# Avaya Aura™ Communication Manager Denial Events

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**Contents**

# Denial Events

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

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

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

To view denial events, use:

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

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

# Acronyms

Table 1: Acronyms contains a list of acronyms used in the denial events tables and their explanations.

**Table 1: Acronyms** ***1 of 4***

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

**Table 1: Acronyms** ***2 of 4***

| Acronym | Meaning |
|---|---|
| ACW | After Call Work |
| ANI | Automatic Number Identification |
| ARS | Automatic Route Selection |
| AVC | Adhoc Video Conference |
| BCC | Bearer Capability Class |
| BW | BandWidth |
| CAS | Centralized Attendant Service |
| CDR | Call Detail Recording |
| CO | Central Office |
| CP | Call Processing |
| DAC | Dial Access Code |
| DCS | Distributed Communication System |
| DDD | Direct Dialed Destination |
| DEXT | Data Extension |
| DPM | Dial Plan Manager |
| DSP | Digital Signal Processor |
| DTGS | Direct Trunk Group Selection. These are special keys on an attendant console that allow the attendant to seize a trunk with just one button push instead of having to dial a Trunk Access Code |
| DTMF | Dual-tone Multi-Frequency |
| EAS | Expert Agent Selection |
| EMMC | Expanded Meet-Me Conference |
| EPT | Endpoint |
| FAC | Feature Access Code |
| FIPN | Fujitsu Intelligent Priva Network |
| FX | Foreign Exchange. Same as CO, but distant from the local area. |
| GCO | General Central Office |
| | ***2 of 4*** |

**Table 1: Acronyms** ***3 of 4***

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

**Table 1: Acronyms** ***4 of 4***

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

# Event Type number ranges

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

**Table 2: Denial Event types and ranges** ***1 of 2***

| Number range | Type/source of denial event | Reference |
|---|---|---|
| 0 - 499 | Call Processing Vector events | Avaya Aura™ Call Center 5.2 Call Vectoring and Expert Agent selection (EAS) Reference, 07-300186. |
| 500 - 999 | Group Manager Vector events | Avaya Aura™ Call Center 5.2 Call Vectoring and Expert Agent selection (EAS) Reference, 07-300186. |
| 1000 - 2299 | Call Process | Table 12: Call Process denial events (1001 - 1172) on page 61. |
| • 1000 - 1299 | Call Process, reorder | Table 12: Call Process denial events (1001 - 1172) on page 61 and Table 14: Call Process denial events (1225 - 1899) on page 76. |
| • 1164, 1167, 1173 - 1224 | Call Process, ISDN, IP, SIP | Table 13: ISDN, IP, and SIP-generated denial events (1173 - 1224) on page 73. |
| • 1300 - 1899 | Call Process, intercept | Table 14: Call Process denial events (1225 - 1899) on page 76. |
| • 1900 - 1906 | User Manager process | Table 15: User Manager denial events (1900 - 1906) on page 111. |
| • 1907 - 2079 | IP | Table 16: IP Denial Events (1907 - 2020) on page 111. |
| • 2021-2299 | Call Process | Table 17: Call Process denial events (2021 - 2299) on page 121. |
| 2300 - 2399 | Connection Manager process | Table 18: Connection Manager denial events (2300 - 2399) on page 140. |
| 2400 - 2499 | Dial Plan Manager process | Table 19: Dial Plan Manager denial events (2400 - 2406) on page 144. |
| 3000 - 3099 | Data Manager process | Table 20: Data Manager Denial Events (3001 - 3004) on page 145. |
| 3101 - 3200 | Dial Access Plan process | Table 21: Dial Access Plan denial events (3101 - 3199) on page 145. |
| 3201 - 3299 | Meetme Conference process | Table 22: Meet Me Conference denial events (3201 - 3299) on page 146. |
| 3300 - 3399 | Survivable Remote Server process | Table 23: Survivable Remote Server denial events (3300 - 3399). |
| | | ***1 of 2*** |

**Table 2: Denial Event types and ranges** ***2 of 2***

| Number range | Type/source of denial event | Reference |
|---|---|---|
| 3400 - 3499 | Data Error (corruption) process | Table 24: Data Error denial events (3400 - 3499) on page 148. |
| 3500 - 3599 | Contact Closure process | Table 25: Contact Closure denial events (3501 - 3503) on page 149. |
| 3600 - 3604 | Survivable Core Server process | Table 26: Survivable Core Server denial events (3600 - 3604) on page 150. |
| 3700 - 3799 | User Manager | Table 27: User Manager denial events (3700 - 3701) on page 150 |
| 5000 - 5003 | Call Processing | Table 28: Call processing denial events (5000 - 5003 and 5035) on page 152 |
| | | ***2 of 2*** |

# Event Data

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

Event Data might contain the information for:

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

# Cause Values and their meanings/interpretations

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

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

See Table 3: Event Data 2 layout.

**Table 3: Event Data 2 layout**

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

## Interpreting Event Data 2 Cause Value information

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

```
display events denial                                          Page   1  of  1
                                   EVENTS REPORT

Event Event                        Event     Event      First        Last     Evnt
Type  Description                  Data 1    Data 2     Occur        Occur     Cnt

1178  Normal Call Clearing         0x64      0x429    01/09/09:53 01/09/09:53  1
```

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

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

Table 5: Hexadecimal, decimal, and binary equivalents on page 13 for the binary equivalents for individual digits.

3. Add up the decimal weights that have a 1 for each of the 8 bit segments.
   - Convert Cause Value 0x29 to decimal and find the sum.

     Cause Value (Bits 1 - 8): 1 +8 + 32 = 41. This is Cause Value 41.
   - Convert Location Code 0x4 to decimal and find the sum.

     Location Code (Bits 9 - 16): 4 = 4. This is Location Code 4.
   - Convert Diagnostic Value 0x00 (Bits 17 - 24): 0 = 0.

     Diagnostic Code is 0, not provided for this example denial event.
4. Use the information to find an explanation of the Data Event 2 information.
   - Cause Value 41 = Temporary Failure. See Cause Values on page 17.
   - Location Code 4 = Remote Network/Public Network Serving Remote User (the Local Exchange Carrier at the far end of the call). See Table 6: Location Code definitions on page 13.

**Table 4: Event Data 2 conversion example**

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

**Table 5: Hexadecimal, decimal, and binary equivalents**

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

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

## Location Codes

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

**Table 6: Location Code definitions** ***1 of 2***

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

**Table 6: Location Code definitions** ***2 of 2***

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

## Transmission Protocols

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

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

See Table 7: Country Codes and Transmission Protocols.

**Table 7: Country Codes and Transmission Protocols** ***1 of 3***

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

**Table 7: Country Codes and Transmission Protocols** ***2 of 3***

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

**Table 7: Country Codes and Transmission Protocols** *3 of 3*

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

# Cause Values

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

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

## Cause Value Classes

**Table 8: Cause Value Classes and Ranges** *1 of 2*

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

**Table 8: Cause Value Classes and Ranges** *2 of 2*

| Number range | Cause Value Class |
|---|---|
| 81 to 95 | Invalid Message Class Cause Values on page 45 |
| • 92-94 | unassigned |
| 96 to127 | Protocol Error Class Cause Values on page 49 |
| • 104-109, 116-126 | unassigned |
| | *2 of 2* |

# Cause Values

# Normal Class Cause Values

### Cause Value (empty)

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

The call was disconnected normally by either end hanging up.

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

### Cause Value 00

**[0x0/0x80] -**
**Normal disconnect**

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

### Cause Value 01

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

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

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

See also Cause Value 22 on page 27 and Cause Value 56 on page 38.

### Troubleshooting

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

## Cause Value 02

**[0x2/0x82] -**
**No route to specified transit network/**
**Calling party off hold (5ESS: 5 Electronic Switching System)**

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

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

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

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

### Troubleshooting

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

## Cause Value 03

**[0x3/0x83] -**
**No route to destination/**
**Calling party dropped while on hold (5ESS: 5 Electronic Switching System)/**
**Bearer service not implemented (1TR6: AT&T ISDN Protocol)**

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

### Troubleshooting

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

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

## Cause Value 04

**[0x4/0x84] -**
**Send special information tone/**
**Vacant Code (NI-2: National ISDN 2)**

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

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

### Troubleshooting

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

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

## Cause Value 05

**[0x5/0x85] -**
**Misdialed trunk prefix**

The remote number that was dialed could not be reached.

**Troubleshooting**

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

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

### Cause Value 06

**[0x6/0x86] -**
**Channel Unacceptable**

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

**Troubleshooting**

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

### Cause Value 07

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

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

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

Not an option for ISDN D-channels.

### Cause Value 08

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

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

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

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

**Troubleshooting**

Wait and try the call again later.

**Cause Value 09**

**[0x9/0x89] -**
**Preemption, circuit reserved for reuse/**
**Prefix 1 dialed in error (NI-2: National ISDN 2)**

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

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

**Troubleshooting**

Wait and try the call again later.

**Cause Value 10**

**[0xA/0x8A] -**
**Prefix 1 not dialed (NI-2: National ISDN 2)/**
**No channel available (1TR6: AT&T ISDN Protocol)**

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

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

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

**Cause Value 11**

**[0xB/0x8B] -**
**Excessive digits received call proceeding (NI-2: National ISDN 2)**

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

**Cause Value 13**

**[0xD/0x8D] -**
**Service Denied (NI-1: National ISDN 1)**

## Cause Value 16

**[0x10/0x90] -**
**Normal call clearing/**
**Requested facility not implemented (1TR6: AT&T ISDN Protocol)**

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

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

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

**Troubleshooting**

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

## Cause Value 17

**[0x11/0x91] -**
**User busy/**
**Requested facility not subscribed (1TR6: AT&T ISDN Protocol)**

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

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

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

See also Cause Value 16 on page 24 and Cause Value 31 on page 30.

**Troubleshooting**

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

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

### Cause Value 18

**[0x12/0x92] -**
**No user responding/**
**No response from the remote device**

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

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

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

### Cause Value 19

**[0x13/0x93] -**
**User alerting no answer**

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

Communication Manager never originates this Cause Value.

**Troubleshooting**

Wait and retry the call later.

### Cause Value 20

**[0x14/0x94] -**
**Subscriber absent [wireless networks]**

The mobile remote device/endpoint is not available.

**Troubleshooting**

Wait and try the call again later.

### Cause Value 21

**[0x15/0x95] -**
**Call rejected**

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

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

### Cause Value 22

**[0x16/0x96] -**
**Number changed**

The called party number was changed to a new number.

Cause Value 01 appears if the ISDN network does not support Cause Value 22.

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

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

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

**Cause Value 23**

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

The call has been redirected to a different endpoint.

Communication Manager does not originate Cause Value 23.

**Cause Value 25**

**[0x19/0x99] -**
**Exchange routing error**

The call cannot be routed to the remote party.

**Cause Value 26**

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

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

**Cause Value 27**

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

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

Communication Manager does not originate Cause Value 27.

**Cause Value 28**

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

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

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

### Troubleshooting

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

## Cause Value 29

**[0x1D/0x9D] -**
**Facility rejected/**
**Special intercept announcement undefined code (NI-1: National ISDN 1)**

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

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

**Troubleshooting**

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

## Cause Value 30

**[0x1E/0x9E] -**
**Response to STATUS_ENQUIRY**
**Special intercept announcement number unassigned (NI-1: National ISDN 1)**

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

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

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

## Cause Value 31

**[0x1F/0x9F] -**
**Normal unspecified/**
**Special intercept announcement call blocked due to group restriction (NI-1: National ISDN 1)**

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

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

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

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

### Cause Value 32

**[0x20/0xA0] -**
**Outgoing calls barred (1TR6: AT&T ISDN Protocol)**

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

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

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

### Cause Value 33

**[0x21/0xA1] -**
**User access busy (1TR6: AT&T ISDN Protocol)**

## Resource Unavailable Class Cause Values

### Cause Value 34

**[0x22/0xA2] -**
**No circuit/channel available/**
**Negative closed user group comparison (1TR6: AT&T ISDN Protocol)**

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

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

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

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

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

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

**Troubleshooting**

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

**Cause Value 35**

**[0x23/0xA3] -**
**Non-existent closed user group (1TR6: AT&T ISDN Protocol)**

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

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

**Cause Value 37**

**[0x25/0xA5] -**
**Semi-permanent connection not permitted (1TR6: AT&T ISDN Protocol)**

**Cause Value 38**

**[0x26/0xA6] -**
**Network out of order**

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

**Cause Value 39**

**[0x27/0xA7] -**
**Permanent frame mode connection out of service**

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

Not applicable to a Communication Manager system.

## Cause Value 40

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

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

Not applicable to a Communication Manager system.

## Cause Value 41

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

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

Cause Value 41 might also indicate:

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

See also Cause Value 63 on page 41 and Cause Value 79 on page 44.

## Cause Value 42

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

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

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

**Troubleshooting**

Wait and try the call again later.

## Cause Value 43

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

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

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

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

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

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

## Cause Value 44

**[0x2C/0xAC] -**
**Requested circuit/channel not available**

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

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

Communication Manager generates this Cause Value when:

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

**Troubleshooting**

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

### Cause Value 45

**[0x2D/0xAD] -**
**Pre-empted**

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

Communication Manager does not support this Cause Value.

### Cause Value 46

**[0x2E/0xAE] -**
**Precedence call Blocked**

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

### Cause Value 47

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

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

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

Communication Manager does not originate Cause Value 47.

## Service or Option not Available Class Cause Values

### Cause Value 49

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

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

## Cause Value 50

**[0x32/0xB2] -**
**Requested facility not subscribed**

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

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

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

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

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

## Cause Value 51

**[0x33/0xB3] -**
**Bearer capability incompatible with service request (NI-1: National ISDN 1)**

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

## Cause Value 52

**[0x34/0xB4] -**
**Outgoing calls barred**

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

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

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

## Cause Value 53

**[0x35/0xB5] -**
**Service operation violated (NI-1: National ISDN 1)/**
**Destination not obtainable (1TR6: AT&T ISDN Protocol)**

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

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

## Cause Value 54

**[0x36/0xB6] -**
**Incoming calls barred**

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

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

**Troubleshooting**

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

## Cause Value 56

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

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

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

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

## Cause Value 57

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

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

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

**Troubleshooting**

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

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

## Cause Value 58

**[0x3A/0xBA] -**
**Bearer capability not presently available/**
**No user responding (1TR6: AT&T ISDN Protocol)**

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

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

**Troubleshooting**

Wait and try the call again later.

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

**Troubleshooting**

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

### Cause Value 59

**[0x3B/0xBB] -**
**User busy (1TR6: AT&T ISDN Protocol)**

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

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

**Troubleshooting**

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

### Cause Value 61

**[0x3D/0xBD] -**
**Incoming calls barred (1TR6: AT&T ISDN Protocol)**

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

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

### Troubleshooting

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

## Cause Value 62

**[0x3E/0xBE] -**
**Service not authorized (VN4: French National PRI)/**
**Call rejected (1TR6: AT&T ISDN Protocol)**

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

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

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

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

## Cause Value 63

**[0x3F/0xBF] -**
**Service or option not available, unspecified**

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

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

Communication Manager does not originate Cause Value 63.

## Service or Option not Implemented Class Cause Values

### Cause Value 65

#### [0x41/0xC1] Bearer capability not implemented

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

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

#### Troubleshooting

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

### Cause Value 66

#### [0x42/0xC2] Channel type not implemented

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

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

#### Troubleshooting

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

## Cause Value 69

**[0x45/0xC5] -**
**Requested facility not implemented**

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

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

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

**Troubleshooting**

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

## Cause Value 70

**[0x46/0xC6] -**
**Only restricted digital information bearer capability is available**

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

Communication Manager does not originate Cause Value 70.

### Troubleshooting

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

## Cause Value 79

**[0x4F/0xCF] -**
**Service or option not implemented, unspecified**

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

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

Communication Manager does not originate Cause Value 79.

# Invalid Message Class Cause Values

## Cause Value 81

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

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

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

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

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

## Cause Value 82

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

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

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

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

**Troubleshooting**

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

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

**Cause Value 83**

**[0x53/0xD3] -**
**A suspended call exists, but this call identity does not**

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

**Cause Value 84**

**[0x54/0xD4] -**
**Call identity in use**

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

**Cause Value 85**

**[0x55/0xD5] -**
**No call suspended**

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

**Cause Value 86**

**[0x56/0xD6] -**
**Call having the requested call identity has been cleared**

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

## Cause Value 87

**[0x57/0xD7] -**
**User not a member of the Closed User Group [CUG]**

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

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

## Cause Value 88

**[0x58/0xD8] -**
**Incompatible destination**

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

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

**Troubleshooting**

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

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

**Cause Value 89**

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

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

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

**Troubleshooting**

Wait and try the call again later.

**Cause Value 90**

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

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

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

**Cause Value 91**

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

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

Communication Manager does not originate Cause Value 91.

**Troubleshooting**

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

### Cause Value 95

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

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

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

**Troubleshooting**

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

## Protocol Error Class Cause Values

### Cause Value 96

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

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

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

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

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

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

### Troubleshooting

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

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

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

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

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

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

## Cause Value 97

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

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

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

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

**Troubleshooting**

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

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

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

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

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

## Cause Value 98

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

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

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

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

**Troubleshooting**

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

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

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

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

### Cause Value 99

**[0x63/0xE3] -**
**Information element non-existent or not implemented**

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

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

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

**Troubleshooting**

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

### Cause Value 100

**[0x64/0xE4] -**
**Invalid information element contents**

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

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

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

**Troubleshooting**

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

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

  See Table 9: Cause Value 96 & 100 Diagnostic Information on page 50.

## Cause Value 101

**[0x65/0xE5] -**
**Message not compatible with call state/**
**Protocol threshold exceeded (NI-2: National ISDN 2)**

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

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

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

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

**Troubleshooting**

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

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

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

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

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

**Cause Value 102**

**[0x66/0xE6] -**
**Recovery on timer Expiry**

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

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

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

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

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

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

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

### Troubleshooting

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

- the far end never saw the message because the message was corrupted in transmission by noise on the D-channel. Check for any type of T1/E1 facility errors.
- the far end is experiencing a high traffic condition and did not have the processing time to parse the sent message before the timer expired.
- even though the message was seen to be generated in an internal Communication Manager trace, the message was never transmitted out onto the D-channel. Perform an external protocol capture on the D-channel to confirm the transmission of the suspect message.

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

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

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

### Cause Value 103

**[0x67/0xE7] -**
**Parameter not implemented**

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

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

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

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

### Cause Value 110

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

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

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

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

### Cause Value 111

**[0x6F/0xEF] -**
**Protocol error unspecified**

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

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

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

**Cause Value 111 (NI-2)** is used in packet mode to be able to map the X.25 Cause Value 17 “remote procedure error”.

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

**Cause Value 112**

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

This is a packet mode Cause Value.

**Cause Value 113**

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

This is a packet mode Cause Value.

**Cause Value 114**

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

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

**Cause Value 115**

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

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

### Inter-working Class Cause Values

**Cause Value 127**

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

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

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

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

**Troubleshooting**

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

# Denial Event Tables

## Call Processing Denial Events

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

- Table 12: Call Process denial events (1001 - 1172) on page 61
- Table 14: Call Process denial events (1225 - 1899) on page 76
- Table 17: Call Process denial events (2021 - 2299) on page 121
- Table 28: Call processing denial events (5000 - 5003 and 5035) on page 152

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

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

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

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

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## Table 12: Call Process denial events (1001 - 1172) *2 of 12*

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

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

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

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

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

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## Table 12: Call Process denial events (1001 - 1172) *5 of 12*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1058 | **Auto Callback User ID** | User activating automatic callback has software partyblock member misrepresented. | | |
| 1059 | **Auto Callback double qued** | User is activating automatic callback, but the call has already been queued or has no principal terminating User ID. | | |
| 1060 | **Auto Callback terminator** | Activating automatic callback is not allowed when the terminating extension is a group attendant, terminating extension group, Vector Directory Number, or if vector processing is active. | | |
| 1061 | **Auto Callback terminator** | Activating automatic callback.<br>l For a non-Distributed Communication System (DCS) terminator, if there is an accompanying Call Detail Recording (CDR) ineffective call attempt record, the queue is full or zero-length.<br>l For a DCS terminator, termination did not happen for one of several reasons including the trunk was busy, the trunk was unavailable, the trunk is incoming only, the queue is full, the extension is busy (onhk_que.c) | | |
| 1062 | **Auto Callback activation** | Activating automatic callback. Checks on queue availability and/or Distributed Communication System (DCS) termination pass OK, but activation is denied. | | |
| 1063 | **Auto Callback ineligible** | Activating Automatic Callback (ACB). Response to callback type query is queue ineligible. ACB may be in use or call is on hold, or there might be no call ID behind call back button. | | |
| 1064 | **Double queueing denied** | Manual activation of queueing. Call has already been queued (automatic). | | |
| 1065 | **Manual queing terminator** | Manual activation of queueing. There is no principal terminator on which to queue. | | |
| 1066 | **Manual queing - full que** | Manual activation of queueing. The queue is full or queue length is zero. | | |
| 1067 | **Manaual queing denied** | Manual activation of queueing. Checks on queue availability pass OK, but activation is denied. | | |
| 1068 | **queued call went away** | Reactivation of automatic callback or outgoing trunk queueing. The call disappeared from the queue. | | |
| 1069 | **PMS link/printer down** | Property Management System (PMS) cannot log housekeeping status. PMS link is not operational and the printer is down. | | |
| 1070 (also in Table 13) | **TTR unavailable** | ISDN trunk initiation of in-band end-to-end digit collection failed. Might be waiting for a Touch Tone Receiver (TTR). | | |
| 1071 | **Wireless - trunk failure** | General Central Office (GCO) Wireless Subscriber System (WSS) call origination denied. Route to GCO subscriber trunk failed. | | |

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## Table 12: Call Process denial events (1001 - 1172) *6 of 12*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1072 | **TTR TDM VC failed** | Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in Audio add-on password supervision. | | |
| 1073 | **TTR TDM VC failed** | Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in authorization code supervision, waiting for digit analysis of the authorization code. | | |
| 1074 | **TTR TDM VC failed** | Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in Code Call paging seizure supervision. | | |
| 1075 | **TTR TDM VC failed** | Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in feature supervision waiting to see which feature is being invoked. | | |
| 1076 | **TTR TDM VC failed** | Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in idle supervision. | | |
| 1077 | **TTR TDM VC failed** | Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in normal answer supervision. | | |
| 1078 | **TTR TDM VC failed** | Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in outgoing trunk outpulsing supervision. | | |
| 1079 | **TTR TDM VC failed** | Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in outgoing trunk seizure supervision. | | |
| 1080 | **TTR TDM VC failed** | Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in the supervisor for telecommuting access waiting for certain Feature Access Codes after the telecommuting extension has been accessed. | | |
| 1081 | **Change SSC denied** | Change Station Security Code (SSC) - REORDER. Possible causes:<br>l Too many admin users<br>l Data already locked<br>l Translations being saved<br>l SAT user changing station data<br>l Station recently removed from translation<br>l System error<br>l Problem applying confirmation tone<br>l Terminal Translation Initiation (TTI) feature not enabled<br>l TTI state not Voice (Data TTI enabled) | | |
| 1082 | **Rmv skill - agent busy** | Attempting a “Remove Skill” on agent that is currently busy for that skill (has DAC or is in ACW or on call). | | |
| | | | | ***6 of 12*** |

## Table 12: Call Process denial events (1001 - 1172) *7 of 12*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1083 | **Add/Rmv skill denied** | Add/Remove Agent Skills. Possible causes:<br>l System error<br>l could not get station ID<br>l too many admin users<br>l save translation in progress<br>l data already locked<br>l SAT user is changing agent data | | |
| 1084 | **DCS link down** | Remote user activation of call forward failed. Distributed Communication System (DCS) link not up. | | |
| 1085 | **PMS response timeout** | Property Management System failed to respond to maid status in the 4 seconds allowed. | | |
| 1086 | **MFC no answer timeout** | MultiFrequency Compelled (MFC) call circuit congestion. No answer timeout from MFC call. | | |
| 1087 | **MFC no answer timeout** | MultiFrequency Compelled call circuit congestion. No answer timeout. The trunk may be bad or no Touch Tone Receiver (TTR) is available at remote end. | | |
| 1088 | **No answer timeout** | MultiFrequency Compelled call circuit congestion. No answer timeout. The trunk may be bad or no Touch Tone Receiver (TTR) is available at the remote end. | | |
| 1089 | **MFC no answer timeout** | MultiFrequency Compelled call circuit congestion. No answer timeout. The trunk may be bad or no Touch Tone Receiver (TTR) is available at the remote end. | | |
| 1090 | **T302 intercept timeout** | T302 interdigit timer timeout. | | |
| 1091 | **Max Paste users Pasting** | The maximum allowable stations are currently using PC Application Software Exchange (PASTE). Wait and try again. | | |
| 1092 | **Announcement unavailable** | Announcement might be busy, or announcement is not present on board. | | |
| 1093 | **Announcement memory exh** | Announcement is dropped, or announcement memory is exhausted. | | |
| 1094 | **Permanent Seizure** | Direct Inward Dialing trunk origination. Digit timeout with no digits dialed. Permanent incoming seizure treatment is to give reorder. | | |
| 1095 | **QSIG Call Offer timeout** | QSIG Call Offer encountered timeout of 1 minute path retention timer. | | |
| 1096 | **Wakeup time unavailable** | Collecting digits for “room wakeup by tones” feature. Cannot do a wakeup for the specified time. | | |
| 1097 | **MFC No Answer timeout** | MFC call circuit congestion. No answer timeout. The trunk may be bad or no Touch Tone Receiver (TTR) is available at the remote end. | | |
| | | | | ***7 of 12*** |

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

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1098 | **TTI merge/unmerge failed** | Station server could not perform Terminal Translation Initiation (TTI) merge/unmerge. Certain resources are unavailable. The user can try again and the resources might be available. | | |
| 1099 | **LWC access code rejected** | Voice synthesis Leave Word Calling access code rejected. | | |
| 1100 | **TTI - station active** | In preparation for lock resources step for Terminal Translation Initiation (TTI) merge/unmerge, Personal Station Access (PSA) association/ disassociation finds that the station is active on a call not to be interrupted. | | |
| 1101 | **Modem unavailable** | There is a problem with allocating or finding a modem for an incoming data call. | | |
| 1102 | **MM - voice call failure** | While processing a Multimedia compatible vector, there is a failure doing conversion to voice call. | | |
| 1103 | **Tone Detector conn fail** | Cannot connect tone detector for trunk terminated call. Silent Reorder. | | |
| 1104 | **Tone Detector conn fail** | Cannot connect tone detector for voice station or DEXT. Silent Reorder. | | |
| 1105 | **Ringback limit met** | The limit is met of 4 ringbacks in a row before far end answers. Silent Reorder. | | |
| 1106 | **Ringback limit met** | The limit is met of 36 ringbacks in a row before far end answers. Silent Reorder. | | |
| 1107 | **Reorder tone received** | Reorder tone received before far end answers. Silent Reorder. | | |
| 1108 | **LWC access code rejected** | The message server rejected the Leave Word Calling Access code that was dialed. | | |
| 1109 | **DCS link/msg buffer** | Remote busy verification encountered a Distributed Communication System (DCS) link down or an exhausted DCS message buffer. | | |
| 1110 | **DCS link down** | Distributed Communication System (DCS) remote trunk group selection. Remote Direct Trunk Group Selection (DTGS) button push by attendant, but DCS link is down. | | |
| 1111 | **CFWD activate/cancel** | Sending a call forward activation message to the remote switch failed. Message buffers exhausted, call not UDP & not Distributed Communication System (DCS), DCS link is down. | | |
| 1112 | **TTR unavailable** | Russian Automatic Number Identification (ANI) 3rd party feature button. Touch Tone Receiver (TTR) not available. | | |
| 1113 | **ANI error limit** | 3rd party feature activation. Automatic Number Identification (ANI) error on 2 tries. | | |
| 1114 | **DCS trunk required** | Remote busy verification. A Distributed Communication System (DCS) trunk is required. | | |
| | | | | ***8 of 12*** |

## Table 12: Call Process denial events (1001 - 1172) *9 of 12*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1115 | **LWC timeout** | Leave Word Calling timeout occurred for a non-call associated attempt. | | |
| 1116 | **DCS confirm msg timeout** | Remote busy verification. A Distributed Communication System (DCS) confirmation message was not received within 4 seconds. | | |
| 1117 | **Outgoing trk seizure fail** | Outgoing trunk seizure failure, busy verify hit glare. There is a possible problem with the selected trunk, or an incoming call was received on a trunk selected for an outgoing call. | | |
| 1118 | **Analog station ringer** | Analog principal station has trouble ringing. | | |
| 1119 | **Analog station ringer** | Analog covering station has trouble ringing and principal was station not rung successfully. | | |
| 1120 | **Bsy Vfy termination fail** | Busy verification terminator available, but termination to it failed. | | |
| 1121 | **Bsy Vfy termination fail** | Busy verification trunk terminator available, but it is maintenance busy or otherwise unavailable. | | |
| 1122 | **Bsy Vfy termination fail** | Busy verification terminator available, but it is out-of-service. | | |
| 1123 | **Bsy Vfy termination fail** | Busy verify terminator available, but termination is denied due to:<br>l TRUNK<br>- admin busy<br>- incoming seizure<br>l STATION<br>- query for virtual set's station hunting User ID fails<br>- virtual set's physical station's current state is not idle or call busy<br>- admin busy<br>- maintenance busy<br>- no available call appearance<br>- currently dialing<br>- available call appearance not idle or busy<br>l HUNTGRP<br>- no available member in free list, at least one not made busy | | |
| 1124 | **Bsy Vfy termination fail** | Busy verify hunt group member available, but hunt group is all busy | | |
| 1125 | **Bsy Vfy call went away** | Attempting to bridge a busy verification party to a call that no longer exists. | | |
| 1126 | **Bsy Vfy merge failed** | Attempting to bridge a busy verification party to a call that cannot be merged.l | | |
| 1127 | **Bsy Vfy warn tone conn** | Busy verification warning tone connection failed. | | |
| 1128 | **Bsy Vfy warn tone conn** | Busy verify warning tone connection to verified call failed. | | |

***9 of 12***

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

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1129 | **Bsy Vfy call went away** | Attempting to bridge a busy-verifying call with a busy-verified call that no longer exists. | | |
| 1130 | **Bsy Vfy merge failed** | Attempting to bridge a busy verification party to a call that cannot be merged. | | |
| 1131 | **Bsy Vfy merge failed** | Merge operation failed for bridging a busy verifying party to a call. | | |
| 1132 | **Auto Callback failure** | Possible causes:<br>l Query for calling party's callback type failed<br>l Adding an automatic callback call to the queue of a trunk group failed or the queue is full<br>l Calling party activation of automatic callback failed<br>l No automatic callback button/feature administered<br>l Automatic callback button already busy. | | |
| 1133 | **Whisp Pg termination fail** | Whisper paging termination to station, idle call appearance failed. | | |
| 1134 | **Whisp Pg to OS station** | Whisper paging to Out of Service (OOS) station. | | |
| 1135 | **Whisp Pg term denied** | Whisper page to station denied.<br>Possible causes:<br>l user has blocked whisper pages or has service observe pending<br>l (BRI) maintenance busy and the call is already queued<br>l whisper page not allowed towards analog line<br>l whisper page termination requires at least two idle call appearances<br>l the current call is in the CA_DIAL state | | |
| 1136 | **Whisp Pg hunt grp busy** | Whisper paging - the hunt group is all busy. | | |
| 1137 | **Whisp Pg user blocked** | User has whisper page blocked. | | |
| 1138 | **Whisp Pg Svc Obsvd call** | Whisper page - bridging to service-observed call. | | |
| 1139 | **Whisp Pg Attd call** | Whisper page - bridging to call with an attendant on it. | | |
| 1140 | **Whisp Pg Man Exclsn call** | Whisper page - bridging to call with manual exclusion activated. | | |
| 1141 | **Whisp Pg merge denied** | Bridging a busy whisper paging party to a call cannot be merged. | | |
| 1142 | **Whisp Pg warn tone conn** | Whisper page failure. Unable to apply whisper page tone to the paging party, could not retrieve the whisper page tone option, or could not retrieve the port ID of the paged party. | | |
| 1143 | **Whisp Pg warn tone conn** | Whisper page failure. Could not apply whisper page tone to the paged party. | | |
| | | | | ***10 of 12*** |

## Table 12: Call Process denial events (1001 - 1172) *11 of 12*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1144 | **Whisp Pg merge failed** | Merge page call with paged call - query for originator's port ID failed. | | |
| 1145 | **Whisp Pg merge failed** | Merge page call with paged call - query for paged party's port ID failed. | | |
| 1146 | **Whisp Pg call went away** | Merge page call with paged call - paged party's call no longer exists | | |
| 1147 | **Whisp Pg blocked** | Merge page call with paged call - paged party has whisper page blocked. | | |
| 1148 | **Whisp Pg Svc Obsvd call** | Merge page call with paged call - paged party is being service observed. | | |
| 1149 | **Whisp Pg merge Attd call** | Merge page call with paged call - paged party is on a call with an attendant. | | |
| 1150 | **Whisp Pg merge Man Exclsn** | Merge page call with paged call - paged party has manual exclusion activated. | | |
| 1151 | **Whisp Pg merge denied** | Bridging a busy whisper paging party to a call cannot be merged. | | |
| 1152 | **Whisp Pg merge failed** | Merge page call with paged call - merge operation failed. | | |
| 1153 | **ARS man activation queing** | Manual activation of queueing seen while in ARS supervision - ARS DAC has been dialed. | | |
| 1154 | **Outgoing trk seizure fail** | Seize failed. Indicates either:<br>l a problem with the selected trunk<br>l an incoming call was received on a trunk selected for an outgoing call in busy verification on non-Distributed Communication System (DCS) call type and not bridge-on case. | | |
| 1155 | **Bsy Vfy digit timeout** | Digit timeout while in busy verification on non-DCS call type and not bridge-on case. | | |
| 1156 | **Connection resrce unavail** | Connection resource not available. this is an administered connection. | | |
| 1157 | **TTR unavailable** | Activate service observing feature. Initiated from a vector step and only the Feature Access Code of service observing is in the vector step. End-to-end signaling digit collection of extension to be observed could not get a Touch Tone Receiver (TTR). | | |
| 1158 | **Svc Obsv Ext table full** | Validation of service observed extension. No room in software table to store service observing User IDs. | | |
| 1159 | **Cancel wakeup failed** | Could not cancel wakeup. | | |
| | | | | ***11 of 12*** |

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

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1160 | **Activate wakeup failed** | Could not activate wakeup time. Possible causes:<br>l previous request exists and cancel flag not set<br>l wakeup request time is too close<br>l 15 min interval limit exceeded<br>l system limit on requests exceeded | | |
| 1161 | **Max# connected parties** | Whisper page - bridging to a call that has maximum number of parties already connected. | | |
| 1162 | **Max# connected parties** | Whisper page - bridging to call that has maximum number of parties already connected. | | |
| 1163 | **TTR TDM VC failed** | Time Division Multiplexed (TDM) Voice Condition (VC) creation for Touch Tone Receiver (TTR) failed while in whisper supervision. | | |
| 1164 (also in Table 13) | **ISDN no cause value** | Outgoing ISDN trunk rejected/ dropped by far end | | DIAG/LOC/CV |
| 1165 | **Attd ctrl of ARS pref (s)** | Attendant control of trunk group access ARS preference(s). | | |
| 1166 (also in Table 13) | **Unassigned number** | Unassigned number. | | |
| 1167 | **Can't term emergency call** | No Attendants or redirection extension assigned for termination of emergency call. | | |
| 1168 | **Second call failed** | Russia MultiFrequency (MF) Packet Signaling - Second call attempt failed. | | |
| 1169 | **Retry option not enabled** | Russia MultiFrequency (MF) Packet Signaling. The "Re-try?" option is no, and either T1 or T2 timer expired or a B6 signal was received. | | |
| 1170 | **Erroneous signal received** | Russia MultiFrequency (MF) Packet Signaling - Erroneous signal received. | | |
| 1171 | **ATM Blockage:TDMSVC fail** | TDM SVC creation failed due to lack of resources, call was dropped. The caller hears dead air. | | |
| 1172 | **Path Rep ASAI to non-ASAI** | Path Replace merged from Adjunct Switch Application Interface (ASAI) call to non-ASAI call. | | |
| | | | | ***12 of 12*** |

# ISDN, IP, and SIP Denial Events

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

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

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

***1 of 4***

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

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

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## Table 13: ISDN, IP, and SIP-generated denial events (1173 - 1224) *3 of 4*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1205 | **ISDN chan type not implem** | Channel type not implemented. See Cause Value 66 on page 42. | UID | DIAG/LOC/CV |
| 1206 | **Req facility not implem** | Requested facility not implemented. See Cause Value 69 on page 43. | UID | DIAG/LOC/CV |
| 1207 | **Only restr digital BC av** | Only restricted digital BC available. See Cause Value 70 on page 44. | UID | DIAG/LOC/CV |
| 1208 | **Srv/opt not imp/unsp** | Service/option not implemented, unspecified. See Cause Value 79 on page 44. | UID | DIAG/LOC/CV |
| 1209 | **Invalid call reference** | Invalid call reference. See Cause Value 81 on page 45. | UID | DIAG/LOC/CV |
| 1210 | **Channel doesn't exist** | Identified channel does not exist. See Cause Value 82 on page 45. | UID | DIAG/LOC/CV |
| 1211 | **Incompatible dest** | Incompatible destination. See Cause Value 88 on page 47. | UID | DIAG/LOC/CV |
| 1212 | **ISDN trans ntwk not exist** | Transit network does not exist. See Cause Value 91 on page 48. | UID | DIAG/LOC/CV |
| 1213 | **Invalid message** | Invalid Message. See Cause Value 95 on page 49. | UID | DIAG/LOC/CV |
| 1214 | **Mandatory IE missing** | Mandatory IE is missing. See Cause Value 96 on page 49. | UID | DIAG/LOC/CV |
| 1215 | **ISDN msg typ nonexist/imp** | Message type nonexistent or not implemented. See Cause Value 97 on page 51. | UID | DIAG/LOC/CV |
| 1216 | **Msg not compat state** | Message not compatible with call state. See Cause Value 98 on page 53. | UID | DIAG/LOC/CV |
| 1217 | **ISDN nonexistant IE** | Nonexistent IE. See Cause Value 99 on page 54. | UID | DIAG/LOC/CV |
| 1218 | **Invalid IE contents** | Invalid IE contents. See Cause Value 100 on page 54. | UID | DIAG/LOC/CV |
| 1219 | **ISDN msg not compat state** | Message not compatible with call state. See Cause Value 101 on page 55. | UID | DIAG/LOC/CV |
| 1220 | **Recovery on timer expiry** | Recovery on timer expiry. See Cause Value 102 on page 56. | UID | DIAG/LOC/CV |
| 1221 | **Protocol err unspecified** | Protocol Error Unspecified. See Cause Value 111 on page 59. | UID | DIAG/LOC/CV |
| 1222 | **ISDN intr ana ntwk Fr VN4** | Inter-worked to analog network (France VN4) | UID | DIAG/LOC/CV |
| 1223 | **ISDN goto con mode Fr VN4** | Go to conversation mode (France VN4) | UID | DIAG/LOC/CV |
| 1224 | **Interwork/cause unknown** | Inter-working or cause unknown. See Cause Value 127 on page 60. | UID | DIAG/LOC/CV |
| | | | | ***3 of 4*** |

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

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1570 (also in Table 17) | **TTR insertion failed** | Processing incoming digits for ISDN call. Insertion of Touch Tone Receiver (TTR) to collect in-band digits failed. | | |
| 1573 (also in Table 17) | **Principal is not ISDN** | Get called digits, calling number and name, etc., and send ISDN SETUP message to the far end. The principal is not ISDN. | | |
| | | | | ***4 of 4*** |

# Call processing Denial Events

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

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

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

## Table 14: Call Process denial events (1225 - 1899) *2 of 35*

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

## Table 14: Call Process denial events (1225 - 1899) *3 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1250 | **All Adjunct Users in use** | Maximum number of switch classified (predictive dial) calls are in progress with call classifiers still attached. Adjunct user cannot be allocated for a switch classified call (predictive dial call). | | |
| 1251 - 1299 | not assigned | | | |
| Begin intercept type source of denials | | | | |
| 1300 | **Digits prevent call route** | MultiFrequency Compelled call not routed due to invalid digit, not enough digits, etc. | | |
| 1301 | **Need MFC or TT dial type** | Outgoing dial type is not MultiFrequency Compelled or Touch Tone (TT). | | |
| 1302 | **Dgts needed or caller typ** | Minimum digits not dialed before pressing feature button, or calling party is not a station or attendant. | | |
| 1303 | **TTR queue type invalid** | Touch Tone Receiver (TTR) queueing problem. Invalid TTR queue type found. | | |
| 1304 | **Dgt absorbtion/insertion** | Digit block requires preconditioning for digit absorption or insertion. Error in treatment. A Touch Tone Receiver (TTR) is available. | | |
| 1305 | **Dgt collection software** | Software error. Invalid return code | | |
| 1306 | **SatIt dropped TGU B4 ansr** | Italian outgoing tie (TGU) call dropped by satellite before answer. | | |
| 1307 | **LoginID UID query failure** | Query for User ID of logged-in Logical Agent's LoginID failed. | | |
| 1308 | **PNT or TIE restriction** | Enforce PNT-PNT Restrictions. PTT or TIE not allowed to connect to this PTT trunk. | | |
| 1309 | **Data/Voice BCC setup fail** | Trouble setting up voice to data/data to voice (change Bearer Capability Class) and/or outgoing Bearer Capability Class (BCC) for ISDN voice call. | | |
| 1310 | **Incompatible term endpnt** | Tried to terminate to incompatible endpoint. | | |
| 1311 | **Routing software failure** | Invalid return code. Software error. | | |
| 1312 | **Route PTRN trunk unavail** | No available trunks in the routing pattern. | | |
| 1313 | **Remote DTGS invalid digit** | Remote Direct Trunk Group Selection (DTGS) that was processing digits (after tie Trunk Access Code) from the preprocessing digit buffer to the digit buffer found invalid number of digits (none or more than 10). | | |
| 1314 | **Dgt collection setup fail** | Error during setup for end-to-end signaling digit collection. | | |
| | | | | ***3 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *4 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1315 | **Dgt collection setup fail** | Error during setup for end-to-end signaling digit collection prevented setting an indication that the call was queued during termination waiting for a Touch Tone Receiver. | | |
| 1316 | **No unrstrictd term point** | No principal to terminate to, or it is termination restricted, and there is no termination coverage point. | | |
| 1317 | **Coverage software failure** | Software error. Termination to coverage point received invalid return code. | | |
| 1318 | **Split UID query failure** | Adjunct Switch Application Interface (ASAI) Direct Agent Call termination fails in querying for split User ID. | | |
| 1319 | **Call record sftw failure** | Incoming QSIG call completion ringout call. Failure retrieving suspended Temporary Signaling Connection (TSC) call record from service dispatcher. | | |
| 1320 | **Call record sftw failure** | Incoming QSIG call completion ringout call. Call completion ringout call record does not match Temporary Signaling Connection (TSC) call record retrieved from service dispatcher. | | |
| 1321 | **Illegal term to rmt Audix** | Adjunct Switch Application Interface (ASAI) switch classified call. Illegal attempt to terminate off-switch to a remote AUDIX. | | |
| 1322 | **Data to station w/o H.320** | Data call to station type endpoint. The station does not have the H.320 conversion flag set. | | |
| 1323 | **Dgt collection setup fail** | Error during end-to-end signaling digit collection setup. Origination from ISDN trunk or endpoint. | | |
| 1324 | **Data Ext code calling** | Code calling by a data extension. | | |
| 1325 | **ASAI SCC to UDP nite svc** | ASAI Switch Classified Call (SCC) to hunt group with UDP night service. This type of call is not allowed to go off-switch. | | |
| 1326 | **MM to Attd ctrld trunk** | Multimedia user is not allowed to call a trunk under attendant control, Attendant Control of Trunk Group Active (ACTGA). | | |
| 1327 | **Obtaining Attd UID fails** | Call to trunk under attendant control (Attendant Control of Trunk Group Active (ACTGA)). Failure getting attendant User ID. | | |
| 1328 | **Term to ACTGA Attd fails** | Call to trunk under attendant control (Attendant Control of Trunk Group Active (ACTGA)). Failure terminating caller to controlling attendant. | | |
| 1329 | **Term to inappropriate pt** | Block termination to incoming-only type trunk or user with voice bearer termination to a DEXT group. | | |
| 1330 | **Iterative term attd-retry** | Call termination failure rerouting to attendant. Retry of termination to attendant was blocked to prevent an endless retry. | | |
| | | | | ***4 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *5 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1331 | **Italian misoperation** | Italian misoperation treatment. | | |
| 1332 | **Data mod options qry fail** | Reserving a pooled modem. Query of data module for its options failed. | | |
| 1333 | **Term to modem failure** | Seizing (terminating on) a pooled modem failed. | | |
| 1334 | **Term to modem failure** | Analog endpoint termination to pooled modem (after administrable time delay expires) failed. | | |
| 1335 | **LWC blocked by msg_sv** | Leave Word Calling. Async message response returns intercept. | | |
| 1336 | **Tone detection timeout** | Tone detector timeout without receiving a valid tone. | | |
| 1337 | **Intrcpt tone from far end** | Intercept tone received before far end answers. | | |
| 1338 | **Wait for answer timeout** | Wait answer supervision was timed out on a call from a station or tie trunk. | | |
| 1339 | **Auth code required** | Digit analysis and routing problem. Authorization code required. | | |
| 1340 | **Rmt cfwd invald local ext** | The attendant activated call forwarding for a remote extension to an invalid local extension. | | |
| 1341 | **Non-voice call intercept** | Non-voice call was routed to attendant or announcement for intercept treatment. Switch to intercept tone treatment. | | |
| 1342 | **Dest BCC incompatible** | The destination bearer capability code is incompatible. | | |
| 1343 | **Need higher FRL to route** | A higher Facility Restriction Level is needed to route the call. | | |
| 1344 | **Hop count restricted** | The outgoing call is hop count restricted. | | |
| 1345 | **Multiparty caller paging** | Accessing paging equipment with more than 1 party on the call is not allowed. | | |
| 1346 | **Svc Obsrv from wireless** | Service observing is not possible from wireless stations because they don’t support “off-hook idle” state. | | |
| 1347 | **Svc Obsrv dpm query fail** | Query of dial plan manager to see if Feature Access Code service observing is optioned failed. | | |
| 1348 | **No Fac Svc Observing** | Feature Access Code service observing is not optioned. | | |
| 1349 | **Term dial-up tst brdg app** | Feature Access Code entered to do terminal dial-up test, not allowed on bridged appearances. | | |
| 1350 | **Term dial-up tst term typ** | Terminal dial-up test is not allowed on attendant, BRI, wt or analog type terminal, or the terminal does not have a call appearance active on the voice channel. | | |
| | | | | ***5 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *6 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1351 | **More digits expected** | Appending "#" to end of digit buffer. All digits have been processed for an Adjunct Switch Application Interface (ASAI) originated call, but more digits are expected to be collected. | | |
| 1352 | **Port ntwk numbr too large** | Facility access test specified a port network number greater than the maximum allowed. | | |
| 1353 | **Cabinet number too large** | Malicious call trace specified a cabinet number greater than the maximum allowed. | | |
| 1354 | **SSC dialed ext's uid fail** | Station Security Code (SSC) digit processing. The dialed extension's User ID has lost its association with the extension number. | | |
| 1355 | **Auth code reqired. (ASAI)** | Call requires an authorization code. Call is an Adjunct Switch Application Interface (ASAI) phantom call. Not allowed. | | |
| 1356 | **ASAI SCC VDN destination** | The first leg of an Adjunct Switch Application Interface (ASAI) Switch Classified Call (SCC) has Vector Directory Number as destination. | | |
| 1357 | **LAGT COR/COR restriction** | There is a COR-to-COR restriction between the originating logical agent and the terminating facility. | | |
| 1358 | **ASAI SCC term loginID** | First leg of Adjunct Switch Application Interface (ASAI) Switch Classified Call (SCC) attempting to terminate to logical agent loginID. Not allowed. | | |
| 1359 | **LoginID extensn qry fail** | Failure to determine if the loginID extension used for the Direct Agent call is associated with a logged-in agent. | | |
| 1360 | **ASAI SCC term loginID** | First leg of Adjunct Switch Application Interface (ASAI) Switch Classified Call (SCC) attempting to terminate to logical agent loginID. Not allowed. | | |
| 1361 | **Page data call preindictd** | Paging is denied if data call preindication was activated. | | |
| 1362 | **FAC follows priority FAC** | Priority feature activation code should not be followed by other feature activation codes. (auth) | | |
| 1363 | **SIP Agent logins max'd** | Maximum number of simultaneous SIP EAS Agent logins exceeded. | | |
| 1364 | **Not priority destination** | Priority feature activation code should not be followed by other feature activation codes. (other) | | |
| 1365 | **More digits needed to rte** | Adjunct Switch Application Interface (ASAI) call. Need more digits to route on. There are no digits left to use in the preprocessing buffer, and no more digits are expected. | | |
| 1366 | **BCC incompatibility** | Auth code entered. Bearer Capability Class (BCC) incompatibility. | | |
| 1367 | **BCC incompatibility** | No auth code entered. Bearer Capability Class (BCC) incompatibility. | | |
| | | | | ***6 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *7 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1368 | **MFC out dialing timeout** | Outgoing MultiFrequency Compelled call under outpulse supervision. Interdigit or end-of-dialing timeout without any expectation of user completing dialing. | | |
| 1369 | **Dgt tmout PCOL merge fail** | Unexpected digit timeout. Drop of principal finds that it is a Personal Central Office Line (PCOL) group User ID. Merge of PCOL member(s) into the call fails. | | |
| 1370 | **Digit timeout - drop fail** | Unexpected digit timeout. Drop of non-Personal Central Office Line (PCOL)-type principal failure. | | |
| 1371 | **Abbrv Dial DAC limit** | Abbreviated Dialing was already dial accessed. There is a limit of 3 times that the DAC can be dialed to get digits to route on. | | |
| 1372 | **Abbrv Dial list/entry inv** | Abbreviated Dialing. Invalid list and/or list entry. | | |
| 1373 | **Abbrv Dial software fail** | Abbreviated Dialing. Software error while getting the digits stored in user's abbreviated dial list. | | |
| 1374 | **Agent skills enabled qry** | Error while querying for system parameters to see if Expert Agent Selection (EAS) agent skills is enabled. | | |
| 1375 | **Dbl agent login to statn** | Agent is logging into a physical station that already has an agent logged in. | | |
| 1376 | **Agent login illegl source** | Trunk user or Remote Access user trying to do Expert Agent Selection (EAS) agent login operation. Not allowed. | | |
| 1377 | **Last ACD call skill qry** | Query for last Automatic Call Distribution (ACD) call's skill fails. | | |
| 1378 | **No hunt grp for split idx** | Split group index from dialed digits is a non-existent hunt group number. | | |
| 1379 | **Agent logout fail (auto?)** | Agent logout failure. Might be logging out while auto-available. | | |
| 1380 | **Agent login failure** | Agent login failure getting number of digits in logical agents password. login-id User ID was not found or invalid logical agent login-id extension. | | |
| 1381 | **Agent login failure** | Possible causes:<br>l An agent logging into MCH split or adjunct controlled split is already logged in<br>l The Expert Agent Selection (EAS) Enabled field on system-parameter features form is **n** | | |
| 1382 | **agent login invalid/error** | Login invalid or error condition. | | |
| | | | | ***7 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *8 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1383 | **Agent login failure/error** | Logical Agent (LAGT) failure getting agent login-id. Possible causes:<br>l error initializing agent-stat table<br>l login for a skill failed<br>l TRAD logging into split already logged into<br>l already logged into maximum number of splits. | | |
| 1384 | **Agent logins maximum'd** | Maximum number of simultaneous logins exceeded or agent login failed. | | |
| 1385 | **Agent passwd digits fail** | Failure getting logical agent password digits from Dial Plan Manager. | | |
| 1386 | **Agent passwd mismatch** | Agent entered password which does not match administered password. | | |
| 1387 | **Agent login invalid/error** | Login invalid or error condition. | | |
| 1388 | **Login acceptance fails** | Logical Agent login processing of agent login message fails. | | |
| 1389 Communication Manager Release 2.2 and earlier | **Agent login max/error** | Maximum number of simultaneous logins exceeded, or this agent failed the login digits check (for example, this agent is using someone else's login-id). | | |
| 1389 Communication Manager Release 3.0 and later | **Agt CMS/BCMS login err** | Non-EAS ACD split agent. Login processing failed. | | |
| 1390 | **Work mode change failed** | Change of Agent Work Mode to after-call-work failed. | | |
| 1391 | **Work mode change failed** | Change of Logical Agent Work Mode to aux-work failed. | | |
| 1392 | **Work mode change failed** | Change of Agent Work Mode to manual-in failed. | | |
| 1393 | **Work mode change failed** | Change of Agent Work Mode to auto-in failed. | | |
| 1394 | **Agent feat act FAC error** | Unrecognized Feature Access Code being processed for Automatic Call Distribution (ACD) agent feature activation. | | |
| 1395 | **Agent sup assist rqst er** | Agent requesting supervisor assist. Possible causes:<br>l split group invalid<br>l agent not logged in<br>l split group has no supervisor administered | | |
| 1396 | **Split invalid/agent login** | Adjunct Switch Application Interface (ASAI) requesting supervisor assistance. Possible causes:<br>l split group invalid<br>l agent not logged in | | |
| | | | | ***8 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *9 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1397 | **Direct agent call setup** | Supervisor assisted call to Expert Agent Selection (EAS) login ID. Error encountered in setting up Direct Agent Call. | | |
| 1398 | **Direct agent calling COR** | Supervisor assisted call to Expert Agent Selection (EAS) login ID. Direct agent calling Class of Restriction (COR) check failure. | | |
| 1399 | **EAS not enabled** | Activating Add/Remove Skill feature but Expert Agent Selection (EAS) is not enabled. | | |
| 1400 | **EAS not enabled** | Activating Add/Remove Skill feature but Expert Agent Selection (EAS) is not enabled. | | |
| 1401 | **COR_AR_SKL query failure** | Activating Add/Remove Skill feature COR_AR_SKL query failed. User ID structure not found. | | |
| 1402 | **Skills COR restricted** | Activating Add/Remove Skill feature. User has no Class of Restriction (COR) permission to Add/ Remove Agent Skills. | | |
| 1403 | **Console prmsn, EAS agent** | Activating Add/Remove Skill feature. User has no console permission and is not an Expert Agent Selection (EAS) Agent. Activator is wrong type. | | |
| 1404 | **LoginID prompt setup err** | Activating Add/Remove Skill feature. Error in setting up the prompt for agent's loginID. | | |
| 1405 | **Skills prompt setup err** | Setting up prompting for skill number in the Add/ Remove Skills feature. Error in setting up prompt for agent's skills. | | |
| 1406 | **LoginID tenant nbr fail** | Add agent skills translations. Failed to get the Tenant Number for the agent's loginID. | | |
| 1407 | **Skills tenant nbr fail** | Add agent skills translations. Failed to get the Tenant Number for the agent's skill. | | |
| 1408 | **Tenant number mismatch** | Add agent skills translations. Tenant Number of the Expert Agent Selection (EAS) agent's loginID does not match the Tenant Number of the skill being added. | | |
| 1409 | **Skill level out of range** | Add agent skills translations. Skill level out of range. | | |
| 1410 | **DAC skill nbr qry failed** | Remove agent skills translations. Query for Logical Agent's (LAGT) DAC skill number failed. | | |
| 1411 | **DAC skill not removable** | Remove agent skills translations. Logical agent's DAC skill is not removable. | | |
| 1412 | **Skills ftr msg failure** | Add/Remove agent skills translations. Add/ Remove Skills feature message sending to station server failed. | | |
| 1413 | **DAC agent dest/split** | Adjunct Switch Application Interface (ASAI) third party direct agent call. No DAC agent destination or split specified in message. | | |
| | | | | ***9 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *10 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1414 | **DAC agent dgts to uid** | Adjunct Switch Application Interface (ASAI) third party direct agent call. DAC agent digits conversion to User ID failure. | | |
| 1415 | **DAC msg err/agent login** | Adjunct Switch Application Interface (ASAI) third party direct agent call. Possible causes:<br>l adjunct agent not logged in<br>l adjunct gave the switch a wrong agent extension<br>l adjunct gave the switch a wrong split extension | | |
| 1416 | **Auth code dgt coll fail** | Collecting authorization code digits as end-to-end signaling failed. | | |
| 1417 | **TTR queueing invalid** | Collecting authorization code digits. TTR queueing occurred in remote access. Not valid. | | |
| 1418 | **Bsy vfy trk member** | Error on query for busy status. Possible causes: trunk member specified greater than maximum trunks in group, or corrupted trunk index. | | |
| 1419 | **COS restrctn Rus Intrsn** | User's Class of Service does not allow access to Russian Power Trunk Intrusion feature. | | |
| 1420 | **Bsy vfy call merge fail** | Merging the busy-verifying call with the busy-verified call. Failure to find an available called party slot. | | |
| 1421 | **Bsy vfy termination fail** | Terminating the busy-verifying call to a trunk. Failure to find an available called party slot. | | |
| 1422 | **Bsy vfy termination fail** | Terminating the busy-verifying call to a trunk. Error getting the trunk's index. | | |
| 1423 | **Software invalid stim** | Remote user activation/deactivation of a type of attendant call forwarding. Invalid stimulus received. | | |
| 1424 | **Cfwd dest dgts storage** | Activation of call forwarding. Call forward destination address digits did not all get stored. | | |
| 1425 | **Cfwd actvt error/denial** | Activation of call forwarding. Error or denial of activation. | | |
| 1426 | **Off prem extension size** | Request remote switch to activate CF on one of its local extensions. Answer Distributed Communication System (DCS) off-premise station extension size is defined by destination digits dialed. | | |
| 1427 | **FWDed party extension nbr** | Activating call forwarding. Feature button IDs forwarded party extension number for which a user ID cannot be found. | | |
| 1428 | **Phys ext not cfwd avail** | Logged-in Expert Agent Selection (EAS) agent's physical extension is unavailable for any "simple" (on switch?) call- forwarding. | | |

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## Table 14: Call Process denial events (1225 - 1899) *11 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1429 | **Rmte cfwd not allowed** | Disallow remote call-forwarding of an Expert Agent Selection (EAS) loginID extension in all cases (for example, whether the loginID is logged into a terminal or not). | | |
| 1430 | **COS deny cfwd activate** | User's Class of Service does not allow this call forwarding activation. | | |
| 1431 | **Cfwd deact not allowed** | Expert Agent Selection (EAS) agents are not permitted to deactivate call forwarding. | | |
| 1432 | **Cfwd deact err/denial** | Deactivation of call forwarding. Error or denial of deactivation. | | |
| 1433 | **Held xfr call missing** | Converse Data Return requires that there be a call held due to transfer while processing the Converse Data return code (CONV_DAT_RET). | | |
| 1434 | **Held call retrieval fail** | Converse Data Return processing failed to retrieve the suspended call record from the SD for the held call. The held call must be active on a Converse vector step. | | |
| 1435 | **Invalid vec step typ/pty** | Converse Data Return processing encountered an invalid vector step type or the party is invalid. | | |
| 1436 | **No COS for ctl rstrctn** | User Class of Service does not allow activation/ deactivation of controlled restrictions. | | |
| 1437 | **Sys parm - dir call pkup** | Directed-call-pickup system parameter is not enabled. | | |
| 1438 | **Invalid usr dir call pkup** | Directed call pickup attempt from invalid user (for example, not a station or attendant). | | |
| 1439 | **Dir call pkup COR rsrtrct** | Directed call pickup attempt from user without Class of Restriction (COR) permission. | | |
| 1440 | **Dir call pkup non-station** | Directed call pickup attempt on a call to an endpoint other than a station. | | |
| 1441 | **Dir call pkup COR rsrtrct** | Directed call pickup attempt to a station that has no Class of Restriction (COR) permission to accept directed call pickup. | | |
| 1442 | **Ring check query failure** | Directed call pickup attempt. Failure of query to see if called station is still ringing before completing the pickup to it. | | |
| 1443 | **COS deny dat pvcy ftr act** | User's Class of Service does not allow activation of the data privacy feature. | | |
| 1444 | **DS0 test call invalid** | DS0 test call is valid only for incoming data trunk calls. | | |
| 1445 | **Rmt emrg accs to attd dny** | Emergency access call to attendant is not permitted from a remote user. | | |
| 1446 | **Port ID/UID mapping fail** | Facilities Access Test call. Trunk or Touch Tone Receiver (TTR) port id to User ID mapping failed. | | |
| | | | | ***11 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *12 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1447 | **TTR port type query fail** | Facilities Access Test call - Touch Tone Receiver (TTR) test. Communication Manager query for TTR port type fails. | | |
| 1448 | **Tested not trunk or TTR** | Facilities Access Test call - user type being tested is neither a trunk or Touch Tone Receiver (TTR). | | |
| 1449 | **Vis Imprd Svc incompatibl** | Facilities Access Test call - this feature is not compatible with Visually Impaired Service. | | |
| 1450 | **FAT call error** | Facilities Access Test call. Possible causes:<br>l Communication Manager error connecting to tone or maintenance timeslot<br>l necessary number of digits not dialed for tone or timeslot call<br>l on trunk or Touch Tone Receiver (TTR), call conversion of external ID to internal ID failed, or port id to User ID mapping failed. | | |
| 1451 | **Connection to music error** | Facilities Access Test call to a music port. Communication Manager error connecting to music. | | |
| 1452 | **FAT non-ISDN COR rstrct** | Facilities Access Test (FAT) call to a trunk. User is Class of Restriction (COR) restricted from making a FAT test of the non-ISDN trunk. | | |
| 1453 | **FAT test RLT/DID illegal** | Facilities Access Test (FAT) call to a trunk. FAT is not allowed for a Release Link Trunk (RLT) or Direct Inward Dialing (DID). | | |
| 1454 | **Trk svc state change fail** | Facilities Access Test call to a trunk. Failure moving trunk from out-of-service state to in-service. Might be a bad User ID. | | |
| 1455 | **FarEnd TstLn nbr qry fail** | Facilities Access Test call to a PRI trunk. Query for far end ISDN test line number failed (QTC_NUM). | | |
| 1456 | **FarEnd TstLn nbr invalid** | Facilities Access Test call to a PRI trunk. Invalid digit in far end test line number. | | |
| 1457 | **FarEnd TstLn nbr invalid** | Facilities Access Test call to a PRI trunk. Invalid digit in far end test line number. | | |
| 1458 | **Wrg Bch svc/usg/mnt state** | Facilities Access Test (FAT) call to a PRI trunk. Wrong B-Channel service, usage, or maintenance state to allow FAT test. | | |
| 1459 | **Bad user Id** | Facilities Access Test call to a trunk. Possible bad User ID. | | |
| 1460 | **Trk grp qry/get TAC fail** | Facilities Access Test call to a trunk. Failure of query to get trunk group User ID or failure to get trunk group's "real" dial access code. | | |
| 1461 | **User Cverage path missing** | User activating Send All Calls does not have coverage path allowing Send All Calls. If user is an Expert Agent Selection (EAS) agent, neither the agent or station has a coverage path. | | |
| | | | | ***12 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *13 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1462 | **Split group digits wrong** | User activating/deactivating Position Busy. Wrong number of digits used to specify split group. | | |
| 1463 | **Agent denied in split grp** | Agent deactivating Position Busy, not allowed in split group. | | |
| 1464 | **Agent not in aux work** | Agent not in AUX_WORK activating Position Busy. | | |
| 1465 | **SAC unavail to attd** | Send All Calls (SAC) or Position Busy feature activation/deactivation denied (for example, attendant is not allowed to activate/deactivate SAC). | | |
| 1466 | **No call to xfr to AUDIX** | Route transferred or call conferenced to AUDIX. There is no held call that would be transferred/ conferenced in with AUDIX. | | |
| 1467 | **No call to xfr to AUDIX** | Route transferred or call conferenced to AUDIX, but the calling party was disconnected. | | |
| 1468 | **Inelgbl invoker xfr AUDIX** | Route transferred or conferenced call to AUDIX. Only the principal or covering user (or bridges of them) are allowed to invoke this feature. | | |
| 1469 | **Invld remote ADX mach-nbr** | Route remote transfer to AUDIX. Failure getting the remote principal's AUDIX Machine number. | | |
| 1470 | **No ADX mach-nbr/ node-name** | Route remote transfer to AUDIX. The remote principal's AUDIX Machine number does not translate into an adjunct index. | | |
| 1471 | **Invalid AUDIX mach-nbr** | Route remote transfer to AUDIX. The remote principal's AUDIX Machine number received is "0". Query for user's serving AUDIX index fails. | | |
| 1472 | **Invalid AUDIX mach-nbr** | Route remote transfer to AUDIX. The remote principal's AUDIX Machine number received is "0". Query for user's serving AUDIX index returned "0". Query for the first AUDIX whose DCS link is up fails. | | |
| 1473 | **No local AUDIX mach-nbr** | Route local transfer to AUDIX. The local principal's AUDIX Machine number received is "0". Query for user's serving AUDIX index fails. | | |
| 1474 | **No primary AUDIX hnt grp** | Route transfer to AUDIX. Query for an AUDIX. Adjunct's Primary (Transfer into AX) Hunt Group failed. | | |
| 1475 | **No ADX hnt grp - cvg path** | Route local non-vector transfer to AUDIX. AUDIX hunt group is not in the principal's coverage path. | | |
| 1476 | **Dat pvcy/rstrct ICOM call** | User with data privacy or data restriction is trying to originate an ICOM call. This is not allowed. | | |
| 1477 | **Invalid ICOM grp/dial cod** | ICOM call handling. Invalid ICOM group or ICOM dial code of terminating station. | | |
| 1478 | **Block iteratve Lst Nbr Dl** | Last Number Dialed was accessed through an Abbreviated Dialing list. Do not allow it again. | | |

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

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

## Table 14: Call Process denial events (1225 - 1899) *15 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1496 | **Annc ID needed/conn fail** | Begin integrated announcement session. Integrated announcement not identified. | | |
| 1497 | **Restricted by COS** | User's Class of Service does not permit one of:<br>l Leave Word Calling-cancel<br>l AP Demand Print<br>l voice synthesis principal message retrieval<br>l voice synthesis coverage message retrieval<br>l integrated announcement session | | |
| 1498 | **MM call software failure** | MultiMedia Call Handling multimedia call activation from voice station. Notification of user manager failed. | | |
| 1499 | **MM failure getting BCC** | MultiMedia Call Handling multimedia call activation from voice station button. Failure getting bearer capability. | | |
| 1500 | **Ext nbr or page typ invld** | Failure getting Code Call paging ID corresponding to dialed extension. Invalid extension number or page type. | | |
| 1501 | **Page call park failure** | Drop paging equipment, start park timer, and park call permanently. There is no record of a call having been parked during a page. | | |
| 1502 | **Drop software failure** | Paging zone seizure denied. Invalid return code. | | |
| 1503 | **Answer back merge failure** | Answer parked call, give confirmation tone to parked party, merge 2 calls. Have no call record of party originating answer back. | | |
| 1504 | **Answer back merge failure** | Answer parked call, give confirmation tone to parked party, merge 2 calls. No call parked on this extension. | | |
| 1505 | **Answer back merge failure** | Answer parked call, give confirmation tone to parked party, merge 2 calls. Unknown return from query to retrieve Call ID of the parked call. | | |
| 1506 | **Answer back merge failure** | Answer parked call, give confirmation tone to parked party, merge 2 calls. Unknown return from query to unpark call if the last party drops. | | |
| 1507 | **Answer back merge failure** | Answer parked call, give confirmation tone to parked party, merge 2 calls. Accessing the call record of the parked call failed. | | |
| 1508 | **Unparking vec ctrld call** | Answer parked call, give confirmation tone to parked party, merge 2 calls. Deny the unpark (answer back) attempt if the parked call is under vector control. | | |
| 1509 | **Answr back station dialed** | Answer parked call, give confirmation tone to parked party, merge 2 calls. User ID of station dialed for answer back differs from the park user id in the call record. | | |
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## Table 14: Call Process denial events (1225 - 1899) *16 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1510 | **COR/COR user restricted** | Answer parked call, give confirmation tone to parked party, merge 2 calls. COR-to-COR (Class of Restriction) between user where call is parked and users in answer back call record | | fail code (for example, DPXFR_DENY_9) |
| 1511 | **Parked call already dropd** | Answer parked call, give confirmation tone to parked party, merge 2 calls. The parked call was already dropped by the originator but the chimes haven't finished yet. | | |
| 1512 | **Too many parties to merge** | Answer parked call, give confirmation tone to parked party, merge 2 calls. The merge is not possible because resources are not available. | | |
| 1513 | **Park call on station only** | Trying to park a call on a non-station type user. Must park on a user with a simple group type. | | |
| 1514 | **No call to park** | There is no conference pending. The caller to be parked must have dropped or been dropped. | | |
| 1515 | **Park ftr serv_d failure** | Failure encountered releasing the call record to the service dispatcher. | | |
| 1516 | **Park ftr serv_d failure** | Failure encountered retrieving the call record from the service dispatcher. | | |
| 1517 | **Park ftr serv_d failure** | Failure encountered retrieving the call record from the service dispatcher. | | |
| 1518 | **Too many park conferees** | Too many conferees in the call to allow parking. | | |
| 1519 | **Vector active cant park** | Vectoring is active on the held call. Cannot allow the held call to be parked. | | |
| 1520 | **Park ftr serv_d failure** | Failure encountered releasing the call record to the service dispatcher. | | |
| 1521 | **Park ftr serv_d failure** | Failure encountered retrieving the call record from the service dispatcher. | | |
| 1522 | **TAAS from guest room** | Pickup for Call Pickup or Trunk Answer Any Station (TAAS). Attendant backup alerting is active, maid status is dialed from guest room on station doing pickup. Might be maid is invoking TAAS from guest room. | | |
| 1523 | **Not a pickup grp mbr** | Pickup for Call Pickup or Trunk Answer Any Station (TAAS). Pickup initiator is not a member of a pickup group. | | |
| 1524 | **Picked up call ID error** | Pickup for Call Pickup or Trunk Answer Any Station (TAAS). Error encountered getting call ID of call to be picked up. | | |
| 1525 | **Call pickup from adjnct** | Pickup for Call Pickup or Trunk Answer Any Station (TAAS). Pickup of call originated by an adjunct is not allowed. | | |
| 1526 | **Pickup of call wait call** | Pickup for Call Pickup. Pickup of a call waiting call is not allowed. | | |

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## Table 14: Call Process denial events (1225 - 1899) *17 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1527 | **Pickup of converse call** | Pickup for Call Pickup or Trunk Answer Any Station (TAAS). Trying to pickup a converse call, this is not allowed. Passing data efficiently to a party that has already cut through on the call cannot be handled. | | |
| 1528 | **Pickup of self's call** | Stations A and B are in same pickup group. Station A calls Station B, holds, and dials Feature Access Code for pickup. Disallow pickup of self-initiated call. | | |
| 1529 | **Pickup COR/COR usr rstrct** | Pickup for Call Pickup or Trunk Answer Any Station (TAAS). COR-to-COR (Class of Restriction) restriction between the initiator of pickup and user(s) of the call being picked up. | | fail code (for example, DPXFR_DENY_9) |
| 1530 | **Priority call COS denied** | Caller's Class of Service does not allow initiation of priority calling treatment of call. | | |
| 1531 | **Priority call COS denied** | Caller pushes the priority calling button after the call has been dialed, but before it is answered. Caller's Class of Service does not allow initiation of priority calling treatment of call. | | |
| 1532 | **Passwd storage exhausted** | Dual Tone MultiFrequency (DTMF) password collection for audio add-on party in VSP-MCU passworded conference. No room to store conference password. | | |
| 1533 | **Invalid TTR queueing type** | Dual Tone MultiFrequency (DTMF) password collection for audio add-on party in VSP-MCU passworded conference. Touch Tone Receiver (TTR) queuing type in call record has invalid indication whether/where TTR queuing occurred. | | |
| 1534 | **Software invalid stim** | Performing the callback of a party after the call has been queued. Invalid Call Processing (CP) message being processed and passed from a call supervisor. | | |
| 1535 | **ACB held call dropped** | Analog station flashooks and dials Automatic Callback (ACB) activation Feature Access Code. The call from which the user flashed is to be removed from hold and used to activate ACB. The call didn't get held or it disappeared. | | |
| 1536 | **GRP_M que service error** | Internal error. | | |
| 1537 | **Callback type sftw error** | Invalid callback type returned from query(). | | |
| 1538 | **Auto callback COS denied** | User's Class of Service does not allow activation of Automatic Callback feature. | | |
| 1539 | **Callback type qry failed** | Query for callback type failed. | | |
| 1540 | **Callback type qry failed** | Invalid callback type returned from query(). | | |
| 1541 | **Invalid call ID/conn fail** | Switch has answered remote access call. Set up end-to-end signaling digit collection. Invalid Call ID or Touch Tone Receiver (TTR) connection failure. | | |

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## Table 14: Call Process denial events (1225 - 1899) *18 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1542 | **TTR queueing error** | Switch answered a remote access call. Set up end-to-end signaling digit collection. Touch Tone Receiver (TTR) queueing erroneously occurred. | | |
| 1543 | **Telcmt accss ext qry fail** | Switch answered a remote access call and set up end-to-end signaling digit collection. Query failure for User ID of telecommuting access extension. | | |
| 1544 | **Barrier/auth cod qry fail** | Switch answered a remote access call and set up end-to-end signaling digit collection. Invalid response from query for whether barrier code and authorization code are needed. | | |
| 1545 | **Acct code length qry fail** | Query of Dial Plan Manager for SMDR account code length failed. | | |
| 1546 | **Held call serv_d failure** | Could not retrieve the call record of the held call from the service dispatcher. Software error. | | |
| 1547 | **Video conf deact flag err** | T120 request for deactivation of video conference, but the call has no indication that a video conference exists. | | |
| 1548 | **Dat drop not frm dat orig** | T120 request for deactivation of video conference. It is only valid to drop data from the originator of data. The user who pressed the button is not the originator. | | |
| 1549 | **T120 drop CM failure** | Communication Manager failure on T120 drop request from valid user with T120 on. Possible failures:<br>l Could not locate service ID<br>l Call does not have a conference associated with it<br>l Wrong conference type<br>l T120 was not activated | | |
| 1550 | **T120 activate CM failure** | Communication Manager failure on Feature Access Code dialed request for T120 activation. Possible causes:<br>l Could not locate service ID<br>l Call does not have a conference associated with it<br>l Wrong conference type<br>l T120 already activated<br>l Resources not available | | |
| 1551 | **Invalid test tone specfd** | Terminating trunk transmission test call. Invalid test tone specified for connection to the call. | | |
| 1552 | **Whisp pg elgblity qry err** | Query for whisper page eligibility encountered an error or the response was invalid. | | |
| 1553 | **Whisp pg too many parties** | Could not find the call record slot with the user ID of the page originator. | | |
| 1554 | **Whisp pg ansr merge fail** | Switch of the Call ID of the paging party from the original call failed. | | |
| 1555 | **Whisp pg too many parties** | Merging the paging call with the paged call. Called party block has no slot available for the merged call. | | |

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## Table 14: Call Process denial events (1225 - 1899) *19 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1556 | **Annc/music connect fail** | Wakeup announcement verification. Failure of Communication Manager to connect a wakeup announcement or music to the call. | | |
| 1557 | **Wakeup annc vfy COS deny** | Call originator does not have Class of Service permission to verify wakeup announcements. | | |
| 1558 | **Maid status PMS msg fail** | Sending the PMA maid service status message to the PMS failed. | | |
| 1559 | **Maid status ext COS deny** | Maid status Feature Access Code dialed from a room station that does not have Class of Service permission. | | |
| 1560 | **Maid info digits qry fail** | Query failed for number of maid information digits. | | |
| 1561 | **Maid status PMS msg fail** | PMA maid status update failed. Possible causes:<br>l No record available<br>l Invalid digits<br>l Invalid user ID | | |
| 1562 | **Maid status ext COS deny** | Maid status Feature Access Code dialed from a designated station that does not have Class of Service permission. | | |
| 1563 | **Maid status ftr ID invld** | Processed the dialed maid status code, but call record feature ID is invalid for either maid status dialed from a guest room or from a designated station. | | |
| 1564 | **PMS rejects hskp status** | Property Management System rejected the housekeeping status message. | | |
| 1565 | **PMS hskp response invalid** | Property Management System response to housekeeping status is invalid. | | |
| 1566 | **Guest rm station COS deny** | Routing call to Property Management System to log or obtain guest room status. The User ID of the station entered by the user is not Class of Service identified as a guest room station. | | |
| 1567 | **Maid info digits qry fail** | Routing call to Property Management System to log or obtain guest room status. Query for number of maid information digits failed. | | |
| 1568 | **Maid status PMS msg fail** | Routing call to Property Management System (PMS) to log or obtain guest room status. Send of a PMA maid status update message to the PMS failed. | | |
| 1569 | **Voice msg type call_r flg** | Digit timeout waiting for entry of Do Not Disturb turn-off time or entry of Automatic Wakeup time. The call record does not have this flagged as a Voice message type call. | | |
| 1570 (also in Table 13) | **TTR insertion failed** | Processing incoming digits for ISDN call. Insertion of Touch Tone Receiver (TTR) to collect in-band digits failed. | | |

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## Table 14: Call Process denial events (1225 - 1899) *20 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1571 | **WSS no callng pty nbr IE** | A General Central Office (GCO) Wireless Subscriber System (WSS) call origination was denied because no calling party number information element was sent. | | |
| 1572 | **Call hndlng/usg alloc err** | Processing incoming digits for ISDN call. Error during Incoming Call Handling Treatment or Usage allocation Check. | | |
| 1573 (also in Table 13) | **Principal is not ISDN** | Get called digits, calling number and name, etc., and send ISDN SETUP message to the far end. The principal is not ISDN. | | |
| 1574 | **SETUP msg IEs not created** | Get called digits, calling number and name, etc., and send ISDN SETUP message to the far end. IEs necessary for SETUP not created. | | |
| 1575 | **SETUP msg send failed** | Get called digits, calling number and name, etc., and send ISDN SETUP message to the far end. The “send” failed. | | |
| 1576 | **ISDN routing failure** | Get called digits, calling number and name, etc., and send ISDN SETUP message to the far end. Routing failure. | | |
| 1577 | **ISDN SETUP msg failure** | Failure in sending the ISDN SETUP message. | | |
| 1578 | **Inc tst call 2many partys** | Incoming test call for talk/listen on same timeslot. Failure to find an available call party slot. | | |
| 1579 | **Inc tst call wrg usr type** | Incoming test call for talk/listen on same timeslot. This type of test call is not permitted to access the user type. | | |
| 1580 | **Must be ISDN trunk group** | Check for usage allocation restrictions on incoming overlap receiving calls. Possible causes:<br>l not ISDN trunk group<br>l insane index into the call by call data table<br>l failure from group manager<br>l Unexpected error) | | |
| 1581 | **Passwd digits err/timeout** | MCU audio add-on password supervision. Possible causes:<br>l digit timeout before collecting all the digits<br>l an invalid digit<br>l a set of digits that does not match the conference password | | |
| 1582 | **Spvsr state/feat_id wrong** | Generating intercept tone. Possible causes:<br>l wrong supervisory state<br>l wrong feature ID in call record | | |
| 1583 | **Spvsr state/feat_id wrong** | Generating intercept tone. Possible causes:<br>l wrong supervisory state<br>l wrong feature ID in call record | | |
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## Table 14: Call Process denial events (1225 - 1899) *21 of 35*

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

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1598 | **Feature ID invalid** | Attendant-activation of call forwarding, and extended administration of call forwarding. The feature ID in the call record is wrong for the Call Processing (CP) stimulus being processed by this supervisor. | | |
| 1599 | **Change cvg COR restricted** | Attendant-activation of call forwarding, and extended administration of call forwarding. Change coverage Feature Access Code was dialed. Class of Restriction (COR) of dialed extension does not permit change coverage. | | |
| 1600 | **Software error** | Attendant-activation of call forwarding, and extended administration of call forwarding. Update in station server to administer the new active coverage option failed. | | |
| 1601 | **Software invalid stim** | Attendant-activation of call forwarding, and extended administration of call forwarding. Invalid Call Processing (CP) stimulus type sent to this supervisor. | | |
| 1602 | **Cfwd act to paging grp NA** | Call forwarding supervision. Activating call forwarding to a paging group is not allowed. | | |
| 1603 | **Cfwd offnet COS restrcted** | Call forwarding supervision. Activating call forwarding off-net is not allowed for this user. check the Class of Service permissions. | | |
| 1604 | **Cfwd offnet COS restrcted** | Call forwarding supervision. Activating call forwarding off-net via AAR/ARS is not allowed for this user. Check the Class of Service permissions. | | |
| 1605 | **Cfwd to self denied** | Call forwarding supervision. Call forwarding to self is prevented. | | |
| 1606 | **Software error** | Call forwarding supervision. Invalid feedback message type received. | | |
| 1607 | **Software invalid stim** | Call forwarding supervision. invalid Call Processing (CP) stimulus type sent to this supervisor. | | |
| 1608 | **Routing not to data user** | The “routed to” party is not a Data User. | | |
| 1609 | **Local rtg must be to sta** | QSIG Call Completion ringout call from the remote originating party. Routing locally, but not to a station. This is not allowed. | | |
| 1610 | **Party count not = 1** | Prepare to collect deluxe paging & park extension. Invalid paging message type. | | |
| 1611 | **Not MM station/chnl busy** | Attempt to send the MultiMedia Call Handling Basic mode activation message fails. Possible causes:<br>l station not part of Multi-media<br>l data user busy on at least one channel. | | |
| 1612 | **Svc link creation failure** | Attempt to send the MultiMedia Call Handling Enhanced mode deactivation message fails. Might be the creation of a service link failed. | | |
| | | | | ***22 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *23 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1613 | **BCC query failed** | MultiMedia Call Handling multinumber type call. Query for bearer capability failed. | | |
| 1614 | **Ctrl rstrct/DND fail** | Controlled restriction activation/ deactivation, with possible interaction with do-not-disturb. Possible causes:<br>l originator's User ID not found<br>l invalid feature ID<br>l if an attendant group, controlled restriction activation is not allowed | | |
| 1615 | **Rstrct typ/featid/usr id** | Initial processing supervision for controlled restriction. Possible causes:<br>l originator's User ID not found<br>l restriction digit does not identify with outward, total, termination or station-to-station type restriction<br>l feature ID is not one of:<br>- activate user control restriction<br>- deactivate user control restriction<br>- activate group control restriction<br>- deactivate group control restriction | | |
| 1616 | **Ctrl rstrct featid bad** | Initial processing supervision for controlled restriction. Feature ID is not one of:<br>l activate user control restriction<br>l deactivate user control restriction<br>l activate group control restriction<br>l deactivate group control restriction | | |
| 1617 | **Dialing tmo/invalid digit** | Supervisor for Logical Agents is logging in by dialing LoginID digits. Dialing timeout occurs or an invalid digit is dialed. | | |
| 1618 | **Paging timeout** | Loudspeaker paging seizure supervision. Might be a paging timeout. | | |
| 1619 | **LWC access cod dgt invld** | Supervision for Leave Word Calling access code processing. Invalid digit dialed. | | |
| 1620 | **LWC access code rejected** | Supervision for Leave Word Calling access code processing. Access code rejected. | | |
| 1621 | **Software invalid stim** | Invalid Call Processing message sent to Malicious Call Trace supervisor. | | |
| 1622 | **BCC selection digit invld** | Supervision for multimedia parameter selection. Invalid digit dialed for selecting bearer capability for call. | | |
| 1623 | **MM parm select failure** | Supervision for multimedia parameter selection. failure. | | |
| 1624 | **Backward tone absent tmo** | Trunk outpulsing supervision. Outgoing backward tone absent. Timeout on MultiFrequency Compelled digit sending. | | |
| 1625 | **7 min tmo - no tone rcvd** | Trunk outpulsing supervision. No tone has been detected within 7 minutes after dialing Trunk Access Code of a Cut Through Central Office (CO) or Foreign Exchange (FX) trunk. | | |
| | | | | ***23 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *24 of 35*

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

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## Table 14: Call Process denial events (1225 - 1899) *25 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1637 | **Wrt prot/maxd/annc bd** | Supervision for announcement record/playback session processing. Possible causes:<br>l announcement is write/delete protected<br>l invalid feature type or not the same Call ID that is in the session<br>l Communication Manager port connection failure<br>l invalid Call ID root<br>l Communication Manager port disconnect failure<br>l Communication Manager port listen failure<br>l no announcement board<br>l maximum number of announcements already recorded | | |
| 1638 | **Record playback reject** | Supervision for announcement record/playback session processing. Call processing reject stimulus received from somewhere. | | |
| 1639 | **Permanent seizure** | Standard action stimulus processing. Non-Direct Inward Dialing trunk origination. Digit timeout with no digits dialed. The permanent incoming seizure treatment is to give intercept. | | |
| 1640 | **Permanent seizure** | Standard action stimulus processing. Italian external tie (TGU) call. Digit timeout with no digits dialed. The permanent incoming seizure treatment is to give intercept. | | |
| 1641 | **Permanent seizure** | Standard action stimulus processing. Trunk group type other than: DID, internal TIE, external TIE, tandem TIE, ACCESS, internal APLT, external APLT, ISDN PRI, or DIOD. Digit timeout with no digits dialed. The permanent incoming seizure treatment is to give intercept. | | |
| 1642 | **Ofhk alrt tmo intvl admin** | Standard action stimulus processing. Station, attendant or analog adjunct data extension originator. Off-hook alert feature activation. No off-hook alert timeout interval administered. | | |
| 1643 | **Off-hook dialing time out** | Standard action stimulus processing. originator group type not trunk, DEXT, SMPL(station), or attendant. DEXT, SMPL, attendant does not Class of Service allow off-hook alert, processing a digit timeout for Line Intercept Tone timer. | | |
| 1644 | **Orig block/invalid digits** | Standard action stimulus processing. Originator group type not trunk, DEXT, SMPL(station), or attendant. DEXT, SMPL, ATTD does not Class of Service allow off-hook alert and NOT processing a digit timeout for Line Intercept Tone timer. | | |
| 1645 | **Talk state MFC trk fail** | MultiFrequency Compelled trunk failure after the call is in the talking state. (called number intercept for MFC call). | | |
| | | | | ***25 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *26 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1646 | **No act call_ap/sftw err** | One-button transfer to data feature activation failed. Possible causes:<br>l No active call appearance<br>l Call ID is not on the active call appearance<br>l Button is not a data extension button | | |
| 1647 | **Telcomtr dialed illegl FAC** | Supervisor for telecommuting access. Telecommuting extension was accessed, then a Feature Access Code was dialed that is not allowed to telecommute. | | |
| 1648 | **Ctrl rstrct VDN extension** | Supervision for controlled restriction of user. Control Restriction Activation/Deactivation for a Vector Directory Number extension is not allowed. | | |
| 1649 | **Ctrl rstrct locl ext only** | Supervision for controlled restriction of user. Control Restriction Activation/ Deactivation must be on an extension that is local to the switch. | | |
| 1650 | **Rstrct typ/featid/COR/sta** | Supervision for controlled restriction of user. Possible causes:<br>l Originator's User ID not found<br>l Restriction digit does not identify with outward, total, termination or station-to-station type restriction<br>l Feature ID is not one of:<br>- activate user control restriction<br>- deactivate user control restriction<br>- activate group control restriction<br>- deactivate group control restriction<br>l Class of Restriction (COR) restricted<br>l Controlled restriction not allowed on trunk or attendant group type. | | |
| 1651 | **TTI merge/unmerge fail** | Station server could not perform Terminal Translation Initiation (TTI) merge/unmerge. | | |
| 1652 | **LWC access cod dgt invld** | Voice synthesis Leave Word Calling access code digit processing saw an invalid digit. The request was rejected. | | |
| 1653 | **TTI - attd not allowed** | Terminal Translation Initiation (TTI) unmerge operation is not allowed from attendants. | | |
| 1654 | **TTI - attd not allowed** | Personal Station Access (PSA) associate operation cannot be originated by attendant. | | |
| 1655 | **TTI - BRI not allowed** | Personal Station Access (PSA) associate operation cannot be originated by BRI station. | | |
| 1656 | **Other calls active/COS** | Personal Station Access (PSA) associate operation. If not on a Terminal Translation Initiation (TTI) port, check the Class of Service. Also check for other calls active on the station. | | |
| 1657 | **TTI - attd not allowed** | Personal Station Access (PSA) disassociate operation cannot be originated by attendant. | | |
| | | | | ***26 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *27 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1658 | **TTI - BRI not allowed** | Personal Station Access (PSA) disassociate operation. Cannot PSA disassociate a BRI station. | | |
| 1659 | **TTI - COS restricted** | Class of Service does not allow Personal Station Access (PSA) disassociate operation. | | |
| 1660 | **TTI - BRI not allowed** | Personal Station Access (PSA) associate operation. Cannot PSA associate a BRI station. | | 1 |
| 1661 | **TTI - COS restricted** | Class of Service of the extension to be associated does not have Personal Station Access (PSA) capability. | | |
| 1662 | **Crossing tenant partition** | Personal Station Access (PSA) associate operation cannot cross tenant partitions. | | |
| 1663 | **Invalid user ID/sftw err** | Personal Station Access (PSA) associate operation. There is no extension associated with user ID. Invalid User ID or software error. | | |
| 1664 | **Getting user ID failed** | Failure getting the User ID for the extension dialed in an association/dissociation step. | | |
| 1665 | **Data mod usr id qry fail** | Data Terminal Translation Initiation (TTI) call. The query for the real User ID of data module in data extension group failed. | | |
| 1666 | **Originator ext not dialed** | Unmerge sequence initiated. The extension dialed must be the same as the originator's. | | |
| 1667 | **Non trunk intercept** | Proper intercept treatment for non DID/TIE/ISDN trunk groups, or non-trunk originators. | | |
| 1668 | **Trk needs disc supervisn** | Activate service observing feature. Service observing cannot be activated by a trunk without disconnect supervision. | | |
| 1669 | **Svc obsrv from attd NA** | Activate service observing feature. Service observing cannot be activated by an attendant. | | |
| 1670 | **Svc obsrv from brdg NA** | Activate service observing feature.Service observing cannot be activated from a bridged appearance. | | |
| 1671 | **Svc obsrvg svc obsrvd NA** | Activate service observing feature.Service observing cannot be activated by a user that is already a service observer or is being service observed. | | |
| 1672 | **Svc obsrvr/obsrvd COR dny** | Activate service observing feature. Activating user's Class of Restriction (COR) does not allow it to be a service observer of intended observed. | | |
| 1673 | **Svc obsrvr COR rstrct** | Activate service observing feature. Activator's Class of Restriction (COR) check failed. | | |
| 1674 | **Svc obsrvr/obsrvd COR dny** | Activate service observing feature. Activating user's Class of Restriction (COR) does not allow it to be a service observer of intended observed. | | |
| | | | | ***27 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *28 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1675 | **Svc obsrvr vecstep/extdgt** | Activate service observing feature. Initiated from a vector step and only the Feature Access Code of service observing is in the vector step. End-to-end signaling digit collection of extension to be observed failed. | | |
| 1676 | **Svc obsrv not on ext/VDN** | Validation of service observed extension. Service observing is allowed only on a simple User ID or a Vector Directory Number. | | |
| 1677 | **Svc obsrv cust opt qry** | Validation of service observed extension. Query for service observing customer-options failed. | | |
| 1678 | **Need VDN obsrvg option** | Validation of service observed extension. Vector Directory Number observing is not enabled. | | |
| 1679 | **Svc obsrvee data rstrctd** | Validation of service observed extension. Observee is data restricted. | | |
| 1680 Communication Manager Release 3.1 and earlier | **Svc obsrvg svc obsrvd** | Validation of service observed extension. Non-Vector Directory Number observee is already being observed, or is an observer. | | |
| 1680 Communication Manager Release 4.0 and later | **Conf/xfer DPT sig incompl** | Cannot conference/transfer DPT call until DMTF signaling is complete. | | |
| 1681 | **Svc obsrvee COR rstricted** | Validation of service observed extension. Class of Restriction (COR) of observee does not allow being observed. | | |
| 1682 | **Svc obsrvd COR chk fail** | Validation of service observed extension. Class of Restriction (COR) check failure. | | |
| 1683 | **Svc obsrvr/obsrvd COR dny** | Validation of service observed extension. Observer/observee Class of Restrictions do not allow observer to observe observee. | | |
| 1684 | **Svc obsrvg/obsrvg race** | Validation of service observed extension. The observee is already in the process of activating service observing for another party. | | |
| 1685 | **Svc obsrv ftr act failure** | Validation of service observed extension. Feature activation of selected “listen only” or “listen/talk” service observing failed. | | |
| 1686 | **Svc obsrv VDN SO wait flg** | Supervision after confirmation tone to a service observer. Failure to set Vector Directory Number (VDN) Service Observing wait flag in the VDN’s VDN information block. | | |
| 1687 | **Obsrvr conf_state unclear** | Supervision after confirmation tone to a service observer. Confirmation tone is complete for an observer. Make observer eligible to be taken off the wait list for the Vector Directory Number. Failure to clear the “conf_state” for the observer. | | |

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## Table 14: Call Process denial events (1225 - 1899) *29 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1688 | **Svc obsrvg/obsrvg race** | Supervision after confirmation tone to a service observer. Bridging observer onto the agent encountered race condition, observee is already in the process of activating service observing for another party. | | |
| 1689 | **Svc obsrv ftr act fail** | Supervision after confirmation tone to a service observer. Failure activating service observing for observee. | | |
| 1690 | **Software invalid stim** | Supervision after confirmation tone to a service observer. Invalid Call Processing (CP) stimulus received by this supervisor. | | |
| 1691 | **Term restriction chk fail** | Processing incoming Call Forwarding. All Distributed Communication System (DCS) message. Other switch had problem processing call forwarding activation message. Termination restriction check failed or could not convert designated extension to a user ID. | | |
| 1692 | **LWCpmsn/UDPext/dpst admin** | Leave Word Calling (LWC) operations generate a confirm and drop event (INT_DRP). Possible causes:<br>l attendant cannot leave DCS messages<br>l activator of lwc store does not have lwc permission<br>l activator is not a udp ext<br>l no remote users involved<br>l LWC store operation remote to local-Voice Mail Applications Support is disabled<br>l called party not administered to receive LWC messages<br>l no called party message header<br>l no LWC depository administered<br>l error in sending AUDIX STORE message info (from remote user) to AAP | | |
| 1693 | **Out trk DID orig/sftw err** | Italian Direct Inward Dial (DID) trunk group drop treatment. Possible causes:<br>l DID origination on outgoing trunk<br>l Software error | | |
| 1694 | **Sta intrcpt tone fwd disc** | Station Intercept Tone Forward Disconnect. | | |
| 1695 | **Bsy vfy sta/trk/hnt grp** | Cannot busy verify attendants. Only allowed to busy verify simple stations, trunks, or hunt groups. | | |
| 1696 | **Bsy vfy trk grp no mbr** | Busy verify of trunk failure. Possible causes:<br>l No trunk in the group<br>l Trunk group member not found | | |
| 1697 | **Bsy vfy access endpt trk** | Busy verification not supported for access endpoint trunk type. | | |
| 1698 | **Bsy vfy hnt grp no mbr** | Busy verify of hunt group failure. Might be there is no member in the hunt group. | | |
| 1699 | **LWC msg stor fail (conf)** | Leave Word Calling message cannot be stored when there is a conference call. | | |

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## Table 14: Call Process denial events (1225 - 1899) *30 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1700 | **LWC msg - no destination** | No destination determined for Leave Word Calling message store. | | |
| 1701 | **Whisp pg not to station** | Whisper page allowed only to simple station group type of user. | | |
| 1702 | **Whisp pg query fail** | Invalid digit or number. | | |
| 1703 | **Whisp pg query fail** | Whisper paging. Query not supported for access endpoints. | | |
| 1704 | **Whisp pg usr not allowed** | Whisper paging. User is not allowed to make whisper pages. | | |
| 1705 | **Whisp pg query fail** | Whisper paging. No resource available. | | |
| 1706 | **Wake up typ/voice actvat** | VIP and DAILY type wakeup cannot be modified or deleted via voice-activated process. | | |
| 1707 | **No attd to rcv wakeup** | Voice synthesizer is not available. Routing automatic wakeup call to attendant, but no attendant. (TN725). | | |
| 1708 | **No attd to rcv wakeup** | Voice synthesizer not available. Routing automatic wakeup call to attendant, but no attendant. (TN725). | | |
| 1709 | **Bsy vfy term is PCOL** | Busy verify is denied, the principal terminator is Personal Central Office Line (PCOL). | | |
| 1710 | **Bsy vfy is term rstrctd** | Busy verify is termination restricted. | | |
| 1711 | **Bsy vfy dgt invalid/tmo** | While collecting digits for busy verification, supervisor got an indication of invalid digit or digit timeout. | | |
| 1712 | **Ofhk alrt tmo intvl admin** | Standard action stimulus processing. Station, attendant, or analog adjunct data extension originated off-hook alert feature activation, but no off-hook alert timeout interval is administered. | | |
| 1713 | **Bsy vfy dgt invalid/tmo** | While collecting trunk member number digits for busy verification, supervisor got an indication of invalid digit or digit timeout. | | |
| 1714 | **Whisp pg term is PCOL** | Whisper page feature activated, principal terminator is Personal Central Office Line (PCOL). | | |
| 1715 | **Whisp pg is term rstrctd** | Whisper page feature activated, whisper page is termination restricted. | | |
| 1716 | **Software invalid stim** | Whisper page feature activated, whisper page supervisor saw an invalid Call Processing (CP) stimulus while collecting station digits. | | |
| 1717 | **Self Sta Display denial** | Self Station Display feature cannot be activated from a bridged appearance or station does not have a display. | | |
| 1718 | **Grp call pkup not enabled** | Group Call pickup is not enabled. | | |

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## Table 14: Call Process denial events (1225 - 1899) *31 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1719 | **Invalid dgts collected** | Invalid digits were collected. | | |
| 1720 | **QSIG VM-no simple uid** | Could not obtain simple user User ID for an SS-B ISDN trunk. | | |
| 1721 | **QSIG VM-no remote user id** | Received a Voicemail Number MSI but did not receive an original diverting number. | | |
| 1722 | **QSIG VM-prin not smpl uid** | The local principal User ID is not a simple user User ID. | | |
| 1723 | **QSIG VM-no voicemail nbr** | Do not know the number of the voicemail adjunct, the call cannot transfer to the adjunct. | | |
| 1724 | **Annc Record Session Fail** | Announcement record session was denied by the board. | UID | board's reason for denial. |
| 1725 | **QSIG VM-hunt not in cvg p** | Principal does not have a QSIG MWI (Message Waiting Indicator) hunt group in its coverage path. | | |
| 1726 | **Cant get Smpl Attd-uid** | Cannot get simple attendant User ID. | | |
| 1727 | **cannot use PASTE** | Station restriction is total, cannot use PC Application Software Exchange (PASTE). | | |
| 1728 | **Deny PE originated calls** | PE already active on call. | | |
| 1729 | **Direct Agent call failed** | Direct Agent Call failed. | | |
| 1730 | **Trk-grp uid retrieve fail** | Call failed to retrieve Release Link Trunk (RLT) trunk group User ID for Centralized Attendant Service (CAS). | | |
| 1731 | **I/C call on O/G Trunk** | Incoming call on outgoing trunk. | | |
| 1732 | **Caller COR Restricted** | Caller Class of Restriction (COR) restricted access. | | |
| 1733 | **Conference 2 Attendants** | Cannot conference 2 attendants. | | |
| 1734 | **Max Pub Net Trks on conf** | Maximum number of Public Network Trunks on conference. | | |
| 1735 | **Max conf parties w/PNTrks** | Maximum number of conference parties with Public Network Trunks. | | |
| 1736 | **Max conf parties wo/PNTrk** | Maximum number of conference parties without Public Network Trunks. | | |
| 1737 | **Max conf/xfer parties** | Maximum number of conference or transfer parties. | | |
| 1738 | **Conf/xfer unstable calls** | Cannot conference or transfer unstable calls. | | |
| 1739 | **Div Reroute/Path Replace** | Cannot transfer Diversion Rerouting or Path Replacement call. | | |
| 1740 | **No Disconnect Supervision** | Cannot transfer, no disconnect control party. | | |
| 1741 | **Transfer trunk to trunk** | Cannot transfer trunk to trunk. | | |
| | | | | ***31 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *32 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1742 | **Conf/xfer Whisper Page** | Cannot conference or transfer whisper page. | | |
| 1743 | **cnf/xfr Emergency/Wakeup** | Cannot conference or transfer emergency or wakeup call. | | |
| 1744 | **Conf/xfer a tone** | Cannot conference or transfer tone. | | |
| 1745 | **Conf/xfer Announcements** | Cannot conference or transfer with multiple announcements. | | |
| 1746 | **Conf/xfer a Vector call** | Cannot conference or transfer vector call. | | |
| 1747 | **Cnf/xfr Service Observers** | Cannot conference or transfer more than the maximum number of service observers. | | |
| 1748 | **Conf/xfer a Page call** | Cannot conference or transfer group or loudspeaker page call. | | |
| 1749 | **No Disconnect Supervision** | Cannot route call, no disconnect control party. | | |
| 1750 | **FRL too low to route call** | Cannot route the call, Facility Restriction Level is too low. | | |
| 1751 | **No AAR/ARS route pat/pref** | No route pattern or preference translated. | | |
| 1752 | **Conf with no ISDN connect** | Conference when ISDN connect message has not been sent due to SA8434. The conference has been denied. | | |
| 1753 | **Caller cvgpt COR restrict** | Remote/caller cannot terminate to coverage point due to Class of Restriction (COR) setting. | | |
| 1754 | **Caller cvgpt COR restrict** | Remote/caller cannot terminate to coverage point due to Class of Restriction (COR) setting. | | |
| 1755 | **Caller cvgpt COR restrict** | Remote caller cannot terminate to coverage point due to Class of Restriction (COR) setting. | | |
| 1756 | **Caller fwdto COR restrict** | Remote/caller cannot terminate forwarded to party, Class of Restriction (COR) setting. | | |
| 1757 | **Attd release COR restrict** | Attendant cannot release call, Class of Restriction (COR) setting. | | |
| 1758 | **Attd release link failure** | Attendant cannot release call, link restriction. | | |
| 1759 | **Attd hold COR restrict** | Attendant cannot release call, Class of Restriction (COR) setting. | | |
| 1760 | **Conference COR restrict** | Controller cannot conference call, Class of Restriction (COR) setting. | | fail code |
| 1761 | **Transfer COR restrict** | Controller cannot transfer call, Class of Restriction (COR) setting. | | |
| 1762 | **Transfer no pooled modem** | Controller cannot transfer call, no pooled modem. | | |
| 1763 | **Cnf/xfr Intercept Anncmt** | Attempt to transfer/conference an intercept announcement. | | |
| | | | | ***32 of 35*** |

## Table 14: Call Process denial events (1225 - 1899) *33 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1764 | **Btn Ring Control timeout** | Button ring control activated via Feature Access Code and time out has occurred. SA8428. | | |
| 1765 | **Invalid button pushed** | Invalid button pushed in button ring control mode. SA8428. | | |
| 1766 | **Remote Logout Agent fail** | Indeterminate failure. The agent could be busy/ on hold on an ACD call, or not logged in, or AAS, corruption, non-ACD split/skill. | | |
| 1767 | **Rmt Logout COR restricted** | Invalid COR permissions | | |
| 1768 | **Rmt Logout COS restricted** | Invalid COS permissions | | |
| 1769 | **Rmt Logout invalid input** | Only allow logout for simple extensions, stations/ attd. EAS agent may not be logged on. | | |
| 1770 | **Rmt Logout tenant number** | Supervisor and agent are not in the same tenant partition. | | |
| 1771 | **Rmt Logout cant do self** | Attempting to perform a self-remote logout. | | |
| 1772 | **PSA on Virt EXT disallow** | Personal Station Access (PSA) associate/ disassociate not allowed for virtual extension. | | |
| 1773 | **Cnf/xfr Atd Intcpt Ann** | Attempt to transfer an intercept announcement at the attendant. | | |
| 1774 | **Stn Lock act/deact failed** | Station lock activation or deactivation failed. | | |
| 1775 | **No adm for SBS extensions** | Separation of Bearer and Signaling (SBS) call tried to allocate an SBS extension, but none was administered. | | |
| 1776 | **Can't send SBS # to orig** | Separation of Bearer and Signaling (SBS) call tried to send back an INFO message with the SBS complete public number, but the INFO could not be sent. Check proper administration of isdn-pub-unk form. | | |
| 1777 | **Calling Pty COR chk fail** | Error occurred when retrieving Class of Restriction (COR) of calling party. | | |
| 1778 | **Orig COR/Auth COR dny** | Calling party Class of Restriction (COR) not allowed to use mapped COR from authorization code entry. | | |
| 1779 | **FIPN RO when call on hold** | SA8506: Fujitsu Intelligent Priva Network (FIPN -a Fujitsu ISDN Protocol spec) route optimization denial. There is call on hold. | | |
| 1780 | **AAR/ARS fac not administered** | ARS/ARR Feature Access Code is not administered. | | |
| Note: Error codes 1781 through 1791 apply to Feature Access Code invocations that are designed to operate on contact closure relays on a G350 Media Gateway. These error codes apply only to Linux-based servers. | | | | |
| 1781[1] | **CC: Improper COS** | Contact closure-related operation on a G350 MG is denied because user doesn't have contact closure COD and does not have console permissions. | | |

## Table 14: Call Process denial events (1225 - 1899) *34 of 35*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1782[1] | **CC: Invalid digits** | Invalid digits (* or a symbol for a digit, etc.) entered for contact-closure related operation on a G350 Media Gateway. | | |
| 1783[1] | **CC: MG# out of range** | Media gateway number is out-of-range. | | |
| 1784[1] | **CC: software error** | Possible memory corruption, possible bad number, or message not sent. Internal software error. | | ID where error occurred |
| 1785[1] | **CC: Invalid closure#** | Contact-closure related operation had bad closure number entered by user. | | |
| 1786[1] | **CC: MG not administered** | Contact-closure related operation had unadministered media gateway number entered by user. | | |
| 1787[1] | **CC: MG not registered** | An unregistered media gateway was selected for a contact-relay related operation on a G350 Media Gateway. | | |
| 1788[1] | **CC: MG in link recovery** | The G350 Media Gateway selected for a contact-relay related operation was in link recovery mode. | | |
| 1789[1] Communication Manager Release 2.2 and earlier | **CC: MG not a G350 gateway** | The media gateway selected for a contact relay related operation is not a G350. | | |
| 1789[1] Communication Manager Release 3.0 and later | **CC: No CC on this MG type** | The media gateway selected for a contact relay-related operation does not have a contact relay. | | |
| 1790[1] | **CC: Invalid button push** | An invalid feature button was pushed after invoking contact closure feature. | | |
| 1791[1] | **CC: Trunk usr not allowed** | Trunk access is not allowed for contact closure feature. | | |
| 1792 | **MI Chg Fail: Agt Burnout** | Deny change to manual-in mode because the agent is in burnout state. | | |
| 1793 | **AI Chg Fail: Agt Burnout** | Deny change to auto-in mode because the agent is in burnout state. | | |
| 1794 | **No STNHNT for Remote cvg** | Deny station hunt after coverage if the last coverage party is remote. | | |
| 1795 | **Caller FEAC restricted** | Caller FEAC restricted access. | | |
| 1796 | **Caller TOLL restricted** | Caller TOLL restricted access. | | |
| 1797 | **TTI Outcall Needs PSA COR** | Terminal Translation Initiation (TTI) Caller has AAR/ARS network restricted access. | | |
| 1798 | **No TTI merge to AAR/UDP** | No Terminal Translation Initiation (TTI) merge is allowed to an AAR/UDP network. | | |
| | | | | ***34 of 35*** |

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

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1799 | **Annc in Audio Grp** | Deny recording or deleting the announcement if it is part of an audio group. | | |
| 1800 | **Parties Tenant restrict** | Tenant is restricted. | | |
| 1801 | **Public Trunk restrict** | Public trunk is restricted. | | |
| 1802 | **Parties COR restrict** | Parties' COR is restricted. | | |
| 1803 | **Origination restrict** | Origination is restricted. | | |
| 1804 | **Manual Line restrict** | Manual line is restricted. | | |
| 1805 | **Inward restrict** | Inward is restricted. | | |
| 1806 | **Termination restrict** | Termination is restricted. | | |
| 1807 | **Outward restrict** | Outward is restricted. | | |
| 1808 | **Conf Hold restrict** | Conference hold is not allowed during digit collection. | | |
| 1809 | **Rej CFU act ECF active** | Reject the activation of CFU because ENHCF (unconditional) is already activated. | | |
| 1810 | **Rej CFBDA act ECF active** | Reject the activation of CFBDA because ENHCF (busy or no reply) is already activated. | | |
| 1811 | **Whisp pg denied to AVC call** | Reject the whisper page because the target call is bridge-removed on an AVC conference. | | |
| 1812 | **SIP Sta cannot be observer** | SIP station not allowed to service observe. | | |
| 1813-1899 | not assigned | | | |

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1. Error codes 1781 through 1791 apply to Feature Access Code invocations that are designed to operate on contact closure relays on a G350 Media Gateway. These error codes apply only to Linux-based servers.

# User Manager Events

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

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

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

# IP Denial Events

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

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

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1907 | **IP RRJ-Invalid RAS addr** | IP Registration Rejected because the RAS address in the registration request (RRQ) is invalid. | 0 | IP address of the endpoint |
| 1908 | **IP RRJ-Invld call SigAddr** | IP Registration Rejection because the call signaling address in the registration request (RRQ) is invalid. | 0 | IP address of the endpoint |

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## Table 16: IP Denial Events (1907 - 2020) *2 of 11*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1909 | **IP RRJ-RemoteOfc misadmin** | Registration rejected because:<br>• Remote Office is enabled on the Signaling Group screen, but the registration request (RRQ) is not from a supported Remote Office product (the Remote MAX Product/Vendor ID is invalid).<br>• The RRQ is from a supported Remote Office product, but Remote Office is not enabled on the Signaling Group screen.<br>• Remote Office is enabled on the Signaling Group screen, but the Terminal Type in the RRQ is not valid (the Terminal Type is not a gateway). | 0 | IP address of the endpoint |
| 1910 | **IP RRJ-H323 UserObj undef** | IP Registration rejected because there is no H.323 User Object. Internal software error. | 0 | IP address of the endpoint |
| 1911 | **IP RRJ-Exceed max endpts** | IP Registration rejected because the capacity for either registered endpoints, registered Remote Office endpoints, or registered un-authenticating endpoints is exceeded. Check maximum allowed in the system on page 1 of the system-parameters customer-options screen. | 0 | Upper part: number of registered RO endpoints.<br>Lower part: number of registered IP endpoints. |
| 1912 | **IP RRJ-Exceed ProdID/Ver** | IP Registration rejected because the maximum number of registered endpoints of a specific product ID and version is exceeded. Check the limit on the system-parameters customer-options screen. | Truncated Product ID from the System-Parameters Customer-Options screen | Upper part: registered limit.<br>Lower part: actual count. |
| 1913 | **IP RRJ-Invalid ProdID/Ver** | IP Registration rejected because of an invalid Product ID / Version. Registering Application's product ID is not administered on the system-parameters customer-options screen or no Product ID in registration request (RRQ) message. | Truncated Product ID of the registering application | Major version number of the endpoint sent in the RRQ |
| 1914 | **IP RRJ-ProdID search fail** | IP Registration rejected because the search for the registering application's Product ID failed. | Truncated Product ID of the registering application | Major version number of the endpoint sent in the RRQ |
| 1915 | **IP RRJ-Invalid endpt/Ver** | Registration rejected because the endpoint version is not compatible with the gatekeeper version. | IP address of endpoint | Endpoint's major version number in 2nd byte, minor version number in low byte |

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## Table 16: IP Denial Events (1907 - 2020) *3 of 11*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1916 | **IP RRJ-No H323 NonStdData** | Registration rejected because Non-standard Data (NSD) is missing in the registration request (RRQ) from the endpoint. | 0 | IP address of the endpoint |
| 1917 | **IP RRJ-Invld H323 ObjID** | Registration rejected because the H323 Object ID in the registration request (RRQ) is invalid. | Object ID in RRQ | IP address of the endpoint |
| 1918 | **IP RRJ-Invld H225 NSData** | Registration rejected because cannot decode H225 Non-standard Data (NSD) message. | 0 | IP address of the endpoint |
| 1919 | **IP RRJ-Bad H225 NSDchoice** | Registration rejected because an unexpected Non-standard Data (NSD) message was received from the registering application. | NSD choice in RRQ | IP address of the endpoint |
| 1920 | **IP GRJ-RRJ: new LM fail** | Registration rejected because of failure in creating a new Login Manager. Possible causes are:<br>• No available heap memory to create LoginMgr<br>• Cannot start LoginMgr timer<br>• Clock not set | UID | IP address of the endpoint |
| 1921 | **IP RRJ-IP-TTI port fail** | Registration rejected because of failure when inserting the IP Terminal Translation Initiation (TTI) port. Internal software error. | UID | IP address of the endpoint |
| 1922 Communication Manager Release 2.2 and earlier | **IP RRJ-TTI or RO inactive** | Registration rejected for an IP set with Terminal Translation Initiation (TTI) service. Possible causes:<br>• TTI is not enabled on the system-parameters customer-options screen.<br>• Remote Office is not enabled on the system-parameters customer-options screen. | 0 | IP address |
| 1922 Communication Manager Release 3.0 and later | **IP RRJ-TTI inactive** | Registration rejected for an IP set with Terminal Translation Initiation (TTI) service. Possible cause is TTI is not enabled on the system-parameters customer-options screen. | IP address of the endpoint | IP address |
| 1923 | **IP RRJ-No E164 number** | Registration rejected because there is no valid E.164 phone number in the RRQ or the extension is not administered. | UID | IP address of the endpoint |
| 1924 | **IP RRJ-No GRQ msg rcvd** | Registration rejected because no Gatekeeper Request message was received or RRQ was received more than 15 seconds after GRQ | UID | IP address of the endpoint |

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## Table 16: IP Denial Events (1907 - 2020) *4 of 11*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1925 | **IGAR trunk routing failed** | Denied while routing an outgoing Inter-Gateway Alternate Routing (IGAR) trunk call. Check outgoing ARS translation for the call to the far-end IGAR LDN. | Network Region | Internal IGAR ID |
| 1926 | **IP RRJ-Authenticatn fail** | Registration rejected because of password authentication/ encryption failure. The password that the user entered and the administered password on the station screen do not match or no cryptoToken or keys sent in RRQ. | UID | IP address of the endpoint |
| 1927 | **IP RRJ-Invld station type** | Registration rejected because of invalid set type or no Remote Office assignment on the station form. | UID | set type |
| 1928 | **IP RRJ-StnTyp/Protocl err** | Registration rejected because station type and call-signaling protocol are inconsistent. An IP Softphone should be assigned as one of the following:<br>• DCP extension, with call control set to IP Softphone<br>• H.323 extension, with call control set to none | UID | Endpoint type (3rd and 2nd nyble); call signaling protocol (low nyble) |
| 1929 | **IP RRJ-No idx for MMCmplx** | Registration rejected: user record for dual-connected DCP set is missing the index for the multimedia complex. Internal software error. | UID | IP address of the endpoint |
| 1930 | **IP RRJ-No voice path spec** | Registration rejected because the virtual phone has neither a specified voice path nor an associated multimedia extension, so no audio path exists.<br>• Add an extension on the softphone or extension on multimedia complex. | UID | IP address of the endpoint |
| 1931 | **IP RRJ-H323 ext is MMCmpx** | Registration rejected because this H.323 extension is administered as a Media Complex extension on a non-H.323 (for example, a DCP) set. | UID | IP address of the endpoint |
| 1932 | **IP RRJ-Ext has data modl** | Registration rejected because the extension has a data module. | UID | IP address of the endpoint |
| 1933 | **IP RRJ-IP addr mismatch** | Registration rejected because the H.323 application is not at the same IP address as the authenticating application. | UID | IP address of registering endpoint |
| 1934 | **IP RRJ-Ext already reg** | Registration rejected because the extension is already registered. | UID | IP address of the endpoint |
| 1935 | **IP RRJ-Not Remote Ofc ext** | Registration rejected because Remote Office is not administered on the station screen for this extension. | UID | IP address of the endpoint |
| 1936 | **IP RRJ-RO stn mismatch** | Registration rejected because of invalid analog station type. | UID | IP address of the endpoint |
| | | | | ***4 of 11*** |

## Table 16: IP Denial Events (1907 - 2020) *5 of 11*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1937 | **IP RRJ-RemOfc not admin** | Registration rejected because the Remote Office endpoint is not administered or is of unknown station type. | UID | IP address of the endpoint |
| 1938 | **IP RRJ-Immediate re-reg** | Immediate re-registration is rejected when a registration or unregistration is in progress for the extension. | UID | IP address of the endpoint |
| 1939 | **IP RRJ-Failure moving ext** | Registration rejected because of failure while trying to force the unregistration of an extension in the process of moving it to another port. Internal software error. | UID | IP address of the endpoint |
| 1940 | **IP RRJ-Duplicate ext** | Registration rejected as a duplicate extension. | UID | IP address of the endpoint |
| 1941 | **IP KA-from invld endpt ID** | Keep Alive registration request rejected because of invalid endpoint identifier in RRQ. | UID | IP address of the endpoint |
| 1942 | **IP KA-from unreg user** | Keep Alive registration request rejected because it was received from an unregistered extension. | UID | IP address of the endpoint |
| 1943 | **IP-KA-from unreg SigGrp** | Keep Alive registration request rejected because it was received from an unregistered signaling group. | UID | IP address of the far-end |
| 1944 | **IP RRJ-PSA merge failure** | Registration rejected because the Personal Station Access (PSA) merge failed (internal software error). Check for corruption | UID | IP address of the endpoint |
| 1945 | **IP RRJ-New IP user fail** | Registration rejected because of failure to construct new H323 User object (internal software error). | 0 | IP address of the endpoint |
| 1946 | **IP RRJ-PSA merge failure** | Registration rejected because the LoginManager Personal Station Access (PSA) merge operation failed (internal software error). Check for corruption. | 0 | IP address of the endpoint |
| 1947 | **IP RRJ-PSA unmerge fail** | Registration rejected because the LoginManager Personal Station Access (PSA) unmerge operation failed (internal software error). Check for corruption. | UID | IP address of the endpoint |
| 1948 | **IP RRJ-Complete pend reg** | Registration rejected because of failure to obtain a station user record (internal software error – corrupt translation). | UID | IP address of the endpoint |
| 1949 | **IP RRJ-Build KARCF msg** | Registration rejected because of failure to build a KeepAlive Registration Confirm (KARCF) message (internal software error). | 0 | IP address of the endpoint |
| 1950 | **IP RRJ-Build RCF msg** | Registration rejected because of failure to build a Registration Confirm (RCF) message (internal software error). | 0 or UID | IP address of the endpoint |
| | | | | ***5 of 11*** |

## Table 16: IP Denial Events (1907 - 2020) *6 of 11*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1951 | **IP GRJ-Invld IP addr/port** | Gatekeeper request rejected because of invalid destination IP address and port in the request (GRQ). | 0 | IP address |
| 1952 | **IP GRJ-Invld gatekeeperID** | Gatekeeper request rejected because the message is not for this gatekeeper. | Gatekeeper ID | IP address |
| 1953 | **IP GRJ-Invld auth capblty** | Gatekeeper request rejected because registering endpoint has sent authentication capability that is not supported by this gatekeeper. | 0 | IP address of the endpoint |
| 1954 | **IP GRJ-Invld auth algrthm** | Gatekeeper request rejected because no compatible authentication algorithm exists between the endpoint and the gatekeeper. | 0 | IP address of the endpoint |
| 1955 | **IP GRJ-Bld GCF:Gatewy/ MCU** | Gatekeeper request rejected because of failure to build a GateKeeper Confirm (GCF) message for a GateWay/MCU (internal software error). | 0 | IP address |
| 1956 | **IP GRJ-Bld GCF:TTI** | Gatekeeper request rejected because of failure to build a GateKeeper Confirm (GCF) message for an un-named endpoint registration (internal software error). | 0 | IP address |
| 1957 | **IP GRJ-GK will not host** | Gatekeeper request rejected because the gatekeeper is unwilling to host endpoint because no alias address has been provided or Terminal Translation Initiation (TTI) is in incorrect state (for example, TTI is not enabled for voice) | TTI state | IP address of the endpoint |
| 1958 | **IP GRJ-Invalid extension** | Gatekeeper request rejected because the extension is not administered. | Either extension number or 0 | IP address of the endpoint |
| 1959 | **IP GRJ-No stn user record** | Gatekeeper request rejected because no station user record exists for registering this user (internal software error). | UID | IP address of the endpoint |
| 1960 | **IP FURQ-Shared Ctrl Unreg** | Forced Unregistration Request: The Gatekeeper is unregistering the IP Softphone because it is in shared control with IP Telephone, and the Telephone is unregistering. | UID | IP address of IP Softphone |
| 1961 | **IP GRJ-Build GCF msg** | Gatekeeper request rejected because of failure to build a GateKeeper Confirm (GCF) message (internal software error). | UID | IP address of the endpoint |
| 1962 | **IP LRJ-No H323 sig group** | Location Request rejected because no H.323 signaling group is administered to handle the call. | UID | IP address of the far-end |
| 1963 | **IP LRJ-Build LCF msg** | Location Request rejected because of failure to build a Location Request Confirm (LCF) message (internal software error). | UID | IP address |
| | | | | ***6 of 11*** |

## Table 16: IP Denial Events (1907 - 2020) *7 of 11*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1964 | **IP DRJ-Null UserID** | Disengage Request rejected because the endpoint ID could not be converted to a User ID (UID). | UID | IP address |
| 1965 | **IP DRJ-Bld DCF:Gatewy/ MCU** | Disengage Request rejected because of failure to build Disengage Request Confirm (DCF) message for a gateway or MCU (internal software error). | UID | IP address |
| 1966 | **IP DRJ-Endpt not reg** | Disengage Request rejected because the endpoint is not registered. | UID | IP address |
| 1967 | **IP DRJ-Build DCF msg** | Disengage Request rejected because of failure to build a Disengage Request Confirm (DCF) message for a non-gateway or MCU user (internal software error). | UID | IP address |
| 1968 | **IP BRJ-Null UserID** | Bandwidth Request rejected because an invalid endpoint ID was received. | 0 | IP address |
| 1969 | **IP BRJ-Bld BCF:Gatewy/ MCU** | Bandwidth Request rejected because of failure to build a Bandwidth Request Confirm (BCF) message for a Gateway or MCU (internal software error). | UID | IP address |
| 1970 | **IP BRJ-Endpt not reg** | Bandwidth Request rejected because the endpoint is not registered. | UID | IP address |
| 1971 | **IP BRJ-Build BCF msg** | Bandwidth Request rejected because of failure to build a Bandwidth Request Confirm (BCF) message for a non-Gateway or MCU user (internal software error). | UID | IP address |
| 1972 | **IP BRJ-No H323 user** | Bandwidth Request rejected because the H.323 user object does not exist (internal software error). | UID | IP address |
| 1973 | **IP BRJ-Call non-existent** | Bandwidth Request rejected because the request is made for a non-existing call. | UID | IP address |
| 1974 | **IP BRJ-Bandwdth rqst fail** | Bandwidth Request rejected because of unexpected return code from bandwidth request. | UID | IP address |
| 1975 | **IP ARJ-Null UserID** | Admission Request rejected: received invalid endpoint ID. | 0 | IP address |
| 1976 | **IP ARJ-Endpt not reg** | Admission Request rejected: the endpoint is not registered. | UID | IP address |
| 1977 | **IP ARJ-No avail B-channel** | Admission Request rejected: no B channel is available for the call. | UID | IP address |
| 1978 | **IP ARJ-Bld ACF:Gatewy/ MCU** | Admission Request rejected: because of failure to build an Admission Request Confirm (ACF) message for a Gateway or MCU (internal software error). | UID | IP address |
| 1979 | **IP ARJ-Not an H323 user** | Admission Request rejected: request was received from a non-H.323 user. | UID | IP address |
| | | | | ***7 of 11*** |

## Table 16: IP Denial Events (1907 - 2020) *8 of 11*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1980 | **IP ARJ-Stn not in service** | Admission Request rejected: station is not in service. | UID | IP address |
| 1981 | **IP ARJ-Build ACF msg** | Admission Request rejected: failure to build an Admission Request Confirm (ACF) message for a non-Gateway or MCU user (internal software error). | UID | IP address |
| 1982 | **IP ARJ-No H323 user** | Admission Request rejected: H.323 user object does not exist (internal software error). | UID | IP address |
| 1983 | **IP ARJ-CRV already in use** | Admission Request rejected: Call Reference Value (CRV) is already in use by another call. | UID | IP address |
| 1984 | **IP ARJ-CRV does not exist** | Admission Request rejected: this call reference value (CRV) does not exist. | UID | IP address |
| 1985 | **IP ARJ-CRV already in use** | Admission Request rejected: Call Reference Value (CRV) is already in use by another call. An ARQ has been received while an earlier one is still pending. | UID | IP address |
| 1986 | **IP ARJ-Insuff bandwidth** | Admission Request rejected: insufficient bandwidth available to support this call. | UID | IP address |
| 1987 | **IP ARJ-Admissn rqst fail** | Admission Request rejected: unexpected return code from Admission Request (internal software error). | UID | IP address |
| 1988 | **IP URJ-Null UserID** | Unregistration Request rejected: received invalid endpoint ID. | 0 | IP address of the endpoint |
| 1989 | **IP URJ-Endpt not reg** | Unregistration Request rejected: endpoint is not registered. | UID | IP address of the endpoint |
| 1990 | **IP URJ-No endpoint ID** | Unregistration Request rejected: no endpoint ID provided in URQ. | 0 | IP address of the endpoint |
| 1991 | **IP URJ-GW/MCU is not reg** | Unregistration Request rejected: URQ received from a Gateway or MCU that is not registered. | UID | IP address of the far-end |
| 1992 | **IP URJ-No H323 sig group** | Unregistration Request rejected because there is no H.323 user for the signaling group (internal software error). | UID | IP address of the far-end |
| 1993 | **IP URJ-No non-std data** | Unregistration Request rejected because there is no non-standard data in the URQ. | UID | IP address of the endpoint |
| 1994 | **IP URJ-NSD has invld OID** | Unregistration Request rejected because the Non-standard Data (NSD) from the registered application has an invalid object ID in the URQ. | UID | IP address of the endpoint |
| 1995 | **IP URJ-Can't decode NSD** | Unregistration Request rejected because of failure to decode Non-standard Data (NSD) in the URQ. | UID | IP address of the endpoint |
| | | | | ***8 of 11*** |

## Table 16: IP Denial Events (1907 - 2020) *9 of 11*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 1996 | **IP URJ-Unexpected NSD msg** | Unregistration Request rejected because of unexpected Non-standard Data (NSD) in the URQ from the registered endpoint. | UID | IP address of the endpoint |
| 1997 | **IP URJ-User is on a call** | Unregistration Request rejected because the user is on a call. | UID | IP address of the endpoint |
| 1998 | **IP URJ-PSA unmerge failed** | Unregistration Request rejected because the Personal Station Access (PSA) unmerge operation failed (internal software error). Check for corruption. | UID | IP address of the endpoint |
| 1999 | **IP URJ-PSA merge failed** | Unregistration Request rejected because the Personal Station Access (PSA) merge operation failed (internal software error). Check for corruption | UID | IP address of the endpoint |
| 2000 | **IP URJ-No stn user record** | Unregistration Request rejected because no station user record exists for unregistering user (internal software error). | UID | IP address of the endpoint |
| 2001 | **IP URJ-TTI op failed** | Unregistration Request rejected because of an unexpected Terminal Translation Initiation (TTI) return code. | UID | IP address of the endpoint |
| 2002 | **IP URJ-Build UCF msg** | Unregistration Request rejected because of failure to build an unregistration request confirm (UCF) message (internal software error). | 0 | IP address of the endpoint |
| 2003 | **IP URJ-PSA unmerge failed** | Unregistration Request rejected because the Personal Station Access (PSA) unmerge operation failed (internal software error). Check for corruption. | UID | IP address of the endpoint |
| 2004 | **IP URJ-No stn user record** | Unregistration Request rejected because the no station user record exists for the unregistering user (internal software error). | UID | IP address of the endpoint |
| 2005 | **IP URJ-PSA unmerge failed** | Unregistration Request rejected because the Personal Station Access (PSA) unmerge operation failed (internal software error). | UID | IP address of the endpoint |
| 2006 | **IP FURQ-no H.323 ext reg** | Force Unregistration Request. Received a KeepAlive request (RRQ) from a dual-connect endpoint without a registered H.323 extension (cannot make calls). | UID | IP address |
| 2007 | **IP FURQ-User, no sig conn** | Force Unregistration Request. Unregister user because there is no signaling connection. RAS is alive, but the signaling connection has gone down (user cannot make calls). | UID | IP address of the endpoint |
| 2008 | **IP FURQ-H323, no sig conn** | Force Unregistration Request. Unregister associated H.323 user because there is no signaling connection. | UID | IP address of the endpoint |
| | | | | ***9 of 11*** |

## Table 16: IP Denial Events (1907 - 2020) *10 of 11*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2009 | **IP FURQ-Move user** | Force Unregistration Request. Extension is already registered, but received a forced login registration request (RRQ). Send a URQ to the existing extension. | UID | IP address of the endpoint |
| 2010 | **IP FURQ-Sig Conn closed** | Forced Unregistration Request. The Gatekeeper is unregistering the endpoint because its call signaling connection has closed. | UID | 0 |
| 2011 | **IP FURQ-NoQ931 msg rcvd** | Force Unregistration Request. After an endpoint registers, it should initiate the TCP connection and send a SETUP message. The SETUP message has not been received from the endpoint, and no Q931 Call object exists. The endpoint cannot make calls, so unregister it. | H.323 UID | IP address of the endpoint |
| 2012 | **IP FURQ-Aged Endpt-no KA** | Force Unregistration Request. Unregister endpoint that has aged out. Endpoint's time to live (TTL) expired without receiving a keep-alive request (RRQ). | UID | IP address of the endpoint |
| 2013 | **IP FURQ-SigGrp removed** | Force Unregistration Request. An H.323 Gateway (administered as a signaling group) is registered. Unregister the Gateway before removing the administered signaling group. | Gateway UID | IP address of the signaling group |
| 2014 | **IP FURQ-Siggrp changed** | Force Unregistration Request. Changes have been made to a registered H.323 Gateway (administered as a signaling group). Unregister the Gateway. | Signaling group UID | IP address of the near-end |
| 2015 | **IP FURQ-Ext removed** | Forced Unregistration Request. Unregister user because the extension has been removed. | UID | 0 |
| 2016 | **IP FURQ-IPusr is sftphone** | Forced Unregistration Request.<br>• A user has Personal Station Accessed (PSA) an extension that was registered as an IP endpoint.<br>• An IP telephone extension in shared-control was moved to another IP port via registration. Both shared-control IP Telephone and IP softphone will unregister if the rejected registration attempt is forced. | IP User-UID | 0 |
| 2017 | **IP FURQ-Records exhausted** | Forced Unregistration Request. Unregister the LAN port if there are no records remaining. | IP User ID | 0 |
| 2018 | **IP FURQ-Mtc: H323/Vphone** | Forced Unregistration Request. Maintenance has unregistered an H.323 or Vphone station. | UID | 0 |
| | | | | ***10 of 11*** |

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

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2019 | **IP FURQ-Mtc: Remote Max** | Forced Unregistration Request. Maintenance has unregistered a Remote Max station. | UID | 0 |
| 2020 | **IP FURQ-Mtc:RemOfc TTI** | Forced Unregistration Request. Terminal Translation Initiation (TTI) background maintenance task has requested the removal of Remote Office LAN TTI ports. | UID | 0 |
| | | | | ***11 of 11*** |

# Call Process Denial Events

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

**Table 17: Call Process denial events (2021 - 2299)** ***1 of 20***

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2021 | **Cust Sel of DIDs inactive** | Custom Selection of VIP Direct Inward Dialing numbers feature is not active. | | |
| 2022 | **Annc pres but not admin** | Announcement present but not administered. | | |
| 2023 | **Annc pres none on board** | Announcement present but no announcements administered for the board. | | |
| 2024 | **Cannot create entry** | Registration rejected because unable to create an entry in the MTM complex table. | UID | IP address of the endpoint |
| 2025 | **Unadministered option** | Registration rejected because the option chosen by the endpoint in the RRQ for the emergency call does not match the option administered on the station form. | UID | IP address of the endpoint |
| 2026 | **Xmobile OOS: block orig** | Xmobile offhook request rejected because Xmobile station has been taken out of service. | | |
| 2027 | **Annc not found on board** | User attempted to play VAL Board announcement and file was not found on board. | | |
| 2028 | **Annc file has bad format** | User attempted to play VAL Board announcement and file had bad format. | | |
| | | | | ***1 of 20*** |

## Table 17: Call Process denial events (2021 - 2299) *2 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2029 | **IP GRJ-NSD has invld OID** | Gatekeeper Request rejected because the Non Standard Data (NSD) from the registered application has an invalid object ID. | UID | IP address of the endpoint |
| 2030 | **IP GRJ-Can't decode NSD** | Gatekeeper Request rejected because of failure to decode Non Standard Data (NSD) element. | UID | IP address of the endpoint |
| 2031 | **IP GRJ-Unexpected NSD msg** | Gatekeeper Request rejected because of unexpected Non Standard Data (NSD) message from the registered application endpoint. | UID | IP address of the endpoint |
| 2032 | **Force Unregistration Req** | Force Unregistration Request. Instruct the RAS manager to cleanup a User ID which had just been registered prior to a system restart. This event is not logged, but only passed in the URQ. | | |
| 2033 | **IP FURQ-Demand Unregister** | Force Unregistration Request. The command to force unregister endpoints has been executed from the SAT. | UID | IP address |
| 2034 | **Illegal TSC interaction** | A QSIG Non Call Associated-Temporary Signaling Connection (NCA-TSC) tried to route out an AT&T TSC, or vice versa, and this interaction is not supported. This might occur when a bsr_poll call over an IP trunk tries to use a QSIG TSC but is tandemed out an AT&T TSC. | | |
| 2035 | **NCA-TSC not available** | Possible causes:<br>l The terminated administered Temporary Signaling Connection (TSC) endpoint is disabled<br>l The incoming Non Call Associated-Temporary Signaling Connection (NCA-TSC) call arrived at the wrong signaling group<br>l The Maximum number of NCA-TSC is set to 0 | | |
| 2036<br>Communication Manager Release 3.1 and earlier | **Incoming QSIG LWC failed** | Failed doing a LWC on the incoming side of QSIG LWC MSI CS0FAC message. | | |

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## Table 17: Call Process denial events (2021 - 2299) *3 of 20*

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

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## Table 17: Call Process denial events (2021 - 2299) *4 of 20*

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

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## Table 17: Call Process denial events (2021 - 2299) *5 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2068 | **IP RRJ-Cannot decode NSD** | Registration rejected because of failure to decode Non-standard Data (NSD) message sent by the Survivable Remote Server. | 0 | IP address |
| 2069 | **IP RRJ-Unxpctd NSD** | Registration rejected because of receipt of an unexpected Non-standard Data (NSD) message from Survivable Remote ServerSurvivable Remote Server. | 0 | IP address |
| 2070 | **MG must send full reg msg** | Media gateway attempted registration with “warm start” condition, but the controller needs “cold start” data. | | |
| 2071 | **Serial Number incorrect** | Media gateway attempted to register with a different serial number. | | |
| 2072 | **Conf/Transfer 2 Meet-me** | Conference or transfer to Meet-me conference call. | | |
| 2073 | **Permission denied (or) Download permission deny** | User attempted to download firmware to a station. User does not have console permission. | | |
| 2074 | **Rec fail: annc is playing** | Attempt to record a VAL announcement while that announcement is playing on a VAL board. | | |
| 2075 | **Var-in-Vec COS restricted** | User does not have console permissions | | |
| 2076 | **IP RRJ-Call Mismatch** | IP Registration Rejection (RRJ) because of no call present on the switch side. But there is a call present on the endpoint. | UID | IP address. |
| 2077 | **IP FURQ-CallTimer Expired** | Force Unregistration Request. Unregister endpoint whose call preservation timer (H323 link loss delay timer) expires. | UID | IP address. |
| 2078 | **Extend Call Button Denial** | OPTIM Extend Call via extend call button press was denied. | station where the button was pushed | Reason the call was denied:<br>0 - denied because the call already has 6 ports on it<br>1 - denied because the station is at the OPTIM call limit<br>2 - denied because the application has no termination mapping<br>3 - denied because call failed to extend (check application RTU) |

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## Table 17: Call Process denial events (2021 - 2299) *6 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2079 | **IP RRJ-Invld sta state** | Registration rejected because set in wrong state (for example on call, Out of Service (OOS), Administered Without Hardware (AWOH), Terminal Translation Initiation (TTI), shared-control endpoints attempt to register to different LSPs). | | |
| 2080 | **IP FURQ-User dialed TSA** | IP Softphone in shared control configuration with DCP is forced unregistered because user dialed TSA. | | |
| 2081 | **IP FURQ-Invld sta state** | IP Softphone in shared control configuration with DCP is forced unregistered because softphone switched to invalid state. | | |
| 2082 | **Exceeded TLS conn limit** | A TLS socket was rejected because of the constraint on the maximum number of TLS peers. | | |
| 2083 | **TLS: No cert returned** | A peer certificate was rejected by common name checking. | | |
| 2084 | **TLS: Handshake Failure** | Handshake failed, for example due to no common cipher suite. | | |
| 2085 | **TLS: Certificate expired** | An expired certificate was returned and rejected. | | |
| 2086 | **SBS bearer Auth not supp** | If authorization code is required on outgoing Separation of Bearer and Signaling (SBS) bearer call, this is not supported. The call is dropped with intercept treatment to the originator. | | |
| 2087 | **IP RRJ-Shrd Ctrl OutofSrv** | Used to inform softphone trying to register in shared control with an out-of-service DCP endpoint to try registration with Survivable Remote Server. | UID | IP address |
| 2088 | **TLS: No Authorization** | CMD_ACCEPT: SSL/TLS verify failure. | | |
| 2089 | **TLS: Bad Record MAC** | Bad Record Max. For example, an attacker does not have the correct private key, which can go undetected until the MAC of the exchange is checked. | | |
| 2090 | | Not used. | | |
| 2091 | **Conf/xfer Audix rec** | AUDIX one-step recording while conf. | | |
| 2092 | **Post msg invalid SSC** | Post message invalid Station Security Code (SSC). | | |
| 2093 | **Can't start announcement** | Cannot start announcement. | | |

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## Table 17: Call Process denial events (2021 - 2299) *7 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2094 | **TCP/IP sig socket failure** | Unable to establish a socket on an IP trunk. The far end might be mis-administered. | IP address of the far end to which the call failed | Port number of the far end |
| 2095 | **Rmt Div-fwding ext local** | QSIG Remote Diversion activation for local extension not allowed. | | |
| 2096 | **Rmt Div/EMU-SSC too long** | QSIG Remote Diversion Station Security Code (SSC) contains too many digits. | | |
| 2097 | **Rmt Div-non QSIG trunk** | QSIG Remote Diversion is not allowed over a non-QSIG trunk. | | |
| 2098 | **Rmt Div-act ext not stn** | QSIG Remote Diversion activation only allowed from station user. | | |
| 2099 | **Rmt Div-act/deact failed** | QSIG Remote Diversion activation/ deactivation failed. | | |
| 2100 | **Rmt Div-QSIG VALU disable** | QSIG Remote Diversion is not allowed over a QSIG trunk with QSIG VALU disabled. | | |
| 2101 | **Feat. requires only dgts** | A feature was activated via a request URI. The part of the request URI string that should contain all digits contained characters other than digits. | | |
| 2102 | **SIP Estab Timer expiry** | SIP call establishment timer expired prior to 200 OK (incoming or outgoing call). Timer length is administered on SIP sig-group forms. | | |
| 2103 | **Cannot ring add-in party** | Attempt to add a party to a call failed at the termination stage. | UID of the party that was attempting to terminate | Cause value/feedback indicating the reason. |
| | | | | ***7 of 20*** |

## Table 17: Call Process denial events (2021 - 2299) *8 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2104 | **Cannot add party to call** | Attempt to add a party to a call failed at or after answer. | UID of the party that was being added in | Reason code:<br>1. Internal failure (look for proc_err around same time)<br>2. Internal failure (look for proc_err around same time)<br>3. Conflict (ie adding announcement to call with tone or announcement)<br>4. Already have six connected/held parties on the call<br>5. Unable to combine voice streams<br>6. Internal failure (look for proc_err around same time)<br>7. Internal failure (look for proc_err around same time) |
| 2105 | **SCCAN handover denied** | Seamless Converged Communications Across Networks (SCCAN) attempt to handover failed. | UID of the station involved in handover | reason for failure:<br>0: No call found to handover to<br>1: There is already a call in the wireless domain<br>2: There are multiple candidate calls to handover to<br>3: Handover from call not found<br>4: Handover to call not found<br>5: Handover aborted<br>6: Call is at conference limit |
| 2106 | **SCCAN announcement denied** | Seamless Converged Communications Across Networks (SCCAN) attempt to handover failed. | UID of the station involved in handover | Reason for failure:<br>0: Announcement not administered on system-parameters sccan form<br>1+ - Feedback type |
| 2107 | **SCCAN call out blocked** | OPTIM Seamless Converged Communications Across Networks (SCCAN) termination was denied | UID of the station involved | reason for denial:<br>1: WLAN call limit exceeded<br>2: No termination mapping<br>3: Cellular call limit exceeded<br>4: No termination mapping or call NOT allowed or disabled. Disabled is the most likely cause (user controlled)<br>5: Call on bridged appearance and termination disallowed. |
| | | | | ***8 of 20*** |

## Table 17: Call Process denial events (2021 - 2299) *9 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2108 | **SCCAN retransmit denied** | There are problems with Seamless Converged Communications Across Networks (SCCAN) notify retransmission response. | UID of the station involved | reason for denial:<br>1:Could not get Event header from request<br>2: Could not get time to wait for retransmission<br>3: Unknown event type<br>4: Internal failure (look for proc_err around same time)<br>5: OPTIM application not SCCAN<br>6: Station not administered with OPTIM |
| 2109 | **IP RRJ-Unknown unnamed** | Registration rejected because an unnamed endpoint did not have the terminal present bit set, or because it did not supply Lucent vendor information. | | |
| 2110 | **Release btn push ignored** | Agent pushed IM_ACD_REL button simultaneously with call termination. | UID of agent pushing IM_ACD_REL button | 0 |
| 2111 | **MAX VuStats displays actv** | Max number of simultaneous VuStats displays permitted are in use. | UID of agent pushing VuStats button | VuStats display format number |
| 2112 | **IP LRJ-No Route to dest** | Send Location Request reject message because we cannot route to the destination. | | |
| 2113 | **Invalid NSF for CA-TSC Rq** | Invalid NSF for CA-Temporary Signaling Connection (TSC) request. | | |
| 2114 | **No AAR/ARS acc from DID** | AAR/ARS not accessible from Direct Inward Dial/Direct Inward-Outward Dial (DID/DIOD) trunk | | |
| 2115 | **Transfer denied - SA8759** | Special Application block of call-transfer. Drop if second call-leg is not answered. | | |
| 2116 | **460.1 Neg failed in GRQ** | 460.1 feature not supported. | | |
| 2116 | **Conf/drop denied - SA8759** | SA8759 block of call-conference/ drop if second call leg is not answered. | | |
| 2117 | **TSC attempt denied** | TSC administration is incorrect on the system-parameters customer-options screen and the Route Pattern screen. | | |
| 2118 | **ACD agent tot exceeds max** | Max number of ACD agents already logged-in | UID | Logged-in ACD agent count |
| | | | | ***9 of 20*** |

## Table 17: Call Process denial events (2021 - 2299) *10 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2119 | **Memb per skill exceeds mx** | Max number of agents already logged-in to skill | Agent UID | Skill number |
| 2120 | **Advocate agents exceed mx** | Max number of Business Advocate agents already logged-in | Agent UID | Logged-in Business Advocate Agent count |
| 2121 | **Oth agt using this logid** | Some other agent already using this loginID | Agent UID | Split number |
| 2122 | **This agt using oth logid** | This agent already using some other loginID | Agent UID | Split number |
| 2123 | **BCMS logid val failed** | BCMS (Basic Call Management System) Login ID validation failed. | Agent UID | Split number |
| 2124 | **Agent tot exceeds sys max** | Agent total exceeds system limit | Agent UID | Agent total |
| 2125 | **Over CMS agent login cap** | Maxed-out CMS capacity | Agent UID | Skill number |
| 2126 | **Over CMS agent login cap** | Maxed out CMS capacity | Agent UID | Skill number |
| 2127 | **Over BCMS agent login cap** | Maxed out BCMS (Basic Call Management System) capacity | Agent UID | BCMS agent total |
| 2128 | **No far-end IGAR/DPT ext** | Missing far-end IGAR LDN (Inter-Gateway Alternate Routing) | | |
| 2129 | **No near-end IGAR trunks** | No idle trunks in either network region (IGAR request) | | |
| 2130 | **IP RRJ-TTI reg not in map** | Deny TTI registration - IP endpoint not in ip-network-map | IP address | TTI state |
| 2131 | **IP RRJ-TTI reg shared ctl** | Deny TTI registration - IP endpoint requesting shared control | IP address | TTI state |
| 2132 | **IP RRJ-TTI incapable** | Deny TTI registration - IP endpoint not TTI capable | IP address | TTI state |
| 2133 | **IP RRJ-Unnamed disabled** | Deny TTI registration - Unnamed registration feature is disabled. | IP address | TTI state |
| 2134 | **RAS message failed Annex H** | Incoming RAS message failed Annex H authentication and was ignored | | |
| 2135 | **Q931 message failed Annex H** | Incoming Q931 message failed Annex H authentication and was ignored | | |
| 2136 | **H.245 Port alloc failure** | Unable to allocate H.245 pooled port; try dynamic port, but the connection attempt will likely be blocked by firewall | | |
| 2137 | **H.245 VideoFastUpd throt** | Throttled excessive H245 VideoFastUpdate message | | |

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## Table 17: Call Process denial events (2021 - 2299) *11 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2138 | **H.245 ConfInd Join throt** | Throttled excessive H245 ConferenceIndication EmterminalJoinedConference message | | |
| 2139 | **H245 Timeout Call Dropped** | H245 connection timed out and call was dropped | | |
| 2140 | **IP RRJ-TTI reg eConsole** | Deny TTI registration - request from IP eConsole | 0 | IP Address |
| 2141 | **IP RRJ-RO addr no admin** | Deny Terminal Translation Initiation (TTI) registration - Remote Office address is not administered | IP address | TTI state |
| 2142 | **460.1 Neg failed in GRQ** | 460.1 feature is not supported | | |
| 2143 | **BRJ Rcvd-Not Bound** | Received a BRJ message, EmBRJ_notBound_chosen | | |
| 2144 | **BRJ Rcvd-Inv Conf Id** | Received a BRJ message, EmBRJ_invalidConferenceID_chosen | | |
| 2145 | **BRJ Rcvd-Inv Permission** | Received a BRJ message, EmBRJ_invalidPermission_chosen | | |
| 2146 | **BRJ Rcvd-Insuff Rsrc** | Received a BRJ message, EmBRJ_insufficientResources_chosen | | |
| 2147 | **BRJ Rcvd-Inv Revision** | Received a BRJ message, EmBRJ_invalidRevision_chosen | | |
| 2148 | **BRJ Rcvd-Security Denial** | Received a BRJ message, EmBRJ_securityDenial_chosen | | |
| 2149 | **BRJ Rcvd-Security Error** | Received a BRJ message, EmBRJ_securityError_chosen | | |
| 2150 | **BRJ Rcvd-Unknown Reason** | Received a BRJ message, EmBRJ_undefinedReason_chosen | | |
| 2151 | **IP FURQ shrd ctrl sftphn** | Busyout of a shared control softphone forces unregistration of the softphone, leaves base phone in service | | |
| 2152 | **Conf/xfer denied-SA8652** | SA8652: Denial for NH Consult call conference/transfer. | | |
| 2153 | **Call merge denied-SA8652** | SA8652: Denial for NH Consult call merge. | | |
| 2154 | **NHCnsl Orig denied-SA8652** | DS8652: Denial for NH Consult origination. | | |
| 2155 | **Call hold denied-SA8652** | SA8652: Denial for NH Consult call hold. | | |
| 2156 | **Call Pickup denied-SA8652** | SA8652: Denial for NH Consult call pickup. | | |
| | | | | ***11 of 20*** |

## Table 17: Call Process denial events (2021 - 2299) *12 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2157 | **NHCnsl Brdg denied-SA8652** | SA8652: Denial for bridging on NH Consult call. | | |
| 2158 | **Call Park denied-SA8652** | SA8652: Denial for parking a NH Consult call. | | |
| 2159 | **NHConf orig denied-SA8652** | SA8652: Denial for originating NH conference call when a consult call is active. | | |
| 2160 | **Agent accept login error** | Non-EAS ACD split agent accept login failed | Agent UID | Call ID |
| 2161 | **EMU:dny act for local ext** | Enterprise Mobility User (EMU) activation not allowed for local extension. | | |
| 2162 | **EMU:non-QSIG trunk** | Enterprise Mobility User (EMU) over non-QSIG trunk not allowed. | | |
| 2163 | **EMU:vst login not allowed** | Enterprise Mobility User (EMU) login not allowed based on station administration. | | |
| 2164 | **CC:Ringout Call Failure** | QSIG-CC: Ringout call failure | | |
| 2165 | **CC:Comparison Failed** | QSIG-CC Orig cancel: components did not match | | |
| 2166 | **Button lbl mem exhausted** | There is no more customized label space | | |
| 2167 | **EMU:CTMI term to non-SSB** | CtmiInform SETUP is terminating to a non-SSB trunk (Enterprise Mobility User (EMU)) | | |
| 2168 | **EMU:Map/vst uid mismatch** | Mapped User ID does not match the visitor User ID (Enterprise Mobility User (EMU)) | | |
| 2169 | **IP GRJ-No PE in region** | Gatekeeper Request is rejected because no resources are available on this phone's region | UID | IP address |
| 2170 | **CC:Ringout not Routed** | QSIG CC: Rignout could not route | | |
| 2171 | **CC:Queueing Failed** | QSIG-CC: Queueing failed | | |
| 2172 | **CC:Orig comp ck failed** | QSIG-CC Exec Possible: components did not match | | |
| 2173 | **CC:Term comp ck failed** | QSIG-CC Term Cancel: components did not match | | |
| 2174 | **EMU:Unsup clg pty nbr fmt** | Unsupported calling party numbering format for Enterprise Mobility User (EMU) | | |
| 2175 | **reregister Servermismatch** | Module ID mismatch, re-registration required | | |
| | | | | ***12 of 20*** |

## Table 17: Call Process denial events (2021 - 2299) *13 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2176 | **SigConn fail to establish** | Tried three times to bring up TCP socket and failed each time. Do not try again. | | |
| 2177 | **Invalid XFR to VM attempt** | Deny transfer into voicemail because either:<br>l QSIG transfer to QSIG voice mail is not allowed<br>l an attempt was made to interwork QSIG and SIP for transferring into voicemail | | |
| 2178 | **EMU:User dialed unsup FAC** | Enterprise Mobility User (EMU) user dialed an unsupported Feature Access Code (FAC) | | |
| 2179 | **EMU:Non-emrg call denial** | HEMU user placed non-emergency call (Enterprise Mobility User (EMU)) | | |
| 2180 | **EMU:Reg-invld SSC dialed** | Invalid security coded was dialed during registration (Enterprise Mobility User (EMU)) | | |
| 2181 | **EMU:PSA not allowed** | PSA not allowed on home station (Enterprise Mobility User (EMU)) | | |
| 2182 | **EMU:DeReg-inv SSC dialed** | Invalid security code dialed during deregistration (Enterprise Mobility User (EMU)) | | |
| 2183 | **EMU:Del-invld SSC dialed** | Invalid security code dialed during deregistration (Enterprise Mobility User (EMU)) | | |
| 2184 | **EMU:Usr not fnd far end** | User not found in database on far end (Enterprise Mobility User (EMU)) | | |
| 2185 | **EMU:Delete failed far end** | The delete operation failed (Enterprise Mobility User (EMU)) | | |
| 2186 | **EMU:Reg failed far end** | The registration operation failed (Enterprise Mobility User (EMU)) | | |
| 2187 | **EMU:DeReg failed far end** | The Deregistration operation failed (Enterprise Mobility User (EMU)) | | |
| 2188 | **EMU:IPReg block for VEMU** | IP Registration is not allowed when there is an active Enterprise Mobility User (EMU) | | |
| 2189 | **EMU:EC500 act on nat stn** | Virtual Enterprise Mobility User (VEMU) registration is not allowed when EC500 is active on the native station | | |
| 2190 | **EMU:VEMU not map to home** | The Virtual Enterprise Mobility User (VEMU) attempting deregistration is not mapped to a specified home extension | | |

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## Table 17: Call Process denial events (2021 - 2299) *14 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2191 | **EMU:Forced deregistration** | Forced deregistration of Enterprise Mobility User (EMU) | | |
| 2192 | **EMU:Btn mismatch far end** | Button Mismatch (Enterprise Mobility User (EMU)) | | |
| 2193 | **EMU:PSig oper timeout** | Partner Signaling operation timed out (Enterprise Mobility User (EMU)) | | |
| 2194 | **EMU:Reg oper timeout** | Registration operation timed out (Enterprise Mobility User (EMU)) | | |
| 2195 | **EMU:DeReg oper timeout** | Deregistration operation timed out (Enterprise Mobility User (EMU)) | | |
| 2196 | **EMU:Delete oper timeout** | Delete operation timed out (Enterprise Mobility User (EMU)) | | |
| 2197 | **Unsupported Remove VM typ** | Deny transfer into voice mail because the voice mail hunt group is not a supported type (must be SIP, QSIG, or AUDIX) | | |
| 2198 | **Mod_ID mismatch in setup** | There is a mismatch in Module ID setup | | |
| 2199 | **call mismatch in setup** | Call mismatch in setup | | |
| 2200 | **No TSC's left in system** | No free Temporary Signaling Connection (TSC) user record available | | |
| 2201 | **No TSC's for this D-chan** | No free Temporary Signaling Connection (TSC) is available | | |
| 2202 | **EMU:invalid act/deact ext** | EMU activation/deactivation is allowed only from the station user | | |
| 2203 | **Deny DND: E911CF is active** | Deny DND if E911 call forward is active | | |
| 2204 | **IPFURQ-reg expired-nosock** | Force unregister the link bounce phone if its link loss delay timer expired and it is not on the call | | |
| 2205 | **Forced Disconnect SA8847** | SA8847 - forced disconnect of diverted predictive calls | | |
| 2206 | **Wrong Group Page set type** | Wrong set type for group page. | | |
| 2207 | | Invalid digits are collected. | | |
| 2208 | | Extension not part of any pickup group. | | |
| 2209 | **Msg'ing Hunt Grp Xln Bad** | An fp-mwi, qsig-mwi, or sip-adjunct messaging hunt group does not route over the correct trunking facility. | | |

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## Table 17: Call Process denial events (2021 - 2299) *15 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2210 | **QSIG PR:No simple UID** | Path replacement error 1005. No simple UID. | | |
| 2211 | **QSIG PR:Unrecog Call ID** | Denial for path replacement. Unrecognized call identity. | | |
| 2212 | **QSIG PR:Busy Verify Call** | Denial for path replacement on busy verify calls. | | |
| 2213 | **QSIG PR:Malicious Call** | Denial for path replacement if malicious call trace is active. | | |
| 2214 | **QSIG PR:Not Voice Data** | Denial for path replacement low bearer capability of channel. | | |
| 2215 | **QSIG PR:Preind/priv Call** | Denial for path replacement for data preindication call or data privacy call. | | |
| 2216 | **QSIG PR:Measured Call** | Denial for path replacement for measured calls. | | |
| 2217 | **QSIG PR:No Propose** | Denial for path replacement propose request not active. | | |
| 2218 | **QSIG PR:No Old Callr** | Denial for path replacement when there is no call record of the old leg. | | |
| 2219 | **QSIG PR:Merge Failure** | Denial for path replacement merge failure. | | |
| 2220 | **QSIG PR:No IE in Setup** | Denial for path replacement setup error. | | |
| 2221 | **QSIG PR:Mrg Fail Old Trk** | Denial for path replacement merge failure of old trunk. | | |
| 2222 | **QSIG PR:Mrg Fail New Trk** | Denial for path replacement merge failure of new trunk. | | |
| 2223 | **QSIG PR:Transfer Active** | Denial for path replacement when call is not active. | | |
| 2224 | **QSIG PR:Outward Cor Res** | Denial for path replacement outward restriction. | | |
| 2225 | **QSIG PR:Incoming Cor Res** | Denial for path replacement incoming restriction. | | |
| 2226 | **QSIG PR:No Facilities** | Denial for path replacement due to no facilities available. | | |
| 2227 | **QSIG PR:SS Opt Not Match** | Denial for path replacement | | |
| 2228 | **QSIG PR:More Party Count** | Denial for path replacement | | |
| 2229 | **QSIG PR:Same Trunk Group** | Denial for path replacement | | |

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## Table 17: Call Process denial events (2021 - 2299) *16 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2230 | **QSIG PR:Setup Reject** | Denial for path replacement setup rejection. | | |
| 2231 | **QSIG PR:Deny Path Retain** | Denial for path replacement | | |
| 2232 | **QSIG PR:No Old Leg** | Denial for path retention for no old leg of the call. | | |
| 2233 | **QSIG RR:Call Fwd Limit** | Denial for rerouting for crossing call forwarding call redirections limit. | | |
| 2234 | **QSIG RR:Cfnr Div Leg Fail** | Denial for path rerouting for cfnr DivertedLegFailed for diversion. | | |
| 2235 | **QSIG RR:Reroute Ret Err** | Denial for rerouting return error. | | |
| 2236 | **QSIG RR:Not Allow On Trk** | Denial for rerouting on trunk group. | | |
| 2237 | **CTI phys ext not sta usr** | SA8797: CTI agent physical extension not station user. | | |
| 2238 | **CTI not dom-ctl/logged in** | SA8797: CTI agent not dom-ctrl logged-in agent. | | |
| 2239 | **UUI retrieval failed** | SA8797: UUI retrieval failed CTI physical extension. | | |
| 2240 | **UUI len over max ext siz** | SA8797: UUI data length larger than maximum extension | | |
| 2241 | **Could not get modem UID** | SA8797: Could not retrieve modem extension UID | | |
| 2242 | **Modem ext not sta user** | SA8797: Modem physical extension not station user | | |
| 2243 | **Modem not ana/agt/on ACD** | SA8797: modem not analog logged-in agent with ACD call | | |
| 2244 | **Could not get ACDcall CID** | SA8797: Could not retrieve CID of ACD call | | |
| 2245 | **ACD call not CMD meas skl** | SA8797: ACD call is not for a CMS measured skill | | |
| 2246 | **Could not get agent2 UID** | SA8797: Could not convert replacement agent extension to UID | | |
| 2247 | **Agent2 logid not sta user** | SA8797: replacement agent login ID not station user | | |
| 2248 | **Agent2 already logged-in** | SA8797: Replacement agent login ID already logged-in | | |
| 2249 | **Could not get CTI lag ext** | SA8797: Could not retrieve CTI agent login ID extension | | |
| 2250 | **Could not get CTI DAC skl** | SA8797: Could not retrieve DAC skill for CTI agent | | |
| | | | | *16 of 20* |

## Table 17: Call Process denial events (2021 - 2299) *17 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2251 | **Could not get agt2 DAC skl** | SA8797: Could not retrieve DAC skill for replacement agent | | |
| 2252 | **Could not get update ACD data** | SA8797: Error in restoring ACD data to replacement agent | | |
| 2253 | **ACD UID not in call rec** | SA8797: Could not find ACD call UID in call record | | |
| 2254 | **Could not get ACDcall rec** | SA8797: Could not find call record for ACD call | | |
| 2255 | **SA8797 not enabled** | SA8797 feature Green Bit not enabled | | |
| 2256 | **CTI not dom-ctl/logged-in** | SA8797: CTI agent not dom-ctrl logged-in agent | | |
| 2257 | **Invalid agent2 logid ext** | SA8797: Invalid agent2 login ID extension | | |
| 2258 | **ECF: COS value reject** | Enhanced call forwarding: the current Class of Service (COS) definition does not allow enhanced call forwarding. | | |
| 2259 | **ECF: ATD CFWD active** | Enhanced call forwarding: classic call forwarding all (CFWD) is active for this station, that received a ENHCF activation via console permission. | | |
| 2260 | **ECF: ATD CFBDA active** | Enhanced call forwarding: classic call forwarding busy & don't answer (CFBDA) is active for this station, which received a ENHCF activation via console permission. | | |
| 2261 | **ECF: CFWD active** | Enhanced call forwarding: classic Call forwarding all (CFWD) is active. | | |
| 2262 | **ECF: CFBDA active** | Enhanced call forwarding: classic call forwarding busy & don't answer (CFBDA) is active. | | |
| 2263 | **ECF: Attd fwd own calls** | Enhanced call forwarding: Attendant is not allowed to forward its own calls. | | |
| 2264 | **Cannot override logout** | Logout-ovr denied, the agent is not in the logout tables. | | |
| 2265 | **DPT not enab on both NRs** | DPT not enabled for both network regions. | | |
| 2266 | **Answer back failed** | Parked call is failed to answer back even after second attempt. | | |
| | | | | *17 of 20* |

## Table 17: Call Process denial events (2021 - 2299) *18 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2267 | **H.248 transaction timeout** | H.248 transaction timer expired; media gateway did not send a reply in the allotted time. See error logs for terms affected. | | |
| 2268 | **ECF: Number invalid** | Enhanced call forwarding: Invalid number entered in case of extension or call forward destination. | | |
| 2269 | **ECF: COS via btn reject** | Enhanced call forwarding: The current Class of Service (COS) definition does not allow enhanced call forwarding via feature button. | | |
| 2270 | **ECF: Default denial** | Enhanced call forwarding: default denial. | | |
| 2271 | **ECF: Invalid station** | Enhanced call forwarding: Activation, deactivation or status is requested by an invalid station type or remote user. | | |
| 2272 | **No Disc. Supervision Tmo.** | Call is dropping due to the timeout of 2 hour no-disconnect supervision timer. IP Trunk LInk Bounce. | | |
| 2273 | **No Disc. Sup. -Invalid Msg** | Call is dropping due to an invalid stim/msg on a call in no disconnect supervision processing. IP Trunk Link Bounce. | | |
| 2274 | **Team Pickup of selfs call** | Station calls another station in the same pickup group, puts the call on hold and dials FAC for pickup. Disallow pickup of self-initiated call. | | |
| 2275 | | Not used. | | |
| 2276 | **Flow ctrl out of memory** | Out of memory for UMFlowControl for buffering. | | |
| 2277 | **ECF: Button ext invalid** | Enhanced call forwarding: Feature button extension cannot be mapped to a valid user ID. | | |
| 2278 | **ECF: EAS login phys ext** | Enhanced call forwarding: Logged-in EAS agent's physical extension is unavailable for any call forwarding. | | |
| 2279 | **Drop: Call Sate Mismatch** | Call state mismatch, drop the call. | | |
| 2280 | **Drop: CRV audit timeout** | CRV audit timeout, drop the call. | | |
| 2281 | **ECF: Station no display** | Enhanced call forwarding: Display of status of ENHCF is requested on a station that is not equipped with a display. | | |

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## Table 17: Call Process denial events (2021 - 2299) *19 of 20*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2282 | **ECF: ATD station no displ** | Enhanced call forwarding: Extension for display of status of ENHCF is questioned on a station that is not equipped with a display. | | |
| 2283 | **Drop:lk loss tmr expired** | Link Loss Delay Timer expired. Drop the call. | | |
| 2284 | **ECF: Remote cfwd EAS** | Enhanced call forwarding: Disallow any remote call forwarding of an EAS loginID extension. | | |
| 2285 | **DPT src/dst NRs are same** | Deny DPT request, source and destination network regions are the same. | | |
| 2286 | **INVITE From:domain Inval.** | Domain in the INVITE's "From" header is invalid. Block for potential toll fraud. | | |
| 2287 | **Invalid pub-unk numbering** | The public-unknown-numbering form has not been populated. | | |
| 2288 | **Deny observing observer** | Cannot observe because this is already an observer. | | |
| 2289 | **IP RRJ MAC denied-SA8944** | SA8944: Registration rejected because extension is already registered based upon same MAC Address (i.e., bound to a port). | First two nybles of MAC address. | Last four nybles of MAC address. |
| 2290 | **MAC Address blank-SA8944** | SA8944: No MAC address was provided by the registering station. Treat this as a non-SA8944 registration and use the IP addresses instead. | UID | IP address of the registering endpoint. |
| 2291 | **Rem off-net covpt is busy** | For non-QSIG or non DCS coverage, the offnet coverage point is busy and there is no coverage point to terminate the call. | | |
| 2292 | **Unable to Connect** | C-LAN sent CONNECT request to far-end, but didn't receive any response within the timeout interval. | | |
| 2293 | **RAI for unregistered user** | RAI EndpointIdentifier had a UID but no H.323 user was found for it. | | |
| 2294 | **RAC build failure** | Failed to build RAC message in response to RAI | | |
| 2295 | **Out Trk COR timer expire** | "Outgoing Trunk Disconnect Timer (minutes)" expired and disconnected the trunk. cor form, page 2. | | |
| 2296 | **No agent ID in login FNU** | EAS agent login FNU received without agent ID | | |
| | | | | ***19 of 20*** |

**Table 17: Call Process denial events (2021 - 2299)** ***20 of 20***

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2297 | **SIP endpoint refused video** | The SIP endpoint rejected the video media in response to the re-Invite message. | | |
| 2298 | **H.323 endpoint refused video** | The H.323 endpoint did not accept the video OLC sent, possibly because its receive and transmit capabilities are non-symmetrical. | | |
| 2299 | **Bad BRI TSC SS Protocol** | There is not a suitable Supplementary Service Protocol administered for termination of BRI TSC connection. | | |

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# Connection Manager Denial Events

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

**Table 18: Connection Manager denial events (2300 - 2399)** ***1 of 5***

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2300 | **Ept capabilities mismatch** | Endpoint connects to TDM bus or is hairpinned capabilities mismatch. | | |
| 2301 | **Tran/rec codec mismatch** | Transmitted or received codec mismatch. | | |
| 2302 | **Ip_ept is in loopback** | Illegal loopback condition. | | |
| 2303 | **Silence suppress mismatch** | Endpoint connects to TDM bus or is hairpinned silence suppression mismatch. | | |
| 2304 | **Tran/rec codec mismatch** | Transmitted or received codec mismatch. | | |
| 2305 | **Silence suppress mismatch** | Ept1 directly connected to Ept2 silence suppression mismatch. | | |
| 2306 | **Reject outbound OLC** | Reject outbound OLC. | | |
| 2307 | **TDM resource blockage** | Time Division Multiplexed (TDM) resource blockage. | | |
| 2308 | **Selected codec mismatch** | Codec no longer supported. | | |
| 2309 | **Drop call codec mismatch** | Drop call, codec mismatch. | | |
| 2310 | **Invalid regions** | Invalid region | | |
| 2311 | **Invalid codec region** | Invalid codec region | | |

***1 of 5***

## Table 18: Connection Manager denial events (2300 - 2399) *2 of 5*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2312 | **No DSP resource** | No Digital Signal Processor (DSP) resource | | |
| 2313 | **No free list channels** | No channels on free list | | |
| 2314 | **No channel resources** | No channel resources | | |
| 2315 | **Not enough capacity** | Not enough prowler (media processor) capacity | | |
| 2316 | | Drop call, no bandwidth for endpoint's codec. | | |
| 2317-2328 | not assigned | | | |
| 2329 | **No BW, prowler <--> IP ept** | No available bandwidth channel resources from the endpoint to the necessary resources. The call fails. | network region of the endpoint | preferred desti_nation network region |
| 2330 | **No BW, prowler <--> prowler** | No bandwidth channel resources between processors. | | |
| 2331 | **No VOIP channel, PN <--> PN** | No Voice Over IP channel resources between port networks. | | |
| 2332 | **No BW, prowler <--> MG** | No bandwidth channel resources between processor and media gateway. | | |
| 2333 | **No VOIP channel, PN <--> MG** | No Voice Over IPchannel resources between port network and media gateway. | | |
| 2334 | **No channel resources** | No available bandwidth to access the necessary resources. The call fails | network region (from) | network region (to) |
| 2335 | **RejReqMode-no common mode** | Deny inbound RM, not compatible with modes received in request. | | |
| 2336 | **RejReqMode-no common mode** | Deny inbound RM, cannot arrive at common profile. | | |
| 2337 | **RejReqMode-no modes rcvd** | Deny inbound RM, no data modes were received in request. | | |
| 2338 | **RejReqMode-not 2 connectd** | Deny inbound RM, there are not two pt_conn parties on call. | | |
| 2339 | **RejReqMode-no common mode** | Deny inbound RM dirip ept, no common profile. | | |
| 2340 | **T38Fail-no voip resources** | Insufficient voip resources. | | |
| 2341 | **T38Fail-far end timeout** | Far-end timeout. | | |
| 2342 | **T38Fail-near end timeout** | Near-end timeout. | | |
| 2343 | **ReqMode reject received** | Request reject received - TDM/HP connection. | | |
| 2344 | **ReqMode reject received** | Request reject received - DIRIP connection. | | |
| 2345 | **ReqMode release received** | Request release received - TDM/HP connection. | | |

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## Table 18: Connection Manager denial events (2300 - 2399) *3 of 5*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2346 | **ReqMode release received** | Request release received, DIRIP connection. | | |
| 2347 | **Rej inc T38OLC, not seq'd** | Deny inbound T38 OLC - not in sequence, dropping call. | | |
| 2348 | **Rej inc T38OLC, no common** | Deny inbound T38 OLC - incompatible mode, TDM/HP connection. Dropping call. | | |
| 2349 | **Rej inc T38OLC, no common** | Deny inbound T38 OLC - incompatible mode, DIRIP connection. Dropping call. | | |
| 2350 | **Rej inc T38OLC, idle state** | Deny inbound T38 OLC - IDLE state. Dropping call. | | |
| 2351 | **Failed Xoip Attempt** | XOIP failed attempt, invalid call type. | | |
| 2352 | **Failed Fax Relay Xoip** | Fax Relay XOIP failed attempt. | | |
| 2353 | **Failed Modem Relay Xoip** | Modem Relay XOIP failed. | | |
| 2354 | **T38Fail-no dsp resources** | Insufficient Digital Signal Processor (DSP) resources. | | |
| 2355 | **IGAR trunk limit exceeded** | Attempt to exceed the number of trunks allowed for Inter-Gateway Alternate Routing (IGAR) in this network region. | | |
| 2356 | **All IGAR managers in-use** | All Inter-Gateway Alternate Routing (IGAR) manager are in use. | | |
| 2357 | **Failed Fax Prowler** | Prowler reports channel could not go to FAX mode. | | |
| 2358 | **Failed Fax Media Gateway** | Media Gateway reports channel could not go to FAX mode. | | |
| 2359 | | Not used. | | |
| 2360 | **RejReqMode-no common mode** | Deny inbound RM - no common profile. Already in a sequence, have a collision. | | |
| 2361 | **RejStartT38-no common** | Cannot start RM sequence -no common profile between endpoint and region/hw (VOIP detected a fax tone) | | |
| 2362 | **Multimedia OLC rejected** | Reject inbound multimedia Open Logical Channel (OLC) due to state mismatch. | | |
| 2363 | **Multimedia OLCReject received** | Multimedia reject outbound Open Logical Channel (OLC). A video endpoint is denying Communication Manager's attempt to establish video. | | |
| 2364 | **BCF Rcvd-diff bandwidth** | Different confirming bandwidth than what is stored | | |
| 2365 | **RejStartT38-not in rgn/hw** | Cannot start RM sequence - T38 is not supported in region/ hw intersection (VOIP detected a fax tone) | | |
| 2366 | **RejAckT38-no modes in msg** | Deny inbound RM Acknowledgment. No data modes were received in the request. (Fast Request Mode - dcap ptr is null) | | |
| 2367 | **RejAckT38-no modes in msg** | Deny inbound RM Acknowledgment. No data modes were received in the request. (Fast Request Mode - no modes received) | | |
| 2368 | **RejAckT38-not common** | Deny inbound RM Acknowledgment. Mode received in Ack was not common (Fast Request Mode - TDM case) | | |

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## Table 18: Connection Manager denial events (2300 - 2399) *4 of 5*

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2369 | **RejReqMode-fast collision** | Deny inbound RM Acknowledgment. There is a collision, already in T38 sequence (Fast Request Mode case) | | |
| 2370 | | VOIP inactivity has been detected by this media processor channel. Call will be torn down. | | |
| 2371 | **IGC:Exch no common codec** | Codec intersection between master and slave ends is null; will reattempt to establish IGC with all inter-region codecs if first attempt fails | | |
| 2372 | **MG link needs encryption** | Hardware codecs do not match. There is a non-encrypted H.248 signaling link on the media gateway and a codec set with only encrypted codecs. Encryption keys cannot be left exposed on unencrypted signaling link. | | |
| 2373 | **No Video BW available** | No bandwidth is available for video.<br>If Event Data 1 and Event Data 2 are both 0, no bandwidth is available for video and video is removed for the duration of the call. | | |
| 2374 | **No Priority BW available** | A priority video caller was not able to get bandwidth to make a video call. | | |
| 2375 | **OLC master/slave conflict** | OLC mismatch, master/slave mismatch | | |
| 2376 | | No codec set defined in ip-network-region | | |
| 2377 | **Avc Mcu failed port setup** | AVC: MCU rejected port setup | | |
| 2378 | **Avc Port request failed** | AVC: Port request failed | | |
| 2379 | **Cannot build CLEAR IGC** | Cannot build CLEAR IGC because clear channel is OFF in the codec set (page 2). | | codec Set # used for the IGC |
| 2380 | **Avc No IGMC on Mcu** | No IGMC available on MCU | | |
| 2381 | **Avc Could not add ports** | Could not add ports to primary subconference | | |
| 2382 | **Avc Could not req IGMC** | Could not acquire IGMC | | |
| 2383 | | Not Used | | |
| 2384 | **Avc Closing while active** | MCU closing during active conference | | |
| 2385 | **Avc Mcu non-video port** | MCU port is not video enabled | | |
| 2386 | **Avc Mcu selection failed** | No MCU available that suits the conference | | |
| 2387 | **Avc Conference delayed** | AVC flow control delayed | | |
| 2388 | **Avc High usage denial** | AVC flow control denied | | |
| 2389 | **Avc Trk member limited** | AVC trunk member limited | | |
| 2390 | **Avc Video Not Allowed** | AVC: NR does not allow video | | |
| 2391 | **Video Not Allowed** | NR does not allow video | | |

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**Table 18: Connection Manager denial events (2300 - 2399)** ***5 of 5***

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 2392 | **Avc Mcu drop'd inuse port** | AVC: MCU dropped inuse port | | |
| 2393 | **Avc: Port request failed** | AVC: Port request failed | | |
| 2394 | **Avc: Port request failed** | AVC: Port request failed | | |
| 2395 | **AVC: Bridge move failure** | AVC: Bridge move failure | | |
| 2396 | **No IGMC available** | No IGMC available on MCU | | |
| 2397 | | No ports free, either administered or reported by MCU. | | |
| 2398 | | Interregion network connection failed. | | |
| 2399 | **DNY_CLASS_NO_CAP** | CPTR with nocadence capability requested, not found. | | |
| | | | | ***5 of 5*** |

# Dial Plan Manager Denial Events

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

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

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

# Data Manager Denial Events

Denial events generated by the Data Manager are listed in Table 20: Data Manager Denial

Events (3001 - 3004).

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

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

# Dial Access Plan Denial Events

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

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

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

# Meet Me Conference Denial Events

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

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

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 3201 | **Meet-Me Access chg TMO** | Meet-me security/access change time-out. | | |
| 3202 | **Invld Num Digits MM Acc.** | Meet-me security/access change received too many digits. | | |
| 3203 | **MM Extention not valid** | Meet-me security/access change not a valid extension. | | |
| 3204 | **MM Access Chg Not a VDN** | Meet-me security/access change not a Vector Directory Number extension. | | |
| 3205 | **MM Invalid Access Entered** | Meet-me security/access change invalid security/access code. | | |
| 3206 | **MM Access Obj/SAT Busy** | SAT window with Meet-me security/access code or object is busy. Cannot make changes via FAC. | | |
| 3207 | **Merge Meet-me Conf call** | User tried to merge to a existing Meet-me conference call and the merge failed validation. | | |
| 3208 | **Serv Observ Meet-me VDN** | User tried to service-observe a Meet-me conference call and so_route() failed. | | |
| 3209 | **Meet-me Conf call full** | Meet-me conference total party number is over the limit. | | |
| 3210 | **Wrong MM Acc. code dialed** | Party failed to dial correct Meet-me conference access. | | |
| 3211 | **Chg Station no Cons/Perm** | Meet-me security/access. The station extension does not have console permissions. | | |
| 3212 | **VDN not a meetme type** | Vector Directory Number (VDN) is not a meetme type. | | |
| 3213 | **MM Invalid Conf Ctrlr Sta** | Station extension does not match controller extension. | | |
| 3214 | **MM Inv Trk not Remote Acc** | Trunk User ID not allowed as a controller extension. | | |
| 3215 | **MM Invalid Station Type** | Invalid station type of calling extension. | | |
| 3216 | **Conf/Transfer 2 Meet-me** | Conference/or transfer to Meet-me conference call. | | |
| 3217 | **MM Abbrev Dial Invalid** | Cannot use abbreviated dialing - invalid. | | |
| 3218 | **Error in EMMC route dgt** | Error retrieving Enhanced MeetMe Conferencing (EMMC) routing digits. | | |
| 3219 | **Empty EMMC route digits** | Empty Enhanced MeetMe Conferencing (EMMC) routing digits. | | |
| 3220 | **Exceed EMMC active conf** | Exceeded Enhanced MeetMe Conferencing (EMMC) active conference. | | |
| 3221 | **Exceed EMMC license ports** | Exceeded number of Enhanced MeetMe Conferencing (EMMC) license ports. | | |

***1 of 2***

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

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 3222 | **Exceed EMMC party limit** | Exceeded Enhanced MeetMe Conferencing (EMMC) party limit. | | |
| 3223 | **EMMC- no new vector proc** | Enhanced MeetMe Conferencing (EMMC)-no new vector proc | | |
| 3224 | **Add meet-me user/whsp pg** | Can't add meet-me party if whisper page is active | | |
| 3225-3299 | not assigned | | | |

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# Survivable Remote Server Denial Events

Survivable Remote Server-generated denial events are listed in Table 23: Survivable Remote Server denial events (3300 - 3399).

**Table 23: Survivable Remote Server denial events (3300 - 3399)**

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

# Data Error Events

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

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

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 3400 | **Error in vector data** | Bad step type. | | |
| 3401 | **Invalid vector step type** | Bad step type. | | |
| 3402 | **Companding mode mismatch** | Companding mode mismatch. | | |
| 3403 | **Bad date in MCT record** | Bad Malicious Call Trace date (date, month) | | |
| 3404 | **Bad date in MCT record** | Bad Malicious Call Trace date (hour, minute) | | |
| 3405 | **Unicode cus file not read** | Unicode translation read error. Entire customer file not read. | | |
| 3406 | **Error in Unicode cus file** | Unicode translation read error. Error found in customer file. | | |
| 3407 | **Unicode ava file not read** | Unicode translation read error. Entire Avaya file not read. | | |
| 3408 | **Error in Unicode ava file** | Unicode translation read error. Error found in Avaya file. | | |
| 3409 | **Usr-def cus file not read** | User-defined translation read error 3409. Entire custom_ file not read. | | |
| 3410 | **Err in User-def cus file** | User-defined translation read error (3410). Error found in custom_ file. | | |
| 3411 | **Usr-def ava file not read** | User-defined translation read error (3411). Entire avaya_ file not read. | | |
| 3412 | **Err in User-def ava file** | User-defined translation read error (3412). Error found in avaya_ file. | | |
| 3413 | **Unicd ava2 file not read** | unicode translation read error. Entire avaya_unicode2 file not read. | | |
| 3414 | **Err in Unicd ava2 file** | unicode translation read error. Error found in avaya_unicode2 file. | | |
| 3415 | **Unicd ava3 file not read** | unicode translation read error. Entire avaya_unicode3 file not read. | | |
| 3416 | **Err in Unicd ava3 file** | unicode translation read error. Error found in avaya_unicode3 file. | | |
| 3417 | **Unicd ava4 file not read** | unicode translation read error. Entire avaya_unicode4 file not read. | | |
| 3418 | **Err in Unicd ava4 file** | unicode translation read error. Error found in avaya_unicode4 file. | | |
| 3419 | **Unicd cus2 file not read** | unicode translation read error. Entire custom_unicode2 file not read. | | |

***1 of 2***

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

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 3420 | **Err in Unicd cus2 file** | unicode translation read error. Error found in custom_unicode2 file. | | |
| 3421 | **Unicd cus3 file not read** | unicode translation read error. Entire custom_unicode3 file not read. | | |
| 3422 | **Err in Unicd cus3 file** | unicode translation read error. Error found in custom_unicode3 file. | | |
| 3423 | **Unicd cus4 file not read** | unicode translation read error. Entire custom_unicode4 file not read. | | |
| 3424 | **Err in Unicd cus4 file** | unicode translation read error. Error found in custom_unicode4 file. | | |
| 3425 | **Unkwn Err in PhMsg file** | Unknown error while processing unicode phone message file. | | |
| 3426-3499 | not assigned | | | |

*2 of 2*

# Contact Closure Denial Events

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

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

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

# Survivable Core Server Denial Events

Survivable Core Server-generated denial events are listed in Table 26: Survivable Core Server denial events (3600 - 3604).

**Table 26: Survivable Core Server denial events (3600 - 3604)**

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

# User Manager Denial Events

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

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

| Event Type | Event Description (keyword) | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 3700 | **IP GRJ DH Exchange failure** | DH-exchange from GRQ failed. Missing or incorrect data. | | |
| 3701 | **IP Trunk DH Exchange failure** | DH-exchange from trunk xRQ failed. Missing or incorrect data. | | |
| 3702 | | EMU - user has more than one active call appearance during registration or deregistration operation. | | |

***1 of 2***

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

| Event Type | Event Description (keyword) | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 3703 | | EMU - trying to deregister a user that is not registered. This is a misop by the caller. | | |
| 3704 | | EMU - trying to deregister a user that has active calls. | | |
| 3705 | | EMU - trying to register on an already currently registered user. | | |
| 3706 | | H248Msg:ErrorHandler() VOIP Resources unavailable. | | |
| 3707 | | H248Msg:ErrorHandler() no gateway recource available. | | |
| 3708 | | Flexible Ann Allocation. All the time slots are exahusted on media GW. | | |
| 3709 | | Station is out of service or license failed. | | |
| 3710 | | EMU - trying to register on an endpoint that recently made an E911 call, the endpoint could be the potential visitor or home user. | | |
| 3711 | | History-Info removed from SIP message for a MM user.This behavior is correct per requirements but can be confusing. The Support Request History field is set to no on this trk grp and if a MM user is involved then mis-admin is likely for this trk grp. | | |
| 3712 | | VoIP FW / MG FW mismatch: VoIP cannot ESIG to ephs, but MG's FW version states that it can. | | |

*2 of 2*

# Call Processing Denial Events

Event Types 5000 - 5003 and 5035 are a continuation of call processing-generated denial events, and are listed in Table 28: Call processing denial events (5000 - 5003 and 5035).

**Table 28: Call processing denial events (5000 - 5003 and 5035)**

| Event Type | Event Description, as it appears on the event log | Explanation | Event Data 1 | Event Data 2 |
|---|---|---|---|---|
| 5000 | **Video bridge region mismatch** | A signaling group belonging to a video bridge trunk had a network region that didn't match the others. | 0 | IP address of sending Survivable Core Server |
| 5001 | **H.323 OgDirMedia, dny xfer** | Deny hold for transfer, hold, or conference if the call started as H.323 outgoing direct media call to a non-Communication Manager system and H.245 is not up yet. | 0 | IP address of sending Survivable Core Server |
| 5002 | **RAI EndpointIdentifier** | RAI EndpointIdentifier didn't correspond to a UID we know of. | | |
| 5003 | **No suitable ETSI CCBS support** | There is no suitable ETSI CCBS support administered for ETSI trunk linke. | | |
| 5007 | **RAC build failure** | The administrator receives availability information from a video bridge but is unable to build an acknowledgement. | User ID of signaling group | IP address of far-end |
| 5035 | **NCR:Xfer/cnf drp inv fail** | The Network Call Redirection invocation failed for station transfer or conference drop. | response type | response |
| | | | | |