delete fields? If so which fields were affected?
3. What type, Text, Number, Date, etc., of field was it?
4. What was the length of the field?
5. Did the field have any special formatting? If so which kind?
6. Did you refresh the calling list after making changes to the Upload/download?
7. Did you update the Structures and Method tabs?

---

## Dialer event Scheduler

To help troubleshoot the issue, have the customer answer this question:

1. What changes did you make?

---

## Completion Codes

To help troubleshoot the issue, have the customer answer this question:

1. What changes did you make?

---

## Message Mapping

To help troubleshoot the issue, have the customer answer this question:

1. What changes did you make?

---

## Supervisor

| Question                        | Result   |
|---------------------------------|--|
| Is Supervisor software working? | No. This can indicate a Mid-Tier services failure. |

|  |  |
|--|--|
| Run a check_mts to find out if the Mid-Tier services are running.  | Not running, run a stop_mts and a start_mts to reset the Mid-Tier services.                    |
| Was Supervisor software installed properly? (The Mid-Tier systems must be installed prior to installing Supervisor.) | No. Must reinstall the software in the proper order.   |
| Is Supervisor configured correctly through the Configurator Tool?  | Configurator lists the correct network information for the Avaya Proactive Contact components. |
| Is the dialer's IP address resolvable on the network (hosts file or in DNS)?   | No. Correct the IP address in the associated file.   |
| Can you ping from the Supervisor workstation to the dialer or ping the workstation from the dialer?                  | No. This is a network issue.   |

---

## Supervisor Mid-Tier connectivity

If any client application has problems communicating with the Mid-Tier, follow these steps:

1. Type check\_pds on the dialer. The following message is displayed:  

```
>>> All processes are running!
```
2. Open a Windows command prompt and enter the following command:  

```
nslist -ORBSvcConf "C:\Program Files\Avaya\Proactive Contact 5.0\Supervisor\Common\corba_svc.conf" -ORBInitRef  
NameService=corbaloc:ssliop:<dialername>:23201/NameService
```

in which <sysname> is either the IP address or alias of the system on which the Mid-Tier Naming Service resides.
3. From the Windows Start menu, select **Settings > Control Panel > Administrative Tools > Data Sources (ODBC)**.
4. Click on the **System DSN** tab.
5. Select **AvayaPDSDB** from the list of **System Data Sources**.
6. Click **Configure....**
7. In the **Oracle ODBC Driver Configuration** window, click **Test Connection**.

8. A **Connection successful** message is displayed. Otherwise you see an error message which you must record.

---

## End user applications

This section covers general troubleshooting tools and specific troubleshooting scenarios.

---

### Analyst

If there are connectivity issues, see [Mid-Tier database network problems](#) on page 46. If there are problems with reports such as printing, previewing, or incorrect content, check that these files in the C:\Windows\system32 directory have the listed value for attributes:

| File name     | Creation date               | Time     | Size    | Version   |
|---------------|-----------------------------|----------|---------|-----------|
| crpe32.dll    | Tuesday, September 12, 2006 | 23:35:39 | 4763705 | 8.5.0.446 |
| crwrap32.dll  | Tuesday, September 12, 2006 | 23:35:44 | 66560   | 7.0.0.8   |
| Implode.dll   | Tuesday, November 12, 1996  | 22:25:44 | 18944   | 1.0.0.1   |
| Crpaige80.dll | Thursday, November 09, 2000 | 1:52:00  | 618496  | 8.0.1.3   |

Use Windows Explore to navigate to the C:\Windows\system32 directory. Right-click on each file name and click **Properties** to see these attributes.

If the size and version match, the file is of the current version.

---

### Editor

Most Supervisor Editor problems generate a message box with an error message. If such an error occurs note all the details in the message box.

### cd.log file

For errors that do not generate a message box, use LogView.exe to view the cd.log file.

**Note:**

If errors occur, select **Tools > Increase Logging Level** on the LogView main menu bar to make sure the maximum number of messages are written to the log.

Follow these steps using LogView to troubleshoot the issue:

1. On the main menu select **View > Show Code Errors** and clear the other options.
2. Search the **Date/Time** column until you find minimum of one error that matches the time frame of the reported error.
3. If that isn't possible, make a backup of the cd.log file by copying it to another directory then renaming the copy as cd.bak.
4. Delete the original cd.log file using the LogViewer tool then click **Refresh**.
5. Perform the same action that caused the reported problems and re-examine the log. If there are no errors, clear the **Show Code Errors** option and check **Show Transaction Tracking**.
6. Click **Refresh**.
7. Record any errors that occur.

### mid\_tier\_log files

In systems with a dialer pod, the mid\_tier\_log.ccyymmdd daily log file is on the master dialer. In such situations to determine the master dialer, check the Windows system's registry entry for:

```
MyComputer\HKEY_LOCAL_MACHINE\SOFTWARE\AvayaInc\PDS\CommandControl
```

The entry value looks like this:

```
ORBInitRef"NameService=iioploc://<master_dialer>:23200/NameService
```

in which <master\_dialer> is the name of the master dialer system.

Check the \$VOICEDIR/account/mid\_tier\_log.ccyymmdd for today's date for Supervisor Editor error messages.

You can also use Health Manager to check the status of the system.

---

## Monitor

Monitor, Hierarchy Manager and Analyst use the same dll. This dll, the Mid-Tier data services component, AVMTDSCI.dll, handles real-time data communications between client applications and the dialer database. The AVMTDSCI.dll writes error messages to two logs, avmtdscil0.log and dscHier0.log in an AVMTier directory that the dll creates. Monitor error messages can appear in both logs.

**Note:**

Hierarchy Manager and Analyst error messages only appear in the dscHier0.log file.

The next couple sections detail a couple common Monitor issues.

## Log on to dialer, but no data in Monitor

If the user can log on to the dialer, but no data appears in Monitor, follow these step to resolve the issue:

1. From the Windows Start menu, select **Settings > Control Panel > Administrative Tools > Data Sources (ODBC)**.
2. Click on the **System DSN** tab.
3. Select **AvayaPDSDB** from the list of **System Data Sources**.
4. Click **Configure**.
5. In the **Oracle ODBC Driver Configuration** window, click **Test Connection**.
6. A **Connection successful** message is displayed. Otherwise you see an error message which you must record. If successful, go to the next step.
7. Use Health Manager, **Dialer Services > Data** to check that HDSC and EVENT\_SERVICE are running.
8. If either is not running, use Health Manager to start the process that is not running.
9. On the middle-tier server, use check\_db to make sure the database is running.
10. If the database process is not running, use start\_db on the server as instructed in *Avaya Proactive Contact Software Reference Scripts*. If the problem persists, go to the next step.
11. Check the AVMTSDCI.log file or Windows Event Viewer for errors.

## Stale Monitor data

If agent states are not being updated or jobs that have stopped are listed as active, the data available to Monitor is stale. Follow these steps to resolve the issue:

1. Use Health Manager, **Dialer Services > Data** to check that STAT\_PUMP is running.
2. If it is not running, use Health Manager to start STAT\_PUMP.
3. On the middle-tier server, use check\_db to make sure the database is running.
4. If the database process is not running, use start\_db on the server as instructed in *Avaya Proactive Contact Software Reference Scripts*. If the problem persists, go to the next step.
5. Check the AVMTSDCI.log file or Windows Event Viewer for errors.





# Chapter 2: Proactive Contact Agent and Agent API

This section contains the troubleshooting procedures for Avaya Proactive Contact Agent and the Agent API.

- [Agent cannot connect- dialback failure - unable to login - headset in use](#) on page 25
- [Data pops \(slow or none\)](#) on page 25

---

## Agent cannot connect- dialback failure - unable to login - headset in use

To help troubleshoot the issue, have the customer answer these questions:

1. How many agents are affected, and how many agents do you have?
  - a. What is the affected agent's log in?
  - b. Has the agent logged in successfully before?
  - c. Has anything changed on the workstations or network?
2. What is the error?
  - a. If the connection timed out, has the workstation ever connected?
  - b. If DBK failure, has anyone recently logged out of the system?

---

## Data pops (slow or none)

To help troubleshoot the issue, have the customer answer these questions:

1. Can you send e-mail both internally and externally?
2. Are you having any known network issues?
3. Has your company been expanding the network?



# Chapter 3: Proactive Contact features

This section contains information on Sales Verification testing, common Internet Monitor issues, and Predictive Agent Blend.

---

## Sales Verification testing

Follow these steps to set up the Sales Verification feature test:

1. Install the Sales Verification feature.
2. Edit the `list#.prep` file to include this line:

```
EXECPROG:callconn:5 list1 verify1 verify1
```

which uses this syntax for `callconn`:

```
callconn <interval> list<num> <select name> <job name>
```

Follow these steps to test the Sales Verification feature:

1. Enter `hostpds list1` at the command prompt.
2. To run `callsel` for an outbound job, enter `callsel` at the command prompt.

---

## Internet Monitor issues

To help troubleshoot the issue, have the customer answer these questions:

1. Is the web server working?
2. Have you reset the web server workstation?
3. How do you know Internet Monitor is not working? Do you see errors? Is it not updating?
4. Are there any network issues?
5. Have there been any recent changes in the network topology?
6. Have there been any recent changes to the web server?

## Predictive Blend not acquiring

To help troubleshoot the issue, have the customer answer these questions:

1. What is the job name?
2. Can the agents log into the job?
3. How long have the agents been sitting idle?
4. What type of switch do you have?

# Chapter 4: Backup and Restore

This section contains troubleshooting procedures for Backup and Restore operation.

---

## Back ups

To help troubleshoot the issue, have the customer answer this question:

What kind of Back up?

- a. An Avaya Proactive Contact system back up?
- b. A calling list back up?
- c. A CDW backup?

---

## Unable to start Oracle Database after restoring backup using tape

While restoring the Bootable backup on the system using the tape you need:

- Tape
- Bootable DVD Disc - You can create this bootable DVD disc while taking bootable backup on the tape.

Follow these steps to restore the bootable backup on the dialer using the tape:

1. Start the dialer in **expert** mode with the bootable DVD disc which was created while taking bootable backup on the tape.
2. On the restore prompt, type **mondorestore** and press **Enter** to restore the tape.
3. On the **How should I restore?** prompt, select **automatically** and press **Enter**.
4. On the **Read from:** prompt, select **Tape drive**.
5. You must have the tape drive connected to the dialer.
6. On the **Alert** prompt, use tab to select OK for **Please remove CD/floppy from drive(s)** message.
7. Select **YES** for **I think I've found your tape streamer at /dev/st0; am I right on the money?** message. The system will now be restored using the data present on the tape.

8. After completion of the restore process, press **OK** for the message **Mondo has restored your system**. Remove the bootable disc if present inside the optical drive and restart the machine.

To start the Oracle Database:

1. Login as **admin**.
2. Run the command **start\_db**.
3. If the database starts successfully then ignore the following steps, otherwise follow the next steps.
4. Switch to oracle user using the command **su - oracle** and enter the Oracle Database password.
5. Go to the following path: **/opt/dbase/OraHome1/bin**
6. Check the permission of **oracle** binary using command **ll oracle**.
7. If the permission is not the same as **-rwsr-sr-x** then use the command **chmod 6755 oracle** to assign **-rwsr-sr-x** permission.
8. Check the permission of **oracle** binary and if it as mentioned above, then run **start\_db** command.

If you have performed the above steps, the Oracle Database starts successfully.

---

## Mondo-based DVD backup does not work on Japanese dialer

Mondo-based bootable DVD backup does not work on Japanese dialer.

To resolve this issue:

1. Login to the dialer as admin.
2. At prompt, type **export LC\_ALL=C** and press Enter.
3. At prompt, type **export LANG=C** and press Enter.
4. At prompt, type **menu sysadm** and press Enter.
5. Now take the bootable back up on DVD.

For details on bootable backup, refer to Create a bootable backup section in the *Administering Avaya Proactive Contact Guide*.

---

## Unable to take DVD backup if backup exceeds 4 GB

Avaya Proactive Contact does not allow DVD backup, if the file size of your entire backup exceeds 4 GB.

In case, the size of the entire backup exceeds 4GB, you must either take backup on Third Party Host or on DDS Tape (both these options are for media other than DVD)

If a backup operation fails due to the backup size limitation (4GB), the system displays an error message. In case of non-interactive mode, the system saves the backup logs at the following location:

```
/tmp/allothererr.err
```

```
/opt/avaya/pds/account/archmgr.*.DateTimeStamp.log
```

---

## While trying backup, error regarding backup.cfg file appears

While trying backup options, error message is displayed stating that the backup.cfg file does not exist

To create the backup.cfg file, you must execute the '4. Manage backup configuration file' option in the sysadm menu.

To execute the "Manage backup configuration file" option:

1. Login as sysadm
2. Type **4** to select the **Manage backup configuration file** option at the command prompt and press **Enter**.
3. To start configuration, type **1** in the **Backup Configuration Utility** menu. Press **Enter**. The **Third Party Host Configuration** menu is displayed. The following message is displayed:
 

```
Do you want to configure/ alter third party host now? (Y or N)
```
4. Enter **Y** to allow third party backup, otherwise type **N**. If you type **Y**, the following prompts are displayed:
  1. On the "Enter the third party host name" prompt, specify the third party host name. Press **Enter**.
  2. On the "You entered '<hostname>'. Is that correct? (Y or N)" prompt, type **Y** to confirm the host name. Press **Enter**.
  3. On the "Enter the user account used '<hostname>'" prompt, specify the user account. Confirm the user account on the prompt.
  4. On the "Enter the directory" prompt, specify the directory where you must save the backup. Ensure that you have appropriate write permissions on the specified directory. Confirm the directory name on the prompt.
5. On the "Do you wish to configure/ alter the SSH parameters now? (Y or N)" prompt, type **N**.

### Note:

Do not modify the ssh parameters, unless needed.

6. On the "Do you wish to configure/ alter the encryption values now? (Y or N)" prompt, type **N**. The confirmation screen displays all the parameters that have been entered or modified.
7. On the "Do you want to save these values? (Y or N)" prompt, type **Y** to create the backup.cfg file. You can now continue with the backup creation.



# Chapter 5: Dialer Process

This section contains troubleshooting procedures for the dialer process related issues.

---

## Verify software is running

To verify that the Avaya Proactive Contact is running correctly:

1. Identify errors by checking the log files:

```
tail -f /opt/avaya/pds/account/mid_tier_log.<ccyymmdd>
```

```
tail -f /opt/avaya/pds/account/account.<ccyymmdd>
```

2. Verify proper functionality of MTS by running **check\_mts**. The system displays the following message:

```
>>> All processes running!
```

3. Verify system proper functionality by running **check\_pds**. The system displays the following message:

```
>>> All processes running!
```

4. Verify proper functionality of database by running **check\_db**. The system displays the following message:

```
>>> All processes running!
```

---

## DCCS

The Dialer Command and Control (DCCS) can have issues that result in processing errors, CORBA problems, or crashes. This section covers those issues and more general DCCS troubleshooting techniques.

---

## DCCS processing errors

Processing errors for DCCS are logged in the general account log file, `$VOICEDIR/account/account.<ccyymmdd>`. The prefix DCCS identifies DCCS entries in the log. All error messages must be looked at in context and so a DCCS error message does not necessarily imply a problem with DCCS.

---

## DCCS and Corba problems

Although DCCS does not trace CORBA level calls, the `$VOICEDIR/account/mid_tier_log.<ccyymmdd>` file can provide clues about DCCS CORBA level operations. The CCS component produces this file and logs in detail each CORBA level interface call. Since the CCS CORBA interface maps practically one-to-one with the DCCS CORBA interface, the log file enables you to determine operations that were executed at or around the time of a DCCS error such as a crash.

---

## DCCS crashes

The `$TAO_DATA/dccs_log` file captures the STDOUT and STDERR. This log file accumulates reports from multiple DCCS runs as each run's data is appended to the end of the file. The contents of this file are cleared daily by one of the maintenance scripts.

The `dccs_log` file is usually the very first indicator of a DCCS crash. All kinds of crashes report a brief message to STDERR so this file can give a clue as to what was the reason for a crash. The STDERR messages include the `SIGTERM` (signal #15) which is normally used to stop DCCS, so that entry can be ignored.

**Note:**

Consequently, by counting the number of these messages, Entering Sig Handler: 15, using a command like this on a HP-UX cmd-prompt:

```
$ grep 'Entering Sig Handler: 15' $TAO_DATA/dccs_logfile | wc -l
```

It always displays the numbers of DCCS terminations that day.

---

## DCCS general troubleshooting

A trace file and unit testing can be great aids in troubleshooting DCCS problems.

## Isolating DCCS problems

To determine if a problem is with DCCS or a connection issue, run DCCS with the `-s`, simulation option, on the command line. In this mode, any call to the DCCS returns "junk" data. This test verifies that a connection to the server is established without exercising the server's actual data retrieval functionality. If the server does not return any data, the problem is probably a connection issue and is not related to CORBA and its services.

## DCCS trace file

The standard DCCS binary supports the creation of a trace file by running the binary with a `-d` option. Running the binary with the `-d` option creates a detailed debug trace file, `/tmp/dccserverf.dbg`.

## DCCS unit testing

The `dcctest` tool, fully documented in the *Avaya Proactive Contact Software Reference Binaries*, can help isolate problems. The tool uses an XML input file and generates output to the screen and to an XML file.

The directory `/opt/avaya/pds/tools/xml` contains a Readme file, the `dcclient.dtd` file needed by `dcctest`, and sample xml files used by `dcctest`. The xml files are in sub directories. The names of the directories correspond to the "tables" in `dccserver`.

You can also use the `md_callsel` binary to help solve problems involving DCCS and the way it does remote Selection Index processing. `md_callsel` is a simple cmd-line tool that can exercise the request for a remote processing the same way the DCCS does it.

Use this syntax for `md_callsel` on the command line:

```
md_callsel <hostname-list_name #1> <selection_name #1>
[<hostname-list_name #2> <selection_name #2>] ... [options_string]
```

Using this tool helps narrow down the scope of the problem. If the command line above returns the expected results it means that the problem must be with DCCS itself and/or any of the DCCS clients (CCS or CCBridge or the front-end clients). If the command line above fails, the problem is in the `libdsi.a` library, specifically the `claccesss.c` and `clcallsel.c` and the `listserver` on the remote machine.

---

## Historical Data Server Component

Historical data describes all activities that take place on a minimum of one dialer over a specified time interval. The `datapump` binary serves as the historical data component client (HDCC). The historical data server component (HDSC) runs from the `start_pds` script and registers the HDSC into the Naming Service on the dialer.

---

## HDCC troubleshooting

If the HDCC is not running:

1. Use **check\_mts** to make sure the logger and serviceMonitor processes are running before starting the datapump binary.
2. On the primary dialer, use **check\_db** to make sure the database is running and available to users. The following message is displayed:

```
>> > All processes are running and the database is opened to the
users!
```

The following sections detail typical problems that occur with the HDSC and HDCC.

### Analyst shows no data for running job

A job is running and agents are logged in on a minimum of one dialer, but a report executed from Analyst shows no data for that job.

To resolve this issue, follow these steps:

1. On the HDSC host system, use **check\_db** to determine if the database is running. If the database is running, go to the next step.
2. If the database is not running, you must start it using the **start\_db** script. Consult *Avaya Proactive Contact Software Reference Scripts* for important information on using this script.
3. On the HDCC host system, enter **check\_mts** to check that datapump is running. If the datapump is running, go to step 5.
4. If datapump is not running, you must run the **start\_mts** script. Consult *Avaya Proactive Contact Software Reference Scripts* for important information on using this script.
5. Verify that HDCC is writing data to the database by:

- a. At the command prompt on the client system, enter:

```
sqlplus
```

- b. The database prompts you for a username and password. Log in as `avayadba`.
- c. Enter this command at the `sqlplus` command prompt:

```
select * mo_job;
```

See if data for this job is being populated into the tables.

6. If data for this job is being populated into the tables, consult Analyst troubleshooting for further help.

## Historical data tables not being populated with data

A job is running and agents are logged in to a minimum of one dialer but the historical data tables are not being populated with data for a specific job.

To resolve this issue, follow these steps:

1. On the HDSC host system, use **check\_db** to determine if the database is running. If the database is running, go to step 3.
2. If the database is not running, you must start it using the **start\_db** script. Consult *Avaya Proactive Contact Software Reference Scripts* for important information on using this script.
3. On the HDCC host system, enter **check\_mts** to check that datapump is running.
4. If the datapump is running, go to the next step. If datapump is not running, you must run the **start\_mts** script. Consult *Avaya Proactive Contact Software Reference Scripts* for important information on using this script.
5. Check the `mid_tier_log.<ccyyymmdd>` with today's date for error messages.
6. Verify that HDCC is writing data to the database by:
  - a. At the command prompt on the client system, enter:
 

```
sqlplus
```
  - b. The database prompts you for a username and password. Log in as `avayadba`.
  - c. Enter this command at the `sqlplus` command prompt:
 

```
select * mo_job;
```

See if data for this job is being populated into the tables.
7. If data for this job is being populated into the tables, use the UNIX `ps` command to make sure there is only one HDCC process running on the Mid-Tier host system.

## HDCC is not running

If the HDCC is not running, or fails to stay up after being restarted, follow these steps to resolve the issue:

1. Make sure both `logger` and `serviceMonitor` are both running by typing **check\_mts** at the command prompt on the Mid-Tier host system.
2. If either `logger` or `serviceMonitor` is not running, use **start\_mts** following the directions in `start_mts` topic in *Avaya Proactive Contact Software Reference Scripts* to start either or both binaries. If the problem persists, go to the next step.
3. On the HDSC host system, use **check\_db** to determine if the database is running.
4. If the database is running, go to the next step. If the database is not running, you must start it using the **start\_db** script. Consult *Avaya Proactive Contact Software Reference Scripts* for important information on using this script.

5. Check the `$VOICEDIR/account/mid_tier_log.ccyymmdd` for today's date for HDCC error messages.

### HDSC run problems

The HDSC is not running or fails to stay up after being restarted. To resolve this issue run HDSC in debug mode and observe the output.

### No historical data on the dialer

There is no historical data available on the dialer. Either the directory or file is missing, or the Data Manager is not running. To solve this issues, use **stop\_pds** to stop Avaya Proactive Contact and **start\_pds** following the directions in the stop\_pds and start\_pds topics in *Avaya Proactive Contact Software Reference Scripts*.

### Historical data is incomplete

When historical data is incomplete, follow these steps to resolve the issue:

1. Check to make sure the job has completed before running the report.
2. Check the `$VOICEDIR/account/mid_tier_log.ccyymmdd` for today's date for HDCC error messages.

---

## Port in use error is displayed in account log

For any service if Port in use error message is displayed for example dialer\_sm then perform the following steps on the dialer:

1. Login to the dialer as admin.
2. At admin prompt, run the following command:  

```
ps -ef |grep dialer_sm
```
3. Note down the pid and then run the following command:  

```
kill -9 pid
```
4. Stop all the dialer and mid-tier services using the following command:
  - stop\_pds
  - stop\_mts
5. Start all the dialer and mid-tier services using the following command:
  - start\_mts

- start\_pds

When users of the secondary dialer are not added to the primary dialer the dialer\_sm process is defunct. To resolve this issue:

1. Login to the dialer as Admin.
2. Verify the pid of the defunct process using command:  
`ps -ef |grep defunct`
3. Note down the pid of the defunct dialer\_sm process.
4. At admin prompt, run the following command:  
`kill -9 pid`
5. Add the users using the managecorbausers script. Type:  
`managecorbausers -A -D dialeridofsecondarydialer`
6. Stop all the dialer and mid-tier services using the following command:
  - stop\_pds
  - stop\_mts
7. Start all the dialer and mid-tier services using the following command:
  - start\_mts
  - start\_pds





# Chapter 6: Mid-Tier

This section contains troubleshooting procedures for Mid-Tier related issues.

---

## Mid-Tier Services Issues

|  |  |
|--|--|
| Is Supervisor software working?                                      | No. This would indicate a Mid-Tier services failure.   |
| Are the Mid-Tier processes running? Run <code>check_mts</code> .     | The Mid-Tier process is down. Run a <code>stop_mts</code> and a <code>start_mts</code> to reset the Mid-Tier services. |
| Run <code>check_errors</code> and look for issues with the Mid-Tier. | Results in a list of errors collected by the log files on a given day between specified hours.                         |

---

## CORBA services

There are two common errors with CORBA services:

- The `nsls` script fails to list names in `Naming_Service`.
- Some services fail to start.

---

### `nsls` script fails to list names in `Naming_Service`

Try the following to correct the problem:

1. Check that the `NAMESERVICEHOST` keyword in `$VOICEDIR/etc/master.cfg` is set to the correct value.
2. If the `NAMESERVICEHOST` keyword value is incorrect, replace the value with the correct value and rerun `nsls`. If the `nsls` script still fails to list names in `Naming_Service`, go to the next step.
3. Go to Mid-Tier dialer and run **`check_mts`** to make sure all the mts services are running. If the `check_mts` script does not display `All processes are running!`, the script lists any processes that are not running.

4. Start any process the check\_mts script reports is missing following the instructions for starting that process in *Avaya Proactive Contact Software Reference*.

---

## Some services fail to start

Try the following to correct the problem:

1. Some services such as serviceAct and serviceMonitor require logger to be running. Make sure both logger and serviceMonitor, also a requirement for some services, are both running using Health Manager, **Middle-Tier Services > All**.
2. If either logger or serviceMonitor is not running, right-click in the **Middle-Tier Services:All** window and click **Stop All Midtier Services**.

Right-click in the **Middle-Tier Services:All** window and click **Start All Midtier Services**.

---

## CCS

Command and control service (CCS) is Mid-Tier server deployed on the primary dialer system which in collaboration with DCCS provides a unified multi-dialer command and control ability. CSS maintains one DCCS connection for each dialer.

---

## CCS not running

If CCS is not running, follow these steps to correct the problem:

1. Enter **ps -e** at the command prompt to verify that Naming\_Service, Logger and ServiceMonitor are all running.
2. If any of these processes is not running, following the instructions for starting that process in *Avaya Proactive Contact Software Reference*.
3. If CCS is still not running, the wrong Naming\_Service can be in use by this set of Mid-Tier services. Run nsls multiple times and make sure the results are identical.
4. If the results are not identical, more than one Naming\_Service has been started on the same multicast port. Make sure each system uses its own unique NameServicePort.
5. Run **start\_mts** following the instructions for starting these scripts in *Avaya Proactive Contact Software Reference*.

---

## CCS not passing requests to DCCS server

If CSS is not passing requests to the DCCS server, examine the `$VOICEDIR/account/mid_tier_log.ccyymmdd` file to see if it contains any errors concerning DCCS.

---

## StatsPump

Statspump consists of the statsPumpCtrl process and statspump java process.

Follow these steps to troubleshoot statspump:

1. Check that statspump is running by entering **check\_mts** at the command prompt.
2. If statsPumpCtrl does not display in the results for check\_mts, most likely statsPumpCtrl has not started. Run **check\_mts** again to make sure serviceMonitor and Naming\_Service are running.
3. If either these two processes are not running, follow the instructions for starting that process in *Avaya Proactive Contact Software Reference*.
4. Check that statspump is running by entering **check\_mts** at the command prompt. If it is still not running, go to the next step.
5. Reconfigure the system by following these steps:
  - a. Check the keyword values in `$VOICEDIR/etc/master.cfg` to ensure they are set correctly. Edit the file to correct any mistakes.
  - b. Enter **stop\_pds** and then **stop\_mts** at the command prompt.
  - c. Delete all files in the `/opt/avaya/services/data` directory.
  - d. Enter **start\_mts** and then **start\_pds** at the command prompt.
  - e. Enter **check\_mts** at the command prompt and inspect the results to ensure that statsPumpCtrl is running.



# Chapter 7: Database

This section provides troubleshooting procedure for Database related issues.

---

## Database Services

| Symptom   | Remedy   |
|---|--|
| Verify that the dialer and Mid-Tier processes are running, including HDSC and HDCC.   | <ul style="list-style-type: none"><li>● check_pds (dialer)</li><li>● check_mts (Mid-Tier server)</li></ul>   |
| Verify that the database is running.  | check_db (dialer)  |
| To verify that the HDCC is running and writing data to the database   | check_mts (Mid-Tier server)  |
| Verify that there is historical data available on the target dialer.  | <p>List the contents of the /opt/avaya/pds/lists/history/datastore.</p> <ul style="list-style-type: none"><li>● Ensure there is a directory corresponding to the current date.</li><li>● List the contents of the directory corresponding to the current date.</li><li>● Verify there is an event_store.data file in this directory and ensure that it is the current date.</li><li>● Verify the data manager process is running (do a check_pds).</li><li>● Execute the dataclient test program to verify that the event_store.data file contains valid data by typing at the command prompt:<br/><b>dataclient -d mmddyyyy</b></li></ul> |
| A job is running and agents are logged in on a minimum of one dialer but a report executed from Analyst shows no data for that job. | <ul style="list-style-type: none"><li>● Verify that the database is running.</li><li>● Verify that the HDCC is running and writing data to the database.</li><li>● Check to see if data for this job is being populated into the tables.</li><li>● If the tables are populated, then consult the troubleshooting guide for Analyst.</li></ul>  |

|   |   |
|---|---|
| A job is running and agents are logged in to a minimum of one dialer but the historical data tables are not being populated with data for a specific job. | <ul style="list-style-type: none"> <li>• Verify that the database is running.</li> <li>• Verify that the HDCC is running and writing data to the database.</li> <li>• Check the Mid-Tier log for HDCC error messages.</li> <li>• Verify that the HDSC is running.</li> <li>• Verify that there is historical data available on the dialer.</li> <li>• Verify that there is only one HDCC process running on the Mid-Tier server.</li> </ul> |
| The HDCC is not running, or fails to stay up after being restarted.   | <ul style="list-style-type: none"> <li>• Verify that the Logger and Service Monitor are running.</li> <li>• Verify that the database is running.</li> <li>• Check the Mid-Tier log for HDCC error messages</li> <li>• Verify that the HDSC is running. Run a check_mts and ensure that the HDSC is visible in the naming service.</li> <li>• Stop the HDCC and execute it from the command line. Observe the output.</li> </ul>             |
| Historical data is incomplete.  | <ul style="list-style-type: none"> <li>• Ensure that the job has completed before running report.</li> <li>• Check the mid tier log for HDCC error messages.</li> </ul>   |

---

## Mid-Tier Database

Two common problems with the Mid-Tier database are networking issues that prevent access to the database and in some cases the database process is not running. The next two sections provide guidance on resolving these issues.

---

### Mid-Tier database network problems

If you suspect the Mid-Tier database is not available on the network, follow these steps to troubleshoot the problem:

1. From the command prompt, ping the host system for the database using the IP address of the host system.
2. If the ping is successful, go to [Mid-Tier database not running](#).
3. If the ping is unsuccessful, check that the `/etc/resolv.conf` file contains the line:  

```
domain <domain name>
```
4. If `/etc/resolv.conf` does not contain the line above, add the line to the file.

5. From the command prompt, ping the host system for the database using the IP address of the host system. If the ping is unsuccessful, there are two possible next steps depending on whether or not DNS is in use.
6. If DNS is in use, edit the `/etc/nsswitch.conf` to contain this line:  
`<IP_address><machine_name><machine_name.domain>`
7. If DNS is not in use, edit the `/etc/hosts` to contain this line:  
`<IP_address><machine_name><machine_name.domain>`
8. From the command prompt, ping the host system for the database using the IP address of the host system.

---

## Mid-Tier database not running

To see if the Mid-Tier database is running, enter this command at the command prompt on the database host system:

```
check_db
```

If the Mid-Tier database is not running, start it by entering these command at the command prompt on the database host system:

```
stop_mts
```

```
start_db
```

```
start_mts
```

---

## Verify Mid-Tier components can access database

To verify StatsPump updates data in the database and Mid-Tier components can access the database, follow these steps:

1. Open Window Explorer on the client system.
2. Navigate to the Avaya Proactive Contact install directory.
3. In the `..\Services\3rdParty\Oracle10g` directory, double-click `sqlplus.exe`.
4. At the `Enter user-name prompt`, type **avayapdsdb/avayadba**.
5. At the `SQL>` prompt, type `select * from dialerdef;` and press **ENTER**. Make sure you have entered the semi-colon (;).
6. The screen displays message similar to the following:

```
DIALER_ID DIALERNAME_NTXT          PACKETTIME_NUM DIALERIP_NTXT
-----
SYSLINES_NTXT          SYSLINES_NUM SYSAGENTS_NUM SYSJOBS_NUM SYSUPDATETIME_NUM
-----
```

```
LASTUPDTIME_NUM
-----
      23 redlab23      1144852359 143.243.248.123
2006/4/12 7:32:39      21      108      50      6
1144932555
```

There is one row of data for each dialer in the pod. Be sure to note the `SYSTIME_NTXT` data, 2006/4/12 7:32:39 in the example. This time stamp must be current.

7. Enter the command again.
8. Each time you enter the command with about a 30 second pause, the `systeme_ntxt` value updates for dialers running Avaya Proactive Contact.
9. If it is not updating, there is a problem with connectivity, see [Supervisor Mid-Tier connectivity](#) on page 20.

---

## Database

Oracle provides a mechanism, the online redo log, to recover from database errors. Each online redo log has a minimum of two redo log files that contain redo records, also called redo entries. Each record is made up of a group of change vectors. Each vector is a description of a change made to a single block in the database. For instance, changing a salary value in an employee table, generates a redo record that describes changes to the:

- data segment block for the table
- rollback segment data block
- transaction table of the rollback segments

### Note:

The Oracle background process Log Writer (LGWR) creates the redo log files in the redo log buffer of the System Global Area (SGA). Whenever a transaction is committed, LGWR writes the transaction's redo records from the redo log buffer of the SGA to an online redo log file, and a system change number (SCN) is assigned to identify the redo records for each committed transaction.

The online redo log of a database consists of a minimum of two online redo log files. Oracle requires a minimum of two files to guarantee that one is always available for writing while the other is being archived if the system is in ARCHIVELOG mode. LGWR writes to online redo log files in a circular fashion such that when the current online redo log file fills, LGWR begins writing to the next available online redo log file.

Redo records can also be written to an online redo log file before the corresponding transaction is committed. If the redo log buffer fills, or another transaction commits, LGWR flushes all of the redo log entries in the redo log buffer to an online redo log file, even though some redo records cannot be committed. Oracle provides an option to roll back these changes.



Redo entries record data that you can use to reconstruct all changes made to the database, including the rollback segments. Therefore, the online redo log also protects rollback data. When you recover the database using redo data, Oracle reads the change vectors in the redo records and applies the changes to the relevant blocks.

Filled online redo log files are available to LGWR for re-use depending on whether archiving is enabled:

- If archiving is disabled (NOARCHIVELOG mode), a filled online redo log file is available once the changes recorded in it have been written to the data files.
- If archiving is enabled (ARCHIVELOG mode), a filled online redo log file is available to LGWR once the changes recorded in it have been written to the deadfalls and once the file has been archived.

**Note:**

ARCHIVELOG mode is not the default. You have to set it up as part of the admin job. You can find more details on this entire process in the ORACLE Admin manual. There is a whole section about how you have to plan and configure your system to do this type of logging for recovery.

---

## Recovering in the event of media failure

You can restore a database to the state it was in at the point of failure if the current transaction log file for the database is available and undamaged.

To restore the database to the point of failure:

1. Back up the currently active transaction log. For more information, see Transaction Log Backups in the Oracle documentation.
2. Restore the most recent database backup without recovering the database.
3. If differential backups exist, restore the most recent one.
4. Restore each transaction log backup created since the database or differential backup in the same sequence in which they were created without recovering the database.
5. Apply the most recent log backup (created in Step 1), and recover the database.



**Important:**

To protect against loss of transactions under the Full Recovery model, the transaction log must be protected against damage. It is strongly recommended that fault-tolerant disk storage be used for the transaction log.

See also Administering SQL Server/Transaction Log Backups in the Oracle documentation.

- You can set up your database so that you can fully recover data from a previous backup. All the logging you did is relative to the previous backup, it is not a snapshot of the database data taken at intervals of time.

- To do 1., you have to set up your database to log activities from the moment you did the backup to ... the moment you do a next backup (for example) (this is the strategy that a dba, has to choose, plan, and configure for his system backup and recovery)
- This option is not the default or something that happens automatically because it is resource consuming and you really have to go through some planning and know what you are doing and be aware you are doing it.
- This is an admin function, not a conceptual function of the database.

---

## Common Oracle errors

If an error occurs when performing the procedure in the first part of [Supervisor Mid-Tier connectivity](#) on page 20, make a note of the error number and the exact text of the error message. This contains the solutions to a couple common Oracle error messages.

### ORA-12154: TNS: Unable to resolve the connect identifier

To resolve this issue, follow these steps:

1. In the Avaya Proactive Contact install directory, verify that the `..\Services\3rdParty\Oracle10g\tnsnames.ora` file exists. When the user runs the Avaya Proactive Contact Configurator in Health Manager it creates this file. If it does not exist, create it by running the Avaya Proactive Contact Configurator again, then closing Health Manager. If the error message reappears, go to the next step.
2. Verify that there is no other installation of Oracle on the machine. Although Avaya Proactive Contact is designed to be self-contained and to coexist with other Oracle installations, there are some possible points of conflict, particularly if the other Oracle is older than version 10i. For example, if another Oracle installation uses a client profile (SQLnet.ora), this file can prevent the tnsnames.ora file from being discovered.

### ORA-12545: Connect failed because target host or object does not exist

To resolve this issue, follow these steps:

1. In the Avaya Proactive Contact install directory, verify that the `..\Services\3rdParty\Oracle10g\tnsnames.ora` file contains this line:  

```
HOST = <dialername>
```

  
in which `<dialername>` is either the alias of the dialer or the dialer's IP address.
2. If the tnsnames.ora file does not contain the line in step 1, add it to the file. If the error message persists, go to the next step.
3. Open Window Explorer.
4. Navigate to the Avaya Proactive Contact install directory.

5. In the ..\Services\3rdParty\Oracle10g directory, double-click **sqlplus.exe**.
6. At the Enter user-name prompt, type **avayapdsdb/avayadba**.
7. At the SQL> prompt, type **select \* from dialerdef;** and press **ENTER**. Make sure you have entered the semi-colon (;).
8. The screen displays a message similar to the following:

```

DIALER_ID DIALERNAME_NTXT          PACKETTIME_NUM DIALERIP_NTXT
-----
SYSTIME_NTXT          SYSLINES_NUM SYSAGENTS_NUM SYSJOBS_NUM SYSUPDATETIME_NUM
-----
LASTUPDTIME_NUM
-----
          23 redlab23                1144852359 143.243.248.123
2006/4/12 7:32:39          21              108              50              6
          1144932555

```

There is one row of data for each dialer in the pod. Be sure to note the SYSTIME\_NTXT data, 2006/4/12 7:32:39 in the example. This time stamp must be current. If it is not, data is not being updated to the database.



# Chapter 8: Calling List Life Cycle

This section provides troubleshooting information on Calling List related issues.

---

## List did not download

To help troubleshoot the issue, have the customer answer these questions:

1. What list did not download?
2. Has the customer tried to do a manual download?
3. Were there any errors?
  - a. If the download is stuck at time zoning, have the customer back out of all jobs that are running.
  - b. If they received the error "ERROR -- No Download Received", have the customer contact their host to see if the file was sent.
4. Has this list ever downloaded successfully?
  - a. If yes, when was the last time?
  - b. If no, did they create this list with "Supervisor"?
  - c. If yes, see [Avaya Proactive Contact Supervisor](#) on page 17.
5. Is there any other list they can work off at this time?
  - a. If answer is yes, then the Severity is "1a Impaired".
  - b. If the answer is no, then the Severity is "0 Down" follow the routing steps located on page #8 of the Survival Guide.

For more troubleshooting help on lists, see [Check list](#).

## Check list

To make sure the list you intend to use for testing exists, check the `/opt/avaya/pds/xfer/clist` directory for it. If it is not present or if you just need a small sample list to test with, you can generate one with the `readtape` command as follows:

1. On the same system as the `clist` directory, type:  

```
readtape -c hg_in1 -d lt_in1 -o  
list_prep list1
```

2. The first time the list is used run setzones, to classify the time zone of each phone number, type:

**setzones list1**

3. Run callsel to set up an index with pointers to selected records:

**callsel -l list1 -s all -x -p [-u]**

where -x means skip manual configuration, use as is (if possible)

-p means print results to /tmp/reports

-u unit work lists active (for unit work list jobs)

-s defines the strategy file, /opt/avaya/pds/callsel/all.S

-l defines the calling list, /opt/avaya/pds/xfer/clist/list1

# Chapter 9: Jobs

This section provides troubleshooting information on job related issues.

---

## Unable to start jobs

To help troubleshoot the issue, have the customer answer these questions:

1. What is the name of the job?
  - a. What is the start time of the job?
  - b. What is the stop time of the job?
  - c. Is the job an Inbound, Blend, or Outbound job?
2. What list is the job using to run?
3. What record selection are you using?
  - a. Was the record selection run?
  - b. How many records were selected?
4. What strategy are you using?
5. Where are you starting it? Have the customer try starting the job using both options:
  - a. In Editor (GUI or windows point and click)
  - b. In Administrator (UNIX or telnet window)
6. What errors did you get?
7. Has the job ever worked? If so when was the last time it worked?
8. Have there been any changes to the job?

For further job troubleshooting help see [Jobs](#).

---

## Jobs

This section describes several job troubleshooting processes. They include:

- [Using Test Mode](#)

- [Job will not start](#)
- [Jobs ends just after start](#)
- [Invalid headset ID](#)
- [Agent profile will not execute](#)
- [Selection list Unavailable for use](#)
- [Job in test mode ignores keystrokes](#)

---

## Using Test Mode

Several job troubleshooting scenarios require you to put the system in test mode. This section describes how to set up test mode.

### Set up call processing in test mode

To set up call processing in test mode, make the following changes to the system configuration:

1. In the `/opt/avaya/pds/etc/master.cfg` file, set the `SWITCHTESTMODE` parameter to **YES**.
2. In the `/opt/avaya/pds/config/opmon.cfg` file, set the `DEDHEAD` parameter to **DEDHEAD:1-48,1** to define the dedicated agent headset ID number range used for testing purposes.
3. In the `/opt/avaya/pds/job/outbnd.job` file, set the `TESTMODE` parameter to:  
**TESTMODE:VOICE=40 BUSY=20 NOANSWER=20 AUTOVOICE=20:**

This setting defines the completion code distribution in the test call processing mode.

### Set up calling list processing

To prepare the default list1 calling list for use:

1. Type **createlist -A <Calling list application name>**. The system displays a message like this:

```
Put Data Onto System
```

```
Number of records processed - 501
```

This generates the `/opt/avaya/pds/xfer/clist/list1`.



## 2. Type **list\_prep list1**. The system displays a message like this:

```

CALLING LIST BEING PREPARED FOR CALLING
# RETAINING CALL COMPLETION STATUS

latelst - Failed to open file list1.old
mv: /opt/avaya/pds/xfer/clist/list1.old.late: cannot access: No such file or directory
E00515|latemrk - Failed to open file list1.late
ENTERING TIME ZONES

Setzones -      501 records processed from list list1
           -      426 records successfully processed
           -      75 records failed with bad phone numbers
           -       0 records failed time zone lookup
           -       0 records failed with status of 'deleted'
REMOVING DUPLICATE RECORDS

Reject - Found 0 duplicates and 0 special exceptions in calling list list1
HASHING THE CALLING LIST
clhash - Successful processing for list 'list1' field 'ACCTNUM' 501 records
HASHING THE CALLING LIST FOR DO NOT CALL
clhash - Successful processing for list 'list1' field 'ACCTNUM' 501 records
MARK RECORDS WITH DAYS ON PROACTIVE CONTACT GREATER THAN 5
OOPS
chkentdt - Processed 501 records on list: list1 with 0 records deleted
REJECTED ACCOUNTS
REJECTED ACCOUNTS
CALLING LIST PREPARED FOR CALLING - list1
Type chkentdt list1 ACCTNUM d=5 w=5. The system displays a message like this:
OOPS
chkentdt - Processed 501 records on list: list1 with 0 records deleted
Type callsel -l list1 -s all -x -p. The system displays a message like this:

                                CALL SELECTION

                                Selection List Generation

                                Records processed      501  Total records  501

                                398  records selected and      0  recalls

                                Writing Selection List Index #1

                                Generating Report File 11876

```

---

## Job will not start

Check the job guard times, `STARTTIME` and `STOPTIME`, in the `.job` file and adjust the values as necessary to fix this problem.

---

## Jobs ends just after start

If when you start a job, its ends abruptly after a few seconds, check the following to troubleshoot this issue:

1. Are timezone codes for each phone number classified in the calling list? If not, correct the timezone codes for phone numbers and restart the job.
2. Check to see that there are uncalled records in the calling list. If there are no uncalled records, either obtain a fresh list or reset list to an uncalled state. Enter this command at the command prompt to reset the list:

```
set_field list1 STATUSFLAG CODE DTE TME.
```

3. Check the timezone report in `config_ed` to see if you are attempting to call within the timezone guard times of some of the records in your list.

**Note:**

To modify `timezone.cfg`, you must re-run your `callsel` for the new times to take effect.

---

## Invalid headset ID

In test mode, you try to log on an Agent and get the error message, `Invalid headset ID`. Try the following to correct the problem:

1. It can be that the system is not in testmode. Check that the `SWITCHTESTMODE` keyword in `$VOICEDIR/etc/master.cfg` is to **YES**.
2. If the error persists, check that these keywords in `$VOICEDIR/config/opmon.cfg` have the listed values:
  - `CFGTIME:15`
  - `DEDHEAD:1-48,1`
  - `#DIALBACK:49-96:15:0::`
  - `#DIALBACKNUM:ALL`
  - `DIALINTIMEOUT:30`

3. If the values in `opmon.cfg` are correct and the error still occurs, check that `PORTS` keyword value in `$VOICEDIR/etc/master.cfg` matches the `DEDEAD` keyword value in `$VOICEDIR/config/opmon.cfg`. If they do not match, make them have the same value.
4. If the error is still there, check that the number of headsets in `$VOICEDIR/config/dgswitch.cfg` matches the value for the keyword, `PORTS` in `$VOICEDIR/etc/master.cfg`.
5. If you made any changes to parameters, reboot Avaya Proactive Contact.

---

## Agent profile will not execute

If when agents log in, their .profile will not execute:

1. Make sure that the agent's .profile is soft-linked to `/etc/skel/pds_agent/.profile`. The `/etc` directory must have correct ownership and permissions or the agent cannot have permission to run it.
2. If agents still have problems with their .profiles, try logging in as root and running `$VOICEDIR/tools/shell/sysverify`. This tool checks to see whether all dialer files, ownerships and permissions are present and correct. `sysverify -f` corrects any permission or ownership problems. Use the `-f` option only as a last resort.

---

## Selection list Unavailable for use

When you try to start a job, you get the message `Selection list unavailable for use`. There are two possible causes of this error:

1. Jobs can be trying to use the same .S file. Check that each currently running job is accessing its own .S file.
2. If a job (or caller) aborted prematurely, it did not do its cleanup steps.

### Note:

Only perform these steps as a last resort. These steps remove all current job files.

To do the clean up manually, first stop all jobs. Then, at the command prompt, enter:

- `cd $VOICEDIR/lists`
- `rm *.inx *.rcl *.sel *.stgy *.stat *.as *.recsel stat.*`

Rerun `callsel` before trying to start the job again.

## Job in test mode ignores keystrokes

When running a job in test mode, the system ignores keystrokes to the agent CUI window. For inbound and outbound agents in test mode, to interact manually with the agent CUI, set the `<jobname>.job TESTOPER` parameter to an empty string.

## General Job troubleshooting

- [Check job parameters](#)
- [Check list](#)

## Check job parameters

In the `/opt/avaya/pds/job/<job_name>.job` file you wish to run, check the following keywords:

| Keyword    | Value      | Description   |
|------------|------------|---|
| LIST:      | hula:list1 | Indicates the name of the calling list to use for the job.  |
| SELECT:    | all        | Indicates the record selection (*.S) file name.   |
| STARTTIME: | 08.00:     | Earliest start time for a job in 24-hour format hh.mm. Set to 00.01 for night-owl/early-bird testers.         |
| STOPTIME:  | 23.00:     | Latest stop time for a job in 24-hour format hh.mm. Set to 23.59 for night-owl/early-bird testers.            |
| TESTMODE:  |            | Indicates the distribution of call completion code results required in test mode. Percentages must equal 100. |
|            | VOICE      | Set to 100 for manual calling. 40 is the default value for test mode.   |
|            | BUSY       | 20 is the default value for test mode.  |
|            | NOANSWER   | 20 is the default value for test mode.  |

| Keyword   | Value                           | Description   |
|-----------|---------------------------------|---|
| LIST:     | hula:list1                      | Indicates the name of the calling list to use for the job.  |
|           | AUTOVOICE                       | 20 is the default value for test mode.  |
| TESTOPER: | <talktime=sec>,<br><uptime=sec> | Leave blank for manual calling. Indicates the number of seconds agents are allowed for talk time <talktime> and update time <uptime>. Set both values to 5 for test mode. |

## Check list

To make sure the list you intend to use for testing exists, check the `/opt/avaya/pds/xfer/clist` directory for it. If it is not present or if you just need a small sample list to test with, you can generate one with the readtape command as follows:

- On the same system as the clist directory, type:  
**readtape -c hg\_in1 -d lt\_in1 -o**  
**list\_prep list1**
- The first time the list is used run setzones, to classify the time zone of each phone number, type:  
**setzones list1**
- Run callsel to set up an index with pointers to selected records:  
**callsel -l list1 -s all -x -p [-u]**  
 where -x means skip manual configuration, use as is (if possible)  
 -p means print results to /tmp/reports  
 -u unit work lists active (for unit work list jobs)  
 -s defines the strategy file, /opt/avaya/pds/callsel/all.S  
 -l defines the calling list, /opt/avaya/pds/xfer/clist/list1



# Chapter 10: Reports

This section provides troubleshooting information for Report related issues.

---

## Reports not working

To troubleshoot reports not working, have the customer select the reporting tool in use:

[Analyst - GUI based reporting](#)

[PC Analysis - Linux Based Reporting](#)

---

## Analyst - GUI based reporting

If the Analyst reporting tool is in use, have the customer answer these questions:

1. What version of Analyst are you using?
2. What version of Crystal Reports are you using?
3. What version of Excel are you using?
4. What report is not working?
  - a. Is it a standard report? (canned report)
  - b. Is it a custom report? (the customer modified a canned report)
5. Did you use auto conversion or manual conversion? If auto conversion, go to the next step. If not, go to step 7.
6. Did your auto conversion work?
  - a. Is there another workstation that did convert records?
  - b. What time was it set for?
  - c. Do you have a screen saver, or low power standby on the monitor?
7. Did you run a manual conversion? If yes, then answer a, b, and c. If no, go to step 8.
  - a. Did the screen turn yellow?
  - b. What error did they get? (At the bottom of the screen)
  - c. Has the PC been moved?

8. Has the IP address been changed?
9. When was the last time it worked?

---

## **PC Analysis - Linux Based Reporting**

If the PC Analysis reporting tool is in use, have the customer answer these questions:

1. Is this a new or existing extract?
2. What type of extract is it?
  - a. J - Job History
  - b. A - Agent History
  - c. I - Calling Info Statistics
  - d. T - Calling Trans Statistics
  - e. L - Calling List
3. What fields are you trying to extract information from?
4. What results are you getting?
5. Are you getting an error?



# Chapter 11: Hardware

This section covers scenarios with these areas of Avaya Proactive Contact troubleshooting:

- [Networking Issues](#)
- [Hardware troubleshooting](#)

---

## Networking Issues

| Question   | Result  |
|--|---|
| Can you ping the CPU from the agent station?   | No. There is no response from the CPU.                    |
| Can you ping an agent station from the CPU?  | No. There is no response from the agent workstation.      |
| Can you ping the switch from the CPU?  | No. There is no response from the switch.                 |
| Run lanscan. Can you see the network interface?  | No, cannot see the network interface of the CPU.          |
| Can you ping the customer's default gateway from the CPU? (Defined as "route1" in the dialer hosts table)            | IP Address does not connect.                              |
| Confirm network connectivity between the CPU and switch, check processes and look for 4 swif_mako processes running. | Determine that the swif_mako process is not running.      |
| For CTI systems, check processes and look for one swif_dg process running.   | Determine that the swif_dg process is not running.        |
| Run landiag. Do you see any errors?  | There are errors in the network connection package level. |

|  |  |
|--|--|
| Why is there an extra/unwanted network route after Linux Operating System is loaded and eth0/1 is configured?                  | <p>When there are more than one Network adapter in the system and only one network adapter is used, the following ip address is seen when <code>netstat -r</code> command is used:</p> <pre>169.254.0.0 * 255.255.0.0 U 0 0 0</pre> <p>The 169.254.0.0/16 is an auto configured ip address. This is set automatically for communication between hosts on a single link. The host sets this ip address when the Network Adapter is set to obtain an IP address from DHCP server and the DHCP server is not found.</p> |
| Ask the customer's network administrator for help in determining if there are other network connectivity problems at the site. |  |

---

## Hardware troubleshooting

---

### General hardware issues

| Question   | Result  |
|--|---|
| Do any of the telephony cards have alarm lights on?  | Red alarm lights are on.  |
| On the front of the CPU is a small LCD panel. In the lower right of this panel is a small heart that alternates between an outline and a solid black heart. This heartbeat indicates that the HP operating system is functioning without any major errors. | When the heartbeat indicator is present, look elsewhere for a system fault. |
| Hard drive failure, the system does not boot. In boot administration, search for boot devices using the SEA command.   | If no devices are found, the hard drive has most probably failed.           |

|  |  |
|--|--|
| Are there any errors on the switch for telephony cards?              | The switch error log has errors for telephony cards. |
| Does the Uninterruptible Power Supply have any red lights displayed? | Battery failure.                                     |

---

## Avaya CPU Issues

| Question   | Result  |
|--|---|
| On the front of the CPU is a small LCD panel. In the lower right of this panel is a small heart, which alternates between an outline and a solid black heart. This heartbeat indicates that the HP operating system is functioning without any major errors. | When the heartbeat indicator is present, look elsewhere for a system fault. |
| Can the customer connect through the console port rather than through the network.   | The CPU does not boot up/cannot log into the console.                       |
| Is it possible to get into the CPU in Single-user mode and not in multi-user (normal) mode?  | No. This indicates an operating system configuration problem.               |



# Chapter 12: Linux (useful commands and troubleshooting steps)

---

## Garbled characters are displayed when Less command is used

Less command is Linux based command used to view the contents of a file one screen at a time. It is similar to the more command, but has the extended capability of allowing both forward and backward navigation through the file. Unlike most Unix text editors/viewers, less does not need to read the entire file before starting, resulting in faster load times with large files.

Garbled characters are displayed when you execute the following command:

```
ls -laF | less
```

To resolve this issue set the environment variable to LESSCHARSET=utf-8.

**Note:**

Here utf is Unicode Transformation Format. It is able to represent any character in the Unicode standard.

1. On the dialer, go to cd /home/admin
2. Open .profile in editor using the following command:

```
vi .profile
```

3. In the editor under #Set up Environment variable, set the following value:

```
export LESSCHARSET=utf-8
```

4. Save the .profile file

Now try executing the following command. The output will be displayed properly.

```
ls -laF | less
```

---

## Unable to login to Linux using localized agent name

To login to Linux, you must use LDAP to convert the agent name to UTF-8, and then send the agent name to PAM for logging in. However, in case of the Operator login, because you login to the dialer with the direct Linux prompt credentials for agentname and password, the agent name cannot be converted to UTF.

# Chapter 13: Proactive Contact Integration with Adjuncts (IVR, CM, IQ)

---

## Unable to transfer agents to the IVR pool job

Unable to transfer agents to the IVR pool job from Monitor when records for outbound job are completed.

The agents can be transferred to the ivrpool job using jobmon.

To transfer the agents back to the IVR pool job:

1. Login to the dialer as system.
2. In the Supervisor Main Menu, type 4 and press Enter to select Manage Active Jobs.
3. Open Jobs > Open Job and select the Outbound job.
4. Press Ctrl + X to see the menu.
5. Select Control > Transfer Agent.
6. Select the agent to be transferred to the IVR pool job.
7. Select the IVR pool job.

---

## Using Health Manager to monitor IR integration

To view dialer telephony services health:

1. Log in to Health Manager as administrator.
2. In the left pane under Dialer Services, click Telephony. Health Manager displays the following information in the right pane:

| Service name | Description |
|--------------|-------------|
|--------------|-------------|

|         |                                 |
|---------|---------------------------------|
| SWIF_CT | Avaya CT communications service |
|---------|---------------------------------|

|          |  |
|----------|--|
| SWIF_DGn | Avaya PG230RM communications service (where n indicates the system number) |
|----------|--|

|          |                              |
|----------|------------------------------|
| IVR_CONN | Dialer to Avaya IR connector |
|----------|------------------------------|

## **IVR\_SCRIPT is blank**

During a pool job for interactive voice response agents, an IVR script is empty.

### **Description**

The error message names the pool job that encountered a empty IVR script.

---

## **Job <name> is not valid for IVR**

The named job is not valid for IVR agents.

### **Description**

The named job is not valid for IVR agents. Any job file has a set of IVR parameters, including the Allow IVR agents on job parameter. If this parameter is set to NO, IVR agents cannot access the job.



# Chapter 14: Error message, source and error description table

The table in this section includes the error message number, source files and a more complete description of the condition that generated the error message.

| Error Numbers | Found in these files  | Extended Description                                       |
|---------------|---|--|
| E?????        | v_dialer\dialer\src\core\agent.c  | <a href="#">Timed out waiting for response from porter</a> |
| E00000        | v_dialer\dialer\src\core\job_strter.c   | <a href="#">Error loading job chain</a>                    |
| E00500        | v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\callsel\callsel.c<br>v_dialer\dialer\src\core\job_strter.c<br>v_dialer\dialer\src\core\joblib.c<br>v_dialer\dialer\src\core\donotcall.c<br>v_dialer\dialer\src\preprocess\listdist.c<br>v_dialer\dialer\enforcer\src\enforcer.cpp<br>v_dialer\dialer\src\swif\exec\swid_main.c<br>v_dialer\dialer\src\core\nuisance.c<br>v_dialer\dialer\src\core\porter.c<br>v_dialer\dialer\src\dbconst\readtape.c<br>v_dialer\dialer\src\core\recall_rmp.c<br>v_dialer\dialer\src\dbmaint\record_ed.c<br>v_dialer\dialer\src\core\switcher.c<br>v_dialer\dialer\src\dbconst\writetape.c | <a href="#">Caught signal number &lt;num&gt;</a>           |

|        |   |  |
|--------|---|--|
| E00501 | v_dialer\admin\src\signalit.c<br>v_dialer\admin\src\termprocess.c<br>v_dialer\dialer\src\utility\agentcheck.c<br>v_dialer\dialer\src\utility\agentcount.c<br>v_dialer\dialer\src\core\ao_recall.c<br>v_dialer\dialer\src\core\beeper.c<br>v_dialer\dialer\src\callse\callconn.c<br>v_dialer\dialer\src\core\conn_mgr.c<br>v_dialer\dialer\src\dbconst\moj_conv.c<br>v_dialer\dialer\src\utility\list_status.c<br>v_dialer\dialer\DialerServiceActivation\src\<br>DSA.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\<br>DialerServiceMonitor.cxx<br>v_dialer\dialer\src\reports\rpt_mgr\<br>pds_view.c<br>v_dialer\dialer\src\reports\rpt_mgr\<br>rpt_view.c | <a href="#">Caught signal &lt;num&gt; and<br/>terminated</a> |
|--------|---|--|

|        |   |   |
|--------|---|---|
| E00502 | v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\callsel\callsel.c<br>v_dialer\dialer\src\markrec\chkentdt.c<br>v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\src\core\conn_mgr.c<br>v_dialer\admin\src\createop.c<br>v_dialer\dialer\src\callsel\cseldmp.c<br>v_dialer\dialer\src\callsel\call_scrn.c<br>v_dialer\dialer\src\callsel\call_stgy.c<br>v_dialer\dialer\src\core\agent_misc_util.c<br>v_dialer\dialer\src\core\api_jobctl.c<br>v_dialer\dialer\src\core\jobscrn.c<br>v_dialer\dialer\src\core\listops.c<br>v_dialer\dialer\src\core\port_hndle.c<br>v_dialer\dialer\src\core\screen.c<br>v_dialer\dialer\src\dbconst\moj_conv.c<br>v_dialer\dialer\src\reports\reportgen\reportfmt.c<br>v_dialer\dialer\src\swifexec\swid_main.c<br>v_dialer\dialer\src\lstextract\ext_list.c<br>v_dialer\dialer\src\preprocess\ij_merge.c<br>v_dialer\ivr\src\ivr_config.c<br>v_dialer\dialer\src\markrec\latelst.c<br>v_dialer\dialer\src\markrec\latemrk.c<br>v_dialer\dialer\src\preprocess\listdist.c<br>v_dialer\dialer\src\editor\master_ed.c<br>v_dialer\dialer\DialerCmdCtrl\AgentLib.cpp<br>v_dialer\dialer\src\core\porter.c<br>v_dialer\dialer\src\postupdate\postupdate.c<br>v_dialer\dialer\src\dbmaint\record_ed.c<br>v_dialer\dialer\src\preprocess\setzones.c<br>v_dialer\dialer\src\utility\ziptoarea.c<br>v_dialer\dialer\src\core\screen.c | <a href="#">Unable to allocate memory</a> |
|--------|---|---|

|        |  |  |
|--------|--|--|
| E00503 | v_dialer\dialer\src\callsel\callconn.c<br>v_dialer\dialer\src\callsel\callsel.c<br>v_dialer\dialer\src\dbconst\selection.c<br>v_dialer\dialer\src\reports\history\<br>hist_rpt.c<br>v_dialer\dialer\src\lstextract\ext_data.c<br>v_dialer\dialer\src\markrec\get_field.c<br>v_dialer\dialer\src\dbconst\readtape.c<br>v_dialer\dialer\src\markrec\set_field.c<br>v_dialer\dialer\src\menu\submenu.c<br>v_dialer\dialer\src\dbconst\writetape.c | <a href="#">Pattern error</a>                |
| E00504 | v_dialer\dialer\src\core\api_jobctl.c<br>v_dialer\dialer\src\swif\exec\swid_main.c<br>v_dialer\dialer\src\utility\pds_pg.c<br>v_dialer\dialer\src\dbconst\readtape.c<br>v_dialer\dialer\src\dbconst\writetape.c  | <a href="#">Bad argument</a>                 |
| E00505 | v_dialer\dialer\src\markrec\latelst.c  | <a href="#">Invalid time format</a>          |
| E00506 | v_dialer\dialer\src\markrec\latelst.c  | <a href="#">Invalid date format</a>          |
| E00507 | v_dialer\dialer\src\listserver\listserver.c<br>v_dialer\dialer\DialerCmdCtrl\<br>MasterCfgTable.cpp<br>v_dialer\dialer\src\utility\port_start.c  | <a href="#">Environment variable not set</a> |
| E00508 | v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\callsel\call_scrn.c<br>v_dialer\dialer\src\core\joblib.c<br>v_dialer\dialer\src\listserver\listserver.c<br>v_dialer\dialer\src\core\porter.c<br>v_dialer\dialer\src\preprocess\setzones.c<br>v_dialer\dialer\src\reports\history\<br>vrecords.c   | <a href="#">Mastercfg error</a>              |

|        |   |  |
|--------|---|--|
| E00509 | v_dialer\dialer\src\markrec\chkentdt.c<br>v_dialer\dialer\src\core\api_jobctl.c<br>v_dialer\dialer\src\dbconst\moj_conv.c<br>v_dialer\dialer\src\preprocess\msgmap.c<br>v_dialer\dialer\src\markrec\get_field.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp<br>v_dialer\dialer\src\postupdate\<br>postupdate.c<br>v_dialer\dialer\src\dbmaint\rec_update.c<br>v_dialer\dialer\src\scrnbld\scrnbld.c<br>v_dialer\dialer\src\markrec\set_field.c<br>v_dialer\dialer\src\preprocess\update_cl.c<br>v_dialer\dialer\src\reports\history\<br>vrecords.c                                     | <a href="#">Entry &lt;value&gt; missing/invalid in<br/>&lt;filename&gt; file</a> |
| E00510 |   | Entry <value> is incompatible in length.   |
| E00511 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\callsel\callsel.c<br>v_dialer\dialer\src\markrec\chkentdt.c<br>v_dialer\dialer\src\core\conn_mgr.c<br>v_dialer\dialer\src\core\api_jobctl.c<br>v_dialer\dialer\src\core\listops.c<br>v_dialer\dialer\src\core\operator.c<br>v_dialer\dialer\src\dbmaint\redit_scrn.c<br>v_dialer\dialer\src\preprocess\ij_merge.c<br>v_dialer\dialer\src\markrec\latelst.c<br>v_dialer\dialer\src\dbconst\readtape.c<br>v_dialer\dialer\src\dbmaint\record_ed.c<br>v_dialer\dialer\src\preprocess\setzones.c<br>v_dialer\dialer\src\dbconst\writetape.c | <a href="#">Unable to process file<br/>&lt;filename&gt;</a>                      |
| E00512 | v_dialer\dialer\DialerCmdCtrl\<br>DccsVmValidator.cpp   | <a href="#">Audio file name is too long</a>                                      |
| E00513 | v_dialer\dialer\src\callsel\callsel.c<br>v_dialer\dialer\src\reports\reportgen\<br>reportfmt.c<br>v_dialer\dialer\src\preprocess\listdist.c<br>v_dialer\dialer\src\utility\pds_pg.c<br>v_dialer\dialer\src\scrnbld\scrnbld.c  | <a href="#">Invalid file name</a>  |
| E00514 |   | File name already exists.  |

|        |  |                                     |
|--------|--|-------------------------------------|
| E00515 | v_dialer\admin\src\addgroup.c<br>v_dialer\dialer\src\utility\adump.c<br>v_dialer\dialer\src\core\ao_recall.c<br>v_dialer\dialer\src\callsel\callconn.c<br>v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\callsel\callsel.c<br>v_dialer\dialer\src\markrec\chkentdt.c<br>v_dialer\dialer\src\preprocess\clhashin.c<br>v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\admin\src\createop.c<br>v_dialer\dialer\src\callsel\cseldmp.c<br>v_dialer\dialer\src\core\agent_io_util.c<br>v_dialer\dialer\src\core\agent_tdss_util.c<br>v_dialer\dialer\src\core\api_jobctl.c<br>v_dialer\dialer\src\core\chainhandler.c<br>v_dialer\dialer\src\core\dnc_mark.c<br>v_dialer\dialer\src\core\install_ext.c<br>v_dialer\dialer\src\core\job_strter.c<br>v_dialer\dialer\src\core\listops.c<br>v_dialer\dialer\src\core\screen.c8<br>v_dialer\dialer\src\core\transfer.c<br>v_dialer\dialer\src\dbconst\moj_conv.c<br>v_dialer\dialer\src\pextract\fileops.c<br>v_dialer\dialer\src\custom\readwrt.c<br>v_dialer\dialer\src\utility\portcorr.c<br>v_dialer\dialer\src\utility\test_help.c<br>v_dialer\library\libdsi\src\rpt_server.c<br>v_dialer\dialer\src\swifexec\opmoncfg.c<br>v_dialer\dialer\src\utility\edump.c<br>v_dialer\dialer\src\utility\fdictdump.c<br>v_dialer\dialer\src\lettergen\formlet.c<br>v_dialer\dialer\src\markrec\get_field.c<br>v_dialer\dialer\src\preprocess\<br>hsh_dump.c<br>v_dialer\dialer\src\preprocess\ij_merge.c<br>v_dialer\dialer\src\imon\internetmon.c<br>v_dialer\ivr\src\ivr_config.c<br>v_dialer\dialer\src\utility\jobkeys.c | <a href="#">Unable to open file</a> |
|--------|--|-------------------------------------|

|        |  |                                    |
|--------|--|------------------------------------|
| E00515 | v_dialer\dialer\src\markrec\latelst.c<br>v_dialer\dialer\src\markrec\latemrk.c<br>v_dialer\dialer\src\preprocess\listdist.c<br>v_dialer\dialer\src\lettergen\mail_label.c<br>v_dialer\dialer\src\editor\master_ed.c<br>v_dialer\dialer\src\menu\menu.c<br>v_dialer\dialer\src\dbconst\moj_conv.c<br>v_dialer\dialer\src\core\msg_loader.c<br>v_dialer\dialer\DialerServiceActivation\src\DSAIFImpl.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceController.cxx<br>v_dialer\dialer\enforcer\src\enlicense.cpp<br>v_dialer\dialer\DialerCmdCtrl\SptProcessor_utest.cpp<br>v_dialer\dialer\DialerCmdCtrl\SptValidatingProcessor_utest.cpp<br>v_dialer\dialer\src\core\nuisance.c<br>v_dialer\dialer\src\reports\history\op_hist.c<br>v_dialer\dialer\src\core\porter.c<br>v_dialer\dialer\src\postupdate\postupdate.c<br>v_dialer\dialer\src\utility\print_pif.c<br>v_dialer\dialer\src\dbconst\readtape.c<br>v_dialer\dialer\src\dbmaint\rec_update.c<br>v_dialer\dialer\src\dbmaint\record_ed.c<br>v_dialer\dialer\src\reports\rpt_mgr\rpt_view.c<br>v_dialer\dialer\src\utility\scan.c<br>v_dialer\dialer\src\scrnbld\scrnbld.c<br>v_dialer\dialer\src\markrec\set_field.c<br>v_dialer\dialer\src\menu\submenu.c<br>v_dialer\dialer\src\preprocess\update_cl.c<br>v_dialer\dialer\src\reports\history\vrecords.c<br>v_dialer\dialer\src\dbconst\writetape.c<br>v_dialer\dialer\src\utility\ziptoarea.c |                                    |
| E00516 | v_dialer\dialer\DialerServiceActivation\src\DSAIFImpl.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceController.cxx  | <a href="#">File did not close</a> |

|        |  |  |
|--------|--|--|
| E00517 | v_dialer\dialer\src\preprocess\clhashin.c<br>v_dialer\dialer\src\markrec\latelst.c<br>v_dialer\dialer\src\utility\ziptoarea.c  | <a href="#">Unable to create file</a>  |
| E00518 | v_dialer\dialer\src\callsel\callconn.c<br>v_dialer\dialer\src\callsel\callsel.c<br>v_dialer\dialer\src\callsel\call_scrn.c<br>v_dialer\dialer\src\core\agent_misc_util.c<br>v_dialer\dialer\src\core\agent_sys_util.c<br>v_dialer\dialer\src\core\api_jobctl.c<br>v_dialer\dialer\src\core\screen.c<br>v_dialer\dialer\src\dbconst\moj_conv.c<br>v_dialer\dialer\src\dbmaint\redit_scrn.c<br>v_dialer\dialer\src\pextract\fileops.c<br>v_dialer\dialer\src\reports\history\op_hist.c<br>v_dialer\dialer\src\markrec\latelst.c<br>v_dialer\dialer\DialerCmdCtrl\DccsAudioFileValidator.cpp<br>v_dialer\dialer\src\reports\history\op_hist.c<br>v_dialer\dialer\src\dbconst\readtape.c | <a href="#">&lt;process_name&gt; unable to read from file &lt;filename&gt;</a> |
| E00519 | v_dialer\dialer\src\callsel\callsel.c<br>v_dialer\dialer\src\preprocess\clhashin.c<br>v_dialer\dialer\src\dbconst\moj_conv.c<br>v_dialer\dialer\src\markrec\latelst.c<br>v_dialer\dialer\src\dbconst\writetape.c   | <a href="#">Unable to write to file &lt;filename&gt;</a>                       |
| E00520 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\src\reports\history\vrecords.c   | <a href="#">Unable to lock file</a>  |
| E00521 | v_dialer\library\libdsi\src\getnum.c   | <a href="#">Unable to unlock file</a>  |
| E00522 | v_dialer\dialer\src\utility\enq_pty.c<br>v_dialer\dialer\Cmdctrl\HeadsetLib.cpp<br>v_dialer\dialer\Cmdctrl\ShmAccess.cpp   | <a href="#">Unable to attach shared memory</a>                                 |
| E00523 | v_dialer\library\libdsi\src\conn_queue.c   | <a href="#">Unable to detach shared memory</a>                                 |
| E00524 | v_dialer\library\libdsi\src\conn_queue.c   | <a href="#">Unable to remove shared memory</a>                                 |
| E00525 | v_dialer\library\libdsi\src\mqueue.c   | <a href="#">Unable to get message queue</a>                                    |



|        |   |   |
|--------|---|---|
| E00526 | v_dialer\library\libdsi\src\mqueue.c  | <a href="#">Unable to send message</a>                        |
| E00527 | v_dialer\library\libdsi\src\mqueue.c  | <a href="#">Unable to receive a message</a>                   |
| E00528 | v_dialer\library\libdsi\src\mqueue.c  | <a href="#">Unable to remove message queue</a>                |
| E00529 | v_dialer\dialer\src\callsel\callsel.c<br>v_dialer\dialer\src\dbmaint\rec_update.c<br>v_dialer\dialer\src\swif\exec\swid_main.c  | <a href="#">Unable to invoke function</a>                     |
| E00530 | v_dialer\dialer\src\preprocess\clhash.c<br>v_dialer\dialer\src\preprocess\clhashin.c<br>v_dialer\dialer\src\callsel\call_scrn.c<br>v_dialer\dialer\src\core\dnc_mark.c<br>v_dialer\dialer\src\core\listops.c<br>v_dialer\dialer\src\core\screen.c<br>v_dialer\dialer\src\dbmaint\redit_scrn.c<br>v_dialer\dialer\src\reports\reportgen\reportinit.c<br>v_dialer\dialer\src\lstextract\ext_data.c<br>v_dialer\dialer\src\lstextract\ext_list.c<br>v_dialer\dialer\src\utility\fdictdump.c<br>v_dialer\dialer\src\lettergen\formlet.c<br>v_dialer\dialer\src\preprocess\ij_merge.c<br>v_dialer\dialer\src\preprocess\listdist.c<br>v_dialer\dialer\src\lettergen\mail_label.c<br>v_dialer\dialer\src\preprocess\setzones.c<br>v_dialer\dialer\src\preprocess\update_cl.c<br>v_dialer\dialer\src\preprocess\update_upl.c<br>v_dialer\dialer\src\dbconst\writetape.c<br>v_dialer\dialer\src\utility\ziptoarea.c | <a href="#">Unable to open list &lt;calling_list_name&gt;</a> |

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|--------|--|---|
| E00531 | v_dialer\dialer\src\preprocess\clhash.c<br>v_dialer\dialer\src\preprocess\clhashin.c<br>v_dialer\dialer\src\callsel\call_scrn.c<br>v_dialer\dialer\src\core\dnc_mark.c<br>v_dialer\dialer\src\core\screen.c<br>v_dialer\dialer\src\dbmaint\redit_scrn.c<br>v_dialer\dialer\src\preprocess\ij_merge.c<br>v_dialer\dialer\src\preprocess\listdist.c<br>v_dialer\dialer\src\postupdate\postupdate.c<br>v_dialer\dialer\src\preprocess\setzones.c<br>v_dialer\dialer\src\preprocess\update_cl.c<br>v_dialer\dialer\src\preprocess\update_upl.c<br>v_dialer\dialer\src\dbconst\writetape.c<br>v_dialer\dialer\src\utility\ziptoarea.c   | <a href="#">Unable to read calling list definition</a>                          |
| E00532 | v_dialer\dialer\src\markrec\chkentdt.c<br>v_dialer\dialer\src\preprocess\clhash.c<br>v_dialer\dialer\src\preprocess\clhashin.c<br>v_dialer\dialer\src\preprocess\de_reject.c<br>v_dialer\dialer\src\callsel\call_scrn.c<br>v_dialer\dialer\src\core\listops.c<br>v_dialer\dialer\src\core\screen.c<br>v_dialer\dialer\src\lstextract\ext_data.c<br>v_dialer\dialer\src\preprocess\ij_merge.c<br>v_dialer\dialer\src\markrec\latelst.c<br>v_dialer\dialer\src\markrec\latemrk.c<br>v_dialer\dialer\src\preprocess\listdist.c<br>v_dialer\dialer\src\lettergen\mail_label.c<br>v_dialer\dialer\src\preprocess\setzones.c<br>v_dialer\dialer\src\preprocess\update_cl.c<br>v_dialer\dialer\src\preprocess\update_upl.c<br>v_dialer\dialer\src\utility\ziptoarea.c | <a href="#">Field &lt;name&gt; not defined in calling list &lt;filename&gt;</a> |
| E00533 | v_dialer\dialer\src\preprocess\listdist.c  | <a href="#">Field has incorrect length</a>                                      |
| E00534 | v_dialer\dialer\src\core\agent_tdss_util.c<br>v_dialer\dialer\src\core\transfer.c<br>v_dialer\dialer\src\dbconst\readtape.c  | <a href="#">Not a calling list</a>  |

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| E00535 | v_dialer\dialer\src\callsel\callsel.c<br>v_dialer\dialer\src\dbconst\readtape.c<br>v_dialer\dialer\src\dbconst\writetape.c   | <a href="#">No space on file system</a>                                       |
| E00536 | v_dialer\dialer\src\core\api_jobctl.c<br>v_dialer\dialer\src\dbconst\moj_conv.c  | <a href="#">Unable to initialize keyboard</a>                                 |
| E00537 | v_dialer\dialer\src\core\api_jobctl.c  | <a href="#">Unable to initialize screen environment</a>                       |
| E00538 | v_dialer\dialer\src\core\api_jobctl.c  | <a href="#">Unable to setup command keys</a>                                  |
| E00539 | v_dialer\dialer\src\core\api_jobctl.c  | <a href="#">Unable to create jobmon graphical user interface (GUI)</a>        |
| E00540 | v_dialer\library\libui\src\vlui.c  | <a href="#">Unable to create window pointer</a>                               |
| E00541 | v_dialer\dialer\src\core\screen.c<br>v_dialer\dialer\src\dbmaint\redit_scrn.c<br>v_dialer\dialer\src\utility\files.c   | <a href="#">Unable to open keys file</a>                                      |
| E00542 | v_dialer\dialer\src\preprocess\clhashin.c<br>v_dialer\dialer\src\dbconst\selection.c   | <a href="#">Field not defined in calling list</a>                             |
| E00543 | v_dialer\dialer\src\preprocess\clhash.c  | <a href="#">Field not defined in calling list</a>                             |
| E00544 | v_dialer\dialer\src\core\listops.c   | <a href="#">Invalid pattern</a>   |
| E00545 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\ao_recall.c<br>v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\src\core\conn_mgr.c<br>v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\agent_misc_util.c<br>v_dialer\dialer\src\core\chainhandler.c<br>v_dialer\dialer\src\core\job_strter.c<br>v_dialer\dialer\src\core\joblib.c<br>v_dialer\dialer\src\core\listops.c<br>v_dialer\dialer\src\core\op_handler.c<br>v_dialer\dialer\src\core\operator.c<br>v_dialer\dialer\src\core\port_hndle.c<br>v_dialer\dialer\src\core\scripter.c<br>v_dialer\dialer\src\core\jobctrl.c<br>v_dialer\dialer\src\core\recall_rmp.c | <a href="#">Process unable to send &lt;string&gt; to &lt;process_name&gt;</a> |

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|--------|---|---|
| E00546 | v_dialer\library\libutil\src\checkdir.c   | <a href="#">Unable to create directory</a>  |
| E00547 | v_dialer\library\libutil\src\checkdir.c   | <a href="#">Non-directory in directory path</a>   |
| E00548 | v_dialer\dialer\src\core\conn_mgr.c<br>midtier\unixdev\services\src\<br>ShmDataReader.cpp   | <a href="#">Missing or invalid entry in file</a>  |
| E00549 | v_dialer\dialer\src\core\conn_mgr.c<br>v_dialer\dialer\src\listserver\listserver.c<br>midtier\unixdev\services\src\<br>ShmDataReader.cpp  | <a href="#">&lt;op_name&gt; operation failed for<br/>file &lt;file_name&gt;</a>                       |
| E00550 | midtier\unixdev\services\src\<br>ShmDataReader.cpp  | <a href="#">Invalid entry for &lt;name&gt; in<br/>&lt;filename&gt;</a>                                |
| E00551 |   |   |
| E00552 | v_dialer\dialer\src\listserver\listserver.c<br>midtier\unixdev\services\src\<br>ShmDataReader.cpp   | <a href="#">Unable to open directory<br/>&lt;dir_name&gt;</a>   |
| E00553 | midtier\unixdev\services\src\<br>ShmDataReader.cpp  | <a href="#">File &lt;filename&gt; does not exist</a>  |
| E00554 | v_dialer\dialer\src\listserver\listserver.c   | <a href="#">&lt;opname&gt; operation failed</a>   |
| E00555 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c<br>v_dialer\dialer\src\callsel\md_callsel.c<br>midtier\unixdev\services\src\<br>EventServiceIF_i.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>expr_uteest.cpp | <a href="#">&lt;string&gt;-&lt;string&gt;</a>   |
| E00556 | v_dialer\library\libutil++\src\<br>ReadOnlyFile.cpp   | <a href="#">File &lt;filename&gt; exists, but is<br/>not readable by user<br/>&lt;user_name&gt;</a>   |
| E00557 | v_dialer\library\libutil++\src\<br>WriteOnlyFile.cpp  | <a href="#">File &lt;filename&gt; exists, but<br/>cannot be written by user<br/>&lt;user_name&gt;</a> |
| E00558 |   | Check the WEBLMURL<br>parameter in '%s'   |
| E00559 |   | Error - Number of fields in input<br>record is greater than %d  |
| E00560 |   | No jobs are scheduled to run<br>automatically.  |

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| E00561 |   | %s: caught CORBA POA::ServantNotActive exception, error = %s |
| E00562 |   | %s: caught CORBA POA::WrongPolicy, exception, error = %s     |
| E00563 |   | %s: caught CORBA User Exception, error = %s                  |
| E00564 |   | %s: Caught CORBA system exception: err=%s                    |
| E00565 |   | %s: caught CORBA SLError exception, error id = %d            |
| E10000 |   | Exceeded max number (%d) of associate calling lists          |
| E10001 |   | Not an associate List  |
| E10002 |   | Not an associate select file: %s                             |
| E10003 |   | Associate list name missing                                  |
| E10004 |   | Associate list name not in assoc.cfg file                    |
| E10005 |   | %s - Creation time for %s is incorrect                       |
| E10006 |   | Unable to change master clist: %s                            |
| E10007 |   | Invalid logical connector at line %d                         |
| E10008 |   | Missing field name or value at line %d                       |
| E10009 |   | Group do not begin with no selection                         |
| E10010 |   | Gap found between select fields within group                 |
| E10011 |   | Field name not found at line %d                              |
| E10012 | v_dialer\library\libdsi\src\script_lng.c    | <a href="#">Pattern error at line &lt;number&gt;</a>         |
| E10013 | v_dialer\library\libdsi\src\sock_stream.cpp | <a href="#">Cannot find service in /etc/services</a>         |
| E10014 | v_dialer\library\libdsi\src\sock_stream.cpp | <a href="#">Socket call failed</a>                           |

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|--------|---|---|
| E10015 | v_dialer\library\libdsi\src\sock_stream.cpp   | <a href="#">Unable to bind to local address</a>                             |
| E10016 | v_dialer\library\libdsi\src\sock_stream.cpp   | <a href="#">Unable to setup listen on socket</a>                            |
| E10017 | v_dialer\library\libdsi\src\sock_stream.cpp   | <a href="#">Unable to accept connection on socket</a>                       |
| E10018 | v_dialer\library\libdsi\src\sock_stream.cpp   | <a href="#">Unable to connect to socket</a>                                 |
| E10019 | v_dialer\library\libdsi\src\sock_stream.cpp   | <a href="#">Unable to send data to socket</a>                               |
| E10200 | v_dialer\library\libdsi\src\getnum.c  | <a href="#">Unequal phone number field lengths in file &lt;filename&gt;</a> |
| E10201 | v_dialer\dialer\src\core\operator.c   | <a href="#">Invalid line selection</a>                                      |
| E10600 |   | Unable to allocate memory.  |
| E10601 |   | Invalid usage.  |
| E10602 | v_dialer\dialer\src\core\job_strter.c<br>dialer_client\Redwood\VBApps\Editor\MDIForm1.frm | <a href="#">File &lt;filename&gt; does not exist</a>                        |
| E10603 |   | Unable to open edit file  |
| E10604 |   | No editable line in job file  |
| E10605 |   | Job file in use   |
| E10606 |   | Wrong job for verification editor   |
| E10607 |   | Required field not filled in  |
| E10608 |   | HUNTGRP format error  |
| E10609 |   | No HUNTGRP setting  |
| E10610 |   | No Inbound jobs allowed   |
| E10611 |   | Invalid number of reserve inbound line                                      |
| E10612 |   | Script label for answer missing/invalid                                     |
| E10613 |   | Unable to read inbound calling list   |
| E10614 |   | Unable to read associated calling list                                      |
| E10615 |   | Unable to read inbound screen file  |

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| E10616 |   | Unable to read inbound screen map                    |
| E10617 |   | Unable to read multiple screen                       |
| E10618 |   | Unable to read multiple screen map                   |
| E10619 |   | Unable to read associated screen                     |
| E10620 |   | Unable to read associated screen map                 |
| E10621 |   | Unable to read outbound list                         |
| E10622 |   | Unable to read outbound screen                       |
| E10623 |   | Unable to read outbound map                          |
| E10624 |   | Unable to read calling script                        |
| E10625 |   | Unable to read key file                              |
| E10626 |   | Unable to match associated field                     |
| E10627 |   | Unable to process data transfer field                |
| E10628 |   | Unable to process associated selection               |
| E10629 | dialerclient\Redwood\VBApps\Editor\MDIForm1.frm<br>dialerclient\Redwood\VBApps\Editor\Classes\CJobs.cls | <a href="#">Selection list not available for use</a> |
| E10630 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c                                   | <a href="#">STATUSFLAG field missing</a>             |
| E10631 |   | CODE field missing                                   |
| E10632 |   | DTE field missing                                    |
| E10633 |   | TME field missing                                    |
| E10634 |   | Invalid start or stop time format                    |
| E10635 |   | Invalid Hit Rate                                     |
| E10636 |   | Invalid Expert Calling Ratio                         |

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| E10637 |   | Invalid call completion code for Quota Value   |
| E10638 |   | Invalid quota value  |
| E10639 |   | Invalid paired phone count/type  |
| E10640 |   | Invalid number of phone lines  |
| E10641 |   | Odd number of phone lines specified  |
| E10642 |   | Invalid phone type specified   |
| E10643 |   | Unable to initialize call strategy   |
| E10644 |   | Unable to read call strategy   |
| E10645 |   | Unable to verify call strategy   |
| E10646 |   | The specified job is already running   |
| E10647 |   | Unable to open call completion code file   |
| E10648 |   | Non-OP completion code specified for Quota setting                                       |
| E10649 | v_dialer\library\libdsi\src\job_cntrl.c   | <a href="#">Unable to find linked job file</a>   |
| E10650 | v_dialer\dialer\DialerCmdCtrl\CJobTableSO.cpp<br>v_dialer\library\libdsi\src\job_cntrl.c                | <a href="#">Linking between virtual agent jobs and non-virtual jobs is not permitted</a> |
| E10651 |   | Sales verification job linking is not permitted  |
| E10652 |   | Job linking is not permitted   |
| E10653 |   | Invalid call completion code for TRANSTAT  |
| E10654 | dialerclient\Redwood\VBApps\Editor\MDIForm1.frm<br>dialerclient\Redwood\VBApps\Editor\Classes\CJobs.cls | <a href="#">Unable to verify selection list for job</a>                                  |
| E10655 | dialerclient\Redwood\VBApps\Editor\MDIForm1.frm<br>dialerclient\Redwood\VBApps\Editor\Classes\CJobs.cls | <a href="#">Unable to verify selection list for job</a>                                  |



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| E10656 | dialerclient\Redwood\VBApps\Editor\MDIForm1.frm<br>dialerclient\Redwood\VBApps\Editor\Classes\CJobs.cls | <a href="#">Selection list not created with this calling list</a>      |
| E10657 |   | missing or invalid script label for call                               |
| E10658 |   | Unable to open script file for IVR ID                                  |
| E10659 |   | IVR script name not specified; required if IVR ID specified            |
| E10660 |   | Unable to find script name in script file for IVR ID                   |
| E10661 |   | Remote list use not permitted  |
| E10662 |   | Sales verification or managed dialing must have agents                 |
| E10663 |   | Managed dialing is not permitted with sales verification or inbound    |
| E10664 |   | Virtual agents cannot select a specific unit to log in to              |
| E10665 |   | Sales verification is not permitted with unit work lists               |
| E10666 |   | Sales verification is not permitted with inbound                       |
| E10667 |   | Selecting unit to log in to is not permitted with inbound-only job     |
| E10668 |   | VDN is required (or none for Preview jobs without CPA)                 |
| E10669 |   | NONE for the VDN is only valid for Preview Jobs that are not using CPA |
| E10670 |   | VDN for job must be a VDN (digits) or NONE                             |
| E10672 |   | Maximum job limit has been reached, cannot start job                   |
| E10674 |   | No Sufficient space in Dialer FileSystem, cannot start/save job        |

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|--------|---|---|
| E10675 |   | Invalid Autocallsel Trigger value                                 |
| E10676 |   | An error occurred while starting job, job does not start.         |
| E10677 |   | Invalid Optout Digit (must be 0-9)                                |
| E10678 |   | Invalid action for Optout (OOMETHOD). Must be either VDN or JOB.  |
| E10679 |   | Invalid Optout Job (must be an existing inbound/blend job)        |
| E10680 |   | Invalid Optout VDN (must be numeric)                              |
| E10681 |   | Invalid Message to play when Optout fails (must be numeric)       |
| E10682 |   | Invalid Ofcom Timer. Must be a decimal number between 0.5 and 9.0 |
| E10683 |   | Invalid Script Label for Ofcom                                    |
| E10684 |   | Invalid Ofcom Method. Must be either OFFHOOK or VOICE.            |
| E10685 |   | Service level must be between 70.0 & 99.9                         |
| E10800 |   | Not an error  |
| E10801 |   | Not an open file descriptor                                       |
| E10802 |   | Unable to open file   |
| E10803 |   | Unable to close file  |
| E10804 |   | Unable to lock record   |
| E10805 |   | Unable to unlock record   |
| E10806 | v_dialer\dialer\DialerCmdCtrl\CJobTableSO.cpp | <a href="#">Unable to read file header</a>                        |
| E10807 |   | Unable to write file header.                                      |

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| E10808 | v_dialer\library\libutil++\src\KeywordValue.cpp<br>v_dialer\library\libutil++\src\mbcs_string.cpp<br>v_dialer\library\libutil++\src\SerializableErrorRev_dialer\dialer\src\core\porter.cpp<br>v_dialer\library\libutil++\src\SerializableKvErrorStorage.cpp | <a href="#">agent - Unable to read from file &lt;name&gt;</a> |
| E10809 |   | Unable to write record  |
| E10810 |   | Unable to allocate CLSTAT table                               |
| E10811 |   | Unable to get record totals                                   |
| E10812 |   | Invalid operation code  |
| E10813 |   | Unable to read file dictionary                                |
| E10814 |   | Unable to write file dictionary                               |
| E10815 |   | Unable to create file   |
| E10816 |   | Unable to access file   |
| E10817 |   | Unconverted to year 2000                                      |
| E10818 |   | Unable to connect to listserver                               |
| E10819 |   | XFD overflow (no XFD slots available)                         |
| E10820 |   | Socket read error   |
| E10821 |   | Socket write error  |
| E10822 |   | Tag value incorrect - message alignment/framing error         |
| E10823 |   | File is open for reading only                                 |
| E10824 |   | File is open for writing only                                 |
| E10850 | v_dialer\library\libdsi\src\claccess.c  | <a href="#">Unable to open list &lt;calling_list_name&gt;</a> |
| E10851 | v_dialer\library\libdsi\src\claccess.c  | <a href="#">Unable to access host &lt;name&gt; using name</a> |
| E10852 | v_dialer\library\libdsi\src\claccess.c  | <a href="#">Socket failed</a>                                 |
| E10853 | v_dialer\library\libdsi\src\claccess.c  | <a href="#">Socket failed</a>                                 |

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| E10854 | v_dialer\library\libdsi\src\claccess.c   | <a href="#">Attempt to store list_client on host failed</a>                                   |
| E10855 | v_dialer\library\libdsi\src\claccess.c   | <a href="#">Write error</a>   |
| E10856 | v_dialer\library\libdsi\src\claccess.c   | <a href="#">clstat &lt;xfd&gt; failed</a>   |
| E10857 | v_dialer\library\libdsi\src\claccess.c   | <a href="#">Clear fdict &lt;number&gt; failed</a>   |
| E10858 | v_dialer\library\libdsi\src\claccess.c   | <a href="#">Unable to access host &lt;name&gt; using name</a>                                 |
| E10859 | v_dialer\library\libdsi\src\cllaccess.c  | <a href="#">Bad file descriptor &lt;num&gt;</a>   |
| E10860 | v_dialer\library\libdsi\src\claccess.c   | <a href="#">File corruption or record size mismatch detected in calling list &lt;name&gt;</a> |
| E10861 | v_dialer\library\libdsi\src\cllaccess.c  | <a href="#">Unable to remove file &lt;filename&gt;</a>  |
| E10900 | v_dialer\library\libdsi\src\conn_crit.c  | <a href="#">Mastercfg error</a>   |
| E11000 | v_dialer\library\libcallsel\src\CallStgyLib.cpp<br>v_dialer\library\libdsi\src\cstgy.c     | <a href="#">Invalid delay specification</a>   |
| E11001 | v_dialer\library\libcallsel\src\CallStgyLib.cpp<br>v_dialer\library\libdsi\src\cstgy.c     | <a href="#">Recall attempt can't exceed &lt;num&gt;</a>                                       |
| E11002 | v_dialer\library\libcallsel\src\CallStgyLib.cpp<br>v_dialer\library\libdsi\src\cstgy.c     | <a href="#">Invalid recall code &lt;code&gt;</a>  |
| E11003 | v_dialer\library\libutil++\src\FileMasterConfig.cpp<br>v_dialer\library\libdsi\src\cstgy.c | <a href="#">Unable to determine max number of phones</a>                                      |
| E11004 | v_dialer\dialer\DialerCmdCtrl\CJobTableSO.cpp  | <a href="#">Unable to determine max number of phones</a>                                      |
| E11005 | v_dialer\library\libcallsel\src\CallStgyLib.cpp<br>v_dialer\library\libdsi\src\cstgy.c     | <a href="#">Gap found between selection criteria lines</a>                                    |
| E11006 | v_dialer\library\libcallsel\src\CallStgyLib.cpp<br>v_dialer\library\libdsi\src\cstgy.c     | <a href="#">Extra comma in selection criteria</a>   |
| E11007 | v_dialer\library\libcallsel\src\CallStgyLib.cpp<br>v_dialer\library\libdsi\src\cstgy.c     | <a href="#">Invalid phone &lt;number&gt;</a>  |

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| E11008 | v_dialer\library\libcallse\src\CallStgyLib.cpp<br>v_dialer\library\libdsi\src\cstgy.c | <a href="#">Field name &lt;name&gt; is invalid</a>                      |
| E11009 | v_dialer\library\libcallse\src\CallStgyLib.cpp<br>v_dialer\library\libdsi\src\cstgy.c | <a href="#">Invalid field value &lt;value&gt;</a>                       |
| E11010 | v_dialer\library\libcallse\src\CallStgyLib.cpp<br>v_dialer\library\libdsi\src\cstgy.c | <a href="#">Invalid logical connector &lt;name&gt;</a>                  |
| E11011 | v_dialer\library\libcallse\src\CallStgyLib.cpp  | <a href="#">Invalid time zone character &lt;char&gt;</a>                |
| E11012 |   | Invalid completion code: %s   |
| E11013 | v_dialer\library\libcallse\src\CallStgyLib.cpp<br>v_dialer\library\libdsi\src\cstgy.c | <a href="#">Invalid ring count &lt;num&gt;</a>                          |
| E11014 | v_dialer\library\libcallse\src\CallStgyLib.cpp<br>v_dialer\library\libdsi\src\cstgy.c | <a href="#">Invalid call detection mode &lt;name&gt;</a>                |
| E11015 | v_dialer\library\libcallse\src\CallStgyLib.cpp<br>v_dialer\library\libdsi\src\cstgy.c | <a href="#">Invalid delay specification</a>                             |
| E12000 | v_dialer\library\libdsi\src\getnum.c  | <a href="#">Unequal phone number field lengths in file &lt;name&gt;</a> |
| E12100 | v_dialer\library\libutil\src\molocale.c   | <a href="#">Molocale - unknown language name &lt;lang&gt;</a>           |
| E12101 | v_dialer\library\libutil\src\molocale.c   | <a href="#">Molocale - unable to set locale &lt;name&gt;</a>            |
| E12150 | v_dialer\library\libdsi\src\pvrs_helper.c   | <a href="#">Preview record search is unable to initialize</a>           |
| E12151 |   | Hash key field is not defined in %s                                     |
| E12152 | v_dialer\library\libdsi\src\pvrs_helper.c<br>v_dialer\dialer\src\dbmaint\record_ed.c  | <a href="#">No previous record</a>                                      |
| E12153 | v_dialer\library\libdsi\src\pvrs_helper.c<br>v_dialer\dialer\src\dbmaint\record_ed.c  | <a href="#">No more records</a>   |
| E12154 | v_dialer\dialer\src\core\oper_pvrs.c<br>v_dialer\dialer\src\dbmaint\record_ed.c       | <a href="#">Unable to load record</a>                                   |

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| E12155 | v_dialer\dialer\src\core\oper_pvrs.c  | <a href="#">Record currently in use</a>   |
| E12156 | v_dialer\library\libdsi\src\pvrs_helper.c   | <a href="#">No record found</a>   |
| E12200 |   | Attempt to read hidfile without lock  |
| E12201 |   | Username %s exceeds %d characters in length   |
| E12202 |   | %s - Unable to lock file %s, errno(%d)  |
| E12203 |   | %s - Unable to unlock file %s, errno(%d)  |
| E12400 | v_dialer\library\libdsi\src\keystroke.c<br>v_dialer\library\libutil\src\tsystem.c       | <a href="#">tget returned error number &lt;num&gt; raising signal &lt;num&gt;</a>                 |
| E12600 | v_dialer\library\libdsi\src\map_dict.c<br>v_dialer\library\libcallsel\src\map_dict2.cpp | <a href="#">Calling list &lt;name&gt; is not in shared memory</a>                                 |
| E12601 | v_dialer\library\libdsi\src\map_dict.c<br>v_dialer\library\libcallsel\src\map_dict2.cpp | <a href="#">Calling list line count does not match shared memory</a>                              |
| E12800 | v_dialer\library\libdsi\src\map_scrn.c  | <a href="#">Unable to find screen &lt;name&gt;</a>  |
| E13000 | v_dialer\library\libdsi\src\mqueue.c  | <a href="#">IPC - invalid input argument</a>  |
| E13001 | v_dialer\library\libdsi\src\mqueue.c  | <a href="#">IPC - invalid ipc entry</a>   |
| E13002 |   | IPC - Invalid ipc name.   |
| E13003 | v_dialer\library\libdsi\src\mqueue.c  | <a href="#">Invalid ipc number &lt;num&gt;</a>  |
| E13004 | v_dialer\library\libdsi\src\mqueue.c  | <a href="#">Warning: CFRM message truncated</a>   |
| E13005 | v_dialer\library\libdsi\src\mqueue.c  | <a href="#">Timed out waiting for &lt;string&gt; confirmation</a>                                 |
| E13006 | v_dialer\library\libdsi\src\mqueue.c  | <a href="#">Response message too long</a>   |
| E13007 | v_dialer\library\libdsi\src\mqueue.c  | <a href="#">IPC - Unable to open opmon message queue</a>  |
| E13008 | v_dialer\library\libdsi\src\mqueue.c  | <a href="#">&lt;process_name&gt; Failed on semaphore removal, err=&lt;num&gt; key=&lt;num&gt;</a> |

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| E13009 | v_dialer\library\libdsi\src\mqueue.c  | <a href="#">&lt;process_name&gt; - Failed on semaphore operation, err &lt;err_num&gt; key = &lt;sem_key_id&gt; code = &lt;op_code&gt;</a> |
| E13010 | v_dialer\library\libdsi\src\mqueue.c  | <a href="#">&lt;process_name&gt; - Accessing bad semaphore</a>  |
| E13011 | v_dialer\library\libdsi\src\mqueue.c  | <a href="#">&lt;process_name&gt; -</a>  |
| E13200 | v_dialer\library\libdsi\src\opident.c   | <a href="#">Headset value (&lt;headset_value&gt;, &lt;return_value&gt;) out of bound</a>  |
| E13201 | v_dialer\library\libdsi\src\opident.c   | <a href="#">Headset &lt;id_num&gt; not specified in dgs switch.cfg file</a>   |
| E13400 |   | Missing or invalid YES/NO field   |
| E13401 |   | Missing or invalid length   |
| E13402 | v_dialer\library\libdsi\src\phonefmt.c  | <a href="#">Missing prefix</a>  |
| E13403 | v_dialer\library\libdsi\src\phonefmt.c  | <a href="#">Missing line type</a>   |
| E13404 | v_dialer\library\libdsi\src\phonefmt.c  | <a href="#">Missing or invalid num of chars to strip</a>  |
| E13405 |   | Missing prefix  |
| E13406 | v_dialer\library\libdsi\src\phonefmt.c  | <a href="#">Missing suffix</a>  |
| E13407 | v_dialer\library\libdsi\src\phonefmt.c<br>v_dialer\library\libdsi\src\vlloccall.c | <a href="#">Duplicate ALL phone numbers specification</a>   |
| E13408 | v_dialer\library\libdsi\src\phonefmt.c  | <a href="#">Phone number too long</a>   |
| E13409 | v_dialer\library\libdsi\src\phonefmt.c  | <a href="#">Phone number too long</a>   |
| E13410 | v_dialer\library\libdsi\src\phonefmt.c  | <a href="#">Missing std to dial phone number format</a>   |
| E13411 | v_dialer\library\libdsi\src\phonefmt.c  | <a href="#">Invalid use of ALL phone numbers specification</a>  |
| E13412 | v_dialer\library\libdsi\src\phonefmt.c  | <a href="#">Missing phone numbers</a>   |
| E13600 | v_dialer\library\libdsi\src\rpt_server.c  | <a href="#">Report failed, system out of space</a>  |
| E13800 | v_dialer\library\libdsi\src\swcfg_tbl.c   | <a href="#">Invalid headset number &lt;num&gt; &lt;line&gt;</a>   |
| E13801 | v_dialer\library\libdsi\src\swcfg_tbl.c   | <a href="#">Headset port number &lt;num&gt; out of range</a>  |

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| E13802 | v_dialer\library\libdsi\src\swcfg_tbl.c   | <a href="#">Normal trunk port number &lt;num&gt; out of range</a>       |
| E13803 | v_dialer\library\libdsi\src\swcfg_tbl.c   | <a href="#">Invalid normal trunk equipment number &lt;num&gt;</a>       |
| E13804 |   | Invalid normal trunk group no %d  |
| E13805 | v_dialer\library\libdsi\src\swcfg_tbl.c   | <a href="#">Invalid normal trunk equipment number &lt;num&gt;</a>       |
| E13806 |   | Unable to determine switch type   |
| E13807 | v_dialer\library\libdsi\src\swcfg_tbl.c   | <a href="#">Unable to process line (&lt;line_buffer_name&gt;)</a>       |
| E14000 |   | Invalid timezone from GMT   |
| E14001 |   | Invalid time format at line %d in file %s                               |
| E14200 | v_dialer\library\libdsi\src\vlloccall.c   | <a href="#">Missing delay specification</a>                             |
| E14201 | v_dialer\library\libdsi\src\phonefmt.c<br>v_dialer\library\libdsi\src\vlloccall.c | <a href="#">Missing or invalid low range</a>                            |
| E14202 | v_dialer\library\libdsi\src\phonefmt.c<br>v_dialer\library\libdsi\src\vlloccall.c | <a href="#">Invalid range character</a>                                 |
| E14203 | v_dialer\library\libdsi\src\phonefmt.c<br>v_dialer\library\libdsi\src\vlloccall.c | <a href="#">Missing high range</a>                                      |
| E14204 | v_dialer\library\libdsi\src\vlloccall.c   | <a href="#">Invalid delay specification</a>                             |
| E14205 | v_dialer\library\libdsi\src\vlloccall.c   | <a href="#">Missing completion code</a>                                 |
| E14206 | v_dialer\library\libdsi\src\vlloccall.c   | <a href="#">Missing completion code</a>                                 |
| E14207 | v_dialer\library\libdsi\src\vlloccall.c   | <a href="#">Range does not come after previous range</a>                |
| E14208 | v_dialer\library\libdsi\src\vlloccall.c   | <a href="#">Missing limit</a>   |
| E14209 | v_dialer\library\libdsi\src\phonefmt.c<br>v_dialer\library\libdsi\src\vlloccall.c | future use - phonefmt.cfg   |
| E14210 | v_dialer\library\libdsi\src\vlloccall.c   | <a href="#">Missing time zone specification for country &lt;num&gt;</a> |
| E14211 | v_dialer\library\libdsi\src\vlloccall.c   | <a href="#">Missing or invalid time zone designation</a>                |



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| E14212 | v_dialer\library\libdsi\src\vllocall.c   | <a href="#">Missing or invalid reject phone number pattern</a> |
| E14213 | v_dialer\library\libdsi\src\vllocall.c   | <a href="#">Missing or invalid reject phone number pattern</a> |
| E14214 | v_dialer\library\libdsi\src\vllocmisc.c<br>v_dialer\library\libdsi\src\vllocport.c   | <a href="#">Duplicate country specified</a>                    |
| E14215 | v_dialer\library\libdsi\src\vllocmisc.c<br>v_dialer\library\libdsi\src\vllocport.c   | <a href="#">Invalid answer delay time</a>                      |
| E14216 | v_dialer\library\libdsi\src\vllocport.c  | <a href="#">Invalid DAA type</a>                               |
| E14217 | v_dialer\library\libdsi\src\vllocport.c  | <a href="#">Invalid VM2 locale code</a>                        |
| E14218 | v_dialer\library\libdsi\src\vllocall.c   | <a href="#">Invalid phone number length</a>                    |
| E14219 | v_dialer\library\libdsi\src\vllocall.c   | <a href="#">Rejected phone number (L&lt;num&gt;)</a>           |
| E14220 | v_dialer\library\libdsi\src\vllocall.c   | <a href="#">Cannot find time zone for phone number</a>         |
| E14221 | v_dialer\library\libdsi\src\vllocport.c  | <a href="#">Invalid offhook retry delay</a>                    |
| E14222 | v_dialer\library\libdsi\src\vllocport.c  | <a href="#">Invalid wait limit</a>                             |
| E14400 |  | Unknown select file %s   |
| E14401 | v_dialer\dialer\src\preprocess\ij_merge.c<br>v_dialer\library\libcallsel\src\CallSelLib.cpp<br>v_dialer\library\libdsi\src\cselect.c | Unknown call completion code %s                                |
| E14402 | v_dialer\library\libcallsel\src\CallSelLib.cpp<br>v_dialer\library\libdsi\src\cselect.c  | No call completion codes selected                              |
| E14404 | v_dialer\library\libcallsel\src\CallSelLib.cpp<br>v_dialer\library\libdsi\src\cselect.c  | Missing field name or value at selection entry %d              |
| E14405 | v_dialer\library\libcallsel\src\CallSelLib.cpp<br>v_dialer\library\libdsi\src\cselect.c  | Group does not begin with no selection                         |
| E14406 | v_dialer\library\libcallsel\src\CallSelLib.cpp<br>v_dialer\library\libdsi\src\cselect.c  | Gap found between select fields within group                   |

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| E14407 | v_dialer\library\libcallsel\src\CallSelLib.cpp<br>v_dialer\library\libdsi\src\cselect.c | Field name not found at selection entry %d   |
| E14408 | v_dialer\library\libcallsel\src\CallSelLib.cpp<br>v_dialer\library\libdsi\src\cselect.c | Pattern error at selection entry %d: %s  |
| E14409 | v_dialer\library\libdsi\src\conn_queue.c  | Unit Control - Invalid memory slot position  |
| E14410 | v_dialer\library\libdsi\src\conn_queue.c  | Unit Control - Unable to attach to data segment  |
| E14800 | v_dialer\library\libutil\src\tcap.c   | Termcap entry larger than buffer size  |
| E14801 | v_dialer\library\libutil\src\tcap.c   | Invalid termcap entry format   |
| E14802 | v_dialer\library\libutil\src\tcap.c   | 'tc' entries exceed maximum allowed  |
| E14900 | v_dialer\library\libutil\src\terminal.c   | Terminal type %s not found in %s   |
| E14901 | v_dialer\library\libutil\src\terminal.c   | Default terminal type vt100 not found in %s  |
| E15200 | v_dialer\library\libui\src\vlui.c   | No summary information available   |
| E15201 | v_dialer\library\libui\src\vlui.c   | Invalid field type   |
| E15202 | v_dialer\library\libui\src\vlui.c   | Invalid value, Must be %s  |
| E15203 | v_dialer\library\libui\src\vlui.c   | Sorry, command not allowed inside editor   |
| E15204 | v_dialer\library\libui\src\vlui.c   | %s - Menubar '%s' already exists.  |
| E15205 | v_dialer\library\libui\src\vlui.c   | %s - Menubar '%s' not found  |
| E15400 | v_dialer\library\libdsi\src\bsrch.c   | ", "%s:new_bsrch - Memory allocation (%d bytes) failed, loc %d"  |
| E15401 | v_dialer\library\libdsi\src\bsrch.c   | %s:new_bsrch - Bad value in new_bsrch (cl_name=%s cl_fd=%d, cl_keyname=%s init_type=%c pgmname=%s log_type=%d log_file=%s) |

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| E15402 | v_dialer\library\libdsi\src\bsrch.c      | %s:new_bsrch - List recno %d locked-skipping;   |
| E15403 | v_dialer\library\libdsi\src\bsrch.c      | %s:new_bsrch - List recno %d locked-aborting;   |
| E15404 | v_dialer\library\libdsi\src\bsrch.c      | %s:new_bsrch - Bad calling list record parameter(s): keylen=%d reclen=%d nrecs=%d                           |
| E15420 | v_dialer\library\libdsi\src\bsrch.c      | ", "%s:new_hsrch - Memory allocation (%d bytes) failed, loc %d  |
| E15421 | v_dialer\library\libdsi\src\bsrch.c      | %s:new_hsrch - Unable to open hash file for %s  |
| E15422 | v_dialer\library\libdsi\src\bsrch.c      | %s:new_hsrch - Missing key_field entry in hash file %s  |
| E15424 | v_dialer\library\libdsi\src\bsrch.c      | %s:new_hsrch - Bad calling list record parameter(s): keylen=%d reclen=%d                                    |
| E16000 | v_dialer\library\libutil\src\labfdctry.c | Missing or invalid country code"<br>"LIBUTIL","E16100",""<br>"LIBUTIL","E16101",""<br>"LIBUTIL","E16102","" |
| E16100 | v_dialer\library\libutil\src\labfile.c   | Line is too long  |
| E16101 | v_dialer\library\libutil\src\labfile.c   | Missing label   |
| E16102 | v_dialer\library\libutil\src\labfile.c   | Invalid label on line   |
| E16400 | v_dialer\library\libutil\src\prefree.c   | Range not properly nested   |
| E16401 | v_dialer\library\libutil\src\prefree.c   | Prefix falls on a range's border  |
| E16402 | v_dialer\library\libutil\src\prefree.c   | Range border falls on a prefix  |
| E16403 | v_dialer\library\libutil\src\prefree.c   | Range straddles previous range  |
| E16404 | v_dialer\library\libutil\src\prefree.c   | Prefix has the same value as a shorter prefix   |
| E16405 | v_dialer\library\libutil\src\prefree.c   | Same prefix is already specified  |
| E16406 | v_dialer\library\libutil\src\prefree.c   | Prefix has the same value as a longer prefix  |
| E16407 | v_dialer\library\libutil\src\prefree.c   | Missing prefix  |

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| E16408 | v_dialer\library\libutil\src\prefree.c        | Invalid character in prefix  |
| E16409 | v_dialer\library\libutil\src\prefree.c        | Low range has less number of digits than high                                    |
| E16410 | v_dialer\library\libutil\src\prefree.c        | Range borders are out of order   |
| E16411 | v_dialer\library\libutil\src\prefree.c        | Bad argument in ptree  |
| E16500 | v_dialer\library\libutil\src\hash.c           | Hash_get (%x, %s, %d) failed due to numerous probes                              |
| E16501 | v_dialer\library\libutil\src\hash.c           | Requested size %d is too large -- Max hash table slots currently supported is %d |
| E16600 | v_dialer\library\libutil\src\expr.c           | Pattern '%s': Expected numerical lval, found '%s'                                |
| E16601 | v_dialer\library\libutil\src\expr.c           | Pattern '%s': Expected numerical rval, found '%s'                                |
| E16602 | v_dialer\library\libutil\src\expr.c           | Pattern '%s': lval > rval (%g > %g)  |
| E16603 | v_dialer\library\libutil\src\expr.c           | Pattern '%s': Expected hyphen, list separator, or end of pattern; found '%c'     |
| E16604 | v_dialer\library\libutil\src\expr.c           | Pattern '%s': Unexpected end of numerical comparison                             |
| E16605 | v_dialer\library\libutil\src\expr.c           | Pattern '%s': Pattern too large  |
| E16606 | v_dialer\library\libutil\src\expr.c           | Pattern '%s': Bad or missing DATEFORM parameter in master.cfg                    |
| E16607 | v_dialer\library\libutil\src\expr.c           | Pattern '%s': Bad format for date comparison                                     |
| E16608 | v_dialer\library\libutil\src\expr.c           | Pattern '%s': Bad format for time comparison                                     |
| E16609 | v_dialer\library\libutil\src\expr.c           | Pattern '%s': Bad format for relative date comparison                            |
| E16610 | v_dialer\library\libutil\src\expr.c           | Pattern '%s': Undefined backslashed character '%c'                               |
| E16611 | v_dialer\dialer\DialerCmdCtrl\expr_uteest.cpp | Pattern '%s': Unknown pattern type '%c' specified                                |
| E16612 | v_dialer\library\libutil\src\expr.c           | Pattern '%s': Unable to compile - use explicit pattern syntax for more details   |

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| E16620 | v_dialer\library\libutil\src\expr.c  | Unable to compare - previous pattern failed compilation - '%s                 |
| E16621 | v_dialer\library\libutil\src\expr.c  | No compiled pattern to compare against for string '%s                         |
| E16800 | v_dialer\library\libutil\src\undefined.c   | Undefined func call: %s   |
| E16900 | v_dialer\library\libutil\src\exec_prog.c   | EXECPROG:Unexpected exit from waitpid() returning -1:errno=%d:pid=%d,child=%d |
| E16901 | v_dialer\library\libutil\src\exec_prog.c   | EXECPROG:not returning from child process:pid=%d,child=%d                     |
| E16902 | v_dialer\library\libutil\src\exec_prog.c   | EXECPROG:Exit(%d) wait(pid=%d)  |
| E16903 | v_dialer\library\libutil\src\exec_prog.c   | EXECPROG:Signal STOPPED wait(%d)  |
| E16904 | v_dialer\library\libutil\src\exec_prog.c   | EXECPROG:Sig_Exit:errno=%d:stat=0x%X:sig=%d:pid=%d,child=%d                   |
| E16905 | v_dialer\library\libutil\src\exec_prog.c   | EXECPROG:Unexpected exit:errno=%d:stat_loc=0x%X:ret=%d:pid=%d,child=%d        |
| E16906 | v_dialer\library\libutil\src\exec_prog.c   | EXECPROG:Killed Child(%d):%s  |
| E16907 | v_dialer\library\libutil\src\exec_prog.c   | EXECPROG:errno=%d:stat_loc=0x%X:ret=%d:pid=%d,child=%d                        |
| E16908 | v_dialer\library\libutil\src\exec_prog.c   | PID(%d)Relaying signal=%d to child_pid=%d                                     |
| E16909 | v_dialer\library\libutil\src\exec_prog.c   | PID(%d)Ignoring signal=%d   |
| E16910 | v_dialer\library\libutil\src\exec_prog.c   | PID(%d)Activating Default Signal Handler                                      |
| E16911 | v_dialer\library\libutil\src\exec_prog.c   | PID(%d)Returning to exec_prog() Routine                                       |
| E16912 | v_dialer\library\libutil\src\exec_prog.c   | PID(%d)Calling Primary Signal Handler   |
| E17000 | v_dialer\library\libutil\src\account.c<br>v_dialer\library\libutil++\src\account_r.c | Error: system message '%s' not found  |
| E17001 |  | Error: unable to open account file '%s  |

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| E17002 |   | Error: unknown user '%s' specified.                       |
| E17003 | v_dialer\dialer\DialerCmdCtrl\AgentLib.cpp                                      | Error: unknown group '%s' specified                       |
| E17004 |   | Error: chown ('%s', %d, %d) failed.                       |
| E17005 | v_dialer\library\libutil\src\config.c   | Error: malloc ('%s') failed                               |
| E17100 |   | getconfig: File '%s' is empty                             |
| E17101 |   | getconfig: Unable to open file '%s'                       |
| E18200 | v_dialer\library\libswif\src\port_dg.c  | DISABLE INBOUND FAILED: (%d)%s                            |
| E18201 | v_dialer\library\libswif\src\port_dg.c  | ENABLE INBOUND FAILED: (%d)%s, ns=%x, rsb=%x, cause_IE=%x |
| E18202 | v_dialer\library\libswif\src\port_dg.c  | PORTER%d: switch out of sync                              |
| E18203 | v_dialer\dialer\src\core\msg_loader.c<br>v_dialer\library\libswif\src\port_dg.c | Download of voice prompt file [%s] failed                 |
| E18204 | v_dialer\library\libswif\src\port_dg.c  | CALL FAILED ON %d: %s                                     |
| E18205 | v_dialer\library\libswif\src\port_dg.c  | ORULE OVERRIDE DISABLE FAILED: %s                         |
| E18206 | v_dialer\library\libswif\src\port_dg.c  | HANGUP FAILED FOR %d: %s, ns=%x, rsb=%x, cause_IE=%x      |
| E18207 | v_dialer\library\libswif\src\port_dg.c  | HANGUP FAILED: EQUIP= %d                                  |
| E18208 | v_dialer\library\libswif\src\port_dg.c  | TRNSFR Transfer trunks not configured                     |
| E18209 | v_dialer\library\libswif\src\port_dg.c  | TRNSFR No transfer trunks available                       |
| E18210 | v_dialer\library\libswif\src\port_dg.c  | TRNSFR Transfer dial failed                               |
| E18211 |   | TRNSFR Transfer Failed                                    |
| E18212 | v_dialer\library\libswif\src\port_dg.c  | TRNSFR Unable to put line on hold                         |
| E18213 | v_dialer\library\libswif\src\port_dg.c  | RESPONSE FAILED: (%d)%s, ns=%x, rsb=%x, cause_IE=%x       |

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| E18214 | v_dialer\library\libswif\src\port_dg.c | DOWNLOAD FAILED: file=%s,<br>%s, ns=%x, rsb=%x,<br>cause_IE=%x                                    |
| E18215 | v_dialer\library\libswif\src\port_dg.c | TRANSFER DIAL FAILED:<br>(%d)%s, ns=%x, rsb=%x,<br>cause_IE=%x                                    |
| E18216 |  | TRANSFER CONFERENCE<br>FAILED: (%d)%s, ns=%x  |
| E18217 |  | Porter %d Unable to busy-out<br>line  |
| E18218 |  | Porter %d abandoned inbound<br>call   |
| E18219 | v_dialer\library\libswif\src\port_dg.c | DELIVER FAILED: (%d)%s,<br>ns=%x, rsb=%x, cause_IE=%x   |
| E18220 | v_dialer\library\libswif\src\port_dg.c | POLL_MSG FAILED: (%d)%s,<br>ns=%x, rsb=%x, cause_IE=%x  |
| E18221 | v_dialer\library\libswif\src\port_dg.c | OFFHOOK FAILED FOR %d:<br>%s, ns=%x, rsb=%x,<br>cause_IE=%x                                       |
| E18222 | v_dialer\library\libswif\src\port_dg.c | HOOKFLASH FAILED:<br>(%d)%s, ns=%x, rsb=%x,<br>cause_IE=%x  |
| E18223 | v_dialer\library\libswif\src\port_dg.c | STUTTERED DIALTONE<br>TEST FAILED: (%d)%s,<br>ns=%x, rsb=%x, cause_IE=%x                          |
| E18224 | v_dialer\library\libswif\src\port_dg.c | DIAL FAILED: (%d)%s, ns=%x,<br>rsb=%x, cause_IE=%x  |
| E18225 | v_dialer\library\libswif\src\port_dg.c | TRANSFER OFFHOOK<br>FAILED: (%d)%s, ns=%x,<br>rsb=%x, cause_IE=%x                                 |
| E18226 | v_dialer\library\libswif\src\port_dg.c | CAMPON FAILED<br>equip_no=%d: %s, ns=%x,<br>rsb=%x, cause_IE=%x,<br>status=%d                     |
| E18227 | v_dialer\library\libswif\src\port_dg.c | POLL_EVENT FAILED:<br>(%d)%s, ns=%x, rsb=%x,<br>cause_IE=%x                                       |
| E18228 | v_dialer\library\libswif\src\port_dg.c | "LIBSWIF", "E18228", "TRNSFR<br>Unable to find job specified<br>holdmsg number in<br>voicemsg.cfg |

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| E18400 | v_dialer\library\libswif\src\swid.c | E18400", "swid_process_report: bad ns = 0x%04x                              |
| E18401 | v_dialer\library\libswif\src\swid.c | swid_process_report: bad 0x%x reply   |
| E18402 | v_dialer\library\libswif\src\swid.c | swid_process_report: bad <port> in 0x%x reply                               |
| E18403 | v_dialer\library\libswif\src\swid.c | swid_process_report: 0x%x reply <control_port> out of range.                |
| E18404 | v_dialer\library\libswif\src\swid.c | swid_process_report: 0x69 reply on inactive virtual port (0x%04x).          |
| E18405 | v_dialer\library\libswif\src\swid.c | swid_process_report: 0x69 reply <outgoing_port=0x%03x> out of range.        |
| E18406 | v_dialer\library\libswif\src\swid.c | swid_report_72(reset): bad NSB.   |
| E18407 | v_dialer\library\libswif\src\swid.c | swid_process_report: bad port = %d(0x%03x) in 0xDA reply                    |
| E18408 | v_dialer\library\libswif\src\swid.c | swid_process_report: Ignored 0x%x report on port=%d(0x%03x),supcode=0x%04x" |
| E18409 | v_dialer\library\libswif\src\swid.c | swid_process_report: unknown/unexpected change                              |
| E18410 | v_dialer\library\libswif\src\swid.c | (%d)/event %s(%d) on port (0x%03x).   |
| E18411 | v_dialer\library\libswif\src\swid.c | swid_process_report: bad port %d(0x%03x) in 0xDB reply                      |
| E18412 | v_dialer\library\libswif\src\swid.c | change=%x"  |
| E18413 | v_dialer\library\libswif\src\swid.c | swid_process_report: <port> (0x%03x) in 0xDD reply not enabled for inbound  |
| E18414 | v_dialer\library\libswif\src\swid.c | swid_process_report: 0x49 reply on inactive virtual port (0x%04x).          |
| E18415 | v_dialer\library\libswif\src\swid.c | swid_process_report: 0x49 reply <outgoing_port=0x%03x> out of range.        |



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| E18416 | v_dialer\library\libswif\src\swid.c      | swid_process_report: bad port = %d(0x%03x) in 0xEA reply            |
| E19000 | v_dialer\library\libswif\src\swie.c      | '%s' not in /etc/hosts!   |
| E19001 | v_dialer\library\libswif\src\swie.c      | swif: '%s' cannot create socket!"                                   |
| E19002 | v_dialer\library\libswif\src\swie.c      | swif: cannot connect to ethernet switch port '%s:%d',(%d)"          |
| E19003 | v_dialer\library\libswif\src\swie.c      | swif: cannot set socket option SO_KEEPALIVE, err(%d)"               |
| E19004 | v_dialer\library\libswif\src\swie.c      | Unable to read packet header (%d,%d)                                |
| E19005 | v_dialer\library\libswif\src\swie.c      | Unable to read packet body (%d,%d)                                  |
| E19006 | v_dialer\library\libswif\src\swie.c      | ethernet receive buffer too small                                   |
| E19007 | v_dialer\library\libswif\src\swie.c      | swif: listener cannot swic_init_client()"                           |
| E19200 | v_dialer\library\libswif\src\swiq.c      | Unable to save switch log history.                                  |
| E19201 | v_dialer\library\libswif\src\swiq.c      | Log event from %s line %d is being throttled.                       |
| E19400 | v_dialer\library\libswif\src\switch_dg.c | Unable to initialize switch channel, swif return=[%d]               |
| E19401 | v_dialer\library\libswif\src\switch_dg.c | Unable to reset switch channel                                      |
| E19402 | v_dialer\library\libswif\src\switch_dg.c | %s TONE DOWNLOAD FAILED, %s, ns=%x, rsb=%x, cause_IE=%x             |
| E19403 | v_dialer\library\libswif\src\switch_dg.c | GREETING PROMPT DOWNLOAD FAILED, %s, ns=%x, rsb=%x, cause_IE=%x     |
| E19404 | v_dialer\library\libswif\src\switch_dg.c | Unable to reset switch, swif return=[%d],ns=%x, rsb=%x, cause_IE=%x |
| E19405 | v_dialer\library\libswif\src\switch_dg.c | ZIP TONE FAILED, %s, ns=%x, rsb=%x, cause_IE=%x, equip=%d           |

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| E19406 | v_dialer\library\libswif\src\switch_dg.c<br>v_dialer\library\libswif\src\port_sd.c  | CONNECT RESPONSE: %s,<br>ns=%x, rsb=%x, cause_IE=%x,<br>equip1:%d, equip2:%d |
| E19407 | v_dialer\library\libswif\src\switch_dg.c  | DISCONNECT RESPONSE:<br>%s, ns=%x, rsb=%x,<br>cause_IE=%x, equip:%d,         |
| E19408 | v_dialer\library\libswif\src\switch_dg.c  | Invalid prompt index:%d  |
| E19600 | v_dialer\library\libswif\src\swix.c   | unexpected EOF/incomplete<br>comment   |
| E19601 | v_dialer\library\libswif\src\swix.c   | non-ASCII character.   |
| E19602 | v_dialer\library\libswif\src\swix.c   | Error reading exercise script<br>'%%s':                                      |
| E19603 | v_dialer\library\libswif\src\swix.c   | line %d:   |
| E19604 | v_dialer\library\libswif\src\swix.c   | event table full   |
| E19605 | v_dialer\library\libswif\src\swix.c   | not a SWIF function name   |
| E19606 | v_dialer\library\libswif\src\swix.c   | expecting a time value, digits<br>only, enclosed in ()                       |
| E19607 | v_dialer\library\libswif\src\swix.c   | expecting closing paren  |
| E19608 | v_dialer\library\libswif\src\swix.c   | expecting SWIF event name  |
| E19609 | v_dialer\library\libswif\src\swix.c   | Numerous exercise script<br>errors -- aborting!                              |
| E25000 | v_dialer\dialer\src\callsel\call_scrn.c   | Recall field name or value<br>missing  |
| E25001 | v_dialer\dialer\src\callsel\call_scrn.c   | Recall field name not found  |
| E25002 | v_dialer\dialer\src\callsel\call_scrn.c   | Recall pattern error: %s"  |
| E25003 | v_dialer\dialer\src\callsel\callsel.c<br>v_dialer\dialer\src\core\agent_misc_util.c | %s - Unable to locate strategy<br>files                                      |
| E25004 | v_dialer\dialer\src\callsel\call_scrn.c   | Unknown time zone designator<br>%c   |
| E25005 | v_dialer\dialer\src\callsel\call_scrn.c   | No time zones selected   |
| E25007 | v_dialer\dialer\src\callsel\call_scrn.c   | Missing field name or value at<br>recall entry %d                            |
| E25008 |   | Group does not begin with no<br>selection                                    |

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| E25009 | v_dialer\dialer\src\callsel\call_scrn.c | Gap found between select fields within group               |
| E25010 | v_dialer\dialer\src\callsel\call_scrn.c | Field name not found at recall entry %d                    |
| E25011 | v_dialer\dialer\src\callsel\call_scrn.c | Pattern error at recall entry %d: %s                       |
| E25012 |   | Sort direction is invalid                                  |
| E25013 | v_dialer\dialer\src\callsel\call_scrn.c | Sort field name not found                                  |
| E25014 | v_dialer\dialer\src\callsel\call_scrn.c | Unit work list Key field name missing                      |
| E25015 | v_dialer\dialer\src\callsel\call_scrn.c | Unit work list Key field name not found                    |
| E25016 | v_dialer\dialer\src\callsel\call_scrn.c | Strategy file name missing                                 |
| E25017 | v_dialer\dialer\src\callsel\call_scrn.c | Strategy file name not found                               |
| E25018 | v_dialer\dialer\src\callsel\call_scrn.c | Unable to read strategy file                               |
| E25019 | v_dialer\dialer\src\callsel\callsel.c   | %s - Unable to initialize strategy table                   |
| E25020 | v_dialer\dialer\src\callsel\callsel.c   | %s - Time zoning of phone numbers not done on calling list |
| E25021 | v_dialer\dialer\src\callsel\callsel.c   | %s - Master calling list error                             |
| E25022 | v_dialer\dialer\src\callsel\callsel.c   | %s - Unable to get callsel number                          |
| E25023 | v_dialer\dialer\src\callsel\callsel.c   | %s - List selection aborted                                |
| E25024 | v_dialer\dialer\src\callsel\call_scrn.c | %s - Calling List %s is not Time Zoned                     |
| E25025 | v_dialer\dialer\src\callsel\call_scrn.c | %s - %s field not defined or incorrect length              |
| E25026 | v_dialer\dialer\src\callsel\callsel.c   | Callsel verification failed. Use change option             |
| E25027 |   | Improper Usage   |
| E25028 | v_dialer\dialer\src\callsel\callsel.c   | Special time zone + is not available                       |
| E25029 | v_dialer\dialer\src\callsel\call_scrn.c | Report field name not found                                |
| E25030 |   | You must specify a minimum of one field                    |

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| E25031 | v_dialer\library\libcallsel\src\cllcallsel.cpp   | Timeout: Unable to identify status of the Index Processing within %d seconds |
| E25032 | v_dialer\library\libcallsel\src\cllcallsel.cpp   | Unable to start asynchronous Index Processing sub-process                    |
| E25501 | v_dialer\dialer\src\callsel\callconn.c   | Callsel terminated by signal = %d  |
| E25502 | v_dialer\dialer\src\callsel\callconn.c   | Callsel exited with status of %o (octal)                                     |
| E25503 | v_dialer\dialer\src\callsel\callconn.c   | Cannot open file %s  |
| E25504 | v_dialer\dialer\src\core\ao_recall.c<br>v_dialer\dialer\src\callsel\callconn.c   | Unable to read file %s   |
| E25505 | v_dialer\dialer\src\callsel\callconn.c   | callconn:fail to send zALTQUE msg  |
| E25506 |  | Unit work list Key field length is too long                                  |
| E27000 | midtier\unixdev\ServiceMonitor\src\ServiceMonitor_ServiceController.cxx<br>midtier\unixdev\SysHealth\src\SystemHealthImpl.cpp<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitorIFImpl.cxx   | Invalid input parameter(s)   |
| E27100 | midtier\unixdev\ServiceMonitor\src\ServiceMonitor_ServiceController.cxx<br>midtier\unixdev\ServiceMonitor\src\ServiceMonitor_ServiceMonitorIFImpl.cxx<br>midtier\unixdev\SysHealth\src\SystemHealthImpl.cpp<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitorIFImpl.cxx | Unable to process the method   |
| E27200 |  | Unable to open the file  |
| E27300 | midtier\unixdev\ServiceActivation\src\SAResponse.cxx<br>midtier\unixdev\ServiceActivation\src\ServiceActivationIFImpl.cxx<br>midtier\unixdev\ServiceMonitor\src\ServiceMonitor_ServiceMonitorIFImpl.cxx<br>v_dialer\dialer\DialerServiceActivation\src\DSAResponse.cxx                 | Unable to activate the service   |
| E28000 | v_dialer\dialer\src\core\switcher.c  | <a href="#">Unable to initialize switcher</a>                                |

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| E28100 | v_dialer\dialer\src\core\driver.c   | <a href="#">Unable to attach shared memory</a>          |
| E28101 | v_dialer\dialer\src\core\driver.c   | <a href="#">invalid channel number &lt;string&gt;</a>   |
| E28102 |                                     | Unable to open switch channel                           |
| E28103 | v_dialer\dialer\src\core\driver.c   | No active channel                                       |
| E28104 | v_dialer\dialer\src\core\driver.c   | memory is not implemented                               |
| E28105 |                                     | cannot attach to ipc queue, retval=%d, errno=%d         |
| E28106 | v_dialer\dialer\src\core\driver.c   | equipment number type not found                         |
| E28107 | v_dialer\dialer\src\core\driver.c   | no seize on ISDN ports                                  |
| E28108 | v_dialer\dialer\src\core\driver.c   | no drop on ISDN ports                                   |
| E28109 | v_dialer\dialer\src\core\driver.c   | UNRECOGNIZED COMMAND!<br>%s                             |
| E28200 | v_dialer\dialer\src\core\conn_mgr.c | %s - Job %s %s already exists                           |
| E28201 | v_dialer\dialer\src\core\conn_mgr.c | %s - Job %s %s does not exist                           |
| E28202 | v_dialer\dialer\src\core\conn_mgr.c | %s - Exceeded shared segment limit                      |
| E28203 | v_dialer\dialer\src\core\conn_mgr.c | %s - No phone calls in wait but wait count disagrees    |
| E28204 | v_dialer\dialer\src\core\conn_mgr.c | %s (test_inbound_service) - Conn_op_line failed         |
| E28205 | v_dialer\dialer\src\core\conn_mgr.c | %s - Invalid slot number(%d) passed                     |
| E28206 | v_dialer\dialer\src\core\conn_mgr.c | %s - Invalid agent number %d                            |
| E28207 | v_dialer\dialer\src\core\conn_mgr.c | %s - Invalid call trans type %c                         |
| E28208 | v_dialer\dialer\src\core\conn_mgr.c | No oper_name ('%s') or oper_jobnum (%d), cannot archive |
| E28209 | v_dialer\dialer\src\core\conn_mgr.c | No oper_name ('%s') or oper_jobnum (%d), cannot restore |
| E28210 | v_dialer\dialer\src\core\conn_mgr.c | No oper_name ('%s'), cannot restore                     |

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| E28211 | v_dialer\dialer\src\core\conn_mgr.c  | No jobname ('%s') or jobnum (%d), cannot archive                            |
| E28300 |  | Unable to create a list of extensions                                       |
| E28301 | v_dialer\dialer\src\core\recall_rmp.c  | add_agent: Unable to insert agent   |
| E28302 | v_dialer\dialer\src\core\recall_rmp.c  | add_agent: entered a duplicate value  |
| E28303 | v_dialer\dialer\src\core\recall_rmp.c  | add_agent: Error getting current pointer                                    |
| E28304 | v_dialer\dialer\src\core\recall_rmp.c  | agent_recall: Unable to insert recall                                       |
| E28305 | v_dialer\dialer\src\core\recall_rmp.c  | recall_rmp - Exit since AGENTOWNRECALL is off                               |
| E28306 | v_dialer\dialer\src\core\recall_rmp.c  | recall_rmp - Unable to create a list of agent                               |
| E28307 | v_dialer\dialer\src\core\recall_rmp.c  | recall_rmp - Unable to create a list of recall                              |
| E28308 | v_dialer\dialer\src\core\recall_rmp.c  | recall_rmp - unknown message received '%s'                                  |
| E28309 | v_dialer\dialer\src\core\recall_rmp.c  | Unable to setup ipc for agent %s  |
| E28310 | v_dialer\dialer\src\core\listops.c<br>v_dialer\dialer\src\core\recall_rmp.c  | recall_rmp - agent %s not available   |
| E28400 | v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Sales verification or managed dialing must have agents                      |
| E28401 | v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Managed dialing is not permitted with sales verification or inbound         |
| E28402 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp                                      | Virtual agents cannot select a specific unit to log in to                   |
| E28403 |  | Excessive number of recallable codes set in 'compcode.cfg' -- maximum is %d |

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| E28404 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\src\core\listops.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Sales verification is not permitted with unit work lists     |
| E28405 | v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp  | Sales verification is not permitted with inbound             |
| E28406 | v_dialer\dialer\src\core\listops.c  | Inbound with unshared account ownership is not permitted     |
| E28407 | v_dialer\dialer\src\core\listops.c  | Alternate selection %s is not permitted with unit work lists |
| E28408 | v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\core\nuisance.c  | %s - Unable to get job number                                |
| E28409 | v_dialer\dialer\src\core\caller.c   | Job startup failed in job configuration                      |
| E28410 | v_dialer\dialer\src\core\caller.c   | Job setup incomplete, Aborting %s                            |
| E28411 | v_dialer\dialer\src\core\caller.c   | %s - Unknown message: %s, %s, %s                             |
| E28412 | v_dialer\dialer\src\core\caller.c   | %s - Not an inbound capable system                           |
| E28413 |   | %s - Unable to setup hunt group                              |
| E28414 |   | %s - Invalid hunt group                                      |
| E28415 | v_dialer\dialer\src\core\caller.c   | %s - Unable to receive a job info position                   |
| E28416 | v_dialer\dialer\src\core\caller.c   | %s - FATAL_ERROR: %s   |
| E28417 | v_dialer\dialer\src\core\listops.c  | %s - Record length greater than %d                           |
| E28418 | v_dialer\dialer\src\core\listops.c  | %s - Failed on verifying assoc. list                         |
| E28419 | v_dialer\dialer\src\core\listops.c  | %s - Failed on reading assoc. list                           |
| E28420 | v_dialer\dialer\src\core\listops.c  | %s - Master calling list error                               |
| E28421 | v_dialer\dialer\src\core\listops.c  | %s - Invalid strategy: %s                                    |

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| E28422 | v_dialer\dialer\src\core\listops.c  | %s - Unable to table strategy file: %s                   |
| E28423 | v_dialer\dialer\src\core\listops.c  | %s - Index file not created with calling list %s         |
| E28424 | v_dialer\dialer\src\core\listops.c  | %s - Exceeded record slots available,PORTCOEF can be low |
| E28425 | v_dialer\dialer\src\core\listops.c  | %s(%s) - Record number returned invalid %d               |
| E28426 | v_dialer\dialer\src\core\listops.c  | %s(%s) - Record number returned wrong %d, job number %d  |
| E28427 | v_dialer\dialer\src\core\listops.c  | Unable to attach to semaphore                            |
| E28428 | v_dialer\dialer\src\core\listops.c<br>v_dialer\dialer\DialerCmdCtrl\ErrorHandling_utest.cpp | Unable to read selection criteria file:%s                |
| E28429 | v_dialer\dialer\src\core\caller.c   | %s - Call cancel is not permitted                        |
| E28430 | v_dialer\dialer\src\core\caller.c   | Job linking is not permitted                             |
| E28431 | v_dialer\dialer\src\core\job_strter.c   | ERROR: EDTFILE not specified in job file %s              |
| E28432 | v_dialer\dialer\src\core\job_strter.c   | ERROR: Unable to fork job %s (error=%d)                  |
| E28433 | v_dialer\dialer\src\core\job_strter.c   | ERROR: Unable to exec job %s                             |
| E28434 | v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\core\job_strter.c                  | ERROR: Unable to invoke wait for job %s (error=%d)       |
| E28435 | v_dialer\dialer\src\core\job_strter.c   | Next job %s started                                      |
| E28436 | v_dialer\dialer\src\core\job_strter.c   | Next job %s error: %s                                    |
| E28437 | v_dialer\dialer\src\core\job_strter.c   | Next job %s terminated by signal %d                      |
| E28438 | v_dialer\dialer\src\core\job_strter.c   | Next job %s stopped by signal %d                         |
| E28439 | v_dialer\dialer\src\core\caller.c   | ERROR: Next job %s already starting up                   |



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| E28440 | v_dialer\dialer\src\core\ao_recall.c<br>v_dialer\dialer\src\core\caller.c | Caller(launch_posttrans) -<br>Unable to invoke function fork,<br>err=%d   |
| E28441 | v_dialer\dialer\src\core\caller.c   | Caller(launch_posttrans) -<br>Unable to invoke function rtprio,<br>err=%d |
| E28442 | v_dialer\dialer\src\core\caller.c   | Caller(launch_posttrans) -<br>Unable to invoke function pipe,<br>err=%d   |
| E28443 | v_dialer\dialer\src\core\listops.c  | %s - Unable to create calling<br>script %s                                |
| E28444 |   | Caller - Unable to get port<br>matching label %s N%s                      |
| E28445 | v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\core\joblib.c    | %s - Unable to terminate proc<br>%d for Agent %s                          |
| E28446 |   | caller:fail to send %s to %s  |
| E28447 | v_dialer\dialer\src\core\caller.c   | caller:fail to get<br>shadowjobname                                       |
| E28448 | v_dialer\dialer\src\core\caller.c   | Job(%s) '%s' sent to a non<br>shadow job                                  |
| E28449 | v_dialer\dialer\src\core\caller.c   | Caller - PostTrans:Unable to<br>exec prog '%s'                            |
| E28450 | v_dialer\dialer\src\core\listops.c  | Caller - %s (R%d) (N%s)   |
| E28451 | v_dialer\dialer\src\core\listops.c  | Job(%s):%s: no available line   |
| E28452 | v_dialer\dialer\src\core\listops.c  | Job(%s):%s: no available<br>record slot                                   |
| E28453 | v_dialer\dialer\src\core\listops.c  | Job(%s):%s:No recall found in<br>queue                                    |
| E28454 | v_dialer\dialer\src\core\listops.c  | Job(%s):%s:Invalid phone for<br>this recall, rec_slot=%d                  |
| E28455 | v_dialer\dialer\src\core\listops.c  | Job(%s):%s:Same record<br>(%d)is opened                                   |
| E28456 | v_dialer\dialer\src\core\listops.c  | Job(%s):%s:Record %d is<br>locked   |
| E28457 | v_dialer\dialer\src\core\listops.c  | Job(%s):%s:Unable to read<br>record %d                                    |
| E28458 | v_dialer\dialer\src\core\listops.c  | Job(%s)::Unable to get phone<br>number:%s                                 |

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| E28459 | v_dialer\dialer\src\core\listops.c   | Job(%s)!get_ft_sort_key!hread error rec_num=%d                                 |
| E28460 | v_dialer\dialer\src\core\listops.c   | Job(%s):PostTrans:Unable to write pipe, recnum = %d, errno = %d                |
| E28461 | v_dialer\dialer\src\core\listops.c   | Listops(pvrs_record_load) - Record number transferred is bad (%d)              |
| E28462 | v_dialer\dialer\src\core\listops.c   | Preview Empty Record with Multi Units is not allowed.                          |
| E28463 | v_dialer\dialer\src\core\port_hndle.c  | Caller - RTSTATS is YES but Unable to get operstats_base and/or job_stats_base |
| E28464 | v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\editor\config_ed.c  | Invalid name (%s) for IVR pool job   |
| E28465 |  | Data process label '%s' for job '%s' missing/invalid                           |
| E28466 |  | Cruise Control call pacing is not allowed with %s Job                          |
| E28468 |  | Caller exceeded time limit to clear stat_upd_pending flag for operator: %s     |
| E28600 | v_dialer\dialer\src\core\porter.c  | %s - Invalid port number assigned  |
| E28601 | v_dialer\dialer\src\core\porter.c  | Porter %d - Line inoperable  |
| E28602 | v_dialer\dialer\src\core\ao_recall.c<br>v_dialer\dialer\src\utility\list_status.c<br>v_dialer\dialer\enforcer\src\enforcer.cpp<br>v_dialer\dialer\src\core\porter.c<br>v_dialer\dialer\src\core\recall_rmp.c | %s - Unable to setup input IPC   |
| E28603 | v_dialer\dialer\src\core\agent_misc_util.c<br>v_dialer\dialer\src\core\operator.c<br>v_dialer\dialer\src\core\port_hndle.c<br>v_dialer\dialer\src\core\portevent.c<br>v_dialer\dialer\src\core\porter.c      | %s - Unable to setup conn_mgr IPC  |
| E28604 |  | Failed on inbound list def. %s   |
| E28605 |  | Failed on outbound list def. %s  |

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| E28606 | v_dialer\dialer\src\core\scripter.c   | No extension number for the IVR to dial                 |
| E28607 | v_dialer\dialer\src\core\scripter.c   | No ring command for IVR to run an application           |
| E28608 | v_dialer\dialer\src\core\scripter.c   | HOOKIVR: No dial tone from PBX                          |
| E28609 | v_dialer\dialer\src\core\scripter.c   | %s - Preview unable to find agent %s                    |
| E28610 |   | %s - Mdial unable to find agent %s                      |
| E28611 | v_dialer\dialer\src\core\scripter.c   | Not allowed in wait                                     |
| E28612 | v_dialer\dialer\src\core\scripter.c   | Request out of sequence                                 |
| E28613 | v_dialer\dialer\src\core\scripter.c   | Missing preview   |
| E28614 | v_dialer\dialer\src\core\scripter.c   | Second transaction                                      |
| E28615 |   | No text in script                                       |
| E28616 | v_dialer\library\libdsi\src\script_lng.c  | Script missing label %s                                 |
| E28617 | v_dialer\dialer\src\core\listops.c  | Op keys missing label %s                                |
| E28618 | v_dialer\dialer\src\core\listops.c  | Job - Data script %s label missing                      |
| E28619 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\src\core\listops.c<br>v_dialer\dialer\DialerCmdCtrl\CJobTableSO.cpp | Job - Inbound script label %s missing/invalid           |
| E28620 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\src\core\listops.c<br>v_dialer\dialer\DialerCmdCtrl\CJobTableSO.cpp | Job - Outbound script label for call %s missing/invalid |
| E28621 |   | Unable to set DAA type                                  |
| E28622 |   | Unable to set country code                              |
| E28623 |   | Porter %d unable to busy-out line                       |
| E28624 |   | Porter %d abandoned inbound call                        |

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| E28625 |  | Unable to set DAA type: %d, Porter%d, %d                     |
| E28626 | v_dialer\dialer\src\core\porter.c  | Porter %d: Line Fail:  |
| E28627 | v_dialer\dialer\src\core\porter.c  | %s - Invalid line class %c                                   |
| E28628 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\operator.c<br>v_dialer\dialer\src\core\scripter.c | Transfer failed, try again later                             |
| E28629 | v_dialer\dialer\src\core\scripter.c  | No agent available, try again later                          |
| E28630 | v_dialer\dialer\src\core\scripter.c  | NO DIAL TONE   |
| E28631 | v_dialer\dialer\src\core\scripter.c  | M %d > MAX   |
| E28632 | v_dialer\dialer\src\core\scripter.c  | M %d < MIN   |
| E28633 | v_dialer\dialer\src\core\scripter.c  | Porter - bld_dspmesg:message is too long for internal buffer |
| E28634 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\CJobTableSO.cpp                        | Job - Transfer Wait Queue script label %s missing/invalid    |
| E28635 |  | %s - Unable to setup enforcer IPC                            |
| E28636 |  | %s - Unable to get License                                   |
| E28637 |  | Unable to get new password for user: %s                      |
| E28638 |  | Unable to set password for user: %s                          |
| E28639 |  | Password expired, resetting password for user: %s            |
| E28641 |  | ACD agent(%s) is unable to link to inbound job               |
| E28642 |  | ACD agent(%s) is unable to get transferred to inbound job    |
| E28643 |  | ACD agent(s) is unable to get transferred to inbound job     |
| E28800 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c  | <a href="#">Invalid delay specification</a>                  |
| E28801 | v_dialer\dialer\src\core\screen.c  | <a href="#">Record currently in use</a>                      |

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| E28802 | v_dialer\dialer\src\core\screen.c   | <a href="#">Recall not allowed for inbound call</a>                          |
| E28803 |   | Transfer setup failed  |
| E28804 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\DialerCmdCtrl\CJobTableSO.cpp | <a href="#">Job &lt;name&gt; not running</a>                                 |
| E28805 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\operator.c           | <a href="#">Job &lt;name&gt; not running</a>                                 |
| E28806 |   | %s - Unable to find job name<br>%s in data seg                               |
| E28807 |   | Agent number (%d) invalid  |
| E28808 |   | Headset (%s) not specified in<br>%s file                                     |
| E28809 |   | %s not specified in switch.cfg<br>file                                       |
| E28810 |   | Duplicate headset ID (%d)<br>already in use by agent %s                      |
| E28811 |   | Duplicate headset ID (%d)<br>already in use                                  |
| E28812 | v_dialer\dialer\src\core\agent_misc_util.c<br>v_dialer\dialer\src\core\operator.c | <a href="#">Agent &lt;name&gt; logged in<br/>Already - Access Denied</a>     |
| E28813 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\operator.c           | <a href="#">&lt;type&gt; agents are not<br/>permitted on this job</a>        |
| E28814 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\operator.c           | <a href="#">&lt;type&gt; agents are not<br/>permitted on this job</a>        |
| E28815 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\operator.c           | <a href="#">Sales verification with unit work<br/>lists is not permitted</a> |
| E28816 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\operator.c           | <a href="#">Inbound agents only permitted</a>                                |
| E28817 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\operator.c           | <a href="#">Outbound agents only<br/>permitted</a>                           |
| E28818 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\operator.c           | <a href="#">Outbound or Managed agents<br/>only permitted</a>                |
| E28819 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\operator.c           | <a href="#">Only outbound agents<br/>permitted by sales verification</a>     |

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| E28820 | v_dialer\dialer\src\core\operator.c                                      | <a href="#">Unit value not found, or unavailable</a> |
| E28821 | v_dialer\dialer\src\core\screen.c  | <a href="#">Cannot be DONE from alternate screen</a> |
| E28822 | v_dialer\dialer\src\core\screen.c  | <a href="#">Line not released</a>                    |
| E28823 |  | Unable to save record                                |
| E28824 | v_dialer\dialer\src\core\screen.c  | <a href="#">Changes to record not saved</a>          |
| E28825 | v_dialer\dialer\src\core\screen.c  | <a href="#">Changes to record not saved</a>          |
| E28826 | v_dialer\dialer\src\core\screen.c  | <a href="#">Record is no longer available</a>        |
| E28827 | v_dialer\dialer\src\core\screen.c  | <a href="#">Unable to unlock file</a>                |
| E28828 | v_dialer\dialer\src\core\screen.c<br>v_dialer\dialer\src\utility\shmon.c | <a href="#">Unknown screen type</a>                  |
| E28829 | v_dialer\dialer\src\core\screen.c  | <a href="#">Field entry is required</a>              |
| E28830 | v_dialer\dialer\src\core\screen.c  | <a href="#">Field value not in acceptable list</a>   |
| E28831 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c    | <a href="#">Field has non-numeric value</a>          |
| E28832 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c    | <a href="#">Invalid date format</a>                  |
| E28833 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c    | <a href="#">Invalid date format</a>                  |
| E28834 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c    | <a href="#">Invalid date format</a>                  |
| E28835 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c    | <a href="#">Invalid date format</a>                  |
| E28836 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c    | <a href="#">Invalid format character found</a>       |
| E28837 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c    | <a href="#">Invalid time format</a>                  |
| E28838 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c    | <a href="#">Invalid time format</a>                  |
| E28839 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c    | <a href="#">Invalid time format</a>                  |

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| E28840 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c   | <a href="#">Invalid time format</a>                                 |
| E28841 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c   | <a href="#">Invalid phone</a>                                       |
| E28842 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c   | <a href="#">Invalid phonestat - &lt;status&gt;</a>                  |
| E28843 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c   | <a href="#">Invalid phone &lt;number&gt;</a>                        |
| E28844 | v_dialer\dialer\src\core\screen.c   | <a href="#">No REL_DIST setting</a>                                 |
| E28845 | v_dialer\dialer\src\core\screen.c   | <a href="#">No REL_TME setting</a>                                  |
| E28846 | v_dialer\dialer\src\core\screen.c   | <a href="#">No DONE_TME setting</a>                                 |
| E28847 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c   | <a href="#">Date is before the current date</a>                     |
| E28848 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c   | <a href="#">Recall time and date outside<br/>timezone</a>           |
| E28849 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c   | <a href="#">Missing or invalid time zone<br/>designation</a>        |
| E28850 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\screen.c | <a href="#">Cannot open channel to<br/>operator monitor process</a> |
| E28851 | v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\screen.c                                     | <a href="#">Operator monitor process does<br/>not respond</a>       |
| E28852 |   | ERROR: HEADSET IS NOT<br>ACTIVE                                     |
| E28853 |   | Error sending digits to switch                                      |
| E28854 |   | DIALDIGIT Customer<br>Hangup(%d)                                    |
| E28855 |   | DIALDIGIT Dial Error=%d   |
| E28856 | v_dialer\dialer\src\core\screen.c   | <a href="#">Invalid response from operator<br/>monitor process</a>  |
| E28857 |   | %s - Exceeded operator slots<br>available,MAXOPS is low             |

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| E28858 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\api_jobctl.c<br>v_dialer\dialer\src\core\operator.c  | <a href="#">&lt;agent_name&gt; - Exceeded operator slots available, MAXOPS is low</a>                              |
| E28859 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\joblib.c<br>v_dialer\dialer\src\core\operator.c  | <a href="#">&lt;agent&gt;&lt;agent_name&gt; - Operator number returned invalid &lt;slot_num&gt;</a>                |
| E28860 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\operator.c   | <a href="#">&lt;string&gt;&lt;string&gt;- Operator number returned wrong &lt;num1&gt;, job number &lt;num2&gt;</a> |
| E28861 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\joblib.c<br>v_dialer\dialer\src\core\operator.c  | <a href="#">Operator slot semaphore not available</a>  |
| E28862 | v_dialer\dialer\src\core\agent.c  | <a href="#">Fatal error on select - &lt;num&gt;</a>  |
| E28863 | v_dialer\dialer\src\core\agent.c  | <a href="#">ERROR - Unknown file descriptor</a>  |
| E28864 | v_dialer\dialer\src\core\agent_io_util.c<br>v_dialer\dialer\src\core\job_strter.c   | <a href="#">Unknown IPC message - &lt;string&gt;</a>   |
| E28865 | v_dialer\dialer\src\core\agent_io_util.c  | <a href="#">Unknown Command message - &lt;command&gt;</a>  |
| E28866 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\agent_tdss_util.c<br>v_dialer\dialer\src\core\screen.c | <a href="#">Telephone line not available</a>   |
| E28867 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\agent_tdss_util.c                                      | <a href="#">Telephone line not offhook</a>   |
| E28868 | v_dialer\dialer\src\core\agent.c  | <a href="#">Callbacks are not permitted on inbound calls</a>   |
| E28869 | v_dialer\dialer\src\core\agent.c  | Headset volume must be in the range of 1 to 8  |
| E28870 | v_dialer\dialer\src\core\agent_hs_util.c  | Reserve headset id request pending   |
| E28871 | v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\DialerCmdCtrl\HeadsetLib.cpp  | Invalid headset id - %s, %s  |
| E28872 | v_dialer\dialer\src\core\agent_hs_util.c  | Headset already connected  |



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| E28873 | v_dialer\dialer\src\core\agent_hs_util.c   | Headset ID not reserved nor validated              |
| E28874 | v_dialer\dialer\src\core\agent_hs_util.c   | Connect headset request pending                    |
| E28875 | v_dialer\dialer\src\core\agent_hs_util.c   | No headset connect request pending                 |
| E28876 | v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\DialerCmdCtrl\HeadsetLib.cpp                                     | Headset not connected                              |
| E28877 | v_dialer\dialer\src\core\agent_hs_util.c   | Disconnect headset request pending                 |
| E28878 |  | No headset disconnect request pending              |
| E28879 |  | Headset not disconnected                           |
| E28880 | v_dialer\dialer\src\core\agent_hs_util.c   | Headset connection broken                          |
| E28881 | v_dialer\dialer\src\core\agent_hs_util.c   | Headset connection re-connected                    |
| E28882 | v_dialer\dialer\src\core\agent.c   | Already available for work - Cannot change class   |
| E28883 | v_dialer\dialer\src\core\agent.c   | Invalid work class                                 |
| E28884 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_misc_util.c   | Not attached to data shared memory                 |
| E28885 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_misc_util.c<br>v_dialer\dialer\src\core\agent_pvrs_util.c | Not attached to a job                              |
| E28886 | v_dialer\dialer\src\core\agent.c   | Unit work lists are not permitted on this job      |
| E28887 | v_dialer\dialer\src\core\agent.c   | Already available for work - Cannot change unit id |
| E28888 | v_dialer\dialer\src\core\agent.c   | Unit id not found                                  |
| E28889 | v_dialer\dialer\src\core\agent.c   | Attached to a job already - Must detach first      |
| E28890 | v_dialer\dialer\src\core\agent.c   | Failure to open job %s resource file               |
| E28891 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_misc_util.c   | Must specify INBOUND or OUTBOUND operation         |

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| E28892 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_misc_util.c   | No inbound calling list fields available     |
| E28893 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_misc_util.c   | No outbound calling list fields available    |
| E28894 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_misc_util.c   | Field name not found                         |
| E28895 | v_dialer\dialer\src\core\agent.c   | Already available for work                   |
| E28896 | v_dialer\dialer\src\core\agent.c   | Headset must be active                       |
| E28897 | v_dialer\dialer\src\core\agent.c   | Available for work request pending           |
| E28898 | v_dialer\dialer\src\core\agent.c   | Job not available                            |
| E28899 | v_dialer\dialer\src\core\agent.c   | No available for work request pending        |
| E28900 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_misc_util.c<br>v_dialer\dialer\src\core\agent_hs_util.c | Wrong message id received - %s               |
| E28901 | v_dialer\dialer\src\core\agent.c   | Not available for work                       |
| E28902 | v_dialer\dialer\src\core\agent.c   | Already on work item                         |
| E28903 | v_dialer\dialer\src\core\agent.c   | Already set ready for next work item         |
| E28904 | v_dialer\dialer\src\core\agent.c   | Request for no further work pending          |
| E28905 | v_dialer\dialer\src\core\agent.c   | Request to transfer to another job is active |
| E28906 | v_dialer\dialer\src\core\agent.c   | Not ready for next work item                 |
| E28907 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_pvrs_util.c   | Not a managed dialing job                    |
| E28908 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_pvrs_util.c   | Not on work item                             |
| E28909 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_pvrs_util.c   | Managed call already complete                |
| E28910 | v_dialer\dialer\src\core\agent.c   | Managed call cancelled or complete           |
| E28911 | v_dialer\dialer\src\core\agent.c   | Managed call cancelled                       |

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| E28912 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_misc_util.c | Data record not available for update                        |
| E28913 | v_dialer\dialer\src\core\agent.c   | No job attached   |
| E28914 | v_dialer\dialer\src\core\agent.c   | Still available for work on the job                         |
| E28915 | v_dialer\dialer\src\core\agent.c   | Not logged off job yet                                      |
| E28916 | v_dialer\dialer\src\core\agent_misc_util.c                                     | Job attached - Must detach first                            |
| E28917 | v_dialer\dialer\src\core\agent.c   | No job attached   |
| E28918 | v_dialer\dialer\src\core\agent.c   | Not avail for work on the job                               |
| E28919 | v_dialer\dialer\src\core\agent.c   | Not currently assigned to a work item                       |
| E28920 | v_dialer\dialer\src\core\agent_hs_util.c                                       | Headset ID not found in reserved list - %s                  |
| E28921 | v_dialer\dialer\src\core\agent_misc_util.c                                     | FATAL ERROR ABORTING  |
| E28922 | v_dialer\dialer\src\core\agent_hs_util.c                                       | No reserve headset id request pending                       |
| E28923 | v_dialer\dialer\src\core\agent_hs_util.c                                       | Headset ID - %s already reserved                            |
| E28924 | v_dialer\dialer\src\core\agent_io_util.c                                       | Must sign on system first                                   |
| E28925 | v_dialer\dialer\src\core\agent_misc_util.c                                     | Already signed on the system                                |
| E28926 | v_dialer\dialer\src\core\agent_misc_util.c                                     | Invalid sign on   |
| E28927 | v_dialer\dialer\src\core\agent.c   | Agent - Unable to open command input socket - errno:%d      |
| E28928 | v_dialer\dialer\src\core\agent.c   | Agent - Unable to find agent service entry in /etc/services |
| E28929 | v_dialer\dialer\src\core\agent.c   | Agent - Unable to bind to local address - errno:%d          |
| E28930 | v_dialer\dialer\src\core\agent.c   | Agent - Unable to setup listen on socket - errno:%d         |
| E28931 | v_dialer\dialer\src\core\agent.c   | Agent - Fork of process failed - errno:%d                   |
| E28932 | v_dialer\dialer\src\core\agent.c   | Agent - Accept socket connection call failed - errno:%d     |

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| E28933 | v_dialer\dialer\src\core\agent_io_util.c  | Agent - Read error on client command socket - count:%d, errno:%d |
| E28934 | v_dialer\dialer\src\core\agent_io_util.c  | Agent - Send error on client command socket - errno:%d           |
| E28935 | v_dialer\dialer\src\core\agent_misc_util.c  | Agent - Parent process exiting                                   |
| E28936 | v_dialer\dialer\src\core\agent.c  | Agent - Setting of linger failed - errno:%d                      |
| E28937 | v_dialer\dialer\src\core\operator.c   | %s agent is not allowed  |
| E28938 | v_dialer\dialer\src\core\api_jobctl.c   | Invalid phone type   |
| E28939 |   | Account is disabled  |
| E28940 | v_dialer\dialer\src\core\agent_tdss_util.c<br>v_dialer\dialer\src\core\transfer.c | Operator - data_synced timeout, data does not get updated        |
| E28942 | v_dialer\dialer\src\core\agent_tdss_util.c<br>v_dialer\dialer\src\core\screen.c   | Job %s is not available  |
| E28943 | v_dialer\dialer\src\core\screen.c   | Invalid key  |
| E28944 | v_dialer\dialer\src\core\screen.c   | COLONS(:) NOT ALLOWED IN PHONE FIELD                             |
| E28945 | v_dialer\dialer\src\core\operator.c   | Managed agents only permitted                                    |
| E28946 | v_dialer\dialer\src\core\agent.c  | Agent not acquired yet   |
| E28947 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c             | Invalid call completion code %s                                  |
| E28948 | v_dialer\dialer\src\core\joblib.c   | Jobmon found incorrect PID %d when releasing opslot %d           |
| E28949 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c             | Unable to mark as DO NOT CALL                                    |
| E28950 | v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\operator.c   | Extension not in database  |
| E28951 | v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\operator.c   | Extension in use   |
| E28952 | v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\operator.c   | Cannot add agent   |

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| E28953 | v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\operator.c                              | Ac_d_ext file read failed                                  |
| E28954 | v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\operator.c                              | Duplicate login - Try again                                |
| E28955 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c  | DNC cannot find key field %s                               |
| E28956 | v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\operator.c                              | ACD Login Error  |
| E28957 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c  | Unable to mark other calling lists                         |
| E28958 | v_dialer\dialer\src\core\donotcall.c   | Do Not Call group '%s' not defined                         |
| E28959 | v_dialer\dialer\src\core\operator.c  | Invalid Agent Type   |
| E28960 | v_dialer\dialer\src\core\dnc_mark.c  | HASH key %s not defined in calling list %s                 |
| E28961 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\src\core\operator.c                                | Invalid Jobname  |
| E28962 | v_dialer\dialer\src\core\operator.c  | ERROR - Unknown file descriptor                            |
| E28963 | v_dialer\dialer\src\core\screen.c  | ZONEPHONE%d field not set"                                 |
| E28964 | v_dialer\dialer\src\core\agent.c   | Agent phone is busy. Release phone line before proceeding. |
| E28965 | v_dialer\dialer\src\core\agent.c   | Softdialer link is down. Wait until the link is up.        |
| E28966 | v_dialer\dialer\src\core\operator.c  | Invalid headset ID   |
| E28967 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\operator.c<br>v_dialer\dialer\src\core\screen.c | Agent is not allowed to logoff                             |
| E28968 | v_dialer\dialer\src\core\operator.c  | Unable to register with dispatcher                         |
| E28969 | v_dialer\dialer\src\core\agent_pvrs_util.c   | Operator - init_op_cntrl() invoked with NULL curr_op_ptr   |
| E28970 | v_dialer\dialer\src\core\agent_pvrs_util.c<br>v_dialer\dialer\src\core\operator.c                            | Error queuing jobname data in list_running_jobs            |

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| E28971 | v_dialer\dialer\src\core\agent_pvrs_util.c<br>v_dialer\dialer\src\core\oper_pvrs.c<br>v_dialer\dialer\src\core\screen.c | Operator - cannot access job resource file                |
| E28972 | v_dialer\dialer\src\core\agent_pvrs_util.c<br>v_dialer\dialer\src\core\oper_pvrs.c<br>v_dialer\dialer\src\core\screen.c | Operator - Timed out while waiting for job resource file  |
| E28973 | v_dialer\dialer\src\core\agent_pvrs_util.c<br>v_dialer\dialer\src\core\oper_pvrs.c<br>v_dialer\dialer\src\core\screen.c | Operator - Cannot setup screen '%s                        |
| E28974 | v_dialer\dialer\src\core\agent_pvrs_util.c<br>v_dialer\dialer\src\core\screen.c   | Operator - cannot read screen map - %s:%s                 |
| E28975 | v_dialer\dialer\src\core\screen.c   | Cannot search when previewing a recall                    |
| E28976 | v_dialer\dialer\src\core\screen.c   | Cannot dial from deleted record                           |
| E28977 | v_dialer\dialer\src\core\operator.c   | Operator - Unable to initialize signal %s(%d)             |
| E28978 | v_dialer\dialer\src\core\operator.c   | Operator - Unable to ignore signal %s(%d)                 |
| E28979 | v_dialer\dialer\src\core\screen.c   | Operator - Unable to enable auto release SIGUSR1 handler  |
| E28980 | v_dialer\dialer\src\core\screen.c   | Operator - Unable to disable auto release SIGUSR1 handler |
| E28981 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\operator.c   | Invalid format for %s for job %s                          |
| E28982 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\screen.c   | Managed call cannot be cancelled                          |
| E28983 | v_dialer\dialer\src\core\agent.c  | AGTNoFurtherWork is already in progress                   |
| E28984 | v_dialer\dialer\src\core\agent.c  | Agent is being released to ACD inbound                    |
| E29000 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\api_jobctl.c   | Managed dialing capable jobs only                         |
| E29001 | v_dialer\dialer\src\core\api_jobctl.c   | Jobmon - Failed on startup                                |
| E29002 | v_dialer\dialer\src\core\api_jobctl.c   | Jobmon - Unable to Setup Windows                          |

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| E29006 | v_dialer\dialer\src\core\api_jobctl.c                                      | Job '%s' not running                             |
| E29007 |  | Job not ready, waiting %d seconds...             |
| E29008 |  | Job not Ready - Logon later                      |
| E29009 | v_dialer\dialer\src\core\api_jobctl.c                                      | Outbound capable jobs only                       |
| E29010 | v_dialer\dialer\src\core\api_jobctl.c<br>v_dialer\dialer\src\core\joblib.c | Inbound capable jobs only                        |
| E29011 | v_dialer\dialer\src\core\api_jobctl.c                                      | Not a multi-unit job                             |
| E29012 | v_dialer\dialer\src\core\api_jobctl.c                                      | Only monitors Inbound                            |
| E29013 |  | Invalid number entered                           |
| E29014 | v_dialer\dialer\src\core\api_jobctl.c                                      | Monitoring of phone line disabled                |
| E29015 | v_dialer\dialer\src\core\api_jobctl.c                                      | Monitoring of agent disabled                     |
| E29016 | v_dialer\dialer\src\core\api_jobctl.c                                      | Invalid port for monitoring agents               |
| E29017 | v_dialer\dialer\src\core\api_jobctl.c                                      | Agent being monitored                            |
| E29018 | v_dialer\dialer\src\core\api_jobctl.c                                      | No jobs currently running                        |
| E29019 | v_dialer\dialer\src\core\joblib.c  | Error multiple job entrys in SHM                 |
| E29020 | v_dialer\dialer\src\core\api_jobctl.c                                      | No agents having a record available              |
| E29021 | v_dialer\dialer\src\core\api_jobctl.c                                      | Record no longer available                       |
| E29022 | v_dialer\dialer\src\core\api_jobctl.c                                      | No units currently available                     |
| E29023 | v_dialer\dialer\src\core\api_jobctl.c                                      | No agents available to be killed                 |
| E29024 | v_dialer\dialer\src\core\api_jobctl.c                                      | Invalid entry, no changes saved                  |
| E29025 | v_dialer\dialer\src\core\api_jobctl.c                                      | No other jobs currently running                  |
| E29026 | v_dialer\dialer\src\core\api_jobctl.c                                      | No agents currently available.                   |
| E29027 | v_dialer\dialer\src\core\api_jobctl.c                                      | Agent transfer currently being processed.        |
| E29028 | v_dialer\dialer\src\core\api_jobctl.c                                      | Phone line allocation currently being processed. |
| E29029 | v_dialer\dialer\src\core\api_jobctl.c                                      | No jobs currently linked.                        |

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| E29030 | v_dialer\dialer\src\core\api_jobctl.c  | No jobs available for selection              |
| E29031 | v_dialer\dialer\src\core\api_jobctl.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Link Job '%s' already starting up.           |
| E29032 | v_dialer\dialer\src\core\api_jobctl.c  | No phone lines currently acquired            |
| E29033 |  | No request of phone lines currently pending  |
| E29034 |  | No phone lines of type %s acquired           |
| E29035 |  | Job linking capable jobs only                |
| E29036 | v_dialer\dialer\src\core\joblib.c  | Invalid system terminal.                     |
| E29037 | v_dialer\dialer\src\core\joblib.c  | WARNING!!!                                   |
| E29038 | v_dialer\dialer\src\core\joblib.c  | Does not monitor op/lines                    |
| E29039 |  | Duplicate HEADSET value.                     |
| E29040 | v_dialer\dialer\src\core\api_jobctl.c  | Illegal W, Q or U rate setting               |
| E29041 |  | Illegal Hit Rate setting                     |
| E29042 | v_dialer\dialer\src\core\api_jobctl.c<br>v_dialer\dialer\src\core\iicb_conf.c              | Allow sending 75 characters                  |
| E29043 | v_dialer\dialer\src\core\api_jobctl.c<br>v_dialer\dialer\src\core\iicb_conf.c              | jobmon: Unable to send %s to %s              |
| E29044 | v_dialer\dialer\src\core\api_jobctl.c<br>v_dialer\dialer\src\core\iicb_conf.c              | Wrong type %s of message for job_strter      |
| E29045 | v_dialer\dialer\src\core\iicb_conf.c   | Invalid data from system for get_iicb_status |
| E29046 | v_dialer\dialer\src\core\iicb_conf.c   | Invalid response for list_domain             |
| E29047 | v_dialer\dialer\src\core\iicb_conf.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp  | Invalid control method                       |
| E29048 | v_dialer\dialer\src\core\iicb_conf.c   | Invalid response for list_group              |
| E29049 | v_dialer\dialer\src\core\iicb_conf.c   | Invalid response for get_group_stats         |



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| E29050 | v_dialer\dialer\src\core\iicb_conf.c   | Resynch agents is not allowed in the current state  |
| E29051 | v_dialer\dialer\src\core\install_ext.c | Unable to create a list of extensions   |
| E29052 | v_dialer\dialer\src\core\install_ext.c | Unable to add extension to list!  |
| E29053 | v_dialer\dialer\src\core\install_ext.c | Unable to insert extension  |
| E29054 | v_dialer\dialer\src\core\install_ext.c | Entered a duplicate value   |
| E29055 | v_dialer\dialer\src\core\install_ext.c | Error getting current pointer   |
| E29056 | v_dialer\dialer\src\core\api_jobctl.c  | No operator to monitor  |
| E29057 | v_dialer\dialer\src\core\api_jobctl.c  | Jobmon: Release code %d has count of %d   |
| E29058 |  | Illegal value of AUTOCALLSEL_TRIGGER  |
| E29059 |  | Autocallsel status failed   |
| E29060 |  | Autocallsel status failed, marking it complete  |
| E29061 |  | Unable to start record selection  |
| E29062 |  | %s is missing for link job %s   |
| E29063 |  | Fork failed. record selection not run, will try at next call completion                   |
| E29064 |  | No recall job mentioned   |
| E29066 |  | Name of transfer-to job not specified for NVDT optout.                                    |
| E29067 |  | Unable to prepare data for NVDT optout. Data will not be transferred along with the call. |
| E29068 |  | Unable to carry out Native Voice and Data Transfer for optout.                            |
| E29069 |  | Unable to compose transfer call data for NVDT.  |
| E29071 |  | Transfer-to job did not reply to NVDT call request.                                       |

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| E29072 |  | Invalid response from transfer-to job to the NVDT call request. |
| E29073 |  | Invalid transfer-to number specified for optout to VDN          |
| E29074 |  | Optout to VDN failed.   |
| E29075 |  | Transfer-to VDN number not specified.                           |
| E29076 |  | Unable to collect DTMF digits, [%d].                            |
| E29150 | v_dialer\dialer\src\core\beeper.c  | %s:Unable to %s   |
| E29151 | v_dialer\dialer\src\core\beeper.c  | Unable to initialize signals                                    |
| E29152 | v_dialer\dialer\src\core\beeper.c  | Unable to set SIGALRM handler                                   |
| E29153 | v_dialer\dialer\src\core\beeper.c  | BEEPER:unknown message %s                                       |
| E29154 | v_dialer\dialer\src\core\beeper.c  | Beeper - INTERVAL_ZIPTONE is not set in master.cfg              |
| E29200 | v_dialer\dialer\src\core\ao_recall.c<br>v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\core\conn_mgr.c<br>v_dialer\dialer\src\core\agent_tdss_util.c | %s - Unable to send msg[%s] on channel %d                       |
| E29201 |  | %s - Unable to %s data segment                                  |
| E29202 |  | %s - Unable to %s unit segment                                  |

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| E29203 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\ao_recall.c<br>v_dialer\dialer\src\core\beeper.c<br>v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\src\core\job_strter.c<br>v_dialer\dialer\src\core\joblib.c<br>v_dialer\dialer\src\core\operator.c<br>v_dialer\ivr\src\ivr_config.c<br>v_dialer\ivr\src\ivr_conn.c<br>v_dialer\dialer\src\utility\mem_dump.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp<br>v_dialer\dialer\src\core\porter.c<br>v_dialer\dialer\src\core\recall_rmp.c<br>v_dialer\dialer\src\utility\shmon.c | %s - Unable to attach data segment    |
| E29204 | v_dialer\dialer\src\core\conn_mgr.c   | %s - Unable to create data segment    |
| E29205 | v_dialer\dialer\src\core\listops.c  | %s - Unable to create unit segment    |
| E29206 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\operator.c   | %s - Unable to attach unit segment    |
| E29207 | v_dialer\dialer\src\core\screen.c   | Invalid number entered                |
| E29208 | v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\core\joblib.c<br>v_dialer\dialer\src\core\driver.c<br>v_dialer\dialer\src\core\msg_loader.c  | %s - Unable to open channel<br>%d     |
| E29210 | v_dialer\dialer\src\core\msg_loader.c   | %s - Unable to erase voice message %s |
| E29212 | v_dialer\dialer\src\core\msg_loader.c   | %s - Unable to erase all messages     |
| E29213 | v_dialer\dialer\src\core\msg_loader.c<br>v_dialer\dialer\DialerCmdCtrl\<br>DccsAudioFileValidator.cpp   | %s - MSGNO parameter too big          |
| E29214 | v_dialer\dialer\src\core\msg_loader.c<br>v_dialer\dialer\DialerCmdCtrl\<br>DccsAudioFileValidator.cpp   | %s - Numerous messages to load        |
| E29400 | v_dialer\dialer\src\core\testmsg.c  | Unable to find base file for %s       |

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| E29500 | v_dialer\dialer\src\core\ao_recall.c   | ao_recall: Unable to send %s                        |
| E29501 | v_dialer\dialer\src\core\ao_recall.c   | ao_recall: callsel for %s failed                    |
| E29502 | v_dialer\dialer\src\core\ao_recall.c   | ao_recall - cannot retrieve selection file from '%s |
| E29503 | v_dialer\dialer\src\core\ao_recall.c   | ao_recall - no strategy file in selection file '%s  |
| E29505 | v_dialer\dialer\src\core\ao_recall.c   | Error queuing timeout data in add_timeout           |
| E29507 |  | SSL_accept failed<br>SSL_error(%d)                  |
| E29600 |  | Unable to attach to data segment                    |
| E29601 |  | HUNTGRP set incorrectly                             |
| E29602 |  | Login code not defined for line %s                  |
| E29603 |  | Unable to open channel # %d                         |
| E29604 |  | No login dial tone on line # %d                     |
| E29605 |  | No dial tone on line # %d                           |
| E29606 |  | Unable to dial %s                                   |
| E29607 |  | Error with line %d                                  |
| E29608 |  | ACD_login : Signal Abort: %s(%d)                    |
| E29700 | v_dialer\dialer\src\core\joblist_ed.c  | Invalid Selection Number                            |
| E29701 | v_dialer\dialer\src\core\ld_joblist.c<br>v_dialer\dialer\src\core\joblist_ed.c | Unable to open %s for reading                       |
| E29702 | v_dialer\dialer\src\core\ld_joblist.c<br>v_dialer\dialer\src\core\joblist_ed.c | Unable to open %s for writing                       |
| E29703 | v_dialer\dialer\src\core\ld_joblist.c<br>v_dialer\dialer\src\core\joblist_ed.c | Unable to load job file for agent %s                |
| E29704 | v_dialer\dialer\src\core\ld_joblist.c  | Unable to read header in job file for agent %s      |
| E29705 | v_dialer\dialer\src\core\ld_joblist.c  | Unable to read job list in job file for agent %s    |

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| E29706 | v_dialer\dialer\src\core\ld_joblist.c<br>v_dialer\dialer\src\core\joblist_ed.c  | Unable to write header in job file for agent %s                |
| E29707 | v_dialer\dialer\src\core\ld_joblist.c<br>v_dialer\dialer\src\core\joblist_ed.c  | Unable to write job list in job file for agent %s              |
| E29708 | v_dialer\dialer\src\core\operator.c   | Job not valid for agent  |
| E29709 | v_dialer\dialer\src\core\joblist_ed.c   | Agent job list feature not activated                           |
| E29710 | v_dialer\dialer\src\core\ld_joblist.c   | Invalid line (%s) in agentjobs.raw; skipping                   |
| E29711 | v_dialer\dialer\src\core\ld_joblist.c   | Invalid header in job file for agent %s; will recreate         |
| E29712 | v_dialer\dialer\src\core\ld_joblist.c   | Job name for agent %s too long; will truncate to %d characters |
| E29714 | v_dialer\dialer\src\core\ld_joblist.c<br>v_dialer\dialer\src\core\joblist_ed.c  | Unable to load job file for job chain %s                       |
| E29715 | v_dialer\dialer\src\core\ld_joblist.c<br>v_dialer\dialer\src\core\joblist_ed.c  | Unable to write header in job file for job chain %s            |
| E29716 | v_dialer\dialer\src\core\joblist_ed.c   | Unable to write job list in job file for job chain %s          |
| E29717 | v_dialer\dialer\src\core\job_strter.c<br>v_dialer\dialer\src\core\ld_joblist.c<br>v_dialer\dialer\src\core\joblist_ed.c | Unable to read header in job file for job chain %s             |
| E29718 | v_dialer\dialer\src\core\ld_joblist.c   | Invalid header in job file for job chain %s; will recreate     |
| E29719 | v_dialer\dialer\src\core\job_strter.c<br>v_dialer\dialer\src\core\ld_joblist.c<br>v_dialer\dialer\src\core\joblist_ed.c | Unable to read job list in job file for job chain %s           |
| E29800 | v_dialer\dialer\src\core\chainhandler.c   | Job Chain %s does not exist                                    |
| E29900 | v_dialer\dialer\src\core\job_strter.c   | Unable to start next job %s                                    |
| E29901 | v_dialer\dialer\src\core\job_strter.c   | Chain %s already started.                                      |
| E29902 | v_dialer\dialer\src\core\job_strter.c   | %s - Max number of chains already started.                     |
| E29903 | v_dialer\dialer\src\core\job_strter.c   | Unable to start job %s   |
| E29904 | v_dialer\dialer\src\core\job_strter.c   | Unable to stop job %s  |

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| E29950 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\agent_tdss_util.c<br>v_dialer\dialer\src\core\screen.c | Feature not available in Softdialer Mode                               |
| E29951 | v_dialer\dialer\src\core\port_hndle.c<br>v_dialer\dialer\DialerCmdCtrl\CJobTableSO.cpp  | Specified more than %d line groups for use on job                      |
| E29952 |   | Unable to join job. Contact system administrator                       |
| E29953 |   | PVRS is not enabled  |
| E29954 |   | Search not in progress   |
| E29955 |   | Search value not entered.  |
| E29956 |   | Search Already in Progress.  |
| E29957 |   | Cannot Search when Previewing a Recall Record.                         |
| E29958 |   | Invalid prompt index:%d, valid RELEASE_PROMPT_NO range is blank or 0-6 |
| E29959 |   | Number of selected units exceeded maximum allowed limit.               |
| E30000 |   | IVR: -- The IVR_REC_LEN is not defined                                 |
| E30001 |   | IVR: -- The IVR_HEADER is not defined                                  |
| E30002 |   | IVR: -- The signal call failed - SIGUSR1                               |
| E30003 |   | IVR: -- Cannot open the IVR read port                                  |
| E30004 |   | IVR: -- Cannot open the output file 1.                                 |
| E30005 |   | IVR: -- Problem with read from tty port                                |
| E30006 |   | IVR: -- Received 15 bad IVR records1                                   |
| E30007 |   | IVR: -- Problem writing to output file                                 |

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| E30008 |  | IVR: -- The signal call failed.                                   |
| E30009 |  | IVR: -- SIGUSR Cannot open output file 2.                         |
| E30010 |  | IVR: -- SIGUSR Cannot open output file 1.                         |
| E30011 |  | IVR: -- The IVR_TIME_INTVAL is not defined                        |
| E30012 |  | IVR: -- The IVR_NUM_PORTS is not defined                          |
| E30013 |  | IVR: -- Unable to exec the process for child                      |
| E30014 |  | IVR: -- Unable to fork the child                                  |
| E30015 |  | IVR: SYSTEM call for ivr_mk_clist did not return 0                |
| E30016 |  | IVR: Unable to re-exec the process for child                      |
| E30017 |  | IVR: Tried to restart the child 15 times unsuccessfully           |
| E30018 |  | IVR -- SEVERE ERROR, IVR_DAEMON HAS DIED.                         |
| E30019 |  | IVR: -- System call did not return 0                              |
| E31200 | v_dialer\dialer\src\custom\readwrt.c   | Null character specified as fill not allowed                      |
| E31400 | v_dialer\dialer\src\custom\atohex.c    | Not a valid hexadecimal   |
| E32000 | v_dialer\dialer\src\dbconst\readtape.c | %s - No backup list file given"                                   |
| E32001 | v_dialer\dialer\src\dbconst\readtape.c | %s - File dictionary name missing                                 |
| E32002 | v_dialer\dialer\src\dbconst\readtape.c | %s - Calling list or file dictionary name missing                 |
| E32003 | v_dialer\dialer\src\dbconst\readtape.c | %s - One or both merge file names missing                         |
| E32004 | v_dialer\dialer\src\dbconst\readtape.c | %s - Warning: Reached record limit, additional data not converted |
| E32005 | v_dialer\dialer\src\dbconst\readtape.c | %s - Invalid calling list name                                    |

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| E32006 | v_dialer\dialer\src\dbconst\readtape.c   | %s - Mismatch in calling lists  |
| E32007 | v_dialer\dialer\src\dbconst\readtape.c   | %s - Invalid tape record size   |
| E32008 | v_dialer\dialer\src\dbconst\readtape.c   | %s - Invalid switch year parameter (%d), using default of 70                    |
| E32400 | v_dialer\dialer\src\dbconst\readtape.c<br>v_dialer\dialer\src\dbconst\writetape.c                | %s - Rewind failed  |
| E32401 | v_dialer\dialer\src\dbconst\readtape.c<br>v_dialer\dialer\src\dbconst\writetape.c                | %s - System OS ID error   |
| E32402 | v_dialer\dialer\src\dbconst\readtape.c<br>v_dialer\dialer\src\dbconst\writetape.c                | %s - Backup device name(s) missing  |
| E32403 | v_dialer\dialer\src\dbconst\readtape.c<br>v_dialer\dialer\src\dbconst\writetape.c                | %s - Calling list name missing  |
| E32404 | v_dialer\dialer\src\dbconst\readtape.c<br>v_dialer\dialer\src\dbconst\writetape.c                | %s - Dictionary or configuration file missing                                   |
| E32405 | v_dialer\dialer\src\dbconst\readtape.c   | %s - Bad tape device name:<br>%s  |
| E32600 | v_dialer\dialer\src\dbconst\moj_conv.c<br>v_dialer\dialer\DialerCmdCtrl\<br>VoicemsgCfgTable.cpp | %s - Unable to execute program '%s' successfully.                               |
| E32601 |  | Wrong hexadecimal value specified with -a option                                |
| E32602 | v_dialer\dialer\src\dbconst\moj_conv.c   | CHARSET parameter in .conf file must be set to 'ASCII', with moj_conv program.  |
| E32603 | v_dialer\dialer\src\dbconst\moj_conv.c   | CHARCASE parameter in .conf file must be set to 'UPLOW', with moj_conv program. |
| E32604 | v_dialer\dialer\src\dbconst\moj_conv.c   | TAPEDEV parameter in .conf file must not be the device in / dev directory.      |
| E32605 | v_dialer\dialer\src\dbconst\moj_conv.c   | BLKSIZE parameter and RESIZE parameter are inconsistent                         |
| E32606 |  | Cannot read Japanese code control file %s                                       |
| E32607 | v_dialer\dialer\src\dbconst\moj_conv.c   | No DBCS conversion table name in the code control file.                         |



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| E32608 |   | Invalid record (%d), field (%s) is too large - max allowed %d.              |
| E32610 |   | Error parsing the CSV file - %s   |
| E34000 | v_dialer\dialer\src\lettergen\formlet.c   | formlet - Error reading record: %s  |
| E34001 | v_dialer\dialer\src\lettergen\formlet.c   | Criteria error: %s  |
| E35000 | v_dialer\dialer\src\lstextract\ext_data.c | ext_data - Unable to insert new Calling List header info %s                 |
| E35001 | v_dialer\dialer\src\lstextract\ext_data.c | ext_data - Invalid new calling list name                                    |
| E35002 | v_dialer\dialer\src\lstextract\ext_data.c | ext_data - Unable to append - calling list fdicts differ                    |
| E35200 | v_dialer\dialer\src\lstextract\ext_list.c | ext_list - Invalid new calling list name                                    |
| E35201 | v_dialer\dialer\src\lstextract\ext_list.c | ext_list - Unable to read file dictionary %s                                |
| E36000 | v_dialer\dialer\src\dbmaint\record_ed.c   | Record_ed: Mark field '%s' not defined for list '%s'                        |
| E36001 | v_dialer\dialer\src\dbmaint\record_ed.c   | Invalid record number %s  |
| E36002 | v_dialer\dialer\src\dbmaint\record_ed.c   | Unable to find record number %d   |
| E36003 | v_dialer\dialer\src\dbmaint\record_ed.c   | Unable to determine HASH field %s   |
| E36004 | v_dialer\dialer\src\dbmaint\record_ed.c   | Unable to find select field %s  |
| E36005 | v_dialer\dialer\src\dbmaint\record_ed.c   | Unable to find record number %d   |
| E36006 | v_dialer\dialer\src\dbmaint\redit_scrn.c  | Record_ed - Unable to save Record %d, Value=%s in List %s                   |
| E36101 | v_dialer\dialer\src\dbmaint\rec_update.c  | Rec_update - Child process %s terminated                                    |
| E36200 | v_dialer\dialer\src\dbmaint\redit_scrn.c  | Pattern error in field %d   |
| E36201 | v_dialer\dialer\src\core\dnc_mark.c       | Hash file '%s' (%s) is older than calling list '%s' (%s), run clhash again. |

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| E36202 | v_dialer\dialer\src\core\dnc_mark.c                            | Hash key field length %d does not match calling list field length %d       |
| E36203 |  | Source calling list of hash file %s does not match current calling list %s |
| E37000 | v_dialer\admin\src\createop.c                                  | Error - Unable to load security files                                      |
| E37001 | v_dialer\admin\src\createop.c                                  | Invalid Name   |
| E37002 | v_dialer\admin\src\createop.c                                  | Name already exists or invalid name  |
| E37003 | v_dialer\admin\src\createop.c                                  | Invalid character in Name  |
| E37004 | v_dialer\admin\src\createop.c                                  | A password must be entered:ERROR   |
| E37005 | v_dialer\admin\src\createop.c                                  | Login Group is Not Valid   |
| E37006 | v_dialer\admin\src\createop.c                                  | ERROR: exceeded valid number of user entries[%d].:Invalid,%s:%s:%s:%s      |
| E37007 |  | Createop:%s:Discard:%s   |
| E37008 | v_dialer\admin\src\createop.c                                  | Invalid Name:Duplicate account   |
| E37009 |  | Name already exists:Unable to add account                                  |
| E37010 | v_dialer\admin\src\createop.c<br>v_dialer\ivr\src\ivr_config.c | File is locked by another supervisor, try later!                           |
| E37011 | v_dialer\admin\src\createop.c<br>v_dialer\ivr\src\ivr_config.c | Unknown error, try later!  |
| E37012 | v_dialer\admin\src\createop.c                                  | No group information is loaded--%s   |
| E37013 | v_dialer\admin\src\createop.c                                  | Fail to read createop.cfg file   |
| E37014 | v_dialer\admin\src\createop.c                                  | Current user is not authorized   |
| E37015 | v_dialer\admin\src\createop.c                                  | Validate group information failed  |
| E37016 | v_dialer\admin\src\createop.c                                  | Invalid old password, Cannot add %s  |

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| E37017 | v_dialer\admin\src\createop.c                                  | Error, cannot add %s   |
| E37018 | v_dialer\admin\src\createop.c                                  | Invalid or duplicate user %s   |
| E37019 | v_dialer\admin\src\createop.c                                  | Fail to add to ftpusers-> %s   |
| E37020 | v_dialer\admin\src\createop.c                                  | Invalid user name length: %s   |
| E37021 | v_dialer\admin\src\createop.c                                  | Cannot change owner of %s to admin                                   |
| E37022 | v_dialer\admin\src\createop.c                                  | Invalid sub-group found in sub-group string %s of group.pds file     |
| E37023 | v_dialer\admin\src\createop.c<br>v_dialer\ivr\src\ivr_config.c | Unable to setuid(), error = %d                                       |
| E37024 | v_dialer\admin\src\createop.c<br>v_dialer\ivr\src\ivr_config.c | Unable to setgid(), error = %d                                       |
| E37025 | v_dialer\admin\src\createop.c                                  | Have to supply both password file and vllogin or group file          |
| E37026 | v_dialer\admin\src\createop.c                                  | Fail to getpwnam(%s)   |
| E37027 | v_dialer\admin\src\createop.c                                  | alter_entry: Fail to do lckpwwdf()                                   |
| E37028 | v_dialer\admin\src\createop.c                                  | %s not found in vllogin  |
| E37029 | v_dialer\admin\src\createop.c                                  | Fail to enforce new password for %s                                  |
| E37030 | v_dialer\admin\src\createop.c                                  | DEL_REC: Fail to delete %s   |
| E37031 | v_dialer\admin\src\createop.c                                  | EDIT_REC: Fail to modify account %s                                  |
| E37032 | v_dialer\admin\src\createop.c                                  | Account not found: %s  |
| E37033 |  | Fail to link correct profile for %s                                  |
| E37034 | v_dialer\admin\src\createop.c                                  | Fail to add user %s  |
| E37035 | v_dialer\admin\src\createop.c                                  | Missing Password or Menu fields: %s:%s:%s:%s                         |
| E37036 | v_dialer\admin\src\createop.c                                  | %s not found in group file   |
| E37037 | v_dialer\admin\src\createop.c                                  | WARNING: Reached limit of MAX_USERS (%d) as set in createop.cfg file |

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| E37038 | v_dialer\admin\src\createop.c   | ERROR: Reached limit of MAX_USERS (%d) as set in createop.cfg file           |
| E37039 |   | Error - Unable to load existing user IDs                                     |
| E37040 |   | Name doesn't exist or is invalid   |
| E37041 |   | Error while running %s   |
| E37042 |   | Fatal Error! User added to the system but has not been added to the Database |
| E37043 |   | %s is allowed only on Primary Dialer.  |
| E37044 |   | Invalid password.  |
| E37045 |   | Error, cannot reset faillog for %s   |
| E37200 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Invalid Expert Calling Ratio   |
| E37201 | v_dialer\dialer\src\editor\config_ed.c  | Field '%s' not filled in   |
| E37202 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | No Inbound jobs allowed on this system.                                      |
| E37203 |   | Number of reserved inbound lines must be from 1 to %s                        |
| E37204 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Invalid call completion code specified                                       |
| E37205 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Invalid start or stop time format  |
| E37206 |   | Invalid Hit Rate   |
| E37207 |   | Invalid paired phone count/type  |
| E37208 | v_dialer\dialer\src\editor\config_ed.c  | Invalid line type specified  |
| E37209 |   | HUNTGRP: format error  |
| E37210 |   | No HUNTGRP setting.  |

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| E37211 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Selection list not available for use              |
| E37212 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Selection list for job not found                  |
| E37213 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | No Verification Selection List Ready for Job      |
| E37214 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Selection list not created with this Calling List |
| E37215 |   | Number of telephone lines must be from 1 to 96    |
| E37216 |   | An odd number of telephone lines is not allowed   |
| E37217 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Quota Value less than one                         |
| E37218 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | There must be a script label for answer specified |
| E37219 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Invalid call completion code for Quota Value %d   |
| E37220 | v_dialer\dialer\src\editor\config_ed.c  | Quota %d is not OP completion code                |
| E37221 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | %s field missing from %s                          |
| E37222 | v_dialer\dialer\src\editor\config_ed.c  | Creation date/time error: %s                      |
| E37223 | v_dialer\dialer\src\editor\config_ed.c  | Data Transfer file %s.axfr: %s not in %s          |
| E37224 | v_dialer\dialer\src\editor\config_ed.c  | Wrong job for verification editor                 |
| E37225 | v_dialer\dialer\src\editor\config_ed.c  | No editable line found in file: %s                |
| E37226 | v_dialer\dialer\src\editor\config_ed.c  | Unable to create link list header                 |

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| E37227 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | ERROR: Job %s is already running                             |
| E37228 |   | ERROR: Job file %s already in use                            |
| E37229 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Unable to find linked job file: %s                           |
| E37230 |   | Managed dialing job linking is not permitted                 |
| E37231 | v_dialer\dialer\src\editor\config_ed.c  | Sales verification job linking is not permitted              |
| E37232 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Job linking is not permitted                                 |
| E37233 | v_dialer\dialer\src\editor\config_ed.c  | %s - Unable to start job %s                                  |
| E37234 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Unable to find Inbound Job Screen: %s                        |
| E37235 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Unable to find Inbound Job Map: %s                           |
| E37236 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Unable to read Inbound List: %s                              |
| E37237 | v_dialer\dialer\src\editor\config_ed.c  | Unable to find MSCRN - Job screen: %s                        |
| E37238 | v_dialer\dialer\src\editor\config_ed.c  | Unable to find MSCRN - Job map: %s                           |
| E37239 | v_dialer\dialer\src\editor\config_ed.c  | Number of multi screens does not match number of multi lists |
| E37240 | v_dialer\dialer\src\editor\config_ed.c  | Unable to find ASCRN - Job screen: %s                        |
| E37241 | v_dialer\dialer\src\editor\config_ed.c  | Unable to find MSCRN - Job map: %s                           |
| E37242 | v_dialer\dialer\src\editor\config_ed.c  | Unable to read Assoc List: %s                                |

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| E37243 | v_dialer\dialer\src\editor\config_ed.c  | Number of associate screens does not match number of associate lists |
| E37244 | v_dialer\dialer\src\editor\config_ed.c  | Number of edit fields does not match number of associate lists       |
| E37245 | v_dialer\dialer\src\editor\config_ed.c  | %s - %s(err_code=%d)   |
| E37246 | v_dialer\dialer\src\editor\config_ed.c  | %s(err_code=%d)"   |
| E37247 | v_dialer\dialer\src\editor\config_ed.c  | Unable to clear %s   |
| E37248 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Line type specified already in use                                   |
| E37249 | v_dialer\dialer\src\editor\config_ed.c  | Improper usage   |
| E37250 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | There must be a script label for call specified                      |
| E37251 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Initial Hit Rate out of range (1-100)                                |
| E37252 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Unable to open script file for IVR ID %s                             |
| E37253 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | IVR script name not specified; required if IVR ID specified          |
| E37254 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Unable to find %s in script file for IVR ID %s                       |
| E37255 |   | Calling list %s is not on local dialer                               |
| E37256 | v_dialer\dialer\src\editor\config_ed.c  | Selecting unit to log in to is not permitted with inbound-only job   |
| E37257 |   | ERROR: Job %s is already stopped                                     |
| E37258 |   | Autocallsel Trigger value out of range[0-99]                         |
| E37300 | v_dialer\admin\src\termprocess.c  | %s: Invalid process ID %d  |

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| E37301 | v_dialer\admin\src\termprocess.c  | termprocess:fail to send signal message %s   |
| E37400 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Unable to find %s: %s  |
| E37401 |   | Unable to save %s file: %s   |
| E37402 | v_dialer\dialer\src\editor\config_ed.c  | Unable to allocate %s  |
| E37403 | v_dialer\dialer\src\editor\config_ed.c  | Unable to read %s: %s  |
| E37404 | v_dialer\dialer\src\editor\config_ed.c  | Number of %s do not match number of %s   |
| E37405 | v_dialer\dialer\src\editor\config_ed.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | %s field missing or incorrect length   |
| E37500 | v_dialer\admin\src\signalit.c   | Fail to terminate process %d, errno %d"<br>"TOOLS","E37501",""<br>"TOOLS","E37502",""<br>"TOOLS","E37503","" |
| E37501 | v_dialer\admin\src\signalit.c   | Fail to kill process %d, errno %d  |
| E37502 | v_dialer\admin\src\signalit.c   | Fail to send SIGUSR1 process %d, errno %d  |
| E37503 | v_dialer\admin\src\signalit.c<br>v_dialer\dialer\src\utility\agentcount.c                   | Fail to setreuid to (-1, 0)  |
| E37600 | v_dialer\dialer\src\editor\master_ed.c  | Field #%d not filled in  |
| E37601 | v_dialer\dialer\src\editor\master_ed.c  | No editable line found in file: %s   |
| E37602 | v_dialer\dialer\src\editor\master_ed.c  | Unable to create link list header  |
| E37603 | v_dialer\dialer\src\editor\master_ed.c  | ERROR: %s already in use   |
| E37604 | v_dialer\dialer\src\editor\master_ed.c  | Unable to clear %s   |
| E37800 | v_dialer\admin\src\addgroup.c   | Groupname %s has invalid length  |
| E37801 |   | Skeleton path %s for group %s does not exist   |
| E37802 | v_dialer\admin\src\addgroup.c   | Unable to add group %s   |



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| E38000 | v_dialer\dialer\src\markrec\chkentdt.c   | Chkentdt - Unable to create old database index                       |
| E38001 |  | Chkentdt - Unable to create new database index                       |
| E38002 | v_dialer\dialer\src\markrec\chkentdt.c   | Chkentdt WARNING - cannot open old database %s. Assuming none exists |
| E38003 | v_dialer\dialer\src\markrec\chkentdt.c   | Chkentdt ERROR:-S option must be used with -i option                 |
| E38004 | v_dialer\dialer\src\markrec\chkentdt.c   | Chkentdt - Unable to malloc hash_table                               |
| E38400 | v_dialer\dialer\src\markrec\latemrk.c  | Latemrk - Unable to create calling list index                        |
| E38401 |  | Latemrk - Unable to create late list index                           |
| E38402 | v_dialer\dialer\src\markrec\latemrk.c  | Latemrk - file error building late list                              |
| E38403 | v_dialer\dialer\src\markrec\latemrk.c  | Latemrk - field_list - key fields not the same length                |
| E38404 | v_dialer\dialer\src\markrec\latemrk.c  | Latemrk - %s recno %d locked; skipping;                              |
| E38405 | v_dialer\dialer\src\markrec\latemrk.c  | Latemrk - %s '%s' not found in %s, skipping;                         |
| E38406 | v_dialer\dialer\src\markrec\latemrk.c  | Latemrk - Field '%s' not found in %s                                 |
| E38600 | v_dialer\dialer\src\markrec\get_field.c<br>v_dialer\dialer\src\markrec\set_field.c | %s - Unable to read record: %s                                       |
| E38601 | v_dialer\dialer\src\markrec\set_field.c  | %s - Unable to update record: %s                                     |
| E38602 | v_dialer\dialer\src\markrec\get_field.c<br>v_dialer\dialer\src\markrec\set_field.c | %s - Unable to create calling list search index                      |
| E38603 | v_dialer\dialer\src\markrec\get_field.c<br>v_dialer\dialer\src\markrec\set_field.c | %s - %s '%s' not found in %s.  |
| E38604 | v_dialer\dialer\src\markrec\get_field.c<br>v_dialer\dialer\src\markrec\set_field.c | %s - Valid record range is 1 - %d.                                   |
| E38605 | v_dialer\dialer\src\markrec\get_field.c  | %s - No records in calling list                                      |

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| E38800 | v_dialer\dialer\src\markrec\latelst.c   | %s - key fields not the same length                  |
| E38801 |   | %s - Key '%s' not found in hash file                 |
| E38802 |   | %s - Error allocating memory for '%s'                |
| E39000 |   | Unable to find user logon entry %s in V/L login file |
| E39001 | v_dialer\dialer\src\menu\menu.c         | Error _ No Menu Name                                 |
| E39002 | v_dialer\dialer\src\menu\menu.c         | Help File Not Found: %s                              |
| E39003 | v_dialer\dialer\src\menu\menu.c         | Menu File Not Found: %s                              |
| E39004 | v_dialer\dialer\src\menu\menu.c         | MENU(%d)Signal Interrupt=%d                          |
| E39005 | v_dialer\dialer\src\menu\menu.c         | %s - User not authorized to run this menu - %s       |
| E39200 | v_dialer\dialer\src\menu\submenu.c      | Incorrect Item Number                                |
| E39201 | v_dialer\dialer\src\menu\submenu.c      | Unable to Search Directory for File Extension: %s    |
| E39202 | v_dialer\dialer\src\menu\submenu.c      | Invalid list number                                  |
| E40000 | v_dialer\dialer\src\pcextract\brkfile.c | No Calling Statistics Files Available                |
| E40001 | v_dialer\dialer\src\pcextract\brkfile.c | PC Analysis - Reopen of %s failed                    |
| E40002 | v_dialer\dialer\src\pcextract\fileops.c | PC Analysis - Invalid File Type of %c                |
| E40003 | v_dialer\dialer\src\pcextract\brkfile.c | No Agent Files Available                             |
| E40200 | v_dialer\dialer\src\pcextract\fileops.c | Pc Analysis - Unknown Type %c for Input File type    |
| E40201 | v_dialer\dialer\src\pcextract\fileops.c | File Name not Found                                  |
| E40202 | v_dialer\dialer\src\pcextract\fileops.c | <a href="#">File &lt;filename&gt; does not exist</a> |
| E40203 | v_dialer\dialer\src\pcextract\fileops.c | In Help mode, Cannot Select Criteria                 |
| E40204 | v_dialer\dialer\src\pcextract\fileops.c | Invalid Field Order Select Number                    |
| E40400 | v_dialer\dialer\src\pcextract\msetup.c  | %s - Invalid config file name                        |

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| E40401 | v_dialer\dialer\src\pcextract\msetup.c     | Invalid Extraction Type  |
| E42000 | v_dialer\dialer\src\preprocess\de_reject.c | -S option must be used with -i option  |
| E42100 | v_dialer\dialer\src\preprocess\ij_merge.c  | -S option must be used with -i option  |
| E42101 | v_dialer\dialer\src\preprocess\ij_merge.c  | Third argument must be -c  |
| E42400 | v_dialer\dialer\src\preprocess\clhashin.c  | %s - Failed hash open of %s  |
| E42401 |  | %s - Unable to stat associated calling list %s                               |
| E42402 | v_dialer\dialer\src\preprocess\clhashin.c  | %s - %s : %s   |
| E42403 | v_dialer\dialer\src\preprocess\clhashin.c  | %s - Associate list and hash index date/time do not agree for %s. Run clhash |
| E42404 | v_dialer\dialer\src\preprocess\clhashin.c  | %s - Field %s length %d not match hash key %s length %d                      |
| E42405 | v_dialer\dialer\src\preprocess\clhashin.c  | Record number %s too big for field %s  |
| E42406 | v_dialer\dialer\src\preprocess\clhashin.c  | %s - Record number %s too big for field %s                                   |
| E42600 |  | Field undefined in the calling list  |
| E42601 |  | Gap found between field names within group                                   |
| E42602 |  | Missing assigned field values  |
| E42603 |  | Gap found in value selections  |
| E42604 |  | Field value has an invalid character   |
| E42605 |  | Missing Range or Item specification in field values                          |
| E42606 |  | Values not in ascending order  |
| E42607 |  | No fields selected for reporting   |
| E42608 |  | Miss value in filler criteria  |
| E42609 |  | Miss field name in filler criteria   |
| E42610 |  | Pattern Error: %s  |

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| E42611 |   | 'ALL' cannot co-exist with other selections                           |
| E42612 |   | Unknown call completion code  |
| E42613 |   | %s - Unknown select file %s   |
| E42614 |   | %s - Unknown supplement file %s                                       |
| E42615 |   | Invalid code. Type R for row, C for column or T for table.            |
| E42616 |   | Invalid line number   |
| E42617 |   | Cannot move to same location  |
| E42800 |   | Invalid number indicator: %s  |
| E42801 | v_dialer\dialer\src\preprocess\setzones.c   | -S option must be used with -i option                                 |
| E43000 | v_dialer\dialer\src\preprocess\update_cl.c  | %s - Match field %s length %d not match associated field %s length %d |
| E43001 | v_dialer\dialer\src\preprocess\update_cl.c  | Record %d - Bad Record number in field %s                             |
| E43002 | v_dialer\dialer\src\preprocess\update_cl.c  | %s - Record %d - Assoc list %s read error(%d) for record no. %d       |
| E43200 |   | Record %d - Numerous records in set                                   |
| E43201 |   | %s - Record %d - Numerous records in set                              |
| E43400 | v_dialer\dialer\src\preprocess\clhash.c<br>v_dialer\dialer\src\preprocess\clhashin.c<br>v_dialer\dialer\src\preprocess\update_cl.c<br>v_dialer\dialer\src\preprocess\update_upl.c | TERMINAL ERROR  |
| E43401 | v_dialer\dialer\src\preprocess\clhashin.c<br>v_dialer\dialer\src\preprocess\update_cl.c<br>v_dialer\dialer\src\preprocess\update_upl.c  | Record %d - READ ERROR (%d)   |

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| E43402 | v_dialer\dialer\src\preprocess\clhashin.c<br>v_dialer\dialer\src\preprocess\update_cl.c<br>v_dialer\dialer\src\preprocess\<br>update_upl.c | Record %d - WRITE ERROR<br>(%d)                               |
| E43403 | v_dialer\dialer\src\preprocess\<br>update_upl.c  | Record %d - HASH ERROR<br>(%d)                                |
| E43404 | v_dialer\dialer\src\preprocess\clhash.c<br>v_dialer\dialer\src\preprocess\<br>update_upl.c   | %s - Failed hash initialization!                              |
| E43405 | v_dialer\dialer\src\preprocess\clhashin.c<br>v_dialer\dialer\src\preprocess\update_cl.c<br>v_dialer\dialer\src\preprocess\<br>update_upl.c | %s - Unable to stat calling list<br>%s                        |
| E43406 | v_dialer\dialer\src\preprocess\clhashin.c<br>v_dialer\dialer\src\preprocess\update_cl.c<br>v_dialer\dialer\src\preprocess\<br>update_upl.c | %s - Record %d - READ<br>ERROR (%d)                           |
| E43407 | v_dialer\dialer\src\preprocess\clhash.c<br>v_dialer\dialer\src\preprocess\<br>update_upl.c   | %s - Record %d - HASH<br>ERROR (%d)                           |
| E43408 | v_dialer\dialer\src\preprocess\update_cl.c<br>v_dialer\dialer\src\preprocess\<br>update_upl.c  | %s - Record %d - WRITE<br>ERROR (%d)                          |
| E43500 | v_dialer\dialer\src\preprocess\msgmap.c  | Calling List %s open error                                    |
| E43501 | v_dialer\dialer\src\preprocess\msgmap.c  | Calling List %s header error                                  |
| E43502 | v_dialer\dialer\src\preprocess\msgmap.c  | Calling List %s definition error                              |
| E43503 | v_dialer\dialer\src\preprocess\msgmap.c  | Field name %s missing in<br>Calling List %s                   |
| E43504 | v_dialer\dialer\src\preprocess\msgmap.c  | Error initializing LISTS hash file<br>%s                      |
| E43505 | v_dialer\dialer\src\preprocess\msgmap.c  | Error hashing record %d in<br>Calling List %s. Errcode = %d   |
| E43506 | v_dialer\dialer\src\preprocess\msgmap.c  | Error writing hash record %d in<br>hash file %s. Errcode = %d |
| E43507 | v_dialer\dialer\src\preprocess\msgmap.c  | System_value %d too big.<br>Limit is MAXMSGs                  |
| E43508 |  | Record %d - READ ERROR  |

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| E43509 | v_dialer\dialer\src\preprocess\msgmap.c        | Record %d - WRITE ERROR                            |
| E43510 | v_dialer\dialer\src\preprocess\msgmap.c        | Record %d - CALLING LIST BUFFER MALLOC ERROR       |
| E43511 | v_dialer\dialer\src\preprocess\msgmap.c        | Error: colon missing on line %s:%s                 |
| E43512 | v_dialer\dialer\src\preprocess\msgmap.c        | %s:%s, Field name %s missing in Calling List %s    |
| E44000 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - Bad arguments                                 |
| E44001 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - Memory allocation error                       |
| E44002 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - File access error                             |
| E44003 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - Equation syntax error                         |
| E44004 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - Invalid format code                           |
| E44005 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - Report configuration error                    |
| E44006 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - No HISTORY variable in master.cfg             |
| E44007 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - History dictionary error                      |
| E44008 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - Incorrect sort field name                     |
| E44009 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - Unable to open report format file             |
| E44010 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - Unable to write output report file            |
| E44011 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - No record selection criteria given            |
| E44012 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - Unable to open input file                     |
| E44013 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - Unable to set/reset record lock               |
| E44014 | v_dialer\dialer\src\reports\history\hist_rpt.c | %s - job and report format type are not compatible |

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| E45000 |  | rpt_view - Caught signal %d and terminated |
| E45001 | v_dialer\dialer\src\reports\rpt_mgr\rpt_view.c   | Incorrect Report Number                    |
| E45200 |  | File name for view missing                 |
| E45201 |  | pds_view - Caught signal %d and terminated |
| E45202 | v_dialer\dialer\src\reports\rpt_mgr\pds_view.c   | REPORT %s NOT FOUND                        |
| E46200 | v_dialer\dialer\src\reports\reportgen\reportexp.c<br>v_dialer\dialer\src\reports\reportgen\reportsub.c   | Invalid line number                        |
| E46201 | v_dialer\dialer\src\reports\reportgen\reportexp.c  | Exceeded maximum number of expressions     |
| E46202 | v_dialer\dialer\src\reports\reportgen\reportexp.c  | Invalid PAGE flag                          |
| E46203 | v_dialer\dialer\src\reports\reportgen\reportexp.c  | Invalid RESET flag                         |
| E46204 | v_dialer\dialer\src\reports\reportgen\reportexp.c  | Missing expression name                    |
| E46205 | v_dialer\dialer\src\reports\reportgen\reportexp.c  | Unknown operator: %s                       |
| E46206 | v_dialer\dialer\src\reports\reportgen\reportexp.c  | Missing operator                           |
| E46207 | v_dialer\dialer\src\reports\reportgen\reportexp.c  | Numerous operands for operator '%s         |
| E46208 | v_dialer\dialer\src\reports\reportgen\reportexp.c  | Missing operand for operator '%s           |
| E46209 | v_dialer\dialer\src\reports\reportgen\reportexp.c  | %s is undefined in the printcap file       |
| E46210 | v_dialer\dialer\src\reports\reportgen\reportexp.c<br>v_dialer\dialer\src\reports\reportgen\reportsub.c<br>v_dialer\dialer\src\reports\reportgen\reportsel.c<br>v_dialer\dialer\src\reports\reportgen\reportprn.c | %s is undefined in the dictionary          |

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| E46211 | v_dialer\dialer\src\reports\reportgen\reportexp.c | Unknown variable name %s                         |
| E46212 | v_dialer\dialer\src\reports\reportgen\reportexp.c | Unmatching ' in literal string %s                |
| E46213 | v_dialer\dialer\src\reports\reportgen\reportexp.c | Unknown data type: %s                            |
| E46214 | v_dialer\dialer\src\reports\reportgen\reportexp.c | Invalid data type for operator %s                |
| E46400 | v_dialer\dialer\src\reports\reportgen\reportfmt.c | No expression located at cursor position         |
| E46401 | v_dialer\dialer\src\reports\reportgen\reportfmt.c | Insufficient memory for screen buffer allocation |
| E46402 | v_dialer\dialer\src\reports\reportgen\reportfmt.c | End of file reached                              |
| E46403 | v_dialer\dialer\src\reports\reportgen\reportfmt.c | No lines in buffer.                              |
| E46404 | v_dialer\dialer\src\reports\reportgen\reportfmt.c | Invalid starting location - expression overlap   |
| E46405 | v_dialer\dialer\src\reports\reportgen\reportfmt.c | Invalid ending location - expression overlap     |
| E46406 | v_dialer\dialer\src\reports\reportgen\reportfmt.c | Must specify start location                      |
| E46407 | v_dialer\dialer\src\reports\reportgen\reportfmt.c | Invalid ending location                          |
| E46408 | v_dialer\dialer\src\reports\reportgen\reportfmt.c | Exceeded maximum report dimensions               |
| E46409 | v_dialer\dialer\src\reports\reportgen\reportfmt.c | Unable to open format temp file                  |
| E46410 | v_dialer\dialer\src\reports\reportgen\reportfmt.c | Invalid line marker at line %d                   |
| E46411 | v_dialer\dialer\src\reports\reportgen\reportfmt.c | Invalid starting location                        |
| E46412 | v_dialer\dialer\src\reports\reportgen\reportfmt.c | Invalid ending location                          |
| E46600 | v_dialer\dialer\src\reports\reportgen\reporthlp.c | No entries in printcap file                      |
| E46601 | v_dialer\dialer\src\reports\reportgen\reporthlp.c | No entries in file dictionary                    |



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| E46602 | v_dialer\dialer\src\reports\reportgen\reporthlp.c  | No expressions defined in file             |
| E46603 | v_dialer\dialer\src\reports\reportgen\reportinit.c   | Unable to open report list file            |
| E46800 | v_dialer\dialer\src\reports\reportgen\reportinit.c   | Unable to list defined printer model names |
| E46801 | v_dialer\dialer\src\reports\reportgen\reportinit.c   | Unable to read printcap file               |
| E46802 | v_dialer\dialer\src\reports\reportgen\reportinit.c   | Unknown printer model"                     |
| E46803 | v_dialer\dialer\src\reports\reportgen\reportinit.c   | Report -                                   |
| E46804 | v_dialer\dialer\src\reports\reportgen\reportinit.c   | Unable to get defn. for calling list       |
| E46805 | v_dialer\dialer\src\reports\reportgen\reportinit.c   | File name missing                          |
| E46806 | v_dialer\dialer\src\reports\reportgen\reportinit.c   | Unable to open text substitution file      |
| E46807 | v_dialer\dialer\src\reports\rptgen\reportconvert.c<br>v_dialer\dialer\src\reports\reportgen\reportinit.c<br>v_dialer\dialer\src\reports\reportgen\reportconvert_prev.c | Report control file name too long          |
| E46808 | v_dialer\dialer\src\reports\rptgen\reportconvert.c<br>v_dialer\dialer\src\reports\reportgen\reportinit.c<br>v_dialer\dialer\src\reports\reportgen\reportconvert_prev.c | Unable to write report control file        |
| E46809 | v_dialer\dialer\src\reports\reportgen\reportinit.c   | Unable to read report help file            |
| E46810 | v_dialer\dialer\src\reports\reportgen\reportinit.c<br>v_dialer\dialer\src\reports\reportgen\reportconvert_prev.c<br>v_dialer\dialer\src\reports\rptgen\reportconvert.c | Unable to open report control file: %s     |

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| E46811 | v_dialer\dialer\src\reports\reportgen\reportinit.c<br>v_dialer\dialer\src\reports\reportgen\reportconvert_prev.c<br>v_dialer\dialer\src\reports\rptgen\reportconvert.c | Unknown report control file: %s                              |
| E47000 |  | Unable to initialize   |
| E47001 | v_dialer\dialer\src\scrnbld\scrnbld.c  | Unable to read command keys file                             |
| E47002 | v_dialer\dialer\src\scrnbld\scrnbld.c  | Terminal Screen too small for screen editor.                 |
| E47003 | v_dialer\dialer\src\scrnbld\scrnbld.c  | Does not shift fields further                                |
| E47004 | v_dialer\dialer\src\scrnbld\scrnbld.c  | Only Date, Time, or Numeric fields have Verification Formats |
| E47005 | v_dialer\dialer\src\scrnbld\scrnbld.c  | Field does not fit in screen.                                |
| E47006 | v_dialer\dialer\src\scrnbld\scrnbld.c  | Does not overlay screen labels.                              |
| E47007 | v_dialer\dialer\src\scrnbld\scrnbld.c  | Does not place fields in column one.                         |
| E47008 | v_dialer\dialer\src\scrnbld\scrnbld.c  | Does not overlap screen fields.                              |
| E47009 | v_dialer\dialer\src\scrnbld\scrnbld.c  | Only edits lists [1..%d]                                     |
| E47010 | v_dialer\dialer\src\scrnbld\scrnbld.c  | %s(ScreenBuilder) - Unable to open output report file        |
| E47011 |  | Does not change to the same file dictionary.                 |
| E47012 | v_dialer\dialer\src\scrnbld\scrnbld.c  | No Jobs available  |
| E47013 | v_dialer\dialer\src\scrnbld\scrnbld.c  | No jobs use the current screen                               |
| E47014 | v_dialer\dialer\src\scrnbld\scrnbld.c  | Screen does not exist:                                       |
| E47015 | v_dialer\dialer\src\scrnbld\scrnbld.c  | No changes made.   |
| E47016 |  | UNFINISHED COMMAND:<br>TESTMODE                              |
| E47017 |  | Invalid %s number specified=%d.                              |
| E47018 |  | Cut & Paste Field Not %s                                     |
| E47019 | v_dialer\dialer\src\scrnbld\sbld_block.c   | Does not PASTE over fields.                                  |

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| E47020 | v_dialer\dialer\src\scrnbld\sblb_block.c | Fields do not start in column one.                           |
| E47021 | v_dialer\dialer\src\scrnbld\sblb_block.c | Field in block does not fit on screen.                       |
| E47022 | v_dialer\dialer\src\scrnbld\sblb_block.c | Fields do not overlap.                                       |
| E47023 | v_dialer\dialer\src\scrnbld\sblb_block.c | Block must fit on screen.                                    |
| E47024 | v_dialer\dialer\src\scrnbld\sblb_block.c | Field[%s,%d] does not match dictionary.                      |
| E47025 | v_dialer\dialer\src\scrnbld\scrnbld.c    | Not enough menu options                                      |
| E47026 | v_dialer\dialer\src\scrnbld\scrnbld.c    | ERROR: no screen open  |
| E47027 | v_dialer\dialer\src\scrnbld\scrnbld.c    | Unable to write screen file                                  |
| E47028 | v_dialer\dialer\src\scrnbld\scrnbld.c    | Save to a different name.                                    |
| E47029 |  | Does not %s the current edit screen.                         |
| E47030 | v_dialer\dialer\src\scrnbld\scrnbld.c    | NO HELP TABLE  |
| E47031 | v_dialer\dialer\src\scrnbld\scrnbld.c    | Protected file.  |
| E47032 | v_dialer\dialer\src\scrnbld\scrnbld.c    | Use a different name.  |
| E47033 | v_dialer\dialer\src\scrnbld\scrnbld.c    | Invalid sequence number specified=%d.                        |
| E47034 | v_dialer\dialer\src\scrnbld\scrnbld.c    | Invalid field number specified=%d                            |
| E47035 | v_dialer\dialer\src\scrnbld\sblb_block.c | Cut & Paste Field Not Copied                                 |
| E47036 | v_dialer\dialer\src\scrnbld\sblb_block.c | Cut & Paste Field Not Cut, or Copied                         |
| E47037 | v_dialer\dialer\src\scrnbld\sblb_block.c | Cut & Paste Field Not Cleared                                |
| E47038 | v_dialer\dialer\src\scrnbld\scrnbld.c    | Unable to delete the current edit screen.                    |
| E47039 | v_dialer\dialer\src\scrnbld\scrnbld.c    | Unable to recover the current edit screen.                   |
| E47040 | v_dialer\dialer\src\scrnbld\scrnbld.c    | Unable to initialize Screen                                  |
| E47041 |  | Unable to initialize Keyboard                                |
| E47042 |  | Screen name must be greater than 0 or equal to 32 characters |

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| E47043 |  | User does not have permissions to delete this screen                   |
| E48000 |  | Conflicting interface types specified.                                 |
| E48001 |  | swif - virtual ports specified are out of range, using defaults        |
| E48002 |  | Unable to make Ethernet connection to switch. Giving up!               |
| E48003 |  | Unable to make Ethernet connection to switch. retry=%d, code=%d        |
| E48004 |  | *** %d=swie_open() retry=%d failed                                     |
| E48005 |  | swif_ct - Unable to start. Giving up                                   |
| E48006 |  | CTI Link Failure   |
| E48007 |  | CTI Link Recovery  |
| E48008 |  | Unable to open password configuration file.                            |
| E48009 |  | Unable to read password configuration file.                            |
| E48010 |  | CTI Error: %s  |
| E48011 |  | CTI Error: %s %d   |
| E48012 |  | ReasonCode (%d) is out of range.                                       |
| E48013 |  | CTI not configured for agent events.                                   |
| E48014 |  | Unable to register for CTI System Status Events                        |
| E48015 |  | No Call for Route Request: RegReqID = %d, CrossRefID = %d, CallID = %d |
| E48016 |  | No invoke id for CTI confirmation event: %s %d                         |
| E48017 |  | Insert into STL Map failed, Map name = %s                              |

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| E48018 |  | Feature Request for agent event failed, error = %d               |
| E48019 |  | RecvSysStat - unknown systemStatus = %d                          |
| E48020 |  | TSAPI Command (%s) failed, error = %d                            |
| E48021 |  | Sent Connect Request after Hangup Request. Porter = %d           |
| E48022 |  | Invalid Prompt_id (%d)   |
| E48023 |  | Unknown Confirmation event type (%d)                             |
| E48024 |  | TSAPI Command (%s) failed, error = %d, Unable to UI              |
| E48025 |  | CSTAUniversalConfEvent for Call Monitor, error = %d.             |
| E48026 |  | No available phantom numbers for acquiring an agent              |
| E48027 |  | Route End Error: RegReqID = %d, CrossRefID = %d, Error = %d      |
| E48028 |  | OnEventEstablished: Unknown command (%d)                         |
| E48029 |  | Unable to play voice message, unknown agent extension %s         |
| E48030 |  | Unknown Agent Event (%d), extension (%s)                         |
| E48031 |  | Unable to get hostname to send to the Service Monitor.           |
| E48032 |  | Unable to send soe_message to the Service Monitor.               |
| E48033 |  | Unable to create the soe mailbox (%s) error (%d)                 |
| E48034 |  | CSTAUniversalConfEvent (%d) for Phantom number (%s)              |
| E48035 |  | Unable to set up communications with the server's message queue. |

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| E48036 |  | MakeCall/MakePredictiveCall/<br>TransferCall Confirm error<br>(%d). |
| E48037 |  | %s: Confirm error (%d).   |
| E48038 |  | OnEventEstablished:<br>SWIF_RESOURCE_LIMIT -<br>cause (%d)          |
| E48400 |  | Opmon - Unable to setup<br>channel with swif                        |
| E48401 |  | Opmon - Unable to setup input<br>IPC                                |
| E48402 |  | Opmon - Unable to attach to<br>data segment                         |
| E48403 |  | Opmon - Unable to load<br>operator line configuration               |
| E48404 |  | Opmon - Invalid number of<br>operators configured                   |
| E48405 |  | Opmon Unable to get time of<br>day to process timeouts              |
| E48406 |  | Opmon Unable to get time of<br>day to set timeout                   |
| E48407 |  | Opmon: Unable to start<br>dialback                                  |
| E48408 |  | Opmon received bad headset:<br>%d                                   |
| E48409 |  | Opmon bad headset type: %d,<br>hs=%d                                |
| E48410 |  | Opmon received unknown<br>command: %s                               |
| E48411 |  | pmon unable to find string for<br>msg code %d                       |
| E48412 |  | Opmon : Signal Abort:%s(%d)   |
| E48413 |  | OPERATOR MONITOR<br>ENABLE FAILED: (%d)%s                           |
| E48414 |  | OPMON DIALBACK FAILURE:<br>(%d)%s,ns=%x,rsb=%x,cause_<br>IE=%x      |

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| E48415 |  | NO HEADSET ASSIGNED TO KEY  |
| E48416 |  | OPERATOR TYPE MISMATCH FOR HEADSET AND KEY  |
| E48417 |  | OPERATOR TYPE FOR KEY IS INVALID  |
| E48418 |  | UNKNOWN COMMAND   |
| E48419 |  | INVALID GROUP CONFIGURATION FOR DIAL-BACK   |
| E48420 |  | Opmon - Unable to setup agent_mgr IPC.  |
| E48421 |  | Invalid DBKGRP in master.cfg"   |
| E48422 |  | Number in DBKGRP and NUM_OF_PBXS in master.cfg is inconsistent                    |
| E48423 |  | Opmon: swif_ct communication failure  |
| E48424 |  | License Check Failed for AES %s.  |
| E48425 |  | NUM_OF_PBXS is configured %d, is not in Proactive Contact's supported range 1-10. |
| E48600 |  | Missing or invalid headset id   |
| E48601 |  | Missing or invalid CFGTIME value  |
| E48602 |  | opmon.cfg - Headset configuration has changed                                     |
| E48603 |  | opmon.cfg - Changes will not take effect until reboot                             |
| E48604 |  | Duplicate headset id %d (L%d)   |
| E48605 |  | Missing comma-separated fields  |
| E48606 |  | Duplicate key %s  |
| E48607 |  | Missing or invalid key  |
| E48608 |  | Missing or invalid phonenum   |

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| E48609 |  | Single value required (not range)                                    |
| E48610 |  | Missing or invalid dial-in login timeout                             |
| E48611 |  | Missing or invalid group number                                      |
| E48612 |  | A DIALBACK line must precede this line                               |
| E48613 |  | Dialback phone number too long with prefix                           |
| E48614 |  | Dialback phone number too long with suffix                           |
| E48615 |  | Opmon: cleanup abnormal termination of session for headset %d        |
| E48616 |  | Missing or invalid ISDN protocol                                     |
| E48800 |  | Opmon Unable to get time of day to set timeout                       |
| E48801 |  | Opmon: Unknown state call %d, hs=%d.                                 |
| E48802 |  | Opmon: Key code already in use by headset %d: key=%s                 |
| E48803 |  | Opmon: Unable to play greeting to operator                           |
| E48804 |  | Opmon: HANGUP FAILED: equip=(%d)%x                                   |
| E48805 |  | Invalid key code entered: key=%s                                     |
| E48806 |  | Opmon: Unable to play prompt %d on equipnum %d:%s                    |
| E48807 |  | Loading signature Failed during Licence Check. Msg: %s               |
| E48808 |  | DOMWriter: Cannot set feature DOMXMLDeclaration                      |
| E48809 |  | Error opening TSAPI Certificate: %s. License Check will not proceed. |



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| E48810 |  | Error loading TSAPI Certificate: %s. License Check will not proceed. |
| E48811 |  | Error opening private key file: %s. License Check will not proceed.  |
| E48812 |  | Error loading private key file: %s. License Check will not proceed.  |
| E48813 |  | Unable to Monitor VDN %s for Opt-out reporting                       |
| E49001 | v_dialer\library\libcpp\src\Passwd.cpp   | Password verification failed for user: %s, Exception: %s             |
| E50000 | v_dialer\dialer\src\utility\adump.c  | Data File Not in Calling List Format                                 |
| E50100 | v_dialer\dialer\src\utility\agentcheck.c<br>v_dialer\dialer\src\core\agent_misc_util.c | Exceeded number of %s agents   |
| E50101 | v_dialer\dialer\src\utility\agentcheck.c   | Exceeded wait limit for acceptance                                   |
| E50200 | v_dialer\dialer\src\utility\datetime.c   | Invalid time format  |
| E50201 | v_dialer\dialer\src\utility\datetime.c   | Invalid hour in time   |
| E50202 | v_dialer\dialer\src\utility\datetime.c   | Invalid minutes in time  |
| E50203 | v_dialer\dialer\src\utility\datetime.c   | Invalid date format  |
| E50204 | v_dialer\dialer\src\utility\datetime.c   | Invalid year in date   |
| E50205 | v_dialer\dialer\src\utility\datetime.c   | Invalid month in date  |
| E50206 | v_dialer\dialer\src\utility\datetime.c   | Invalid day in date  |
| E50600 | v_dialer\dialer\src\utility\enq_pty.c  | No Headset ID Specified.   |
| E50601 | v_dialer\dialer\src\utility\enq_pty.c  | Unable to Initialize Keyboard  |
| E50602 | v_dialer\dialer\src\utility\enq_pty.c  | Unable to Initialize screen environment                              |
| E50603 | v_dialer\dialer\src\utility\enq_pty.c  | Unable to create display window.                                     |
| E50604 | v_dialer\dialer\src\utility\enq_pty.c  | Not a pseudo-terminal port   |
| E50605 | v_dialer\dialer\DialerCmdCtrl\HeadsetLib.cpp   | No response from system, login failed                                |

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| E50606 |  | Headset ID (%d) Out of Range (1-%d)                  |
| E50607 |  | Unable to select Headset ID(%d)                      |
| E50608 |  | Exceeded retry limits, No valid headset ID specified |
| E50609 | v_dialer\dialer\src\utility\enq_pty.c  | Exceeded retry limits, No valid key code specified   |
| E50610 |  | Headset ID (%d) Already in use by %s                 |
| E50611 | v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\operator.c<br>v_dialer\dialer\src\utility\enq_pty.c | Headset ID (%s) Already in use                       |
| E50612 | v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\operator.c<br>v_dialer\dialer\src\utility\enq_pty.c | No more Headsets permitted on system                 |
| E50613 | v_dialer\dialer\src\core\agent_hs_util.c<br>v_dialer\dialer\src\core\operator.c<br>v_dialer\dialer\src\utility\enq_pty.c | Failure to access Headset Table                      |
| E50800 |  | op_logout: Unable to establish input queue for hs %s |
| E51001 | v_dialer\dialer\src\utility\fdictdump.c  | Goodbye...   |
| E51200 | v_dialer\dialer\src\utility\jobkeys.c  | No information on keys for job %s                    |
| E51201 |  | No such keys file defined named: %s                  |
| E51400 |  | Port_start - Unable to get VOICEDIR directory        |
| E51600 | v_dialer\dialer\src\utility\portcorr.c   | No <###tran.stat> files are marked with todays date  |
| E51601 | v_dialer\dialer\src\utility\portcorr.c   | Cannot open file chi_data                            |
| E52800 | v_dialer\dialer\src\utility\ziptoarea.c  | Only single zipcode field is allowed                 |
| E52801 | v_dialer\dialer\src\utility\ziptoarea.c  | Exceeded area code fields limit of (%d)              |
| E52802 | v_dialer\dialer\src\utility\ziptoarea.c  | Illegal option -%c                                   |

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| E52803 | v_dialer\dialer\src\utility\ziptoarea.c  | No main option specified  |
| E52804 | v_dialer\dialer\src\utility\ziptoarea.c  | '-f' option also require '-a' & '-z' option   |
| E52805 | v_dialer\dialer\src\utility\ziptoarea.c  | Bad pattern specified with '-x' option  |
| E52806 | v_dialer\dialer\src\utility\ziptoarea.c  | Area code offset can't exceed %d  |
| E53000 | v_dialer\dialer\src\utility\copyfields.c | %s - Unable to open Calling List '%s'   |
| E53001 | v_dialer\dialer\src\utility\copyfields.c | %s - Unable to get List Definition for '%s'   |
| E53002 | v_dialer\dialer\src\utility\copyfields.c | %s - Unable to stat Calling List '%s'   |
| E53003 | v_dialer\dialer\src\utility\copyfields.c | %s - Unable to open Prepare Check file '%s'. Must run clhash first.                             |
| E53004 | v_dialer\dialer\src\utility\copyfields.c | %s - Unable to find correct entry for '%s' in Prepare Check file '%s'. Must run clhashin first. |
| E53005 | v_dialer\dialer\src\utility\copyfields.c | %s - Field '%s' not in Calling List '%s'  |
| E53006 | v_dialer\dialer\src\utility\copyfields.c | %s - Unable to open Associated Calling List '%s'  |
| E53007 | v_dialer\dialer\src\utility\copyfields.c | %s - Unable to stat Associate List '%s'   |
| E53008 | v_dialer\dialer\src\utility\copyfields.c | %s - Field '%s' not in Associate Calling List '%s'  |
| E53009 | v_dialer\dialer\src\utility\copyfields.c | %s - Match field '%s' length %d not same as associated field '%s' length %d!                    |
| E53010 | v_dialer\dialer\src\utility\copyfields.c | %d - READ ERROR (%d)  |
| E53011 | v_dialer\dialer\src\utility\copyfields.c | Record %d - READ ERROR (%d)   |
| E53012 | v_dialer\dialer\src\utility\copyfields.c | %d - A READ ERR (%d)  |
| E53013 | v_dialer\dialer\src\utility\copyfields.c | %s - Record %d - ASSOC READ ERROR (%d)  |
| E53014 | v_dialer\dialer\src\utility\copyfields.c | %d - WRITE ERROR (%d)   |

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| E53015 | v_dialer\dialer\src\utility\copyfields.c | %s - Associate Record %d - WRITE ERROR (%d)  |
| E53016 | v_dialer\dialer\src\utility\copyfields.c | %d BAD RECORDS   |
| E53017 | v_dialer\dialer\src\utility\copyfields.c | %s - %d BAD RECORDS  |
| E53018 |  | %s - %d BAD RECORDS  |
| E53019 | v_dialer\dialer\src\utility\copyfields.c | %s - Unable to open: %s  |
| E53020 | v_dialer\dialer\src\utility\copyfields.c | %s - Unknown configuration file %s   |
| E53021 | v_dialer\dialer\src\utility\copyfields.c | %s - Unable to allocate list buffer  |
| E53022 | v_dialer\dialer\src\utility\copyfields.c | TERMINAL ERROR   |
| E53023 | v_dialer\dialer\src\utility\copyfields.c | %s - Usage error   |
| E53650 | v_dialer\dialer\src\imon\internetmon.c   | compcode.cfg not found   |
| E53651 | v_dialer\dialer\src\imon\internetmon.c   | INTERNETMONDIR parameter is missing from master.cfg                                    |
| E53652 | v_dialer\dialer\src\imon\internetmon.c   | Internet Monitor shutting down   |
| E53654 | v_dialer\dialer\src\imon\internetmon.c   | Internet Monitor Unable to attach to shared memory - conn_mgr is not running - exiting |
| E53655 |  | HTML Page update failed - remote Web server is no longer mounted                       |
| E53800 | v_dialer\dialer\src\utility\evmon.c      | Caught error #%d!  |
| E53801 | v_dialer\dialer\src\utility\evmon.c      | Error %d writing msg '%s' to log file [%s].  |
| E53802 | v_dialer\dialer\src\utility\evmon.c      | Error: Unable to log system message. Message '%s' not found.                           |
| E53803 | v_dialer\library\libdsi\src\script_lng.c | Error: Unable to open file '%s'  |
| E53804 | v_dialer\dialer\src\utility\evmon.c      | Error formatting message '%s'.   |
| E53805 | v_dialer\dialer\src\utility\evmon.c      | Error: Nothing to monitor!   |
| E53806 | v_dialer\dialer\src\utility\evmon.c      | Error: Unable to open log file %s for appending.                                       |

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| E53807 | v_dialer\dialer\src\utility\evmon.c         | Error: Unable to open log file [%s]   |
| E53808 | v_dialer\library\libdsi\src\script_lng.c    | Error: Bad date-time format: [%s]   |
| E53809 | v_dialer\dialer\src\utility\evmon.c         | Error: Unable to retrieve EVMON filespec from master.cfg                                      |
| E53810 | v_dialer\dialer\src\utility\evmon.c         | Error: Config file [%s] was not found.  |
| E53811 | v_dialer\dialer\src\utility\evmon.c         | Error: System call auditing is requested but system is not trusted                            |
| E53812 |   | Error: File %s was not found. Make sure system auditing is turned on                          |
| E53813 | v_dialer\dialer\src\utility\evmon.c         | Error: Unable to stat [%s]  |
| E53814 | v_dialer\dialer\src\utility\evmon.c         | Warning: No 'next' audit log defined.   |
| E53815 | v_dialer\dialer\src\utility\evmon.c         | Error: Bad update interval value  |
| E53816 | v_dialer\dialer\src\utility\evmon.c         | Error: Unknown option %c  |
| E53817 | v_dialer\dialer\src\utility\evmon.c         | Error: Unknown/unimplemented entry in cfg file on line %d                                     |
| E53818 | v_dialer\dialer\src\utility\evmon.c         | Error: The HP-UX auditing system is OFF. Use SAM to turn it on.                               |
| E53819 | v_dialer\dialer\src\utility\evmon.c         | Error: Audctl failed: errno=%d  |
| E54100 | v_dialer\dialer\src\listserver\listserver.c | Unexpected program exit   |
| E54101 | v_dialer\dialer\src\listserver\listserver.c | getservbyname ('%s', tcp) failed  |
| E54102 | v_dialer\dialer\src\listserver\listserver.c | socket () failed  |
| E54103 | v_dialer\dialer\src\listserver\listserver.c | bind (fd=%d) failed (are clients still connected to sockets of previous listserver instance?) |
| E54104 | v_dialer\dialer\src\listserver\listserver.c | listen (fd=%d) failed   |
| E54105 | v_dialer\dialer\src\listserver\listserver.c | setsockopt (fd=%d, SO_LINGER) failed  |

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| E54106 | v_dialer\dialer\src\listserver\listserver.c   | setsockopt (fd=%d, SO_KEEPALIVE) failed      |
| E54107 | v_dialer\dialer\src\listserver\listserver.c   | accept (fd=%d) failed                        |
| E54108 |   | Usage error                                  |
| E54109 | v_dialer\dialer\src\listserver\listserver.c   | Received signal %d -- exiting                |
| E54110 | v_dialer\dialer\src\listserver\listserver.c   | FD_ISSET (conn_fd=%d) failed                 |
| E54111 | v_dialer\dialer\src\listserver\listserver.c   | Write error -- exiting                       |
| E54112 | v_dialer\library\libdsi\src\clutils.c   | Read error -- exiting                        |
| E54113 | v_dialer\dialer\src\listserver\listserver.c   | File descriptor too large (fd=%d) -- exiting |
| E54114 | v_dialer\dialer\src\listserver\listserver.c   | cllstat (fd=%d) failed -- exiting            |
| E54115 | v_dialer\dialer\src\listserver\listserver.c   | cllrddict (fd=%d) failed -- exiting          |
| E54120 | v_dialer\dialer\src\listserver\listserver.c<br>v_dialer\dialer\DialerCmdCtrl\<br>VoicemsgCfgTable.cpp | fork failed -- errno=%d '%s                  |
| E54121 | v_dialer\dialer\src\listserver\listserver.c   | Unable to open list '%s                      |
| E55000 | v_dialer\dialer\src\reports\reportgen\<br>reportprn.c   | Insufficient memory for %s                   |
| E55001 | v_dialer\dialer\src\reports\reportgen\<br>reportprn.c   | Error reading records                        |
| E55002 | v_dialer\dialer\src\reports\reportgen\<br>reportprn.c   | Unable to open report output file            |
| E55200 | v_dialer\dialer\src\reports\reportgen\<br>reportsel.c   | Group does not begin with no criteria        |
| E55201 | v_dialer\dialer\src\reports\reportgen\<br>reportsel.c   | Gap found between select fields              |
| E55202 | v_dialer\dialer\src\reports\reportgen\<br>reportsel.c   | Invalid logical connector                    |
| E55203 | v_dialer\dialer\src\reports\reportgen\<br>reportsel.c   | Missing field name                           |
| E55204 | v_dialer\dialer\src\reports\reportgen\<br>reportsel.c   | Missing field value                          |
| E55205 | v_dialer\dialer\src\reports\reportgen\<br>reportsel.c   | Duplicate field name found                   |

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| E55206 | v_dialer\dialer\src\reports\reportgen\reportsel.c  | Invalid sort directive                          |
| E55207 | v_dialer\dialer\src\reports\reportgen\reportsel.c  | Error Pattern: %s                               |
| E55400 | v_dialer\dialer\src\reports\reportgen\reportsub.c  | Unable to write text substitution file          |
| E55600 | v_dialer\dialer\src\reports\reportgen\reportexp.c<br>v_dialer\dialer\src\reports\reportgen\reportsel.c<br>v_dialer\dialer\src\reports\reportgen\reportfmt.c<br>v_dialer\dialer\src\reports\reportgen\reporthlp.c | Invalid number                                  |
| E55601 | v_dialer\dialer\src\reports\reportgen\reportsub.c<br>v_dialer\ivr\src\ivr_supr.c   | Insufficient memory for %s                      |
| E56001 | v_dialer\ivr\src\ivr_supr.c  | ivr_supr: Error connecting to socket, errno %d  |
| E56002 | v_dialer\ivr\src\ivr_supr.c  | ivr_supr: Unknown command ID:%d                 |
| E56003 | v_dialer\ivr\src\ivr_supr.c  | ivr_supr: IVR_INTEGRATION not set in master.cfg |
| E56004 | v_dialer\ivr\src\ivr_config.c  | Invalid IP address: %s                          |
| E56005 | v_dialer\ivr\src\ivr_config.c  | No host information is loaded--%s               |
| E56006 | v_dialer\ivr\src\ivr_config.c  | Error - Unable to load user interface files     |
| E56007 | v_dialer\ivr\src\ivr_config.c  | Validation of IVR information failed            |
| E56008 | v_dialer\ivr\src\ivr_config.c  | Invalid IVR ID length: %s                       |
| E56009 | v_dialer\ivr\src\ivr_config.c  | IVR ID not found in /etc/hosts file: %s         |
| E56010 | v_dialer\ivr\src\ivr_config.c  | IVR ID already exists: %s                       |
| E56011 | v_dialer\ivr\src\ivr_config.c  | Invalid character in IVR ID: %s                 |
| E56012 | v_dialer\ivr\src\ivr_config.c  | An IP address must be entered                   |
| E56013 | v_dialer\ivr\src\ivr_config.c  | Fail to add to /etc/hosts: %s                   |

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| E56014 | v_dialer\ivr\src\ivr_config.c | IVR ID %s not found  |
| E56015 | v_dialer\ivr\src\ivr_config.c | Unable to add IVR %s   |
| E56016 | v_dialer\ivr\src\ivr_config.c | IVR ID already exists in /etc/<br>hosts file: %s                           |
| E56017 | v_dialer\ivr\src\ivr_config.c | Currently connected to IVR %s;<br>cannot change or delete<br>configuration |
| E56018 | v_dialer\ivr\src\ivr_config.c | IVR IP address already exists:<br>%s                                       |
| E56019 | v_dialer\ivr\src\ivr_config.c | IVR IP address already found<br>in /etc/hosts file: %s                     |
| E56020 | v_dialer\ivr\src\ivr_conn.c   | ivr_conn: ivr_conn service not<br>found in /etc/services                   |
| E56021 | v_dialer\ivr\src\ivr_conn.c   | Unable to create socket, errno<br>%d - %s                                  |
| E56022 | v_dialer\ivr\src\ivr_conn.c   | ivr_conn: Unable to bind to the<br>socket, errno %d                        |
| E56023 | v_dialer\ivr\src\ivr_conn.c   | ivr_conn: Unable to connect to<br>the socket, errno %d                     |
| E56024 | v_dialer\ivr\src\ivr_conn.c   | ivr_conn: Unable to listen to the<br>socket, errno %d                      |
| E56025 | v_dialer\ivr\src\ivr_conn.c   | ivr_conn: Error in select, errno<br>%d                                     |
| E56026 | v_dialer\ivr\src\ivr_conn.c   | ivr_conn: Error in accept, errno<br>%d                                     |
| E56027 | v_dialer\ivr\src\ivr_conn.c   | ivr_conn: Error on recv from<br>supervisor socket, errno %d                |
| E56028 | v_dialer\ivr\src\ivr_conn.c   | ivr_conn: Nothing read from<br>supervisor socket, errno %d                 |
| E56029 | v_dialer\ivr\src\ivr_conn.c   | ivr_conn: Unknown message<br>'%s:%s' from supervisor socket                |
| E56030 | v_dialer\ivr\src\ivr_conn.c   | ivr_conn: Error on recv from<br>IVR socket, errno %d                       |
| E56031 |                               | ivr_conn: Nothing read from<br>IVR socket, errno %d                        |
| E56032 | v_dialer\ivr\src\ivr_conn.c   | ivr_conn: Unknown message<br>(%c) from IVR socket                          |



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| E56033 | v_dialer\ivr\src\ivr_conn.c            | ivr_conn: Invalid message (%s) in input IPC queue                 |
| E56034 | v_dialer\ivr\src\ivr_conn.c            | ivr_conn: Unable to set socket to FIOASYNC, errno %d              |
| E56035 | v_dialer\ivr\src\ivr_conn.c            | ivr_conn: Unable to set socket to FIOSNBIO, errno %d              |
| E56036 | v_dialer\ivr\src\ivr_conn.c            | ivr_conn: Unable to set process to receive SIGIO, errno %d        |
| E56037 | v_dialer\ivr\src\ivr_conn_io.c         | ivr_conn: Send error, client %d (still trying)                    |
| E56038 | v_dialer\ivr\src\ivr_conn_io.c         | ivr_conn: Send error, client %d (giving up)                       |
| E56039 | v_dialer\ivr\src\ivr_conn_io.c         | err=%d sent=%d rem=%d dt=%d try=%d                                |
| E56040 | v_dialer\ivr\src\ivr_conn_io.c         | ivr_conn: Error in select in MicroSleep, errno %d                 |
| E56041 | v_dialer\ivr\src\ivr_conn_io.c         | ivr_conn: Fail to write to pipe - sd %d                           |
| E56042 | v_dialer\ivr\src\ivr_conn_io.c         | ivr_conn: Caught signal %d, err %d                                |
| E56043 | v_dialer\ivr\src\ivr_conn_io.c         | ivr_conn: sigaction failed in InitSigHandlers                     |
| E56044 | v_dialer\ivr\src\ivr_conn.c            | ivr_conn: IVR pool job '%s' does not exist                        |
| E56045 | v_dialer\ivr\src\ivr_conn.c            | ivr_conn: Error in trying to access IVR pool job '%s'; errno = %d |
| E56046 | v_dialer\ivr\src\ivr_conn.c            | ivr_conn: Already connected to IVR '%s'                           |
| E56047 | v_dialer\ivr\src\ivr_conn.c            | ivr_conn: Not connected to IVR '%s'                               |
| E56048 | v_dialer\ivr\src\ivr_conn.c            | ivr_conn: Still connected to IVR '%s'                             |
| E56049 | v_dialer\ivr\src\ivr_conn.c            | ivr_conn: Reset of IVR '%s' in progress, please wait...           |
| E57000 | v_dailer\dialer\dispatcher\dunupinit.c | Dispatcher startup soe_init error: %d                             |

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| E57001 | v_dailer\dialer\dispatcher\dunupinit.c  | Dispatcher startup invalid argument count: %d       |
| E57002 | v_dailer\dialer\src\core\ao_recall.c<br>v_dailer\dialer\src\core\agent_time_util.c<br>v_dailer\dialer\src\core\operator.c<br>v_dailer\dialer\dispatcher\dunupinit.c<br>v_dailer\dialer\src\swif\exec\opmon.c  | Linked list insert error: %d for list: %s           |
| E57003 |   | Linked list create error: %d for list: %s           |
| E57004 | v_dailer\dialer\dispatcher\dunupinit.c  | Unable to find opmon IPC                            |
| E57005 | v_dailer\dialer\dispatcher\dunupinit.c  | Unable to create dispatcher mailbox <%s>, error: %d |
| E57006 | v_dailer\dialer\dispatcher\dunupinit.c  | Cleaning up received fatal signal: %d               |
| E57007 | v_dailer\dialer\dispatcher\dunupinit.c  | Error: %d deleting dispatcher mailbox               |
| E57008 | v_dailer\dialer\dispatcher\dunupinit.c<br>v_dailer\dialer\dispatcher\mp_change_groupid.c<br>v_dailer\dialer\dispatcher\pa_acd_perm.c<br>v_dailer\dialer\dispatcher\snd_agt_msg.c<br>v_dailer\dialer\dispatcher\gateway.c  | Send message error: %d <%s>                         |
| E57009 | v_dailer\dialer\dispatcher\ap_aborting.c<br>v_dailer\dialer\dispatcher\ap_acquiring.c<br>v_dailer\dialer\dispatcher\ap_prereleasing.c<br>v_dailer\dialer\dispatcher\ap_releasing.c<br>v_dailer\dialer\dispatcher\dunupinit.c<br>v_dailer\dialer\dispatcher\mp_change_groupid.c<br>v_dailer\dialer\dispatcher\mp_job_set.c<br>v_dailer\dialer\dispatcher\pa_acd_perm.c<br>v_dailer\dialer\dispatcher\snd_agt_msg.c<br>v_dailer\dialer\dispatcher\dunup.c<br>v_dailer\dialer\dispatcher\gateway.c | Error trying to malloc space: <%s>                  |
| E57010 | v_dailer\dialer\dispatcher\dunupinit.c<br>v_dailer\dialer\dispatcher\mp_login.c   | Error opening file: <%s>                            |

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| E57011 | v_dailer\dialer\dispatcher\dunup.c  | Unexpected object: %d<br>msgtype: %d from md: %d |
| E57012 | v_dailer\dialer\dispatcher\dunup.c  | Invalid msgtype: %d from md: %d                  |
| E57013 | v_dailer\dialer\dispatcher\dunup.c  | Receive message error: %d                        |
| E57014 | v_dailer\dialer\dispatcher\<br>action_processor.c   | Unknown mode %s: %d                              |
| E57015 | v_dailer\dialer\dispatcher\du_format.c<br>v_dailer\dialer\dispatcher\<br>mp_genrel_query.c<br>v_dailer\dialer\dispatcher\<br>mp_op_headset_state.c<br>v_dailer\dialer\dispatcher\<br>mp_op_link_failure.c<br>v_dailer\dialer\dispatcher\mp_response.c   | Attribute not found: %d                          |
| E57016 | v_dialer\dialer\src\core\ao_recall.c<br>v_dialer\dialer\src\core\agent_time_util.c<br>v_dialer\dialer\src\core\operator.c<br>v_dailer\dialer\dispatcher\dunupinit.c<br>v_dailer\dialer\dispatcher\genrel_util.c<br>v_dailer\dialer\dispatcher\<br>mp_acquire_op.c<br>v_dailer\dialer\dispatcher\<br>mp_call_connect.c<br>v_dailer\dialer\dispatcher\mp_login.c<br>v_dialer\dialer\src\swif\exec\opmon.c | Linked list queuing error: %s                    |
| E57017 | v_dailer\dialer\dispatcher\dunuputil.c  | Invalid mailbox: %s                              |
| E57018 | v_dailer\dialer\dispatcher\<br>event_processor.c<br>v_dailer\dialer\dispatcher\mp_call_event.c  | Invalid event: %d %s                             |
| E57019 | v_dailer\dialer\dispatcher\gateway.c<br>v_dialer\dialer\src\swif\exec\<br>ServMonMsg.cpp  | Unable to register to mailbox<br><%s>, error: %d |
| E57020 | v_dailer\dialer\dispatcher\<br>mp_acquire_op.c  | Duplicate acquire request on<br>vdn <%s>         |
| E57021 | v_dailer\dialer\dispatcher\<br>mp_acquire_op.c  | Not enough licenses - Max<br>acquire agents: %d  |

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| E57022 | v_dailer\dialer\dispatcher\<br>mp_call_connect.c<br>v_dailer\dialer\dispatcher\mp_call_event.c<br>v_dailer\dialer\dispatcher\<br>mp_change_groupid.c<br>v_dailer\dialer\dispatcher\<br>mp_create_call.c<br>v_dailer\dialer\dispatcher\<br>mp_domain_action.c<br>v_dailer\dialer\dispatcher\mp_job_set.c<br>v_dailer\dialer\dispatcher\mp_login.c<br>v_dailer\dialer\dispatcher\mp_logout.c<br>v_dailer\dialer\dispatcher\<br>mp_trunk_release.c<br>v_dailer\dialer\dispatcher\<br>mp_user_action.c | Invalid attribute: %d %s                           |
| E57023 |  | Unexpected call connect for<br>call_id: %d         |
| E57024 | v_dailer\dialer\dispatcher\mp_call_made.c  | Unexpected call made to vdn:<br><%s> scai_link: %d |
| E57025 | v_dailer\dialer\dispatcher\mp_response.c   | Call reject error: %d for call_id:<br>%d           |
| E57026 | v_dailer\dialer\dispatcher\mp_call_reject.c<br>v_dailer\dialer\dispatcher\mp_job_set.c   | Invalid job id: %d                                 |
| E57027 | v_dailer\dialer\dispatcher\<br>mp_create_call.c  | Unexpected create call for<br>call_req_id: %d      |
| E57028 | v_dailer\dialer\dispatcher\<br>mp_domain_action.c<br>v_dailer\dialer\dispatcher\<br>mp_user_action.c   | Invalid action: %d %s                              |
| E57029 | v_dailer\dialer\dispatcher\mp_job_set.c  | Invalid process state: %d %s                       |
| E57030 | v_dailer\dialer\dispatcher\mp_login.c  | Extension <%s> is already in<br>use by user: %d    |
| E57031 | v_dailer\dialer\dispatcher\mp_response.c   | Error: %d as a response to:<br><%s> message"       |
| E57032 | v_dailer\dialer\dispatcher\mp_response.c   | Unknown resp_type event: %d                        |
| E57033 | v_dailer\dialer\dispatcher\mp_response.c   | Unexpected response objid:<br>%d, invokeid: %d     |

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| E57034 | v_dialer\dialer\src\core\agent_misc_util.c<br>v_dailer\dialer\dispatcher\mp_timeout.c   | Process <%s> not responding to msg: <%s>               |
| E57035 | v_dialer\dialer\src\core\ao_recall.c<br>v_dialer\dialer\src\core\agent_time_util.c<br>v_dailer\dialer\dispatcher\mp_timeout.c   | Get time error: <%d>, will try again                   |
| E57036 | v_dialer\dialer\src\core\ao_recall.c<br>v_dialer\dialer\src\core\agent_time_util.c<br>v_dailer\dialer\dispatcher\mp_timeout.c   | Invalid timeout event: <%d>                            |
| E57037 |   | Voice message not defined: <%d>                        |
| E57038 | v_dailer\dialer\dispatcher\mp_login.c   | Extension <%s> scai_link: %d is not installed          |
| E57039 | v_dailer\dialer\dispatcher\<br>mp_call_connect.c  | Expected timeout <%s> not found, call_id: <%d>         |
| E57040 | v_dailer\dialer\dispatcher\mp_call_made.c   | Expected timeout <%s> not found, vdn: <%s>             |
| E57041 | v_dailer\dialer\dispatcher\mp_release.c   | Release of pbx ext <%s> which is not fully acquired    |
| E57042 | v_dailer\dialer\dispatcher\mp_login.c   | User id %d was already in use                          |
| E57043 | v_dailer\dialer\dispatcher\<br>mp_user_action.c   | User ext <%s> scai_link <%d> is not found              |
| E57044 | v_dailer\dialer\dispatcher\dunupinit.c  | Unable to read acd_license.cfg, error: <%d>            |
| E58002 | v_dialer\dialer\src\core\agent.c<br>v_dialer\dialer\src\core\caller.c<br>v_dialer\dialer\src\core\operator.c<br>v_dialer\dialer\src\reports\history\<br>datamgr_init.cpp<br>v_dialer\dialer\src\swifexec\<br>ServMonMsg.cpp<br>v_dialer\dialer\services\<br>srcEventServer.cpp<br>v_dialer\dialer\src\swifexec\opmon.c<br>v_dialer\dialer\src\core\porter.c | %s - Unable to initialize soe (%d)                     |
| E58030 |   | Unable to start: The dialer processes are not running. |
| E59500 | v_dialer\dialer\src\core\jobctrl.c  | Job %s not currently running.                          |

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| E59501 | v_dialer\dialer\src\core\jobctrl.c<br>v_dialer\dialer\DialerCmdCtrl\<br>HeadsetLib.cpp  | Illegal parameters: %s                   |
| E59502 |   | Job %s not ready.                        |
| E59503 | v_dialer\dialer\src\core\jobctrl.c  | Job name not specified: %s               |
| E59505 | v_dialer\dialer\src\core\jobctrl.c  | Job(%s) not linkable                     |
| E59506 | v_dialer\dialer\src\core\jobctrl.c  | Malloc failure in list_agents            |
| E59507 | v_dialer\dialer\src\core\jobctrl.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Inbound capable jobs only: %s            |
| E59508 | v_dialer\dialer\src\core\jobctrl.c  | Outbound capable jobs only:<br>%s        |
| E59508 | v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp                                       | Monitoring of operator disabled          |
| E59509 | v_dialer\dialer\src\core\jobctrl.c  | Monitoring of operator disabled          |
| E59510 | v_dialer\dialer\src\core\jobctrl.c  | Error, no operator %s on job<br>%s       |
| E59511 | v_dialer\dialer\src\core\jobctrl.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Managed dialing capable jobs<br>only: %s |
| E59512 | v_dialer\dialer\src\core\jobctrl.c  | Illegal time zone: %s                    |
| E59513 | v_dialer\dialer\src\core\jobctrl.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Illegal action %s                        |
| E59514 | v_dialer\dialer\src\core\jobctrl.c  | Inbound capable jobs only                |
| E59516 | v_dialer\dialer\src\core\jobctrl.c  | Outbound capable jobs only               |
| E59517 | v_dialer\dialer\src\core\jobctrl.c  | Managed dialing capable jobs<br>only     |
| E59518 | v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp                                       | Illegal time zone name %c                |
| E59519 | v_dialer\dialer\src\core\api_jobctl.c<br>v_dialer\dialer\src\core\jobctrl.c             | Unable to open transfer lock file<br>%s  |
| E59520 | v_dialer\dialer\src\core\jobctrl.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Not a multi-unit job: %s                 |

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| E59521 | v_dialer\dialer\src\core\jobctrl.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | No units currently available                    |
| E59522 | v_dialer\dialer\src\core\jobctrl.c<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp | Illegal units %s                                |
| E59527 | v_dialer\dialer\src\core\jobctrl.c  | Job name not specified                          |
| E59528 | v_dialer\dialer\src\core\jobctrl.c  | Job linking capable jobs only                   |
| E59530 | v_dialer\dialer\src\core\jobctrl.c  | Job not currently linked                        |
| E59531 |   | Invalid port for monitoring<br>agents           |
| E59533 | v_dialer\dialer\src\core\jobctrl.c  | Warning: Operator already<br>being transferred. |
| E59534 | v_dialer\dialer\src\core\jobctrl.c  | Job1 %s not ready.                              |
| E59535 | v_dialer\dialer\src\core\jobctrl.c  | Job2 %s not ready.                              |
| E59539 | v_dialer\dialer\src\core\jobctrl.c  | Illegal change %s                               |
| E59540 | v_dialer\dialer\src\core\jobctrl.c<br>v_dialer\dialer\DialerCmdCtrl\<br>HeadsetLib.cpp  | Headset ID (%s) already in use                  |
| E59541 | v_dialer\dialer\src\core\jobctrl.c<br>v_dialer\dialer\DialerCmdCtrl\<br>HeadsetLib.cpp  | No more headsets permitted on<br>system         |
| E59542 | v_dialer\dialer\src\core\jobctrl.c<br>v_dialer\dialer\DialerCmdCtrl\<br>HeadsetLib.cpp  | Failure to access headset table                 |
| E59596 | v_dialer\dialer\src\core\jobctrl.c  | No operator slot available                      |
| E59597 | v_dialer\dialer\src\core\jobctrl.c  | System is not running                           |
| E59598 | v_dialer\dialer\src\core\jobctrl.c  | Illegal parameters                              |
| E59599 | v_dialer\dialer\src\core\jobctrl.c  | Bad command                                     |
| E59600 | v_dialer\dialer\src\core\jobctrl.c  | Not a Cruise Control job                        |
| E61000 | midtier\unixdev\CmdCtrl\src\<br>DialerCfgClient.cpp                                     | %s failed: Exception %s; Id %ul                 |

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| E61001 | midtier\unixdev\RealTimeDataServer\src\<br>RTRMmain.cpp<br>midtier\unixdevv_dialer\dialer\services\<br>src\Init.cpp<br>v_dialer\dialer\services\<br>srcEventServiceIF_i.cpp<br>midtier\unixdev\CmdCtrl\src\<br>DialerCfgClient.cpp<br>midtier\unixdev\Logger\src\<br>LoggingServer_i.cpp<br>midtier\unixdev\ServiceActivation\src\<br>ServiceActivatingIFImpl.cxx<br>midtier\unixdev\ServiceMonitor\src\<br>ServiceMonitor_ServiceMonitoringIFImpl.<br>cxx<br>midtier\unixdevv_dialer\dialer\services\<br>src\DialerEventServerIF_i.cpp<br>midtier\unixdevv_dialer\dialer\services\<br>src\EventClient.cpp<br>midtier\unixdevv_dialer\dialer\services\<br>src\EventServer.cpp<br>midtier\unixdevv_dialer\dialer\services\<br>src\EventServiceIF_i.cpp<br>midtier\unixdev\SysHealth\src\<br>SystemHealthEntryImpl.cpp<br>v_dialer\dialer\DialerServiceActivation\src\<br>DSAServiceIFImpl.cxx<br>\DSHdialerSystemHealthEntryImpl.cpp<br>v_dialer\dialer\DialerServiceMonitor\src\<br>DialerServiceMonitoringIFImpl.cxx | Exception raised: %s    |
| E61002 | midtier\unixdevv_dialer\dialer\services\<br>src\EventServiceIF_i.cpp<br>v_dialer\dialer\services\<br>srcEventServiceIF_i.cpp  | Unable to create thread |



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| E61003 | midtier\unixdev\CmdCtrl\src\<br>DialerCfgClient.cpp<br>midtier\unixdev\RealTimeDataServer\src\<br>RTRMmain.cpp<br>midtier\unixdevv_dialer\dialer\services\<br>src\EventClient.cpp<br>midtier\unixdevv_dialer\dialer\services\<br>src\EventServer.cpp<br>midtier\unixdevv_dialer\dialer\services\<br>src\EventServiceIF_i.cpp<br>midtier\unixdevv_dialer\dialer\services\<br>src\Init.cpp<br>v_dialer\dialer\services\<br>srcEventServiceIF_i.cpp | Caught unknown exception  |
| E61004 | midtier\unixdev\services\src\Init.cpp  | Unable to write to IOR file %s  |
| E61005 | midtier\unixdev\services\src\Init.cpp  | Unable to initialize signal handlers  |
| E61006 | midtier\unixdev\services\src\Init.cpp  | Unable to initialize %d   |
| E61007 | midtier\unixdev\services\src\<br>EventServer.cpp   | attach_datashm () failed -- is system up?   |
| E61008 | midtier\unixdev\services\src\<br>ShmDataReader.cpp   | Number of line pools defined in LINEASSIGN in master.cfg (%d) exceeds value of MAX_LINEASSIGN_LABELS (%d) |
| E61009 |  | Exceeded max limit of inactive jobs (%d); skipping the rest   |
| E61040 | midtier\unixdev\services\src\Init.cpp  | CosNaming NamingContext not found   |
| E61041 | midtier\unixdev\services\src\Init.cpp  | CosNaming NamingContext cannot proceed  |
| E61042 | midtier\unixdev\services\src\Init.cpp  | CosNaming NamingContext invalid name  |
| E61043 | midtier\unixdev\services\src\Init.cpp  | CosNaming NamingContext already bound   |
| E62000 | v_dialer\dialer\DialerCmdCtrl\src\<br>CmdCtrl_Table_i.cpp  | (%s): Operation %s is not implemented   |
| E62001 | dialer\Cmdctrl\CCompcodeTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CConfigTableSO.cpp  | (%s): Operation %s is not applicable to object %s   |

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| E62002 | v_dialer\dialer\DialerCmdCtrl\<br>AgentLib.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>FileTable.cpp  | (%s): Requested column %s<br>not available in table %s  |
| E62003 | v_dialer\dialer\DialerCmdCtrl\<br>AgentLib.cpp   | (%s): Invalid predicate<br>expression %s: %s            |
| E62004 | v_dialer\dialer\DialerCmdCtrl\<br>AgentLib.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CSelIndexTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>FileTable.cpp<br>v_dialer\dialer\DialerCmdCtrl\SelData.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>StratData.cpp                           | (%s): Invalid column name %s<br>in predicate expression |
| E62005 | v_dialer\dialer\DialerCmdCtrl\<br>CCallSelTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CCallStratTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CompcodeTable.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>RecordLock.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>RecordLock_utest.cpp | (%s): Record %s is locked by<br>owner %s                |
| E62006 | v_dialer\dialer\DialerCmdCtrl\<br>RecordLock.cpp   | (add_lock): failed for Record<br>%s Owner %s            |
| E62007 | v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>RecordLock.cpp  | (%s): lock for Record %s<br>Owner %s is no longer valid |

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| E62008 | v_dialer\dialer\DialerCmdCtrl\<br>CompcodeData.cpp<br>v_dialer\dialer\DialerCmdCtrl\JobData.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>PromptData.cpp<br>v_dialer\dialer\DialerCmdCtrl\SelData.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>StratData.cpp  | (%s): internal error - no data                                     |
| E62009 | v_dialer\dialer\DialerCmdCtrl\<br>CompcodeData.cpp   | (%s): no values for input  |
| E62010 | v_dialer\dialer\DialerCmdCtrl\<br>CAgentTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CCallListTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CCallStratTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CConfigTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CLineGrpTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CSelIndexTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CTelephnySpt.cpp | (%s): Operation %s requires<br>%s                                  |
| E62011 | v_dialer\dialer\DialerCmdCtrl\<br>CConfigTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CLineGrpTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CodeDescTable.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CSelIndexTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CTelephnySpt.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>TelephnyTable.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>VoicemsgCfgTable.cpp  | (%s): Operation %s: Invalid<br>parameters                          |
| E62012 | v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>RecordLock.cpp  | (%s): Record %s is not locked<br>by owner %, current owner is<br>% |

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| E62013 | v_dialer\dialer\DialerCmdCtrl\<br>AgentLib.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CCompcodeTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>FileTable.cpp | (%s): Requested row %s not<br>available in table %s   |
| E62014 | v_dialer\dialer\DialerCmdCtrl\<br>FileAccess.cpp  | Unable to create file %s, errno<br>= %d               |
| E62015 | v_dialer\dialer\DialerCmdCtrl\<br>FileAccess.cpp  | Unable to open file %s for read/<br>write, errno = %d |
| E62016 | v_dialer\dialer\DialerCmdCtrl\<br>FileAccess.cpp  | Unable to open file %s for<br>update, errno = %d      |
| E62017 | v_dialer\dialer\DialerCmdCtrl\<br>FileAccess.cpp  | Unable to open file %s for<br>readonly, errno = %d    |
| E62018 | v_dialer\dialer\DialerCmdCtrl\<br>FileAccess.cpp  | Unable to delete file %s, errno<br>= %d               |
| E62019 | v_dialer\dialer\DialerCmdCtrl\<br>FileAccess.cpp  | Unable to create file %s, file<br>already exists      |

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| E62020 | v_dialer\dialer\DialerCmdCtrl\<br>CrudulMethods.cpp<br>v_dialer\dialer\DialerCmdCtrl_Agent_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_CallSelect_i.cpp<br>v_dialer\dialer\DialerCmdCtrl<br>v_dialer\dialer\<br>DialerCmdCtrl_CallStrategy_i.cpp<br>v_dialer\dialer\DialerCmdCtrl<br>v_dialer\dialer\<br>DialerCmdCtrl_ComPCODE_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_Config_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_DialerControl_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_Domain_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_Headset_i.cpp<br>v_dialer\dialer\DialerCmdCtrl_Ivr_i.cpp<br>v_dialer\dialer\DialerCmdCtrl_Job_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_SelectIndex_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_TableFactory_i.cpp | General Exception - Table: %s<br>Method: %s                                |
| E62021 | v_dialer\dialer\DialerCmdCtrl\<br>FileAccess.cpp  | File %s does not exist, errno = %d   |
| E62022 | v_dialer\dialer\DialerCmdCtrl\<br>CCallSelTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CCallStratTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp   | (%s): Operation %s requires<br>Record ID as one of the query<br>conditions |
| E62023 | v_dialer\dialer\<br>DialerCmdCtrl_TableFactory_i.cpp  | Incorrect Table Type   |

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| E62024 | v_dialer\dialer\DialerCmdCtrl\<br>CCallSelTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CCallStratTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CompcodeTable.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CTelephnySpt.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>MasterCfgTable.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>TelephnyTable.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>VoicemsgCfgTable.cpp  | (%s): lock_record - Unknown<br>locktype %s       |
| E62025 | v_dialer\library\libutil++\src\account_r.  | (%s) [%#x] : %s(): Error %#x<br>[%s] %s occurred |
| E62026 | v_dialer\library\libutil++\src\account_r.  | (%s) [%#x] : %s(): Error %#x<br>%s occurred\n    |
| E62027 | v_dialer\dialer\DialerCmdCtrl\<br>CrudulMethods.cpp<br>v_dialer\dialer\DialerCmdCtrl_Agent_i.cpp<br>v_dialer\dialer\DialerCmdCtrl_Blend_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_CallSelect_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_CallStrategy_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_Compcode_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_Config_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_DialerControl_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_Domain_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_Headset_i.cpp<br>v_dialer\dialer\DialerCmdCtrl_Ivr_i.cpp<br>v_dialer\dialer\DialerCmdCtrl_Job_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_SelectIndex_i.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl_TableFactory_i.cpp | Platform Exception - Table: %s<br>Method: %s     |

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| E62028 |  | %s - Error allocating memory  |
| E62029 | v_dialer\dialer\DialerCmdCtrl\<br>MsgQueue.cpp   | (%s): Invalid Message Queue<br>handle   |
| E62030 | v_dialer\dialer\DialerCmdCtrl\<br>CAgentTableSO.cpp  | (%s): Invalid agent name  |
| E62031 | v_dialer\dialer\DialerCmdCtrl\<br>CAgentTableSO.cpp  | (%s): Invalid headset ID  |
| E62032 | v_dialer\dialer\DialerCmdCtrl\<br>AgentShmLib_utest.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CAgentTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CCompcodeTableSO.cpp | (%s): Unable to connect to<br>shared memory   |
| E62033 | v_dialer\dialer\DialerCmdCtrl\<br>ShmAccess.cpp  | (%s): Unable to connect to<br>agent %s shared memory  |
| E62034 |  | (%s): Agent %s is not active  |
| E62035 | v_dialer\dialer\DialerCmdCtrl\<br>AgentShmLib.cpp  | (%s): Agent %s is already<br>monitored by line %d   |
| E62036 | v_dialer\dialer\DialerCmdCtrl\<br>AgentShmLib.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp   | (%s): Unable to get IPC key for<br>job: %s  |
| E62037 | v_dialer\dialer\DialerCmdCtrl\<br>AgentShmLib.cpp  | (%s): Unable to open IPC for<br>%s  |
| E62038 | v_dialer\dialer\DialerCmdCtrl\<br>CAgentTableSO.cpp  | (%s): Invalid message to notify<br>agent(s)   |
| E62039 | v_dialer\dialer\DialerCmdCtrl\<br>AgentShmLib_utest.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CAgentTableSO.cpp   | (%s): Unable to connect to job<br>%s shared memory  |
| E62040 | v_dialer\dialer\DialerCmdCtrl\<br>RecordLock.cpp   | Lock expired for Record: %s,<br>Owner: %s   |
| E62041 | v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp  | Unable to fill required field %s<br>for Job %s  |
| E62042 | v_dialer\library\libcallsel\src\cllcallsel.cpp   | (%s): Selection Index Failure:<br>Unable to verify selection %s<br>with list %s. Run Verify<br>Selection to find specific errors. |

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| E62043 | v_dialer\dialer\DialerCmdCtrl\<br>AgentShmLib.cpp  | (%s): Invalid agent name<br>selection pattern '%s'  |
| E62044 | v_dialer\library\libcallsel\src\cllcallsel.cpp   | (%s): Selection Index Failure:<br>Unable to verify strategy %s<br>with list %s. Run Verify Strategy<br>to find specific errors. |
| E62045 | v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp  | (%s): Shared memory object<br>not associated with job: %s   |
| E62046 | v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp  | Invalid parameters for setting<br>%s  |
| E62047 | v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp  | Number of Call Strategy<br>Control items requested is<br>greater than allowed on system   |
| E62048 | v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp  | Requested value less than<br>minimum value.   |
| E62049 | dialerclient\Redwood\VBApps\Editor\<br>MDIForm1.frm<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp   | Unable to start job - job file in<br>use by character user interface.   |
| E62050 | v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp<br>dialerclient\Redwood\VBApps\Editor\<br>MDIForm1.frm   | Unable to start job - lock on file<br>failed.   |
| E62051 | dialerclient\Redwood\VBApps\Editor\<br>MDIForm1.frm<br>dialerclient\Redwood\VBApps\Editor\<br>Modules\General.bas  | Unable to start job - job file in<br>use by %s  |
| E62052 | v_dialer\dialer\DialerCmdCtrl\<br>CCallSelTableSO.cpp<br>v_dialer\dialer\<br>DialerCmdCtrl\CCallStratTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>RecordLock.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CompcodeTable.cpp | File %s in use by character<br>user interface.  |



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| E62053 | v_dialer\dialer\DialerCmdCtrl\<br>CCallSelTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CCallStratTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CompcodeTable.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>RecordLock.cpp | Lock on file failed.   |
| E62054 | v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp  | No response from Job Starter<br>for %s   |
| E62055 | v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp  | Invalid response from Job<br>Starter for %s  |
| E62056 |  | Failed check for required fields<br>due to lock on job file  |
| E62057 | v_dialer\dialer\DialerCmdCtrl\<br>CSelIndexTableSO.cpp   | (%s): Invalid index process<br>handle  |
| E62058 | v_dialer\dialer\DialerCmdCtrl\<br>CSelIndexTableSO.cpp   | (%s): Unable to locate status<br>for calling index process handle<br>'%s'  |
| E62059 | v_dialer\dialer\DialerCmdCtrl\<br>AgentShmLib.cpp  | (%s): Unable to send a<br>notification to agent %s   |
| E62060 | v_dialer\dialer\DialerCmdCtrl\<br>CCallSelTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CCallStratTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp  | Invalid file name: %s  |
| E62061 | v_dialer\dialer\DialerCmdCtrl\<br>CSelIndexTableSO.cpp   | (%s): Communication with<br>remote list server failed when<br>processing %s calling list and<br>%s calling selection |
| E62062 | v_dialer\library\libcallsel\src\<br>CallStgyLib.cpp  | (%s): Invalid Next Phone<br>definition from phone %s to<br>phone %s that creates infinite<br>loop                    |
| E62070 | v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptSyntaxErrorRe.cpp   | %s(%d): Syntax error: %s   |

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| E62071 | v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptSyntaxErrorRe.cpp | %s(%d): Error in command<br>'%s': %s  |
| E62072 | v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp | Unknown variable name '%s'  |
| E62073 | v_dialer\dialer\DialerCmdCtrl\<br>CTelephnySpt.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp     | Unexpected error in script<br>definition                                    |
| E62074 | v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp | Total number of lines %d<br>exceeds maximum allowed<br>(must be %d or less) |
| E62075 | v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp | Invalid field name '%s'   |
| E62076 | v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp | Invalid number of days %d   |
| E62077 | v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp | Invalid number of hours %d  |
| E62078 | v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp | Invalid number of minutes %d  |
| E62079 | v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp | Invalid audio message ID value<br>%d  |
| E62080 | v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp | Invalid time interval value %d  |

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| E62081 | v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp   | Invalid relational operator '%s'                 |
| E62082 | v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp   | Invalid completion code<br>keyword '%s'          |
| E62083 | v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>XmlBase.cpp            | (%s): Unable to initialize XML<br>processor: %s  |
| E62084 | v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>XmlBase.cpp            | (%s): Unable to terminate XML<br>processor: %s   |
| E62085 | v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>XmlBase.cpp            | (%s): Unable to initialize XSLT<br>processor: %s |
| E62086 | v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>XmlBase.cpp            | (%s): Unable to terminate XSLT<br>processor: %s  |
| E62087 | v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptTransform.cpp       | (%s): XML processing failed:<br>%s               |
| E62088 | v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptTransform.cpp       | (%s): XML/DOM processing<br>failed               |
| E62089 | v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptTransform.cpp       | (%s): XSLT processing failed:<br>%s              |
| E62090 | v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>XmlDomErrorHandler.cpp | Invalid element '%s'                             |

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| E62091 | v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>XsltBase.cpp         | (%s): Unable to compile XSLT<br>stylesheet '%s'   |
| E62092 | v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp | Invalid label length '%s' (must<br>be %d bytes or less)   |
| E62093 | v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp | Referenced label '%s' not<br>defined  |
| E62094 | v_dialer\dialer\DialerCmdCtrl\<br>SptParserApi.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp     | Command '%s' malformed  |
| E62095 | v_dialer\dialer\DialerCmdCtrl\<br>CTelephnySpt.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp     | (%s) Operation %s:%s failed<br>during validation  |
| E62096 | v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>SptProcessor_utest.cpp | Duplicate label '%s' definition<br>(first definition found in file %s,<br>line %d)  |
| E62097 | v_dialer\dialer\DialerCmdCtrl\<br>FileAccess.cpp   | File not open   |
| E62098 | v_dialer\dialer\DialerCmdCtrl\<br>FileAccess.cpp   | Unable to seek to beginning of<br>file  |
| E62099 | v_dialer\dialer\DialerCmdCtrl\<br>DccsAudioFileValidator.cpp   | File %s is not a valid audio<br>message file  |
| E62100 | v_dialer\dialer\DialerCmdCtrl\<br>DccsAudioFileValidator.cpp   | Combined size of audio<br>messages of %d kB (approx.<br>%02d:%02d minutes) exceeds<br>the total storage capacity %d<br>kB (approx. %02d:%02d<br>minutes) on PG230RM board |
| E62101 | v_dialer\dialer\DialerCmdCtrl\<br>DccsAudioFileValidator.cpp   | Total number of audio<br>messages %d exceeds the limit<br>of %d messages  |
| E62102 | v_dialer\dialer\DialerCmdCtrl\<br>DccsAudioFileValidator.cpp   | Referenced %s audio message<br>not available on the system  |

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| E62103 | v_dialer\dialer\DialerCmdCtrl\<br>DccsAudioFileValidator.cpp  | Audio message ID %d exceeds<br>the the limit of highest ID value<br>%d |
| E62104 | v_dialer\dialer\DialerCmdCtrl\<br>DccsAudioFileValidator.cpp  | Using a reserved audio<br>message ID %d                                |
| E62105 | v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp  | Invalid attribute keyword '%s'   |
| E62106 | v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>DccsSptValidator.cpp   | Invalid attribute value '%s' for<br>keyword '%s'                       |
| E62107 |   | Cannot start monitor agent '%s'<br>audio when on a shadow job          |
| E62108 |   | Cannot stop monitor agent '%s'<br>audio when on a shadow job           |
| E62109 | v_dialer\dialer\DialerCmdCtrl\<br>AgentShmLib.cpp   | Cannot send a message to '%s'<br>agent when on a shadow job            |
| E62110 |   | Cannot remove an agent '%s'<br>when on a shadow job                    |
| E62111 |   | Cannot start monitor agent '%s'<br>audio when on a shadow job          |
| E62112 | v_dialer\dialer\DialerCmdCtrl\<br>CCallSelTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CCallStratTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>RecordLock.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>RecordLock_utest.cpp | Record is already locked by<br>current user '%s'                       |
| E62113 | v_dialer\dialer\DialerCmdCtrl\<br>CCallSelTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CCallStratTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>CJobTableSO.cpp<br>v_dialer\dialer\DialerCmdCtrl\<br>RecordLock.cpp   | Record is not locked. Current<br>user '%s'                             |
| E62114 |   | Unknown lock state. Current<br>user '%s'                               |

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| E63000 | midtier\unixdev\CmdCtrl\src\CCTable.cpp<br>midtier\unixdev\CmdCtrl\src\<br>CmdCtrlImpl.cpp | Unable to send a message to<br>Dialer: %s Object: %s                     |
| E70000 | v_dialer\dialer\src\core\agent_io_util.c   | <a href="#">Incorrect number of arguments</a>                            |
| E70001 | v_dialer\dialer\src\core\agent_io_util.c   | <a href="#">Incorrect message type</a>                                   |
| E70002 | v_dialer\dialer\src\core\agent_time_util.c   | <a href="#">Timed out waiting for<br/>&lt;message&gt;</a>                |
| E70003 | v_dialer\dialer\src\core\agent_misc_util.c   | <a href="#">Incorrect job type</a>                                       |
| E70004 | v_dialer\dialer\src\core\agent_misc_util.c<br>v_dialer\dialer\src\core\agent_sys_util.c    | <a href="#">Command failed</a>   |
| E70005 | v_dialer\dialer\src\core\agent_io_util.c   | <a href="#">Incoming command exceeded<br/>maximum buffer size</a>        |
| E70006 | v_dialer\dialer\src\core\agent.c   | <a href="#">Must select unit</a>   |
| E70007 | v_dialer\dialer\src\core\agent_tdss_util.c   | <a href="#">Cannot transfer inbound call</a>                             |
| E70008 | v_dialer\dialer\src\core\agent_tdss_util.c   | <a href="#">Must specify transfer job</a>                                |
| E70009 | v_dialer\dialer\src\core\agent_tdss_util.c   | <a href="#">Unable to send message to<br/>porter</a>                     |
| E70010 | v_dialer\dialer\src\core\agent_tdss_util.c   | <a href="#">Conference in progress</a>                                   |
| E70011 | v_dialer\dialer\src\core\agent_hs_util.c   | <a href="#">Call blending is not available</a>                           |
| E70012 | v_dialer\dialer\src\core\agent_misc_util.c   | <a href="#">Password has expired</a>                                     |
| E70013 | v_dialer\dialer\src\core\agent_misc_util.c   | <a href="#">Password cannot be changed,<br/>change limit not expired</a> |
| E70014 |  | Password cannot be changed,<br>password file locked                      |
| E70015 | v_dialer\dialer\src\core\agent_misc_util.c   | <a href="#">Unable to become root<br/>privilege for setting password</a> |
| E70016 | v_dialer\dialer\src\core\agent_misc_util.c   | <a href="#">Original password is invalid</a>                             |
| E70017 | v_dialer\dialer\src\core\agent_misc_util.c   | <a href="#">New password entered is<br/>invalid</a>                      |
| E70018 | v_dialer\dialer\src\core\agent.c   | <a href="#">IVR_SCRIPT is blank in job<br/>&lt;name&gt;</a>              |
| E70019 | v_dialer\dialer\src\core\agent.c   | <a href="#">Job &lt;name&gt; is not valid for IVR<br/>agents</a>         |

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| E72000 | v_dialer\dialer\DialerServiceActivation\src\DSA.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitor.cxx  | %s can't initialize signal handlers      |
| E72010 | v_dialer\dialer\DialerServiceActivation\src\DSA.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitor.cxx  | %s server name AlreadyBound. ignored     |
| E72030 | v_dialer\dialer\DialerServiceActivation\src\DSA.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitor.cxx  | %s server name resolve CannotProceed     |
| E72040 | v_dialer\dialer\DialerServiceActivation\src\DSA.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitor.cxx  | %s server name resolve InvalidName       |
| E72050 | v_dialer\dialer\DialerServiceActivation\src\DSA.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitor.cxx  | %s Caught CORBA system exception: err=%s |
| E72051 | v_dialer\dialer\DialerServiceActivation\src\DSA.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitor.cxx  | %s Caught CORBA exception: err=%s        |
| E72052 | v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitorIFImpl.cxx   | %s Caught CORBA TRANSIENT error.         |
| E72060 | v_dialer\dialer\DialerServiceActivation\src\DSA.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DSMEvent.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\EventReceiver.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\SoeEvent.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceController.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitor.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitorIFImpl.cxx | %s Caught unknown exception              |

|        |  |   |
|--------|--|---|
| E72070 | v_dialer\dialer\DialerServiceActivation\src\DSA.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitor.cxx   | %s is NotFound                              |
| E72080 | v_dialer\dialer\DialerServiceActivation\src\DSA.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitor.cxx   | Unable to write %s IOR                      |
| E72090 | v_dialer\dialer\DialerServiceActivation\src\DSA.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitor.cxx   | %s:: Caught LogOnOffError exception(%d, %s) |
| E72100 | v_dialer\dialer\DialerServiceActivation\src\DSA.cxx  | function %s failed!                         |
| E72110 |  | Unable to create %s!                        |
| E72120 | v_dialer\dialer\DialerServiceActivation\src\DSAIFImpl.cxx  | Cannot start activation, %s!                |
| E72130 | v_dialer\dialer\DialerServiceActivation\src\DSAIFImpl.cxx  | failed on starting a %s thread.             |
| E72140 | v_dialer\dialer\DialerServiceActivation\src\DSAIFImpl.cxx  | reqID=%d, Unable to add request.            |
| E72150 | v_dialer\dialer\DialerServiceActivation\src\DSAIFImpl.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceController.cxx  | Unable to load %s.                          |
| E72160 | v_dialer\dialer\DialerServiceActivation\src\DSA.cxx<br>v_dialer\dialer\DialerServiceActivation\src\DSAIFImpl.cxx<br>v_dialer\dialer\DialerServiceActivation\src\DSAServiceIFImpl.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\EventReceiver.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceController.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitor.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitorIFImpl.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitoringIFImpl.cxx | %s: failed on %s.                           |



|        |  |  |
|--------|--|--|
| E72170 | v_dialer\dialer\DialerServiceActivation\src\DSARquest.cxx  | reqID=%d, Unable to execute child process =%s. cmd=%s, errno=%d, ret=%d                  |
| E72180 | v_dialer\dialer\DialerServiceActivation\src\DSARquest.cxx  | reqID=%d, Unable to start the service=%s   |
| E72190 | v_dialer\dialer\DialerServiceActivation\src\DSARquest.cxx  | reqID=%d, Caught DSAError.Unable to stop the service=%d                                  |
| E72200 | v_dialer\dialer\DialerServiceActivation\src\DSARquest.cxx  | reqID=%d, Caught unknown exception. Unable to stop the service=%d                        |
| E72210 | v_dialer\dialer\DialerServiceActivation\src\DSARquest.cxx  | %s: reqID=%d, the reference no longer denotes an existing obj                            |
| E72220 | v_dialer\dialer\DialerServiceActivation\src\DSARquest.cxx  | %s: reqID=%d, unable to decide whether or not obj exists.                                |
| E72230 | v_dialer\dialer\DialerServiceActivation\src\DSARquest.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitorIFImpl.cxx   | %s: reqID=%d, failed on calling observer's Update method.                                |
| E72240 | v_dialer\dialer\DialerServiceActivation\src\DSARquest.cxx  | %s: reqID=%d, cmd=%s, caught unknown exception. %s                                       |
| E72250 | v_dialer\dialer\DialerServiceActivation\src\DSARquest.cxx  | %s: reqID=%d, Unable to %s. cmd=%s, errno=%d, ret=%d                                     |
| E72260 | v_dialer\dialer\DialerServiceActivation\src\DSAServiceIFImpl.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitor.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitorIFImpl.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitoringIFImpl.cxx | %s: Unable to convert from char to LocText   |
| E72270 | v_dialer\dialer\DialerServiceMonitor\src\DialerServiceController.cxx   | %s: the event either is NOT found, is invalid, or there is no information for the event. |
| E72280 | v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitor.cxx<br>v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitorIFImpl.cxx   | %s: Caught SubError. SubError is: errorID =%s, msg=%s.                                   |
| E72290 | v_dialer\dialer\DialerServiceMonitor\src\DialerServiceMonitorIFImpl.cxx  | %s: input param ObserverIF_ptr is null.  |

|        |   |  |
|--------|---|--|
| E72300 | v_dialer\dialer\DialerServiceMonitor\src\<br>DialerServiceMonitorIFImpl.cxx | %s: Create error=%d on<br>mailbox: %s  |
| E72310 | v_dialer\dialer\DialerServiceMonitor\src\<br>EventReceiver.cxx              | %s: Create error on mailbox:<br>%s   |
| E79999 |   | Do not add a message number<br>greater than this one.  |
| E74001 |   | Version mismatch. Enforcer<br>expecting Product Version '%s',<br>WebLM reported license is for<br>Product Version '%s'. Moving<br>to Grace Mode until expiration<br>of grace period. |
| E74002 |   | Enforcer is unable to get<br>product information. Check<br>WebLM server connectivity,<br>verify presence of license file in<br>WebLM server and verify<br>WebLM URL.                 |
| E74003 |   | Enforcer is unable to acquire a<br>license due to unavailability of<br>licenses.   |
| E74004 |   | Problem with ENFORCER<br>parameter in master.cfg   |
| E74005 |   | AUTHENTICATION_FAILED -<br>Authentication with license<br>server failed.   |
| E74006 |   | CONNECTION_REFUSED -<br>WebLM Server denied<br>connection to Enforcer.   |
| E74007 |   | FEATURE_NOT_FOUND -<br>License server did not find the<br>product+feature requested.   |
| E74008 |   | INTERNAL_ERROR - Internal<br>programming error was<br>encountered.   |
| E74009 |   | INVALID_PARAMETER - An<br>invalid parameter was used<br>while interacting with WebLM<br>Server.  |

|        |  |   |
|--------|--|---|
| E74010 |  | INVALID_REQUEST_TO_SERVER - an invalid request was attempted on the license server.   |
| E74011 |  | INVALID_RESPONSE_FROM_SERVER - The license server returned invalid response.  |
| E74012 |  | LICENSE_EXPIRED - A failed attempt to acquire or renew an expired license was made.   |
| E74013 |  | NO_LICENSES_FOUND - An attempt to acquire a minimum of one license was made but no licenses were available.                   |
| E74014 |  | NO_ROUTE_TO_HOST - A network connection cannot be established because there was no route to the host.                         |
| E74015 |  | NODATA - Name server verified a valid hostname but no data record of the requested type was found.                            |
| E74016 |  | NORECOVERY - A non-recoverable name server error occurred.  |
| E74017 |  | PRODUCT_NOT_FOUND - Requested feature of a given product was not found, or License server did not find the product requested. |
| E74018 |  | SERVER_CONNECTION_PROBLEM - WebLM can be down or unreachable.   |
| E74019 |  | TRYAGAIN - An authoritative name server host was not found.   |
| E74020 |  | UNKNOWNHOST - The name server cannot resolve the given hostname.  |
| E74021 |  | INCOMPATIBLE_SOFTWARE_VERSION - The API version and license server version are not the same and are incompatible.             |

|        |  |   |
|--------|--|---|
| E74022 |  | TIMEOUT - A timeout occurred when attempting to contact a license server.   |
| E74023 |  | NOT_A_LICENSE_SERVER - The client was able to connect to the URL provided but was not able to obtain responses from the server. |
| E74024 |  | MULTI_SITE_INVALID - A the license server is unable to authenticate all peer servers associated with a multi-site license.      |
| E74025 |  | SERVER_RESTARTING - The license server is in the process of restarting. Retry later.  |
| E74026 |  | Unknown LicenseException.   |
| E74027 |  | WebLM::pLF->acquire () for feature_name='%s' failed - no more licenses available  |
| E75001 |  | %s Caught CORBA system exception: err=%s  |
| E75002 |  | %s Caught CORBA exception: err=%s   |
| E75003 |  | %s Caught unknown exception   |
| E75004 |  | %s server name resolve problem, CannotProceed   |
| E75005 |  | %s server name AlreadyBound ,ignored  |
| E75006 |  | Invalid Date  |
| E75007 |  | Internal Error  |
| E75008 |  | No History Data   |
| E75009 |  | locTextToStr failed   |

| <b>Error Number</b> | <b>Error message</b>   | <b>Meaning</b>   | <b>Fix/work around</b>   |
|---------------------|--|--|--|
| E62115              | Cannot create file %s in %s stage  | Cannot create requested file in requested stage  | Can come only if request is for active/ deleted stage. Choose another stage  |
| E62116              | Cannot update file %s. File is in %s stage                               | Cannot update requested file in requested stage  | Can come only if request is for active/ deleted stage. Choose another stage  |
| E62117              | Cannot delete file %s. File is in %s stage                               | Cannot delete requested file from requested stage  | Can come only if request is for active stage. Choose another stage   |
| E62118              | Unknown stage %s   | Stage is unknown   | Request is done for some stage except active, pending, deleted or inprogress   |
| E62119              | Cannot lock file %s. File is in %s stage                                 | Cannot give write lock to requested file from requested stage  | Can come only if request is for active/ deleted stage. Choose another stage  |
| E62120              | Cannot unlock file %s. File is in %s stage                               | Cannot unlock requested file from requested stage  | Not used   |
| "E62121"            | "Tbl file is inconsistent"   | The tbl file is not in sync with file structure. This can happen if some write operation fails for .tbl or some entries/files are deleted manually | Need to bring both in sync either by adding/ deleting entries to.tbl through vi or creating/ deleting the missing file |
| E62135              | "The calling list application is protected, cannot be deleted or copied" | The calling list application is protected and cannot be deleted or its pending / inprogress versions be created                                    | Try creating the pending / inprogress version with other name  |
| "E62136"            | "Unable to convert sample raw file"                                      | The conversion of sample csv file from GUI was unsuccessful  | Check that the dict file and the csv file matches and the field delimiters are correct                                 |

| Error Number | Error message  | Meaning  | Fix/work around  |
|--------------|--|--|--|
| "E62137"     | "Failed to run script for %s"                            | Unable to run install_inf script (in 'make active' ) for calling list app in pending stage which has infinite job feature enabled                      | Need to analyze the cause  |
| "E62138"     | "Cannot read beyond last record %d"                      | After running convert sample the sample list is displayed on editor as in fdictdump. The error comes if request has gone beyond last record            | The sample data has not been converted properly and can be of zero size. Need to see if sample data and calling list app details are in sync with each other                                       |
| "E62139"     | "Duplicate field found. File could not be updated"       | The customer has added two fields with same name in fdict  | Change the name of the second field  |
| "E62141"     | "Failed to create empty inbound list"                    | Unable to create empty inbound list. This can happen while making pending inbound list active  | There can be some issue with inbound app   |
| "E62156"     | "Failed to create template %s, template already exists"  | A template with the name already exists  | Use another name   |
| "E62157"     | "Failed to copy %s file to template %s, reverting back"  | There is some issue while copying the file reported in error to the template. Cause can be any system error like hard drive full, permission issue etc | Need to find out by looking at the system  |
| "E62158"     | "Failed to install template %s, template does not exist" | Shall not come in normal scenario. Can happen if template folder has been deleted due to some reason but its name exists in template.tbl file          | Login to the system and see if the template folder exists. If not, bring template.tbl in sync with the folder structure in template directory and need to investigate further on how this happened |

| Error Number | Error message   | Meaning   | Fix/work around   |
|--------------|---|---|---|
| "E62159"     | "File %s required to create template %s does not exist"             | This can come when say some file required to create the template is missing. i.e. File A is referring file B but B has been deleted | Fix the broken link   |
| "E62160"     | "Failed to create hierarchy for template %s"                        | Some error/exception occurs while creating hierarchy  | Try to create template again  |
| "E62161"     | "Removing template %s"  | Not an error. Just notification   |   |
| "E62162"     | "File %s not found"   | Template.tbl file is missing or not writable  | Check template.tbl file is there and has proper permissions   |
| "E62169"     | "Failed to upload template %s, archive inappropriate"               | The info file (which has the entry of template.tbl file for the particular template being downloaded) is missing                    | The tar that user is trying to upload is either corrupted or not a template tar and some other archive. Verify if the tar is ok and take action accordingly |
| "E62170"     | "Failed to upload template %s, couldn't untar the template archive" | After uploading, the archive cannot be untarred properly  | The tar is corrupted or not a proper archive or recognizable tar by linux. Verify if the tar is ok and take action accordingly                              |
| "E62171"     | "Failed to upload template %s"                                      | After uploading and untarring the archive, some error occurred in creating a corresponding entry in template.tbl file               | See if the tar had info file or template.tbl file is ok or hard drive is not full etc   |
| "E62172"     | "Failed to download template %s, template not found"                | The template which user is trying to download does not exist. Can happen only if tbl file and file structure are not in sync        | Check if template.tbl is out of sync with templates.<br>Need to add/delete entry in template.tbl and bring system in sync                                   |

| Error Number | Error message   | Meaning  | Fix/work around  |
|--------------|---|--|--|
| "E62173"     | "Failed to download template %s, couldn't archive the template" | The template cannot be tarred. The tar command failed        | Need to try again  |
| "E62174"     | "Failed to upload template %s, template already exists"         | The template with name same as that of archive already exist | Rename the template which is already on the system and try uploading the archive |

---

## AACC Error Codes

The following table lists the AACC error codes.

| Error Numbers | Description  |
|---------------|--|
| E58035        | Unable to start Call Event Consumer Service.                               |
| E58036        | Unable to start Notification Consumer Service.                             |
| E58037        | Unable to create/define Session Service Object.                            |
| E58038        | Unable to create/define ContactManager Service Object.                     |
| E58039        | Unable to create/define NotificationProducer Service Object.               |
| E58040        | Unable to log off from CCT Server.   |
| E58041        | Unable to login on CCT Server.   |
| E58042        | Caught Exception.  |
| E58043        | Unable to logoff from CCT Server.  |
| E58044        | Unable to Stop Call event Listener.  |
| E58045        | Unable to subscribe for events.  |
| E58046        | Unable to get providers.   |
| E58047        | CDN List does not contain any CDN address. Minimum of one CDN is required. |
| E58048        | Unable to Start Address CallEvent Listener.                                |
| E58049        | Unable to Stop Address CallEvent Listener.                                 |



|        |   |
|--------|---|
| E58050 | eventhandler : Call Event received with NULL pointer. |
| E58051 | call_id is not present in VPBX.                       |
| S58052 | CDN Address already exist in CDN monitoring list.     |
| E58053 | Unable to start System Event Listener.                |
| E58054 | Unable to Stop System event Listener.                 |

---

## Cannot transfer inbound call

An agent is unable to transfer an inbound call.

### Description

This error occurs when the AGTMoFlash\_fn agent call or the agent API calls AGTMoFlashBlind or AGTMoFlashSupv attempt to transfer an inbound call.

---

## Command failed

An agent API command failed.

### Description

This error occurs when trying to set an agent password and an internal system error occurs.

---

## Timed out waiting for <message>

Pending request timed out waiting for a command that timed out.

### Description

<message>, a string, contains the name of the command that timed out and the response that the agent binary was expecting from Avaya Proactive Contact.

---

## Operator monitor process does not respond

A request concerning an agent's headset volume has generated no response.

### Description

This error occurs when a request concerning an agent's headset volume does not get any response.

---

## Agent <name> logged in Already - Access Denied

Agent <name> is already logged in to the system.

### Description

An agent tried to log on to the system with an agent name already in use and access was denied.

---

## Unable to send message to porter

An agent cannot send a message to porter.

### Description

This error occurs when message sent by an agent to porter is not delivered.

---

## Password has expired

During agent log on, the system determines the agent's password has expired.

### Description

When an agent tries to log on, the system identifies that the agent's password has expired.

---

## <agent><agent\_name> - Operator number returned invalid <slot\_num>

The agent logon is invalid.

### Description

The <slot\_num> is the agent slot number assigned to the agent with user name <agent\_name>.

---

## Incorrect message type

Agent application message headers are not formatted correctly.

### Description

This error message mean that agent application message headers are not formatted correctly. The message type can be one of the following:

- Data
- Pending
- Error
- Response
- Busy
- Notify

---

## Incorrect number of arguments

Command had wrong number of arguments.

### Description

An agent application issued a command containing the wrong number of arguments.

---

## Must select unit

An agent did not select a unit ID value.

### Description

The agent is logged in to a Unit Work List job but has not selected a unit ID value to work with. A Unit Work List job divides customer records into work lists or subsets. Agents work with records only in their assigned work lists.

---

## Unable to allocate memory

A process is unable to allocate memory.

### Description

Various processes can generate this error message. A process is about to store something in memory and finds that it cannot allocate that memory for its purpose. In general, this means a malloc call failed.

---

## Audio file name is too long

Audio file name is too long

### Description

An audio file name exceeds the eight character limit.

---

## Bad argument

A process encountered a bad argument to a function when trying to execute.

**Description**

A process encountered a bad argument to a function when trying to execute. This error message can occur when the readtape, writetape, or pds\_page binary is trying to write a message to the screen. It can also occur when the swif\_mako process or in some cases with job control.

The error message provides the context of the error.

---

## ERROR - Unknown file descriptor

Agent attempted a command that was not correctly formed.

**Description**

This error occurs when an agent tries to run a command that is not recognised by the system.

---

## Invalid entry for <name> in <filename>

A process accessed the named file for the named parameter which has an invalid value.

**Description**

A process, typically in shared memory, found an invalid parameter value in the named file. The most common reason for this error is an invalid value for the LINEASSIGN value in the \$VOICEDIR/etc/master.cfg file.

---

## Field has incorrect length

List distribution process finds calling list field with incorrect length.

**Description**

The listdist binary, upon opening the calling list, checks the list's status field locations and finds a field with an incorrect length.

---

## Bad file descriptor <num>

Process encounters a bad file descriptor.

### Description

A process encounters a bad file descriptor while trying to access a calling list.

---

## Invalid headset number <num> <line>

A process accessed switch information concerning headsets and encountered a headset with an invalid number.

### Description

A process accessed switch information concerning headsets and encountered a headset with an invalid number. The \$VOICEDIR/config/dgswitch.cfg file contains the valid numbers.

---

## Unable to initialize screen environment

Windows screen environment is unable to start.

### Description

When starting a Windows-based application, the application does not start because Avaya Proactive Contact is unable to initiate the Windows screen environment.

---

## Invalid line selection

Choice of line to select is invalid.

### Description

When viewing call lists or running jobs, for instance, the system can prompt you to select a line of the output on the screen to view. Your answer to this prompt did not match any line number available for viewing.

---

## Invalid logical connector <name>

A logical connector such as AND has been misspelled.

### Description

When creating call strategy you can use logical operators such as AND, OR to create groupings of criteria. One of these groupings has an invalid logical connector.

---

## Invalid recall code <num>

While working on call strategies, the system encountered an invalid recall code.

### Description

This error occurs when an invalid recall code is entered in case of working on call strategies.

---

## Invalid ring count <num>

A call strategy process encountered an invalid ring count, <num>.

### Description

This error occurs when a call strategy process encounters an invalid ring count.

---

## Invalid time format

Incorrect time format used.

### Description

The code that generated this error message requires the user to provide a time. The time was not given in the correct format,

HH.MM.SS

---

## Conference in progress

An agent attempted to add a call to a conference the call was already in.

### Description

This error occurs when an agent attempts to add a call to a conference to which the call was already joined in.

---

## Field not defined in calling list

A calling list contains a field that is not defined.

### Description

A calling list contains a field that is not defined in the fdict file associated with the calling list.

#### Note:

If this error occurs when creating a hash index for the calling list, the STATUSFLAG field is the source of the error.

---

## Unable to create file

A process cannot create a file required to successfully complete.

### Description

Avaya Proactive Contact processes often create files. This particular error message is generated only during the following activities:

- Writing record numbers from the hash index file into a calling list.
- Moving record data, field by field, from one calling list to another.
- Converting zip codes to area codes.



---

## agent - Unable to read from file <name>

A process, agent, is unable to read the contents of the named file.

### Description

This error can occur from a wide variety of sources and for a equally wide range of reasons: Some of the reasons are:

- There is not enough memory allocated to read the file.
- The process cannot read a record in the file

---

## Unable to unlock file

A locked file cannot be unlocked.

### Description

Typically, if more than one process or person can access file at any time, a process locks a file when it is in use so that changes cannot be made by more than user at a time. In this case a file that was locked cannot be unlocked.

This message can occur whenever a process tries to access a call list or other data file.

---

## Warning: CFRM message truncated

While sending a reply message to the last process that sent an IPC message to the process that generated the error message, the reply message is truncated.

### Description

While sending a reply message to the last process that sent an IPC message to the process that generated the error message, the reply message is truncated. The message is truncated either because it is too long or it is no longer a valid message.

---

## Callbacks are not permitted on inbound calls

Agent tried to make a callback on an inbound call.

### Description

Agent tried to make a callback on an inbound call and callbacks are not permitted on inbound calls.

---

## Field <name> not defined in calling list <filename>

A process tried to access the named field in the named calling list and the field does not exist.

### Description

This error occurs when a process tries to access a named field, which does not exist, in a named calling list.

---

## clstat <xfd> failed

Creation of a calling list, xfd, header failed.

### Description

A process trying to create a list header for the calling list identified by xfd, was unsuccessful.

---

## Unable to remove file <filename>

User attempted to remove a calling list file and is unable to remove the calling list.

### Description

User attempted to remove a calling list file and is unable to remove the calling list. The error message does identify the file that was not removed.

---

## Clear fdict <number> failed

Unable to remove the calling listclear fdict file <num>.

### Description

While creating a new header record and loading header data for the current xfd, there was a failure to clear the fdict file <num>.

---

## Date is before the current date

The date for the command is before the current date.

### Description

This error occurs when the date for running the command falls before the current date.

---

## Incoming command exceeded maximum buffer size

An agent binary command exceeded the maximum buffer size.

### Description

This error occurs when an agent binary command exceeds the maximum buffer size.

---

## <string>: Confirm error (num)

An Avaya CTI process is looking for confirmation of an event.

### Description

An Avaya CTI process is looking for confirmation of an event. The string value in the error message can be one of these values:

- RouteSelectReq
- MsgCall - num = 21

- CSTA\_SET\_AGENT\_STATE
- Monitor Agent

---

## File corruption or record size mismatch detected in calling list (name>

While attempting to access a calling list, a process found either a corrupt file or a record that did not match its known size.

### Description

While attempting to access a calling list, a process encounters either a corrupt file or a record that does not match its known size.

---

## CTI Error: <string><num>

Each CTI error designated by this error message carries the clue to its origin in the string.

### Description

Each CTI error designated by this error message carries the clue to its origin in the string. For instance, these errors:

1. Error 65

`CTI Error:ACSUNSOLICITED:ACS_UNIVERSAL_FAILURE error = 65`  
tells you the Avaya CT server was shut down.

2. Error -5

`CTI Error:acsOpenStream? failed error = -5`  
tells you that Avaya CT server is not present in the network.

3. Error 25

`acsOpenStream: ACS_UNIVERSAL_FAILURE_CONF error = 25`  
tells you that the login or password was invalid.

#### 4. Error 1007

`acsOpenStream: ACS_UNIVERSAL_FAILURE_CONF error = 1007`

tells you that the driver was unable to open the new session because no link was available to the PBX.

---

## CTI not configured for agent events

The Avaya CT Server is not enabled for agent events.

### Description

This error occurs when Avaya CT Server has not been enabled for the agent events.

---

## Duplicate ALL phone numbers specification

A process was making a change to a calling list in the memory database and an error occurred.

### Description

A process was making a change to a calling list in the memory database and an error occurred., The change most likely involved a time zone setting or the STD\_TO\_DIALFMT setting of a minimum of one telephone number.

---

## Duplicate country specified

The system encountered duplicate country settings where it expected a single country.

### Description

The system while loading country specific settings from files such as locale.cfg, encountered setting with duplicate countries where there must only be one country setting.

---

## Environment variable not set

An environment variable required for correct operation of Avaya Proactive Contact is missing.

### Description

Environment variables determine how many aspects of the system work. In this case, the most likely environment variable this not set or not set correctly is \$VOICEDIR.

---

## OnEventEstablished: Unknown command (7)

An established event occurred after a request to hang up a call, but before the Clear Call Confirmation.

### Description

This error occurs when after sending a request to hang up a call and before getting the Clear Call Confirmation from the system, an established event occurs.

---

## Recall attempt can't exceed <num>

The number of recall attempts cannot exceed <num>.

### Description

An agent tried to exceed the allowed number, <num>, of recall attempts.

---

## Extra comma in selection criteria

When setting up call strategy, found an extra comma in selection criteria.

### Description

When setting up call strategy, the system found an extra comma in selection criteria.

---

## Unable to setup command keys

The command keys for the graphical user interface are not available.

### Description

When starting Avaya Proactive Contact, the command keys do not work.

---

## Unable to lock file

A process did not lock a file.

### Description

A file is open and can be accessed by more than one process for change. Typically, if more than one process or person can access file at any time, a process locks a file when it using so that changes cannot be made while the file is in use.

This message alerts the user that a file that must be locked, is not locked. It can only occur during these two activities:

- When generating \*.hist files from \*.stat files.
- When the job configuration editor is in use.

---

## Unable to initialize keyboard

At start of Agent API, the system keyboard did not initialize.

### Description

For both the graphical user interface (GUI) and the character-based interface to the agent API, the system checks at startup for an initialized keyboard.

---

## Unable to open directory <dir\_name>

An operation tried to open a directory and failed.

### **Description**

An operation tried to open a directory and failed.

---

## **Unable to read file header**

A process was unable to read the file header of a file.

### **Description**

A shadow job process was unable to read the file header of an inbound calling list.

### **Resolution**

To resolve this issue, follow these steps:

1. Inspect the calling list in use when the error occurred.
2. Repair the file header as necessary.
3. Retry the shadow job activity that created the error message.

---

## **Unable to initialize switcher**

The system is unable to establish communication with the switch.

### **Description**

This error occurs when the system fails to establish communication with the switch.

---

## **Unable to load record**

The record does not load.

### **Description**

When editing calling lists, the user attempts to access a record, and the record does not load.



---

## Fatal error on select - <num>

Agent tried to select job <num> and got a fatal error.

### Description

An agent tried to select job <num> and got a fatal error. The agent child process supporting the client session is terminating.

---

## Field name <name> is invalid

The named field name is not allowed.

### Description

A call strategy process has encountered a field name that is invalid.

---

## Invalid field value <value>

The named value for a field is not allowed.

### Description

A call strategy process has encountered a named value for a field that is invalid.

---

## Missing or invalid entry in file

A process opens a file and a critical entry is missing or invalid.

### Description

This error occurs when a process opens a file to get a parameter value and the parameter is either missing or invalid. In most cases the process is looking for a value in master.cfg. The master.cfg values most often looked for are:

- ARCHIVE\_DIR

- DIALERID
- LINEASSIGN
- MAXHIDSLOTS
- MAXPHONE
- MAXCMPCODE
- PORTS

The error can also occur when the process tries to access a environment variable such as TZ, timezone. All the Avaya Proactive Contact environment files are defined in the \$VOICEDIR/shell/envfile configuration file.

This error can occur when the process tries access other parameters from other configuration files, but the ones listed above are the most common cause of the error.

---

## **File <filename> exists, but is not readable by user <user\_name>**

A process cannot read an existing file.

### **Description**

This error occurs when a process attempts to read a file, but the process owner does not have file permissions to read the file. It almost always is an indication of another, deeper, problem.

---

## **File <filename> exists, but cannot be written by user <user\_name>**

A process cannot write to an existing file.

### **Description**

This error occurs when a process attempts to write to a file, but the file permissions do not permit that user to write to the file. Almost always this indicates a deeper problem.

---

## File <filename> does not exist

A process tried to access a file that does not exist.

### Description

A process tried to access a file that does not exist. This error message occurs when the process is trying to access an archive file.

This error appears as "Invalid job name" when starting jobs.

---

## File did not close

A process has left a file open that needs to be saved.

### Description

This error is only generated by dialer service processes.

---

## No space on file system

The file system is full.

### Description

This error can occur when creating an index for use by a caller or when using readtape and writetape. Whether accessing a hard disk, CD-ROM or tape media, this error indicates the media is full.

---

## Unequal phone number field lengths in file <name>

A process attempts to read a number written in string format in a file and is unsuccessful.

**Description**

A process is trying to read a number in string form in a file such as callselnum and encounters phone numbers of unequal length.

---

## **Field value not in acceptable list**

A value in a comma delimited list is not allowed in the list.

**Description**

An agent has created a comma delimited list with an invalid entry.

---

## **Entry <value> missing/invalid in <filename> file**

A process tried to read a value from a file and <value> is either missing or invalid.

**Description**

A process tried to read a <value> from <filename> and <value> is either missing or invalid. This error can occur in various situations. The first entry in the actual error message must contain some context of the error.

---

## **Gap found between selection criteria lines**

A gap is found in the selection criteria.

**Description**

When setting up call strategies, a gap exists in the selection criteria.

---

## **Headset <id\_num> not specified in dgswitch.cfg file**

A headset number ID is not found in the dgswitch.cfg file.

### Description

The operator process while in test mode, encounters a headset number ID that is not in the dgswitch.cfg file.

---

## Headset port number <num> out of range

A process accessed switch information concerning headsets and encountered a headset with a port number out of range.

### Description

A process accessed switch information concerning headsets and encountered a headset with a port number out of range. The \$VOICEDIR/config/dgswitch.cfg file contains the valid port ranges.

---

## <agent\_name> - Exceeded operator slots available, MAXOPS is low

The <agent\_name> logon exceeds the Avaya Proactive Contact system limit on the number of agents.

### Description

The <agent\_name> logon exceeds the Avaya Proactive Contact system limit on the number of agents. MAXOPS is the number of headset ID slots. The number of agents is limited by the number of slots for headsets available on the switch. This limit is a physical restraint on the number of agents.

#### Note:

This error can occur if client sessions for the agent application are left running on Avaya Proactive Contact after an agent workstation crashes.

---

## Inbound agents only permitted

An agent tried to access an inbound job.

### Description

An agent other than an inbound agent tries to access an inbound job.

---

## Invalid answer delay time

A process encountered an invalid answer delay time.

### Description

A process while adding localization information to the in-memory database encountered an invalid answer delay time.

---

## Invalid call detection mode <name>

A call detection setting in the call strategy files contains an invalid name.

### Description

A call detection setting in the call strategy files contains an invalid name. This setting tells the system which calls to pass to agents. It can have the following values:

- Voice
- Autovoice
- Intercept
- No circuit
- Disconnect
- Vacant
- Reorder

### Resolution

To resolve this issue, follow these steps:

1. Most likely the offending setting is in the call strategy settings. Find the value for the keyword, E\_STRATEGY in jobEventData. The value is the name of the Call Strategy file which is typically in the \$VOICEDIR/callsel directory. If it is not there, the CALLSEL keyword in \$VOICEDIR/etc/master.cfg to determine the correct directory.
2. Inspect the all detection settings in the jobEventData file for invalid entries.

3. Correct any invalid entries you find.
4. Rerun the process that generated this error message.

You can also use Supervisor to make these corrections:

5. From the Supervisor Main menu, select Campaign > Strategy > Edit a phone strategy
6. See *Using Avaya Proactive Contact Supervisor* for more information.

---

## CSTAUniversalConfEvent for call monitor, error = 24

There is no active call because an application has sent an invalid call identifier.

### Description

There is no active call because an application has sent an invalid call identifier. The call identifier is a numeric string of 18 digits. The system generates a call identifier in the following instances:

- A job initiates an outbound call
- .A job checks for an inbound call on an inbound trunk
- .An agent initiates a manual call
- .An agent initiates a field call
- .An agent initiates a transfer

In most cases of this error, the call does not exist or has been cleared.

---

## Invalid format character found

Agent entered a date with an invalid format character.

### Description

Agent entered a date with an invalid format character. The agent either entered a date with a slash (/) versus backslash (\) or in the time format used colons or other extra characters.

---

## invalid channel number <string>

An agent uses an invalid channel number, <string>.

### Description

An agent tries to talk directly to the switch/porter and uses an invalid channel number.

---

## Invalid DAA type

A process encountered an invalid DAA type.

### Description

A process while adding localization information to the in-memory database encountered an invalid DAA type.

---

## Invalid date format

Incorrect date format used.

### Description

The code that generated this error message requires a date in the correct format. The required date format is ccyy/mm/dd.

---

## Invalid delay specification

A process found an invalid delay specification.

### Description

A process accessed the time between recalls and found an invalid delay specification.



---

## Invalid file name

The requested or supplied file name is not valid.

### Description

Although many operations in Avaya Proactive Contact require specific file names, only some operations return this error message. This error occurs during the following activities:

- Creating an index by searching a calling list for records with a specified criteria.
- Preparing a calling list report.
- Creating a distribution list of data in a calling list.
- Displaying a file's content on the screen.

---

## New password entered is invalid

An agent entered an invalid password.

### Description

An agent is trying to create a new password and entered an invalid password.

---

## Invalid offhook retry delay

A process finds a phone number with a invalid offhook retry delay.

### Description

While a process is adding localization information for a calling list into the memory database, it finds a phone number with a invalid offhook retry delay.

---

## Invalid phone

When an agent is trying to set up recalls, the system checks that the phone number is valid and finds one that is not.

### Description

When an agent is trying to set up recalls, the system checks that the phone number is valid and finds one that is not.

If this error occurred when using a process initiated using the Agent API, the telephone field index does not fall in the range returned by **AGTListCallbackFmt** for the customer record. In this case retry the process with a value between 1 and the **AGTListCallbackFmt** value.

---

## Invalid phone <number>

A process finds a listed invalid phone number.

### Description

While using a call strategy or setting up recalls, a process finds a listed invalid phone number.

---

## Invalid phone number length

System finds a phone number with an invalid length.

### Description

While the system is entering locale information into memory, it encounters a phone number with an invalid length.

---

## Invalid phonestat - <status>

Invalid recall telephone selected.

### Description

The telephone number specified by the <index> parameter is not valid. The <status> value is B, T, or Z. B indicates a bad telephone number, T indicates the phone number belongs to an unknown time zone, and Z indicates that the recall time is invalid in the time zone.

---

## Original password is invalid

The entered password is invalid.

### Description

An agent when logging in, enters an invalid password.

---

## Invalid pattern

A process tries to use an invalid pattern.

### Description

A process tries to use a pattern as criteria for record selection and the pattern is invalid.

---

## Invalid recall code <code>

A recall setting is not recognized by the system.

### Description

When selecting records from a calling list, the user can mark entries for recall or choose a field with a specified value to mark the call for recall. To generate this error message, the value encountered is not a legitimate value for marking a call for recall or is not recognized a good value for a specific field.

---

## Invalid response from operator monitor process

The opmon returns an invalid response concerning headsets.

### Description

The opmon process reported that an agent monitoring process returned an invalid response concerning headsets.

---

## Invalid range character

The length of a standard phone number for the specified country contains an invalid character.

### Description

When converting a calling list to std\_to\_dialfmt, the length of a standard phone number for the specified country contains an invalid character.

---

## Invalid ring count <num>

A ring count setting in the call strategy files contains an invalid number.

### Description

A ring count setting in the call strategy files contains an invalid number.

---

## Invalid time zone character <char>

A time zone setting contains an invalid character.

### Description

A time zone setting in the call strategy files contains an invalid character.

---

## Invalid use of ALL phone numbers specification

The ALL parameter appears in the locale.cfg file as an invalid entry.

### Description

As the system processes a calling list performing the change of phone numbers to standard to dial format, it uses parameters in the phonefmt.cfg some of which come from the local.cfg file. The ALL entry can be used in some cases in locale.cfg, but not all.

---

## Invalid VM2 locale code

A process encounters an invalid VM2 locale code.

### Description

A process is adding a line of localization code to memory and encounters an invalid VM2 locale code.

---

## Invalid wait limit

While a process finds a phone number with a invalid wait limit.

### Description

While a process is adding localization information for a calling list into the memory database, it finds a phone number with a invalid wait limit.

---

## Unable to invoke function

A process tried to start a function and failed.

### Description

In most cases, this error occurs during record selection or the creation of phone strategy when a process tries to spawn a child process.

---

## IPC - invalid input argument

The system with IPC encountered an invalid input argument.

### Description

When the system was creating the inter-process communication module (IPC), it encountered an invalid input argument.

---

## IPC - invalid ipc entry

A message for IPC queue has invalid content.

### Description

While sending a message to the ipc queue, the system determines that the message has invalid content.

---

## Invalid ipc number <num>

An ipc message has an invalid ipc number.

### Description

A process sent or received an ipc message that has an invalid ipc number.

---

## <process\_name> - Accessing bad semaphore

The <process\_name> process encountered a bad semaphore.

### Description

A process, while trying to use an IPC message, encountered a bad semaphore.

---

## <process\_name> -

open semaphore, err(<num>)

The <process\_name> process while attempting an IPC message, is unable to open a semaphore.

### Description

A process, while attempting an IPC message, is unable to open a semaphore.

<process\_name> - Failed on semaphore operation, err <err\_num> key = <sem\_key\_id> code = <op\_code>

---

## **<process\_name> - Failed on semaphore operation, err <err\_num> key = <sem\_key\_id> code = <op\_code>**

The <process\_name> process attempted an IPC message semaphore operation and failed.

### **Description**

The <process\_name> process attempted an IPC message semaphore operation and failed. The error message includes the name of the process involved, the semipro key ID and the op code.

---

## **<process\_name> Failed on semaphore removal, err=<num> key=<num>**

A process tried to remove a semaphore associated with IPC messaging.

### **Description**

The <process\_name> tried to remove a semaphore associated with IPC messaging and generated this error that includes the semaphore id as key=<num>.

---

## **IPC - Unable to open opmon message queue**

A process is unable to open the queue with opmon.

### **Description**

A process tried to open an ipc message queue with opmon and is unable to open the queue.

---

## **Response message too long**

An ipc response message is too long.

**Description**

An ipc response message is too long and therefore not sent

---

## **IVR\_SCRIPT is blank in job <name>**

An IVR script is empty.

**Description**

The error message names the pool job that encountered a empty IVR script.

---

## **Unable to create jobmon graphical user interface (GUI)**

The job monitor's GUI is missing some elements.

**Description**

When the job monitor GUI is created, either the menu bar, the job monitor window or the status bar is missing.

---

## **Job <name> not running**

A job is not running.

**Description**

An agent tried to access a job that is not running.

---

## **Job <name> is not valid for IVR agents**

The named job is not valid for IVR agents.



**Description**

The named job is not valid for IVR agents. Any job file has a set of IVR parameters, including the `Allow IVR agents on job` parameter. If this parameter is set to `NO`, IVR agents cannot access the job.

---

## Error loading job chain

The system fails to load a job chain.

**Description**

System attempts to load a job chain and next slot is already taken.

---

## Attempt to store list\_client on host failed

The attempt to store the list\_client in slot failed.

**Description**

The `_lcCreateXfd` failed in its attempt to store the list\_client in a slot on a local or remote host.

---

## Line not released

A line is use by agent was not released.

**Description**

A line used by agent was not released upon completion of calls.

---

## Mastercfg error

The master.cfg file is either missing an entry or an entry has an invalid value.

### Description

The master.cfg value contains critical variables for Avaya Proactive Contact processes. Missing or invalid entries in master.cfg can cause the system to malfunction.

The master.cfg entries that most often cause this error are:

- ARCHIVE\_DIR
- CALLSEL
- CONNABBREV
- CONNCRIT
- DATEFORM
- MAXCMPCODE
- MAXPHONE
- PORTCOEF
- PORTS

---

## Unable to determine max number of phones

The MAXPHONE keyword in the \$VOICEDIR/etc.master.cfg file is not set.

### Description

The MAXPHONE keyword in the \$VOICEDIR/etc.master.cfg file is not set. The MAXPHONE keyword sets the maximum number of phone numbers in a calling list.

---

## Unable to remove message queue

A process was unable to remove the IPC message queue.

### Description

During IPC communication with opmon, a process attempted to remove the IPC message queue and is unable to remove.

---

## Missing delay specification

A process did not find the delay specification.

### Description

A process accessed the time between recalls and did not find the delay specification.

---

## Missing high range

The length of a standard phone number for the specified country is missing the high limit for values given in locale.cfg.

### Description

When converting a calling list to std\_to\_dialfmt, the length of a standard phone number for the specified country is missing the high limit for values given in locale.cfg.

---

## Missing completion code

A process working with recalls did not find a completion code.

### Description

A process working with recalls did not find a completion code. Recalls use the local.cfg file RECALLLIMIT keyword to determine the completion code.

---

## Missing line type

A process is looking at the standard to dial format in phonefmt.cfg and cannot find the line type.

### Description

The line type is missing from the standard to dial format in phonefmt.cfg. The line types are REG (regular), INBND (inbound), OTHER, or ALLTYPES.

---

## Missing or invalid num of chars to strip

A process is looking at the standard to dial format in phonefmt.cfg and cannot find the strip argument is either missing or invalid.

### Description

The strip argument is either missing or invalid in the standard to dial format in phonefmt.cfg. The strip argument designates the number of digits to strip from the standard phone number when the prefix is applied.

---

## Missing phone numbers

A calling list is missing phone numbers.

### Description

As the system processes a calling list performing the change of phone numbers to standard to dial format, the calling list is missing phone numbers.

---

## Missing prefix

A process is looking at the standard to dial format in phonefmt.cfg and cannot find the prefix.

### Description

The prefix is missing from the standard to dial format in phonefmt.cfg. The prefix is known as the exchange.

---

## Missing limit

A process is missing a recall delay limit.

### Description

A process is working with recalls and is missing a recall delay limit.

---

## Missing suffix

A process is looking at the standard to dial format in phonefmt.cfg and cannot find the suffix.

### Description

The suffix is missing from the standard to dial format in phonefmt.cfg. The suffix, which is added to the end of the phone number must be 12 characters or less.

---

## Missing or invalid low range

The length of a standard phone number for the specified country does not match the low limit value given in locale.cfg.

### Description

When converting a calling list to std\_to\_dialfmt, the length of a standard phone number for the specified country is either missing or does not match the low limit value given in locale.cfg.

---

## Missing or invalid reject phone number pattern

The locale.cfg file is missing a reject number pattern for a particular country.

### Description

The locale.cfg file does not contain a valid or is missing a reject number pattern for a particular country.

---

## Missing or invalid time zone designation

The system found a phone number with a bad or missing time zone designation.

### Description

While checking a phone number in standard\_to\_dial format, the system found a phone number with a bad or missing time zone designation.

---

## Missing time zone specification for country <num>

The system finds a country without the time zone specified.

### Description

While checking a calling list, the system finds a country without the time zone specified.

---

## MakeCall/MakePredictiveCall/TransferCall Confirm error (33)

The dialer is trying to make or transfer a call and cannot.

### Description

The swif\_ct is trying to make or transfer a call in within Avaya Proactive Contact with CTI and the agent extension is busy.

---

## <type> agents are not permitted on this job

A <type> agent attempted to log on to a job that does permit more agents of that <type>.

### Description

A <type> agent attempted to log on to a job that does permit more agents of that <type>. The \$VOICEDIR/etc/master.cfg file keyword, OPLIMIT controls the number of <type> agents allowed on a job.

---

## Must specify transfer job

Agent did not specify a job name for a call transfer.

### **Description**

An agent must specify a job name to use to transfer calls during inbound and blend jobs.

---

## **Unable to attach shared memory**

A process is unable to attach to a segment of shared memory.

### **Description**

Shared memory structures are used for headsets among other things. This error message is usually generated by processes involved with headsets or other communication processes.

---

## **Cannot open channel to operator monitor process**

A supervisor is trying to monitor an agent's headset and cannot reserve the agent headset ID.

### **Description**

A supervisor is trying to monitor an agent's headset and cannot reserve the agent headset ID or an agent cannot adjust headset speaker or ear volumes.

---

## **Unable to detach shared memory**

A process is unable to detach a segment of shared memory.

### **Description**

Shared memory structures are used for headsets among other things. This error message is usually generated by processes involved with headsets.

---

## **No DONE\_TME setting**

The job file does not contain the DONE\_TME field.

### Description

The job file does not contain the DONE\_TME field. The DONE\_TIME field, used for testing, has a value of YES to allow a test agent to complete work after each call and NO does not permit that time.

---

## Unable to find linked job file

A process cannot find a linked job file.

### Description

A process cannot find a job file identified as a linked job.

---

## Unable to open keys file

An application cannot open because it cannot create the necessary command keys for its screen.

### Description

When creating the screen for applications, the key file defines the command keys. An application cannot open because it cannot create the necessary command keys for its screen.

---

## Unable to get message queue

A process was unable to access the message queue.

### Description

During IPC communication with opmon, a process attempted to access the message queue and is unable to access.



---

## Unable to receive a message

A process was unable to receive an IPC message.

### Description

During IPC communication with opmon, a process attempted to receive an IPC message and is unable to receive.

---

## Unable to send message

A process was unable to send a IPC message.

### Description

During IPC communication with opmon, a process attempted to send an IPC message and is unable to send.

---

## No more records

When editing calling lists, no more records exist.

### Description

When editing calling lists, the user attempts to access the next record when no more records exist.

---

## Field has non-numeric value

A numeric field has non-numeric value.

### Description

An agent has entered a non-numeric value in a field that only accepts numeric entries.

---

## No previous record

An attempt is made to access previous record when no previous record exists.

### Description

When editing calling lists, the user attempts to access a previous record when no previous record exists.

---

## Unable to process file <filename>

A process is unable to open the <filename> file.

### Description

A process is unable to open the <filename> file. The error message includes the name of the process that is unable to open the file.

---

## Cannot be DONE from alternate screen

An agent has completed a call and enters DONE from the wrong screen.

### Description

An agent has completed a call and enters DONE from the wrong screen. If the agent does not enter DONE from the current screen, data about the call is not stored. So, agent must enter **DONE** from current screen.

---

## Non-directory in directory path

A path contains minimum one child that is not a directory.

### Description

A process tried to create a directory in a path that contains minimum one child that is not a directory.

---

## <process\_name> unable to read from file <filename>

A process is unable to read from the file.

### Description

The named process is unable to read the named file.

---

## Recall not allowed for inbound call

An agent tried to set up a recall for an inbound call.

### Description

An agent tried to set up a recall for an inbound call. Recalls are not permitted for inbound calls.

---

## No record found

During a search for a previous record, no record is found.

### Description

During a Avaya Proactive Contact system search for a previous record, no record is found.

---

## No REL\_DIST setting

The job file does not contain the REL\_DIST field.

### Description

The job file does not contain the REL\_DIST field. The REL\_DIST field, used for testing, has a value of YES for released versions of Avaya Proactive Contact and NO for unreleased versions.

---

## No REL\_TME setting

The job file does not contain the REL\_TME field.

### Description

The job file does not contain the REL\_TME field. The REL\_TME field, used for testing, has a value of YES for wait to release test call and NO for to release test call immediately.

---

## Unable to remove shared memory

A process is unable to remove a segment of shared memory.

### Description

Shared memory structures are used for headsets among other things. This error message is usually generated by processes involved with headsets.

---

## Sales verification with unit work lists is not permitted

An agent tried to do sales verification with a unit work list.

### Description

Since sales verification and unit work lists are both peer types of outbound jobs, you cannot do sales verification with unit work lists.

---

## Missing std to dial phone number format

A job is attempting to make calls from a calling list and finds a phone number that is not in standard to dial format.

### Description

A job is attempting to make calls from a calling list and finds a phone number that is not in standard to dial format. This is a common error.

---

## Not a calling list

During a data transfer, the process expects a calling list and the file accessed is not a calling list.

### Description

This error occurs during data transfer. If the error occurs during a readtape action, the error message mentions readtape.

---

## Unable to become root privilege for setting password

The system does not allow root privileges for setting password.

### Description

An agent tried to set a password but did not have root privileges.

---

## Cannot find time zone for phone number

A process cannot find the time zone designation for a number.

### Description

A process is checking telephone numbers in standard format and cannot find the time zone designation for a number.

---

## Unable to create window pointer

The system did not create a window pointer.

### Description

When constructing the GUI, the system did not create a cursor.

---

## Unable to write to file <filename>

A process attempted to write to a file and failed.

### Description

A process attempted to write to a file and failed. frequently the process is attempting to copy the contents of a buffer into a file when this error message occurs.

---

## Only outbound agents permitted by sales verification

A non-outbound agent tried to join a sales verification job.

### Description

Sales verification jobs can only be done by outbound agents.

---

## Outbound or Managed agents only permitted

An agent that was not an outbound or managed agent tried to join this job.

### Description

The current job requires outbound or managed agents. An agent who is neither type tried to join this job.

---

## <opname> operation failed

The named operation did not complete successfully.

### Description

The named operation did not complete successfully. This error usually occurs when the listserver binary attempts to start the callsel binary.

---

## **<op\_name> operation failed for file <file\_name>**

The named operation on the named file did not complete successfully.

### **Description**

A process tried to complete an operation, often a read or write, on a file and was unsuccessful.

---

## **<string><string>- Operator number returned wrong <num1>, job number <num2>**

An operator slot cannot be released.

### **Description**

An operator slot cannot be released.

---

## **Operator slot semaphore not available**

A process tries to access the operator slot base in shared memory and cannot.

### **Description**

This error can occur when accessing the operator slot base or releasing it.

---

## **Headset value (<headset\_value>, <return\_value>) out of bound**

Aheadset value is not within the prescribed headset values.

### **Description**

When the operator process is running in test mode, a headset value is encountered that is not within the prescribed headset values

---

## Outbound agents only permitted

An agent tried to access an outbound job.

### Description

An agent other than an outbound agent tried to access an outbound job.

---

## Pattern error at line <number>

A process finds a pattern error in the script .

### Description

A process is running a script and finds a pattern error in the script at line number <num>.

---

## Pattern error

A process needs to make a selection of data and the pattern used for the selection contains an error.

### Description

A process needs to make a selection of data and the pattern used for the selection contains an error. This error can occur reading and writing tapes, selecting fields from a record, and other areas where a selection criteria in the form of a pattern is used. The error message references the code that generated the error message.

---

## Telephone line not available

A telephone line is not available.

### Description

A telephone line is not available for the agent's current activity. The agent activity can be:



- a. Trying to hang up a call, but there is no call to hang up.
- b. Trying to place a call on hold and there is no open telephone line to place on hold.
- c. Transferring a call and Avaya Proactive Contact does not have a telephone line available to place the transfer call.
- d. Dialing preview (no telephone line available). This message results when Avaya Proactive Contact is placing the preview call.
- e. Performing a recall scheduled for current date and time, but no telephone line is available to place the outbound call.
- f. While there was a call on hold, it is not available to restore. The customer hung up while on hold.

---

## Telephone line not offhook

An agent tried an activity that required an offhook phone and the phone was not off hook.

### Description

An agent tried an activity that required an offhook phone and the phone was not off hook. The agent was trying to do one of the following activities:

- Adjust the headset volume and has an open telephone line that is on hold.
- Place a call on hold while there is an open telephone line, there is no call to place on hold. This message mean that the agent has already placed the call on hold.
- Transfer a call and there is no call to transfer.
- Take a call off hold and there is no call on hold.

---

## Phone number too long

The length of the telephone number becomes too long.

### Description

In converting a calling list phone number to the standard to dial format, the length of the telephone number becomes too long.

### Resolution

To resolve this issue, follow these steps:

1. Open the calling list that generated the error.
2. Inspect the phone numbers for irregularities.
3. Shorten any abnormally long phone numbers.
4. Re-run the process.

---

## Timed out waiting for response from porter

The screen cannot display the number because porter timed out.

### Description

While an agent was manually making calls, the screen cannot display the number, because porter timed out.

---

## Password cannot be changed, change limit not expired

An agent attempted to change a password and is unable to change.

### Description

An agent attempted to change a password and is unable to change because the default time limit for password changes had not been reached.

---

## Preview record search is unable to initialize

The preview record search (pvrs) is unable to initialize.

### Description

The preview record search (pvrs) is unable to initialize. Note that several conditions must be met before pvrs runs successfully. Consult the pvrs\_helpers.c source code for more information.

---

## Changes to record not saved

An agent made changes to a record that were not saved.

### Description

An agent made changes to a record that were not saved. It can be because the record was locked so that changes cannot be made.

---

## Recall can't be less than <num> minutes

A recall cannot be less than <num> minutes from the current time.

### Description

A agent has tried to set up a recall that is less than the number of minutes allowed. This recall limit is set by the RECALLLIMIT entry in the locale.cfg file.

---

## Range does not come after previous range

An error found in the attempt range parameter.

### Description

A process accessed the recall attempt range and found an error in the attempt range parameter.

---

## Recall time and date outside timezone

Recall time is outside the limits for the time zone.

### Description

The recall time setting is for the Avaya Proactive Contact system time. However, the telephone to recall is in a different time zone. In that time zone, the recall time setting is outside the legal boundaries for placing calls to customers.

---

## Record is no longer available

A process tried to access a record that is no longer available.

### Description

In most cases the process is either a call transfer or involves editing a record.

---

## Record currently in use

A call strategy process tried to access a record, but it was in use by another process.

### Description

A call strategy process tried to access a record, but it was in use by another process. This means the file is locked by the other process.

---

## Rejected phone number (L<num>)

A process rejects the phone number on line <num>

### Description

A process is checking phone numbers in a calling list and rejects the phone number on line <num> when comparing it to the standard phone number for the list.

---

## Field entry is required

A required field on a screen is blank.

### Description

An agent has left a required field on a screen blank.

---

## Route End Error: RegReqID = <num>, CrossRefID = <num>, Error = <num>

For some reason the route end is not available.

### Description

This error message has two distinct variations:

1. Route End Error: REqREqID??=1, CrossRefID??=70585, Error = 33  
Avaya Proactive Contact with CTI uses an extension to an announcement port on the switch to play voice messages and this is not set up.
2. Route End Error: REqREqID??=1, CrossRefID??=12661, Error = 14  
A CTI process encountered a invalid destination address.

---

## Report failed, system out of space

A report is not created and system ran out of disk space.

### Description

A process was attempting to create a report and ran out of disk space.

---

## Molocale - unknown language name <lang>

During language localization, the language provided as a secondary language for display is unrecognized.

### Description

The LANG\_SECONDARY keyword in the \$VOICEDIR/etc/master.cfg file is set to an unrecognized language.

---

## Selection list not available for use

A client application has tried to start a minimum of one job and was unsuccessful.

### Description

A client application has tried to start a minimum of one job and was unsuccessful. The process cannot use the record selection list for a minimum of one job because it was unavailable.

---

## Unable to verify selection list for job

A client application has tried to start a minimum of one job and was unsuccessful.

### Description

A client application has tried to start a minimum of one job and was unsuccessful. The process is unable to verify the record selection list for the job. This error occurs if the new list download has happened after the selection was run.

---

## Selection list not created with this calling list

A client application has tried to start a minimum of one job and was unsuccessful.

### Description

A client application has tried to start a minimum of one job and was unsuccessful. The selection list in use was not created with this calling list.

---

## Unable to verify selection list for job

A client application has tried to start a minimum of one job and was unsuccessful.

### Description

A client application has tried to start a minimum of one job and was unsuccessful. The process is unable to verify the record selection list for the job. This error occurs if the new list download has happened after the selection was run.

### Resolution

To resolve this issue, rerun the selection.

---

## Cannot find service in /etc/services

A process attempts to find the IP address of a service and the service does not exist.

### Description

A process attempts to find the IP address of a service and the service does not exist. This error occurs in a module that provides functions to FileStore, Directory and DateGenerator functions elsewhere in the code.

---

## Caught signal number <num>

This is a common error.

### Description

Various processes generate this error.

---

## Caught signal <num> and terminated

A process got a signal <num> and terminated.

### Description

The error message identifies the process that terminated and the signal number that caused the termination.

---

## Socket call failed

A server process attempted to accept a client connect request and the socket request failed.

### Description

A server process attempted to accept a client connect request and the socket request failed. This error occurs in a module that provides functions to FileStore, Directory and DateGenerator functions elsewhere in the code.

---

## Unable to setup listen on socket

A server process attempted to accept a client connect request and cannot set up to listen on the socket.

### Description

A server process attempted to accept a client connect request and cannot set up to listen on the socket. This error occurs in a module that provides functions to FileStore, Directory and DateGenerator functions elsewhere in the code.

---

## Socket failed

A socket for a connection to a server failed.

### Description

While trying to access a calling list, a socket for a connection to the server hosting the calling list failed.

---

## Socket connection to list server running on <name> failed

A socket connection to a list server running on the named server failed.



**Description**

While trying to access a calling list, a socket connection to a list server running on the named server failed.

---

**STATUSFLAG field missing**

The current record does contain a STATUSFLAG field.

**Description**

During an attempt to mark a record as do not call, the system did not find a STATUSFLAG field in the record.

---

**Unable to process line (<line\_buffer\_name>)**

The system cannot process a line of the file.

**Description**

As a process attempts to read the switch configuration file, it cannot process a line of the file.

---

**tget returned error number <num> raising signal <num>**

The system terminates.

**Description**

The user typed input that causes the system to terminate.

---

**<string>-<string>**

The process that generated the error message and the object of the process.

### **Description**

This error message identifies the process that generated the error message and the object of the process.

---

## **Timed out waiting for <string> confirmation**

A process times out.

### **Description**

A process, waiting for an IPC message reply, times out.

---

## **Calling list <name> is not in shared memory**

A calling list/dictionary cannot be loaded into shared memory.

### **Description**

A calling list/dictionary <name> is processing and the calling list/dictionary cannot be loaded into shared memory.

---

## **Calling list line count does not match shared memory**

The calling list line count does not match the shared memory version.

### **Description**

While processing a calling list, the system determines that the calling list line count does not match the shared memory version.

---

## Invalid normal trunk equipment number <num>

A process accessed a trunk number for a headset or other equipment and found an invalid value.

### Description

A process accessed a trunk number for a headset or other equipment and found an invalid value. The \$VOICEDIR/config/dgswitch.cfg file contains the accepted trunk port numbers.

---

## Normal trunk port number <num> out of range

A process accessed the trunk port numbers and found an out of range value.

### Description

A process accessed the trunk port numbers and found an out of range value. The \$VOICEDIR/config/dgswitch.cfg file contains the accepted trunk port numbers.

---

## Unable to bind to local address

A server process attempted to accept a client connect request and cannot bind to the local address.

### Description

A server process attempted to accept a client connect request and cannot bind to the local address. This error occurs in a module that provides functions to FileStore, Directory and DateGenerator functions elsewhere in the code.

---

## Unable to accept connection on socket

A server process attempted to accept a client connect request and cannot accept connection on the socket.

### **Description**

A server process attempted to accept a client connect request and cannot accept connection on the socket. This error occurs in a module that provides functions to FileStore, Directory and DateGenerator functions elsewhere in the code.

---

## **Unable to access host <name> using name**

A process tried to unsuccessfully access a host using its name.

### **Description**

A process associated with calling lists tried to unsuccessfully access a host using its name. If the process is trying to establish a connection with the list server on the server identified in the list client host\_name, it uses the default LSERVPORT value for the server.

---

## **Unable to connect to socket**

A client process attempted to connect to a server and cannot connect to the socket on the server.

### **Description**

A client process attempted to connect to a server and cannot connect to the socket on the server. This error occurs in a module that provides functions to FileStore, Directory and DateGenerator functions elsewhere in the code.

---

## **Unable to create directory**

A process attempted to create a directory and failed.

### **Description**

This error can occur in a wide range of circumstances. The error message contains the name of the directory that it was unable to create.

---

## Unable to read calling list definition

A process tried to read a calling list definition and failed.

### Description

A process tried to read a calling list definition and failed. This error message can occur in a wide range of circumstances.

---

## Unable to open list <calling\_list\_name>

The named calling list cannot be opened.

### Description

A process tried to unsuccessfully open the named calling list.

---

## Process unable to send <string> to <process\_name>

A process needs to send a string to another process and cannot.

### Description

A process needs to send a string to another process and cannot. The error message names both processes and the string.

---

## Unable to send data to socket

A process attempted to send data to a socket and the connection is gone.

### Description

A process attempted to send data to a socket and the connection is gone. This error occurs in a module that provides functions to FileStore, Directory and DateGenerator functions elsewhere in the code.

---

## Molocale - unable to set locale <name>

The system is unable to set a language for a locale.

### Description

The system is trying to set a language for a locale and is not able to set the language.

---

## Call blending is not available

An agent is trying to log on to dispatcher for call blending when call blending is not available.

### Description

An agent is trying to log on to dispatcher for call blending when call blending is not available. The dispatcher process acquires and releases agents for outbound calling. Dispatcher is the sole interface between the Agent Blending system and the outbound calling system.

---

## Unequal phone number field lengths in file <filename>

A process is reading the file <filename> and finds unequal phone number lengths.

### Description

A process is reading the file <filename> and finds unequal phone number lengths. The function that generates this error is used to read a file such as. callselnum that contains numbers in text string form.

---

## Unknown Command message - <command>

<command> is the text string that the agent binary received as the command and did not recognize.

### Description

The error typically occurs when an API call contains an undefined command.

---

## Unknown IPC message - <string>

The system encounters an unknown IPC message.

### Description

While processing IPC messages, the system encounters <string> that is not a known IPC message.

---

## Incorrect job type

Agent command issued with an unknown job type.

### Description

This error most likely occurred while executing the AGTListJobs API call. The job types are

- (A) all
- (I) inbound
- (B) blend
- (M) Managed Dialing
- (O) outbound, including Unit Work List and Sales Verification

---

## Unknown screen type

An agent is attempting to use a screen type that is unknown to the system.

### Description

An agent is attempting to use a screen type that is unknown to the system. Screen types are defined in \*.init files.

---

## Unit value not found, or unavailable

A unit work list was not found.

### Description

An agent attempted to attach to a unit work list that either did not exist or was in use.

---

## Linking between virtual agent jobs and non-virtual jobs is not permitted

In an effort to link one job to another, one job is virtual and the other is non-virtual.

### Description

When linking two agent jobs, both jobs must be either virtual or non-virtual. This error occurs when one job is virtual and the other is non-virtual which nullifies the requested link.

---

## Unable to open file

Calling code cannot open specified file.

### Description

This error is one of the most common errors displayed by Avaya Proactive Contact. However, in almost all cases, the error message contains the name of the process that generated the error code and the name of the file that the process is unable to open.

---

## Unable to find screen <name>

System is unable to display Window's application <name> screen.



**Description**

System is unable to display Window's application <name> screen. This error occurs when trying to load the information held in shared memory.

---

## Write error

An attempt to write to a file generated an error.

**Description**

This error can occur for a variety of these reasons:

- In writing a calling list, the error message tells you that the process wrote one value when another was expected.

---

## Error codes and messages related to IR

| Error code name        | Code description  |
|------------------------|---|
| LIBDSI E10658          | Unable to open script file for IR ID                      |
| LIBDSI E10659          | IR script name not specified; required if IR ID specified |
| LIBDSI E10660          | Unable to find script name in script file for IR ID       |
| CORE E28464            | Invalid name (%s) for IR pool job                         |
| CORE E28606            | No extension number for the IR to dial                    |
| CORE E28607            | No ring command for IR to run an application              |
| CORE E28608<br>HOOKIVR | No dial tone from PBX                                     |
| CIVR E30000 IVR        | The IVR_REC_LEN is not defined                            |
| CIVR E30001 IVR        | The IVR_HEADER is not defined                             |
| CIVR E30002 IVR        | The signal call failed - SIGUSR1                          |
| CIVR E30003 IVR        | Cannot open the IVR read port                             |

| Error code name        | Code description  |
|------------------------|---|
| CIVR E30004 IVR        | Cannot open the output file 1                               |
| CIVR E30005 IVR        | Problem with read from tty port                             |
| CIVR E30006 IVR        | Received 15 bad IVR records1                                |
| CIVR E30007 IVR        | Problem writing to output file                              |
| CIVR E30008 IVR        | The signal call failed                                      |
| CIVR E30009 IVR        | SIGUSR Cannot open output file 2                            |
| CIVR E30010 IVR        | SIGUSR Cannot open output file 1                            |
| CIVR E30011 IVR        | The IVR_TIME_INTERVAL is not defined                        |
| CIVR E30012 IVR        | The IVR_NUM_PORTS is not defined                            |
| CIVR E30013 IVR        | Cannot exec the process for child                           |
| CIVR E30014 IVR        | Cannot fork the child                                       |
| CIVR E30015 IVR        | SYSTEM call for ivr_mk_clist did not return 0               |
| CIVR E30016 IVR        | Cannot re-exec the process for child                        |
| CIVR E30017 IVR        | Tried to restart the child 15 times unsuccessfully          |
| CIVR E30018 IVR        | SEVERE ERROR, IVR_DAEMON HAS DIED                           |
| CIVR E30019 IVR        | System call did not return 0                                |
| EDITOR E37252          | Unable to open script file for IVR ID %s                    |
| EDITOR E37253          | IVR script name not specified; required if IVR ID specified |
| EDITOR E37254          | Unable to find %s in script file for IVR ID %s              |
| IVR E56001<br>ivr_supr | Error connecting to socket, errno %d                        |
| IVR E56002<br>ivr_supr | Unknown command ID:%d                                       |
| IVR E56003<br>ivr_supr | IVR_INTEGRATION not set in master.cfg                       |
| IVR E56004             | Invalid IP address: %s                                      |
| IVR E56005             | No host information is loaded--%s                           |
| IVR E56006             | Error - Unable to load user interface files                 |
| IVR E56007             | Validation of IVR information failed                        |

| Error code name | Code description   |
|-----------------|--|
| IVR E56008      | Invalid IVR ID length: %s  |
| IVR E56009      | IVR ID not found in /etc/hosts file: %s                              |
| IVR E56010      | IVR ID already exists: %s  |
| IVR E56011      | Invalid character in IVR ID: %s                                      |
| IVR E56012      | An IP address must be entered  |
| IVR E56013      | Fail to add to /etc/hosts: %s  |
| IVR E56014      | IVR ID %s not found  |
| IVR E56015      | Unable to add IVR %s   |
| IVR E56016      | IVR ID already exists in /etc/hosts file: %s                         |
| IVR E56017      | Currently connected to IVR %s; cannot change or delete configuration |
| IVR E56018      | IVR IP address already exists: %s                                    |
| IVR E56019      | IVR IP address already found in /etc/hosts file: %s                  |
| IVR E56020      | ivr_conn: ivr_conn service not found in /etc/services                |
| IVR E56021      | ivr_conn: Unable to create socket, errno %d - %s                     |
| IVR E56022      | ivr_conn: Unable to bind to the socket, errno %d                     |
| IVR E56023      | ivr_conn: Unable to connect to the socket, errno %d                  |
| IVR E56024      | ivr_conn: Unable to listen to the socket, errno %d                   |
| IVR E56025      | ivr_conn: Error in select, errno %d                                  |
| IVR E56026      | ivr_conn: Error in accept, errno %d                                  |
| IVR E56027      | ivr_conn: Error on recv from supervisor socket, errno %d             |
| IVR E56028      | ivr_conn: Nothing read from supervisor socket, errno %d              |
| IVR E56029      | ivr_conn: Unknown message '%s:%s' from supervisor socket             |
| IVR E56030      | ivr_conn: Error on recv from IVR socket, errno %d                    |
| IVR E56031      | ivr_conn: Nothing read from IVR socket, errno %d                     |
| IVR E56032      | ivr_conn: Unknown message (%c) from IVR socket                       |
| IVR E56033      | ivr_conn: Invalid message (%s) in input IPC queue                    |

| Error code name | Code description   |
|-----------------|--|
| IVR E56034      | ivr_conn: Unable to set socket to FIOASYNC, errno %d       |
| IVR E56035      | ivr_conn: Unable to set socket to FIOSNBIO, errno %d       |
| IVR E56036      | ivr_conn: Unable to set process to receive SIGIO, errno %d |
| IVR E56037      | ivr_conn: Send error, client %d (still trying)             |
| IVR E56038      | ivr_conn: Send error, client %d (giving up)                |





# Chapter 15: Soft Dialer

This section contains the following topics:

- [CTI](#) on page 271

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## CTI

The topics of CTI troubleshooting covered are:

- [Installation: Verify CTI link](#)
- [CTO OAM Utilities](#)
- [CTI Troubleshooting](#)
- [Troubleshooting tips for Avaya CTI](#)

---

### Installation: Verify CTI link

To verify the CTI link, you must check the state of Avaya CT or Application Enablement Services (AES).

## Avaya CT

Follow these steps to verify the CTI link:

1. Go to the server that is running Avaya CT 1.x and start the TS Controller by entering **Start > All Programs > Avaya Telephony Computer > TS Controller** that displays this dialog box:



The **Telephony Services State** text box contains the word `RUNNING` which verifies that Avaya CT is running.



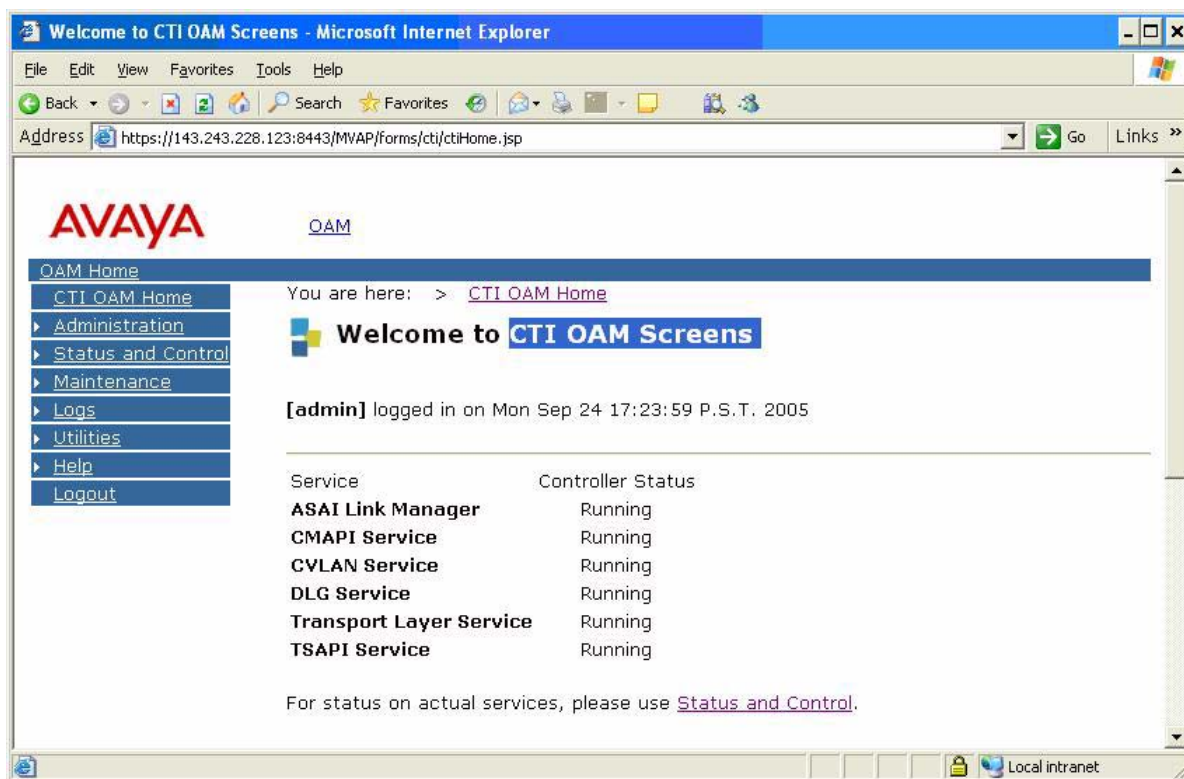
2. To check that a call can be made through Avaya CT, go to the server that is running Avaya CT 1.x and start TS Test by selecting **Start > All Programs > Avaya Telephony Computer > TS Win32 Client > TS Test** to display this dialog box:

3. In the **TSTest Telephony Services Test Application** dialog box fill in the **Server**, **User**, and **Password** text boxes with dialer values found in the swif\_ct.cfg and cti\_passwd.cfg files.
4. In the **TSTest Telephony Services Test Application** dialog box fill the **From** and **To** text boxes with real extensions on the PBX.
5. Click **Dial** to run the test.
6. If the test is successful, the test displays a message box with this content:  
**Call successfully originated. Dismiss this message box to terminate call.**
7. If the test is unsuccessful, verify that the extensions used for **To** and **From** are working by placing a call from them using a hard phone. If either of these calls fail, there is a line problem with the extension that failed.
8. If these calls are successful, then there is a problem with either the configuration of Avaya CT Server, the CTI Link, or on the Avaya PBX.
9. To troubleshoot these errors, inspect the error logs on the server that is running Avaya CT 1.x by selecting **Start > All Programs > Avaya Telephony Computer > Error Log**.

## AES

To verify that the AES process is running:

1. Log in to CTI OAM Admin to display the Operations, Administration and Maintenance (OAM) home page.
2. From the main menu, select **CTI OAM Admin** to display the CTI OAM home page:



On this screen check that all the services have a **Controller Status** of **Running**.

3. To view the connection state, select **Status and Control** > **Switch Conn Summary** to display this screen:

The screenshot shows a web browser window titled "https://143.243.228.123:8443/MVAP/forms/cti/switchConnSumm.jsp - Microsoft Internet Explorer". The address bar shows the URL. The page content includes the Avaya logo and "OAM" text. A navigation menu on the left lists: OAM Home, CTI OAM Home, Administration, Status and Control (selected), Switch Conn Summary (selected), Services Summary, Maintenance, Logs, Utilities, Help, and Logout. The main content area is titled "Switch Connections Summary" and displays a table with the following data:

| Switch Conn  | Conn State | Since                 | Online/Offline | Active CLANS/<br>Admin'd CLANS | # of MCI Conns | Msgs To Switch | Msgs From Switch | Msg Period |
|--------------|------------|-----------------------|----------------|--------------------------------|----------------|----------------|------------------|------------|
| Redmonds8700 | Talking    | 2005-10-20 13:21:55.0 | Online         | 1 / 1                          | 1              | 181            | 181              | 30         |

Below the table are buttons for "Online", "Offline", "Message Period", and "Switch Connection Details". A link "Per Service Switch Connections Details" is also present. A "Help" button is at the bottom left.

The entry for the **Conn Stat** column is Talking.

## CTO OAM Utilities

The CTI OAM home page also provides access to Utilities. To access the utilities, select **Utilities** from the main menu to display this screen:



### ASAI Test

Use the ASAI Test page to determine if the AE Server is communicating with Communication Manager.

### Ping Host

Use the Ping Host page to determine if the hostname or IP address you specify exists and is accepting requests.

### TSAPI Test

Use the TSAPI page to place a test phone call.

## CTI Troubleshooting

This section includes a discussion of Testmode, Debugging logs and some general troubleshooting techniques for Avaya CTI.

### Testmode

Use testmode to test the CTI configuration, but not the switch. It is particularly useful for use before the CTI Link and PBX are ready for test. Since testmode does not work with Avaya Proactive Contact with CTI, you must change the configuration slightly to use testmode. Make these changes:

| File       | Keyword        | Value   |
|------------|----------------|---------|
| master.cfg | SWITCHTESTMODE | YES     |
| master.cfg | SWITCHTYPE     | DIGITAL |
| opmon.cfg  | DEDHEAD        | 1-48,1  |

Restart the dialer.

### Debugging logs

There are three logs that can be used for solving problems with swif\_ct and its functionality:

- switch\_log.ccyymmdd
- cti.dbg
- swif\_ct.dbg

The switch\_log.ccyymmdd is always available on a running dialer in the /opt/avaya/pds/account directory. The contents of this file include such events as start, link down, link up and errors.

The cti.dbg file is a log of all the messages flowing between swif\_ct and the CTI Link. To create this log file, set this environment variable in the /opt/avaya/pds/scripts/pdscontrol file:

```
export CSTATRACE=/opt/avaya/pds/account/cti.dbg
```

Make sure the line above is close to the beginning of the file. The directory and file name can be any valid directory and file name, although the account directory contains several other logs, so it is an easily remembered choice. Since this file can grow quite large, use it only during a debug session, not for normal use.

The `swif_ct.dbg` file cannot be created by the standard `swif_ct` binary, but requires a special debug version of the binary to create it. If a debug version is available, make a copy of the original `swif_ct` file and put it in a safe place. Overwrite the original `swif_ct` with the debug version. To have the debug version create the `swif_ct.dbg` file, add this line near the start of the `/opt/avaya/pds/scripts/pdscontrol` file:

```
export SWIFDEBUG=1,10-31:timestamp
```

Restart the dialer. Every time `swif_ct` is restarted, the `swif_ct.dbg` file, located in the `/tmp` directory is overwritten.

---

## Troubleshooting tips for Avaya CTI

This section contains a small set of troubleshooting tips for Avaya CTI.

### driver\_ct

Use `driver_ct`, a CTI test tool, to send messages to `swif_ct` as if the messages were coming from `opmon` or `porter`. The tool reports the messages back from `swif_ct` and is useful for verifying functionality from `swif_ct` through the switch to the end station. See the `Driver_ct User Guide`, CID 113850, for more information on `driver_ct`.

## Managed job without CPA issues

There are four different scenarios that can cause problems with managed jobs:

1. If the system is using Make Predictive Call instead of Make Call, make this change:
  - Set the `VISUAL_CPA` keyword in `master.cfg` to **NO**.
  - Do not use with Agent, only with the Agent API such as PDS Agent.
2. If the system appears to be working because pop screens appear, but agents are not making calls, the system can be in testmode. See [Testmode](#) for details on testmode.
3. Problem with "operator" can occur when an agent logs in, puts in extension and agent type, and the error message `Invalid headset` displays. To correct this error:
  - Run **check\_pds** to assure that the `swif_ct` process is running. If the `swif_ct` process is not running, it can cause the error message.
  - If the `swif_ct` process is not running, check the `switch_log` to determine the reason it is not running.
4. With PDS Agent, when the agent clicks **OK** on the login screen, the error message `Unable to open channel to agent monitor process` displays.
  - This error message occurs when `swif_ct` is not running. Run **check\_pds** to assure that the `swif_ct` process is running.

- If the swif\_ct process is not running, check the switch\_log to determine the reason it is not running.

## Predictive calls troubleshooting

Sometimes with predictive calls, an agent can generate pop screens, but has no audio call. This often results in error messages in the switch log such as:

- `Unknow!2005/10/21!17.08.55!(type=0,severity=3,subsys=6) Swif_ct:  
E48015: No Call for Route Request: RegReqID?=1, CrossRefID? = 283,  
CallID?=709`
- `Unknow!2005/10/21!17.09.55!(type=0,severity=3,subsys=6) Swif_ct:  
E48027: Route End Error: RegReqID?=1, CrossRefID?=283, Error = 52`

Resolves these errors by setting the Universal Call ID in the PBX to **Yes**.





# Chapter 16: Digital Switch and Telephony

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## Hardware maintenance for rack and PG230RM

This section details the hardware maintenance tasks required for the rack and PG230RM. The maintenance involves replacing or reseating cards. The topic covered in this section is:

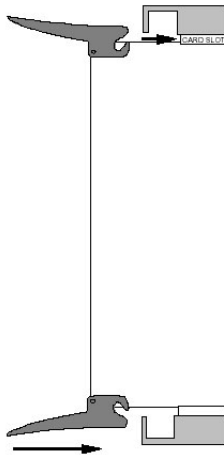
- [Reseat or replace current supported cards](#)

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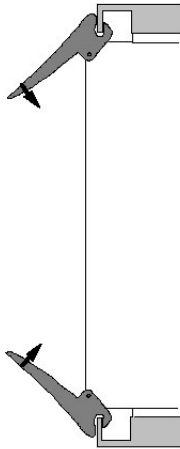
### Reseat or replace current supported cards

To reseat or replace a card follow these steps:

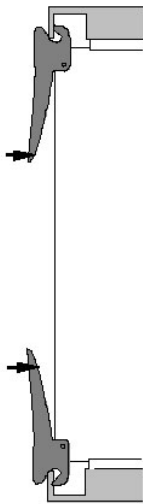
1. Power down the switch and the card cage.
2. Slide the board into the card slot.



3. Hook the tabs onto the upper and lower lips of the card shelf.



4. Press firmly on the tabs to seat the board.



---

## Avaya Proactive Contact dialer troubleshooting

This section details solutions for hardware related issues in the Avaya Proactive Contact dialer. The two versions of the Avaya Proactive Contact hardware dialer are:

- Avaya Proactive Contact System

- Avaya Proactive Contact with PG230RM

The telecommunications switching component in each version is the same Avaya proprietary switch.

The cards covered in this section are the:

- [Enhanced Network Bus Controller \(ENBC\)](#)
- [Large Port Voice Card \(LPVC2\)](#)
- [Enhanced Universal Trunk card \(EUTC\)](#)
- [Operator Line Interface card \(OLIC2\)](#)
- [Quad digital trunk cards](#)
- [Digital Signal Processor -2 \(DSP2\)](#)

## Enhanced Network Bus Controller (ENBC)



The ENBC card is the CPU for the digital switch. It runs the switch generic software, which controls all aspects and operation of the switch.



### **WARNING:**

Never pull or reinsert the ENBC card in a slot while the switch is powered up. Never pull or reinsert the NBC cable or SCSI cable while the switch is powered up. This can cause severe damage to the ENBC.



### **WARNING:**

The only method for powering off the card cage (and therefore the ENBC Card) is to power off the UPS or disconnect the digital switch Power Supply from the power source. The digital switch does not have a built-in on/off switch.

## LED indicators

| Red | Yellow | Green | Status           |
|-----|--------|-------|------------------|
| OFF | OFF    | OFF   | Normal operation |

|     |     |     |   |
|-----|-----|-----|---|
| OFF | ON  | OFF | Indicates Minor Alarm condition in system. Look at Card and System Alarm screens to determine details of alarm condition. |
| ON  | OFF | OFF | Indicates Major Alarm condition in system. Look at Card and System Alarm screens to determine details of alarm condition. |
| ON  | ON  | OFF | Indicates ENBC is being reinitialized, ENBC software download, and self-test.   |

## Solutions for red or yellow LED

**Note:**

A major alarm anywhere in the switch causes the red LED on the ENBC card to light, even if there is no problem with the ENBC card.

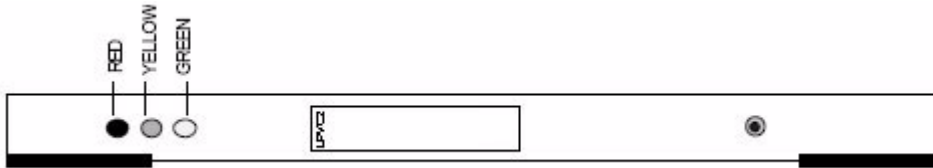
**Note:**

A minor alarm anywhere in the switch causes the yellow LED on the ENBC card to light, even if there is no problem with the ENBC card.

Follow these steps to resolve the problem:

1. Check the system log file for error messages related to all cards other than the ENBC.
2. If any error messages exist, troubleshoot those cards.
3. Check for alarms on all cards other than the ENBC card. If alarms exist, troubleshoot those alarms.
4. If a red or yellow LED is still lit on the ENBC card, go to step 5.
5. Check the system log file for error messages related to the ENBC.
6. Reboot the switch. If the alarm LED remains lit, proceed to the next step.
7. Power down the switch and reseal the ENBC in slot 1.
8. Restart the switch. If the alarm LED remains lit, proceed to the next step.
9. Check the NBC cable behind slot 1 and connected to I/O Transition Module for a secure fit.
10. Power down the switch and reseal the cable.
11. Restart the switch. If the alarm LED remains lit, proceed to the next step.
12. Power down the switch and replace the ENBC.
13. Restart the switch. If the alarm LED remains lit, proceed to the next step.
14. Power down the switch and replace the NBC cable.

## Large Port Voice Card (LPVC2)



The standard LPVC2 card carries 16 Mbytes of memory, and provides approximately 35 minutes of local voice storage. A larger version of the LPVC2 is an available option that carries 32 Mbytes of memory for 70 minutes of storage capacity. The LPVC2 has a direct connection to the ENBC I/O Transition Module over a SCSI bus. The connection enables the card to store and retrieve voice messages to and from the hard drive.



### **WARNING:**

Never remove, reseal or replace the SCSI cable behind the LPVC while the ENBC or card cage are powered on.

## LED indicators

| Red   | Yellow | Green | Status  |
|-------|--------|-------|---|
| OFF   | OFF    | OFF   | Normal operation  |
| OFF   | ON     | OFF   | Indicates Minor Alarm condition in system. Look at Card Alarm screen to determine details of alarm condition. |
| ON    | OFF    | OFF   | Indicates Major Alarm condition in system. Look at Card Alarm screen to determine details of alarm condition. |
| FLASH | FLASH  | FLASH | All flashing in sequence indicates the LPVC is receiving a download from Avaya Proactive Contact.             |
| ON    | ON     | ON    | LPVC self test. Must only last 60 seconds.  |
| OFF   | OFF    | ON    | Card is in Stand-by, Diagnostic, or Out of service mode.  |

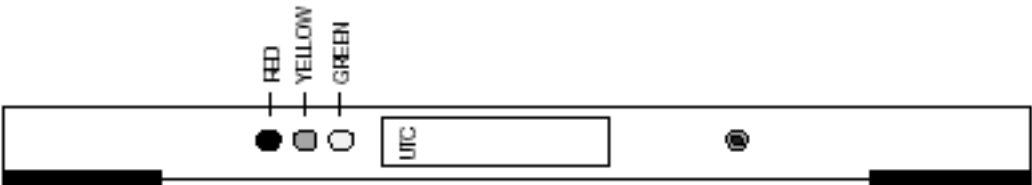
# Solutions for red or yellow LED

Follow these steps to resolve the problem:

1. Check system log file for error messages related to the card in slot 3.
2. Check the Card Alarm screen in the Card Maintenance menu.
3. Try activating the LPVC via the Card Maintenance menu. If the LED remains lit, proceed to the next step.
4. Reseat the LPVC card.
5. Restart the system. If the LED remains lit, proceed to the next step.
6. Power down the system and reseat the SCSI cable at both ends.
7. Restart the system. If the LED remains lit, proceed to the next step.
8. Replace the LPVC card.

---

# Enhanced Universal Trunk card (EUTC)



The EUTC is a 16 port, 2-wire, analog card that can operate in Loop Start mode or Ground Start mode. Use the switch menus to configure loop or ground start. This card is rarely used.

# LED indicators

| Red | Yellow | Green | Status                             |
|-----|--------|-------|------------------------------------|
| OFF | OFF    | OFF   | Normal operation                   |
| ON  | OFF    | OFF   | The EUTC has failed the self test. |

|     |     |     |  |
|-----|-----|-----|--|
| OFF | ON  | OFF | The ENBC is unable to communicate with the EUTC and has stopped polling the EUTC.                                    |
| OFF | OFF | ON  | The EUTC has not been added to the database or has been taken out of service via the <b>Card Maintenance</b> screen. |

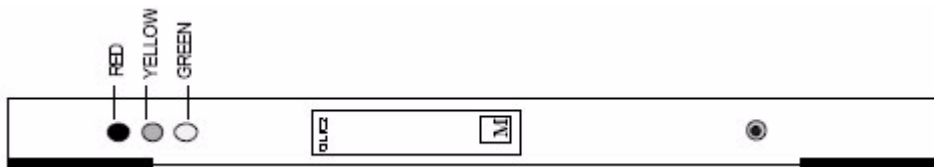
## Solutions

The LEDs do not register phone line issues. Test phone lines with either the `driver` or the `swit` utility.

If the red LED is lit, replace the EUTC.

---

## Operator Line Interface card (OLIC2)



The OLIC2 provides 24 4-wire headset connections for use by agents on the dialer. This function is seldom used, as most customers find the digital agent connections, dial-up and dial-back, to be far more efficient and workable. However, in certain environments, where no PBX is present or no agents are used on the PBX, a direct connection for the agents can be utilized. The OLIC2 is specifically designed for this environment.

## LED indicators

| Red | Yellow | Green | Status   |
|-----|--------|-------|--|
| OFF | OFF    | OFF   | Normal operation   |
| ON  | ON     | ON    | OLIC self-test in progress.                                  |
| ON  | OFF    | OFF   | The OLIC2 has failed the self test on a minimum of one port. |

|     |     |     |   |
|-----|-----|-----|---|
| OFF | ON  | OFF | The ENBC is unable to communicate with the OLIC2 and has stopped polling the OLIC2.                                   |
| OFF | OFF | ON  | The OLIC2 has not been added to the database or has been taken out of service via the <b>Card Maintenance</b> screen. |

## Solutions

Follow these steps to resolve issues:

1. Check the system log for error messages related to the slots containing the OLIC2 card and the OLIC MDF adapter.
2. If there is a minor or major alarm on the OLIC card, on the main switch menu select **C > G**.
3. Use the **Maintenance Menu** to reset the card.
4. Check **Maintenance Menu > Card Maintenance** for unavailable ports that are marked with a **P**.
5. If a port is marked with a **P**, check the cabling for that port. If the problem persists, go to the next step.
6. If there is no specific alarm on the OLIC card, the problem can be in the OLIC port or in the wiring from the card to the agent's workstation. To determine if the OLIC port is functioning correctly:
  - a. Remove the cable from the OLIC adapter for this port.

### Note:

There are two cables which connect to each OLIC adapter. The top cable is for ports 1-12. The lower cable is for ports 13-24.

- b. To cause the OLIC card to run its self-test, reseal the card. The self-test tests each of the 24 ports. It sends a signal out on the ear pair and expects to receive the same signal on the mouth pair.
  - c. If the OLIC card resets with no port failures, the problem is with one of the following:
    - Cabling from the OLIC adapter to the workstation
    - Headset equipment at the workstation
    - OLIC adapter
  - d. If the OLIC card restores with port failures such as Code 4, Code 5, or Code 6 on a specific port with no cable attached, then the problem is the OLIC card, go to step 9.
7. Shut down the digital switch and reboot the system. If the problem persists, go to the next step.
  8. Reseat the OLIC card. If the problem persists, go to the next step.



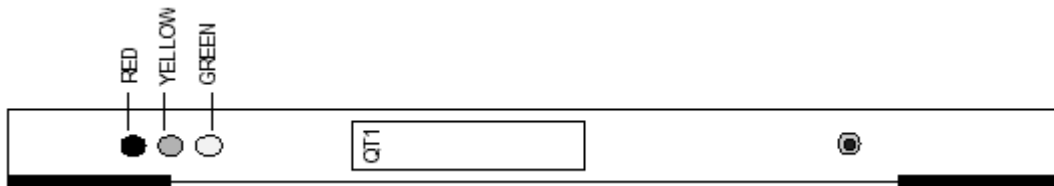
9. Swap the OLIC 2 card with a new OLIC 2.

## Quad digital trunk cards

The Quad Digital Trunk Cards (QDTC) are a group of six similar cards that provide all the versions of digital trunking for the switch. Each version of this card is built on a common circuit board. Each card has four separate digital trunking spans of the type supported by the card. The six digital trunking cards are:

- [Quad T1 \(QT1\)](#)
- [Quad T1 primary rate interface card \(QT1-PRI\)](#)
- [Quad E1-Channel Associated Signaling 120 Ohm \(QE1-CAS 120\)](#)
- [Quad E1Primary Rate ISDN 120 Ohm \(QE1-PRI 120\)](#)
- [Quad E1-Channel Associated Signaling 75 Ohm \(QE1-CAS 75\)](#)
- [Quad E1- Primary Rate ISDN 75 Ohm \(QE1-PRI 75\)](#)

### Quad T1 (QT1)



The card provides spans that comply to the original T1 specification for North America (ANSI T1.105). Each digital span includes four wires, two for the receive direction and two for the transmit direction. There are 24 pulse code modulated (PCM) time slots on the T1 span that provide 24 voice channels, with signaling provided by using low order bits in the voice channels, Robbed-Bit Signaling, in such a way that the overall voice quality is not significantly affected.

### LED indicators

| Red   | Yellow | Green | Status                         |
|-------|--------|-------|--------------------------------|
| ON    | ON     | ON    | Self-test in progress.         |
| FLASH | FLASH  | FLASH | QT1.dwn file being downloaded. |
| OFF   | OFF    | OFF   | Normal operation               |

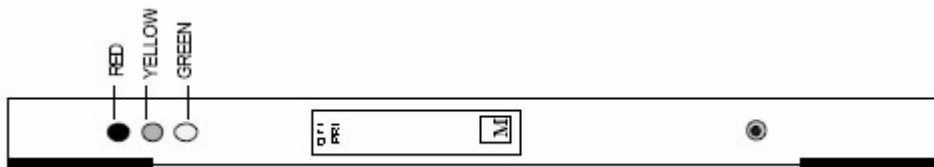
|     |     |     |   |
|-----|-----|-----|---|
| ON  | OFF | OFF | Carrier loss, OOF detected.                             |
| OFF | ON  | OFF | Remote alarm detected.                                  |
| OFF | OFF | ON  | Waiting for the ENBC card to initialize communications. |

## Solutions

Follow these steps to resolve issues:

1. Check the system log for error messages related to the slots containing the QT1 card.
2. Check Maintenance Menu > Card Alarm for alarms.
3. Use the Maintenance Menu > Card Maintenance to reset the specific T1 causing the alarm.
4. Shut down the digital switch and reseal the T1 cable on the backplane of the card cage.
5. Restart the system. If the problem persists, go to the next step.
6. Request the T1 provider to reset the T1 and check cable connections. If the problem persists, go to the next step.
7. Try reconnecting the T1 cable to a different slot. If the trouble follows the cable, work with the far end of the T1 to resolve. If the trouble remains with the slot, replace the QT1 or the QT1 trunk adapter or both cards.

## Quad T1 primary rate interface card (QT1-PRI)



The QT1-PRI card uses the same 24 channel format as the QT1 with one voice channel for use as a D-channel for signaling. This provides the 23B+D service that consists of 23 Bearer, or voice channels, and one Data, or signaling channel. This card is NFAS compatible.

## LED indicators

| Red   | Yellow | Green | Status  |
|-------|--------|-------|---|
| ON    | ON     | ON    | Self-test in progress.                                  |
| FLASH | FLASH  | FLASH | QT1.dwn file being downloaded.                          |
| OFF   | OFF    | OFF   | Normal operation  |
| ON    | OFF    | OFF   | Carrier loss, OOF detected.                             |
| OFF   | ON     | OFF   | Remote alarm detected.                                  |
| OFF   | OFF    | ON    | Waiting for the ENBC card to initialize communications. |

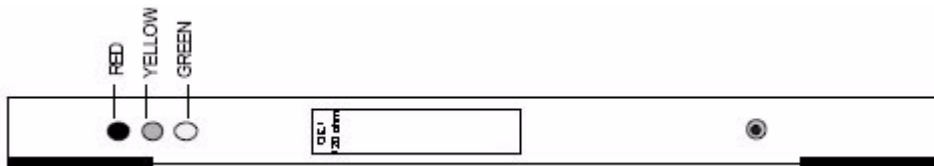
## Solutions

Follow these steps to resolve issues:

1. Check the system log for error messages related to the slots containing the QT1-PRI card.
2. Check Maintenance Menu > Card Alarm for alarms.
3. Use the Maintenance Menu > Card Maintenance to reset the specific T1 causing the alarm.
4. Shut down the digital switch and reseal the T1 cable on the backplane of the card cage.
5. Restart the system. If the problem persists, go to the next step.
6. Request the T1 provider to reset the T1 and check cable connections. If the problem persists, go to the next step.
7. Try reconnecting the T1 cable to a different slot. If the trouble follows the cable, work with the far end of the T1 to resolve. If the trouble remains with the slot, replace the QT1-PRI or the trunk adapter or both cards.

---

## Quad E1-Channel Associated Signaling 120 Ohm (QE1-CAS 120)



The QE1-CAS 120 card uses the E1-CAS digital transmission that is defined in ITU G.703 and Q.421. Each digital span includes four wires, two for the receive direction and two for the transmit direction. It uses 32 time slots to carry one framing channel, one signaling channel, and 30 PCM voice channels. The eight bits in the signaling channel are shared over time to provide signaling bits for each voice channel to indicate things like off-hook, answer, clearing, and more.

The 120 Ohm designation signifies that the wire interface for these spans is twisted pair cabling, which has an approximate impedance of 120 ohms at 2 MHz.

### LED indicators

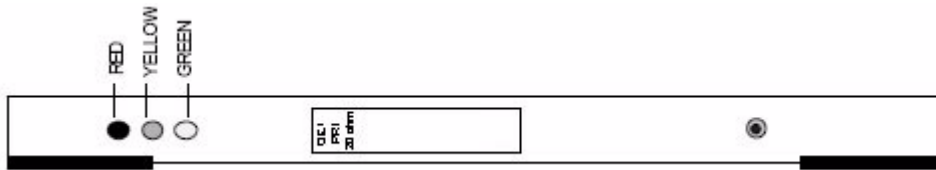
| Red   | Yellow | Green | Status  |
|-------|--------|-------|---|
| ON    | ON     | ON    | Self-test in progress.                                  |
| FLASH | FL:ASH | FLASH | QE1.dwn file being downloaded.                          |
| OFF   | OFF    | OFF   | Normal operation  |
| ON    | OFF    | OFF   | Carrier loss, OOF detected.                             |
| OFF   | ON     | OFF   | Remote alarm detected.                                  |
| OFF   | OFF    | ON    | Waiting for the ENBC card to initialize communications. |

### Solutions

Follow these steps to resolve issues:

1. Check the system log for error messages related to the slots containing the QE1-CAS 120 card.
2. Check Maintenance Menu > Card Alarm for alarms.
3. Use the Maintenance Menu > Card Maintenance to reset the specific E1 causing the alarm.
4. Shut down the digital switch and reseal the E1 cable on the backplane of the card cage.
5. Restart the system. If the problem persists, go to the next step.
6. Request the E1 provider to reset the E1 and check cable connections. If the problem persists, go to the next step.
7. Try reconnecting the E1 cable to a different slot. If the trouble follows the cable, work with the far end of the E1 to resolve. If the trouble remains with the slot, replace the QE1-CAS 120 or the trunk adapter or both cards.

## Quad E1Primary Rate ISDN 120 Ohm (QE1-PRI 120)



The QE1-PRI 120 card uses the E1-PRI digital transmission which has the same physical and electrical facilities as E1-CAS, with the E1-CAS signaling channel replaced with a D-channel in the ISDN version. Otherwise the spans look the same. This scheme gives 30B+D capabilities, for an increase of 7 voice channels over the T1-PRI. The QE1-PRI 120 card uses the 120 ohm connection method on twisted pair cabling.

### LED indicators

| Red   | Yellow | Green | Status  |
|-------|--------|-------|---|
| ON    | ON     | ON    | Self-test in progress.                                  |
| FLASH | FLASH  | FLASH | qe1pri.dwn file being downloaded.                       |
| OFF   | OFF    | OFF   | Normal operation  |
| ON    | OFF    | OFF   | Carrier loss, OOF detected.                             |
| OFF   | ON     | OFF   | Remote alarm detected.                                  |
| OFF   | OFF    | ON    | Waiting for the ENBC card to initialize communications. |

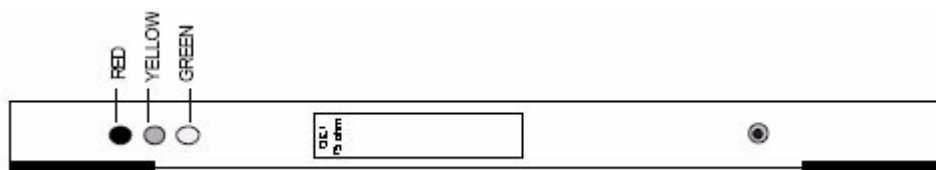
### Solutions

Follow these steps to resolve issues:

1. Check the system log for error messages related to the slots containing the QE1-PRI 120 card.
2. Check Maintenance Menu > Card Alarm for alarms.
3. Use the Maintenance Menu > Card Maintenance to reset the specific E1 causing the alarm.
4. Shut down the digital switch and reseal the E1 cable on the backplane of the card cage.
5. Restart the system. If the problem persists, go to the next step.

6. Request the E1 provider to reset the E1 and check cable connections. If the problem persists, go to the next step.
7. Try reconnecting the E1 cable to a different slot. If the trouble follows the cable, work with the far end of the E1 to resolve. If the trouble remains with the slot, replace the QE1-PRI 120 or the trunk adapter or both cards.

## Quad E1-Channel Associated Signaling 75 Ohm (QE1-CAS 75)



The 75 ohm version of the QE1-CAS card is similar to the 120 ohm version. However, the 75 ohm version uses two coaxial cables instead of two pairs of twisted wires. The impedance of the interface is 75 ohms at 2 MHz.

### LED indicators

| Red   | Yellow | Green | Status  |
|-------|--------|-------|---|
| ON    | ON     | ON    | Self-test in progress.                                  |
| FLASH | FLASH  | FLASH | QE1.dwn file being downloaded.                          |
| OFF   | OFF    | OFF   | Normal operation  |
| ON    | OFF    | OFF   | Carrier loss, OOF detected.                             |
| OFF   | ON     | OFF   | Remote alarm detected.                                  |
| OFF   | OFF    | ON    | Waiting for the ENBC card to initialize communications. |

### Solutions

Follow these steps to resolve issues:

1. Check the system log for error messages related to the slots containing the QE1-CAS 75 card.
2. Check Maintenance Menu > Card Alarm for alarms.

3. Use the Maintenance Menu > Card Maintenance to reset the specific E1 causing the alarm.
4. Shut down the digital switch and reseal the E1 cable on the backplane of the card cage.
5. Restart the system. If the problem persists, go to the next step.
6. Request the E1 provider to reset the E1 and check cable connections. If the problem persists, go to the next step.
7. Try reconnecting the E1 cable to a different slot. If the trouble follows the cable, work with the far end of the E1 to resolve. If the trouble remains with the slot, replace the QE1-CAS 75 or the trunk adapter or both cards.

## Quad E1- Primary Rate ISDN 75 Ohm (QE1-PRI 75)



The 75 ohm version of the QE1-PRI card is similar to the 120 ohm version. However, the 75 ohm version uses two coaxial cables, one for transmit and one for receive, instead of two pairs of twisted wires. The impedance of the interface is 75 ohms at 2 MHz.

## LED indicators

| Red   | Yellow | Green | Status  |
|-------|--------|-------|---|
| ON    | ON     | ON    | Self-test in progress.                                  |
| FLASH | FLASH  | FLASH | QE1.dwn file being downloaded.                          |
| OFF   | OFF    | OFF   | Normal operation  |
| ON    | OFF    | OFF   | Carrier loss, OOF detected.                             |
| OFF   | ON     | OFF   | Remote alarm detected.                                  |
| OFF   | OFF    | ON    | Waiting for the ENBC card to initialize communications. |

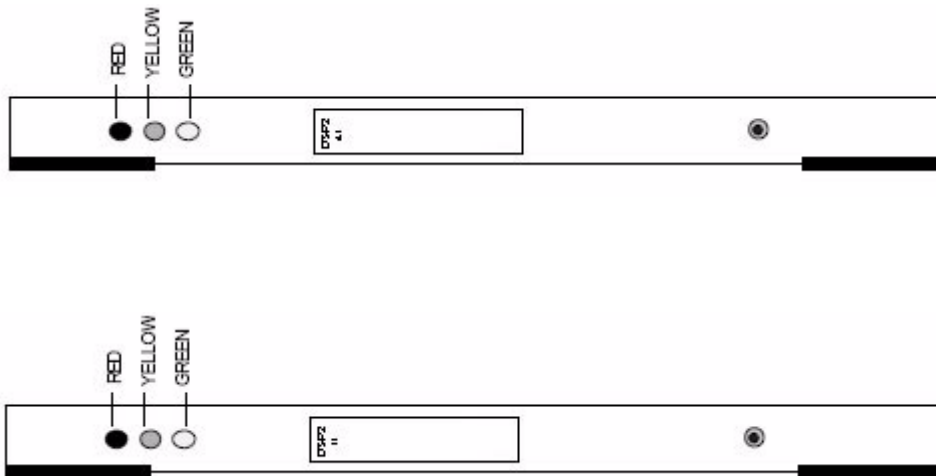
## Solutions

Follow these steps to resolve issues:

1. Check the system log for error messages related to the slots containing the QE1-PRI 75 card.
2. Check Maintenance Menu > Card Alarm for alarms.
3. Use the Maintenance Menu > Card Maintenance to reset the specific E1 causing the alarm.
4. Shut down the digital switch and reseal the E1 cable on the backplane of the card cage.
5. Restart the system. If the problem persists, go to the next step.
6. Request the E1 provider to reset the E1 and check cable connections. If the problem persists, go to the next step.
7. Try reconnecting the E1 cable to a different slot. If the trouble follows the cable, work with the far end of the E1 to resolve. If the trouble remains with the slot, replace the QE1-PRI 75 or the trunk adapter or both cards.

---

## Digital Signal Processor -2 (DSP2)



The Digital Signal Processor 2 (DSP2) card accepts up to four of these DSP applications:

- Call Analysis replaces the Enhanced Call Progress Analyzer (ECPA) and provides real time analysis of a dialed call.



- Conference replaces the Enhanced Conference Card (ECC) and has the capability to conference up to 128 ports together in various combinations.
- Dual tone multifrequency (DTMF) Receiver replaces the Enhanced DTMF Receiver Card (EDRC) and provides the capability to receive DTMF tones.
- Tone Generator replaces the Enhanced Digital Tone Generator (EDTG) and provides tone outputs for DTMF and MF dialing and other maintenance and switch usage.
- MFCR2 Transceiver replaces the Enhanced Multi-Frequency Compelled R2 Transceiver (EMFCR2) and produces and receives R2 dialing tones on the network or PBX.
- Digital Dialer replaces the Digital Dialer Card (DDC) and provides 192 DTMF/MF dialing ports.

This card comes in two configurations:

- DSP2-41 - Has 4 DSP devices and one bank of external RAM installed in each section.
- DSP2-11 - Has 1 DSP device and one bank of external RAM installed.

The applications that run on the DSP2 card are configured completely within the Digital Switch menu screens on the Switch Console.

## LED indicators

| 331 HB<br>Green | DSP HB<br>Green | Red | Yellow | Green | Status               |
|-----------------|-----------------|-----|--------|-------|----------------------|
| ON              | ON              | ON  | ON     | ON    | Reset in progress.   |
| SB              | SB              | OFF | OFF    | OFF   | Normal operation     |
| ON              | MB              | ON  | ON     | ON    | JTAG download        |
| SB              | OFF             | OFF | OFF    | ON    | Internal memory test |
| SB              | FB              | OFF | OFF    | OFF   | External memory test |
| SB              | SB              | OFF | OFF    | ON    | Waiting for download |
| SB              | SB              | FB  | FB     | FB    | Card download        |

Note that the 331 HB and DSP HB are not on the front panel. SB stands for slow blink, MB for medium blink, and FB for fast blink.

## LED Error conditions

| 331 HB   | Error                        |
|----------|------------------------------|
| Blink 1  | External RAM Bank 0 failure  |
| Blink 2  | External RAM Bank 1 failure  |
| Blink 3  | External RAM Bank 2 failure  |
| Blink 4  | External RAM Bank 3 failure  |
| Blink 5  | Internal Block 0 failure     |
| Blink 6  | Internal Block 1 failure     |
| Blink 7  | Convergence error            |
| Blink 8  | External Bank 0 flag missing |
| Blink 9  | Dual port RAM failure        |
| Blink 10 | Unexpected interrupt         |

In all cases where an error occurs, remove the card and return it to customer support with details on the error that occurred.

---

## Call completion codes such as line Idle, busy, or hung up in queue, appears excessively

To help troubleshoot the issue, have the customer answer these questions:

1. What completion code?
2. Is it on all jobs?
3. When did the issue first start?

---

## Digital Switch Issues

| Question  | Result  |
|---|---|
| Are there any alarms on the Digital Switch subrack?   | Yes. Review the troubleshooting information for the card causing the alarms and determine whether the card needs replacing. |
| Is there a diskette in the floppy drive?  | Yes. The system will attempt to reboot from the floppy.   |
| Can you log into the digital switch?  | No, a message displays indicating that the connection was refused.  |
| Can you view the switch menus on the console?   | No. An error message displays indicating it cannot connect.   |
| Run <code>ps -ef   grep swif_dg</code> to verify if the digital switch is running properly. | If four instances of the <code>swif_dg</code> are not present, the switch is not properly connected to the CPU.             |

---

## Telephony Issues

| Question  | Result  |
|---|---|
| Look in the digital switch diagnostic menu to verify if the card alarm status is activated. | One of the cards in the digital switch subrack has an alarm light on it.  |
| Are the T1/E1 spans down or out of sync?  | Yes. This indicates problems with connectivity to the central office or PBX. Reseat problem T1/E1's. This can be done without restarting the switch. Follow the troubleshooting steps outlined for the cards in the switch subrack. |
| Are there excessive T1/E1 slips?  | Yes. This indicates timing problems. Reseat problem T1/E1's. This can be done with the card cage and DSC running.   |

|  |   |
|--|---|
| Where in the span is the switch timing coming from? Which span provides the switch timing? This information is found in the digital switch control menu. | Use the master timing selection from the Card Maintenance menu to verify the switch timing. Change the timing to another card, if available.  |
| Is the switch software up but all the cards are in an alarm state?   | <p>Yes. Shut down digital switch console and card cage first and then power down and reseal the ENBC card.</p> <p><b>Note:</b><br/>You must shut down the digital switch (and Avaya PDS) before doing this!</p> |

## Telephony and Switch Troubleshooting

| Problem                             | Probable Cause  | Corrective Action  |
|-------------------------------------|---|--|
| Agent has data but no audio.        | The agent entered a valid keycode that belongs to another agent's headset when logging into the Avaya Proactive Contact. This only applies to network- attached headsets. | Have agent log out, then log in again. Verify the agent's headset ID by looking at the opmon.cfg, dgswitch.cfg, and hidfile files.                 |
| Messages not playing in hold queue. | Messages are not installed on the digital switch controller.  | Verify messages are installed by using the Disk Utilities menu to list the C:/ directory on the digital switch controller. Reinstall the messages. |
|                                     | Failure of NFS mount after nightly reboot.  | Log into the switch and remount NFS. Then rerun msg_loader, and test.  |
|                                     | LPVC card is poorly seated or defective.  | Check status of LPVC from Card Maintenance screen on switch. If the card is not in Status A (active) reseal it. If this fails, replace card.       |
|                                     | Digital switch SCSI cable is poorly seated or defective   | Inspect and re-seat the cable.   |

|  |   |   |
|--|---|---|
|  | Customer selected wrong start script label for job.   | Check the RUNCALL parameter to find the start script label being used for the job. Then check telephny.spt to find the functionality of the start script label. Verify with the customer that the functionality is what they expected.  |
|  | Changes in Supervisor.  | Discuss changes with customer, investigate possible problems.   |
|  | Wrong message name in voicemsg.cfg on Avaya Proactive Contact CPU.<br>Example:<br>fwait1 when message file is named f_wait1   | Verify that the message filenames in job parameters match those in the voicemsg.cfg.  |
|  | An agent entered the wrong telephone extension at the <b>Enter Key Code</b> prompt. Affects one workstation only.   | Have the agent log out, then log in again. Verify the agent enters the telephone extension correctly. Verify the number is valid by looking at the opmon.cfg file.  |
|  | Change to or failure of customer's telephone network. For example, the customer reprograms the ACD in the network. A T1/E1 span in the customer's telephone network is down. These causes affect multiple workstations. | Try to re-establish the connection by resetting the trunk port interface card. Try to re-establish the connection by resetting the digital switch. Ask the customer to test and fix the suspect trunk.  |
|  | Other.  | Isolate the problem by looking for error messages in the log files on the Avaya Proactive Contact CPU and digital switch. For example, digital switch system log file messages indicate an interface port card for headsets is out of service, indicating the card needs resetting, re-seating, or replacing. |

|   |   |   |
|---|---|---|
| Workstation(s) with dial-back headsets display DIALBACK ATTEMPT FAILED.   | <p>A T1/E1 card has lost synchronization with the incoming data stream. This condition is typically due to the customer losing service from the Central Office or PBX, or due to the customer changing class of service at the Central Office or PBX.</p> <p><b>Note:</b></p> <p>The loss of carrier typically forces the T1/E1 card out of service. Requiring that you reset it to re-establish T1/E1 communication.</p> | Confirm diagnosis by looking at the sync source in the Master Timing Link Selection screen. T1/E1 cards default to internal sync if incoming sync is lost. Re-establish incoming sync from the Master Timing Link Selection screen. If the T1/E1 card is out of service, which is typical, reset the card by re-seating it or by changing its status, or reset the digital switch. If the T1/E1 span is down, ask the customer to fix it.                     |
|   | A T1/E1 card is poorly seated or defective. This is rare.   | Look for alarms in System Alarm or Card Alarm screens. The alarm may be T1/E1 remote out of frame or T1/PRI, E1/PRI card failure. Re-seat or replace the card.  |
|   | Ground-start T1/E1 trunk(s) connected to a Central Office that is having channel bank problems. Will see issue with individual lines, not the whole T1/E1 span.   | Have customer call their CO representative to verify the problem and request assistance.  |
| NO DIAL TONE appears on Phone Line Usage or Line Usage screen for some or all T1/E1 trunks; excessive (>100) out-of-frame errors seen in the Card Display screen. | PBX or Central Office has taken out a telephone trunk by failing to hang up, usually due to a signaling error. Service from the Central Office or PBX has been lost for some other reason. The customer has changed telephone wiring. The trunk ports are incorrectly configured in the digital switch menu system.   | Verify which ports are affected by looking at portcorr phone line report or Job Monitor Port Display. Look at the Port Display screen in the digital switch menu system. If a port is stuck in the CP_DISC state, clear the trunk by resetting the port from the Card Maintenance screen or by re-seating the corresponding port interface card. Test the trunk with the breakout box or the Driver program. If the trunk is bad, ask the customer to fix it. |

|  |  |   |
|--|--|---|
|  | A T1/E1 card has lost the incoming data stream. Typically a T1/E1 span is down.                      | Verify the diagnosis by looking for "Remote Carrier" or "T1/E1 Carrier" alarm messages in the digital switch log file or by looking at the Card Maintenance screen. T1/E1 cards that have lost carrier switch to Maintenance status. Ask the customer to test and fix the T1/E1 span.   |
| NO DIAL TONE appears on Phone Line Usage or Line Usage screen for one or two trunks (typical). A value of 5% or less for this is normal. | The PBX or Central Office failed to hang up due to a signaling error.                                | You can sometimes fix the problem by resetting the port. Or, ask the customer to reset the trunk at the PBX or Central Office.  |
| NO DIAL TONE appears on Phone Line Usage or Line Usage screen for a large number of trunks to T1/E1 cards.                               | The ear or mouth gain for the headset has been set to 0 This only occurs on 4-wire OLIC connections. | Check the ear and mouth gain for the headset port on the digital switch.  |
|  | The headset is bad.  | Swap with a known-good headset.   |
| A trunk is stuck at Line Available on the Phone Line Usage screen or Line Usage screen.  | Voice cable or OLIC card is bad.   | While headsets are not in use, disconnect cables from OLIC. Reset the OLIC card. If alarms clear, then the problem is in the cabling. If you still have failed OLIC ports with no cables attached, then the replace the OLIC card. Also, try swapping OLIC cables. If the problem follows the cable, then the issue is wiring. If the problem stays with the OLIC port, then replace the OLIC card. |

|  |  |   |
|--|--|---|
| A direct-connect headset is dead.                | Wrong headset type is configured on OLIC card                                    | Headsets which plug into an adapter box (2-wire headset to 4-wire connection), sometimes called an M10 box, must be configured as "CARBON" on OLIC card. Headsets without this adapter are configured as "ELECTRET" |
|  | Avaya Proactive Contact CPU was not rebooted after the digital switch was reset. | Reboot the Avaya Proactive Contact CPU.   |
|  | Ziptone messages are not download to LVPC.                                       | Verify status of LPVC is "A" for Active on switch. Verify NFS is "mounted." Ask if all agents have this problem, or if it is intermittent. If intermittent, test the LPVC.  |
| A direct-connect headset has poor sound quality. | Network issues.  | Run landiag to check for network issues, verify transceiver is functioning.   |
| Agents don't hear ziptones.                      | LPVC card is poorly seated or failing.   | Check the status of LPVC from Card Maintenance screen on switch. If card is not in status A (active), reseal. If this fails, replace the card.  |



# Chapter 17: AACC Troubleshooting

This section contains the following topics:

- [‘cep\\_auracc’ process not coming up](#) on page 305
- [Agent is not getting acquired call](#) on page 306
- [acdsnapshot’ tool showing incorrect inbound queue information](#) on page 306
- [Agent is getting acquire call but failing to acquire](#) on page 307

---

## ‘cep\_auracc’ process not coming up

The cause of the cep\_auracc process not coming up can be any of the following as discussed below.

---

### Cause 1: Problem in ‘ctirc’ configuration file.

Troubleshooting steps, as applicable:

- Correct IP address of AACC machine has been used in ctirc1 configuration file.
- Correct Domain Name (Domain Name is used by AACC machine) has been used in ctirc1 configuration file.
- Correct AACC Switch Connection Type used in ctirc1 configuration file. It can have one of the two values, SIP or AML.
- Correct Port Number has been used in ctirc1 configuration file. Here, Port number is port on which, Contact Manager Service’s web service is exposed on AACC (CCT-OI services)
- Correct AACC user (CallRecordUser) used in ctirc1 configuration file.
- Use auracctrace tool to test the event registration. auracctrace requires auracctrace.cfg with all configuration details.

---

### Cause 2: Problem in AACC User

Troubleshooting steps, as applicable:

- CallRecordUser user exists on Avaya Aura Contact Center Machine.

- Correct password of CallRecordUser has been used in configuring password using `cti_passwd -b`.

---

## Cause 3: Problem in AACC commissioning/configuration

Troubleshooting steps, as applicable:

- CCT package is installed on Avaya Aura Contact Center Machine.
- All CCT services on Avaya Aura Contact Center Machine are up and running.
- Use “Avaya Open Interfaces: Services Summary” web page to verify the started web services that can be consumed.

---

## Agent is not getting acquired call

The cause of agent not getting the acquired call can be any of the following as discussed below.

---

## Cause 1: Problem in CDN information

Troubleshooting steps, as applicable:

- Correct CDN addresses have been used in `dom_group.data` configuration file.

---

## Cause 2: Problem with AACC Events

Troubleshooting steps, as applicable:

- Use the `auracctrace` tool to test the event registration. the `auracctrace` tool requires `auracctrace.cfg` with all the configuration details.

---

## acdsnapshot' tool showing incorrect inbound queue information

The cause of `acdsnapshot` tool showing incorrect inbound queue information can be any of the following as discussed below.

---

## Cause 1: Problem in CDN information

Troubleshooting steps, as applicable:

- Correct CDN addresses have been used in dom\_group.data configuration file.

---

## Cause 2: Problem with AACC Events

Troubleshooting steps, as applicable:

- Use auracctrace tool to test the event registration. auracctrace requires auracctrace.cfg with all configuration details.

---

# Agent is getting acquire call but failing to acquire

The cause of agent getting acquire call but failing to acquire can be any of the following as discussed below.

---

## Cause 1: Incorrect 'Headset ID/Extension' given in agent login

Troubleshooting steps, as applicable:

- Verify provided 'Headset ID/Extension' with given ACD Headset ID/Extension list.

---

## Cause 2: Problem with Proactive Contact Agent Extension (In case of AML)

Troubleshooting steps, as applicable:

- Verify Proactive Contact Agent extension. It must be ACD ID configured on CS1000.



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