Avaya Aura® Communication Manager Denial Events

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Chapter 1: Introduction

Purpose

This document contains information on denial events that are logged in the Communication Manager denial event log.

Intended audience

The intended audience of this document are Telephony Administrators and Support Personnel.

Document changes since last issue

The following change has been made to this document since the last issue:

- Denial events associated with Joint Interoperability Test Command (JITC) added to User Manager denial events and Call Processing denial events.

Related resources

Documentation

The following table lists the documents related to this product. Download the documents from the Avaya Support website at http://support.avaya.com.

Title	Description	Audience
Maintenance and Troubleshooting		
Maintenance Alarms for Avaya Aura® Communication Manager, Branch Gateways and Servers, 03-300430	Describes the alarms for Communication Manager.	Implementation Engineers, Support Personnel

Title	Description	Audience
Maintenance Commands for Avaya Aura® Communication Manager, Branch Gateways and Servers, 03-300431	Describes the alarms for Communication Manager.	Implementation Engineers, Support Personnel
Maintenance Procedures for Avaya Aura® Communication Manager, Branch Gateways and Servers, 03-300432	Describes the maintenance procedures for Communication Manager.	Implementation Engineers, Support Personnel

Training

The following courses are available on the Avaya Learning website at www.avaya-learning.com. After logging into the website, enter the course code or the course title in the **Search** field and click **Go** to search for the course.

Course code	Course title
ATI01672VEN, AVA00832WEN, AVA00832VEN	Avaya Aura® Communication Manager Fundamentals
ATI02348IEN, ATI02348VEN	Avaya Aura® Communication Manager Implementation

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to http://support.avaya.com, select the product name, and select the videos checkbox to see a list of available videos.
- To find the Avaya Mentor videos on YouTube, go to http://www.youtube.com/AvayaMentor and perform one of the following actions:
  - Enter a key word or key words in the Search Channel to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the site.

Note:

Videos are not available for all products.

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Chapter 2: Denial events

Denial Events are logged in the Communication Manager denial event log. You can use the SAT command **`display events`** and enter **denial** in the **Category** field to gain access to the denial event log.

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 number defines different denial events in different Communication Manager releases, that information is also listed. See Table 1: Denial event types and ranges on page 12.
- The event description text as displayed on the Events Report screen.
- An explanation of why the event was generated.
- The type of data in the **Event Data 1** and **Event Data 2** fields for each applicable event type, when the data information is available. See Event data on page 13.

The following SAT commands are commands are used to view the denial events:

- **`display events`**
- **`list trace station`**
- **`list trace TAC`**

Available calling party number and calling party name associated with the call setup can be viewed by using the **`list trace`** command.

Event type number ranges

Table 1: Denial event types and ranges lists the event type number ranges that define the type and source of the denial event.

Table 1: Denial event types and ranges

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 11: Call Process denial events (1001 - 1172) on page 52.
1000 - 1299	Call Process, reorder	Table 11: Call Process denial events (1001 - 1172) on page 52 and Table 13: Call Process denial events (1225 - 1899) on page 66.
1164, 1167, 1173 - 1224	Call Process, ISDN, IP, SIP	Table 12: ISDN, IP, and SIP-generated denial events (1173 - 1224) on page 63.
1300 - 1899	Call Process, intercept	Table 13: Call Process denial events (1225 - 1899) on page 66.
1900 - 1906	User Manager process	Table 14: User Manager denial events (1900 - 1906) on page 101.
1907 - 2079	IP	Table 15: IP Denial Events (1907 - 2020) on page 101.
2021-2299	Call Process	Table 16: Call Process denial events (2021 - 2299) on page 111.
2300 - 2399	Connection Manager process	Table 17: Connection Manager denial events (2300 - 2399) on page 130.
2400 - 2499	Dial Plan Manager process	Table 18: Dial Plan Manager denial events (2400 - 2406) on page 134.
3000 - 3099	Data Manager process	Table 19: Data Manager Denial Events (3001 - 3004) on page 134.
3101 - 3200	Dial Access Plan process	Table 20: Dial Access Plan denial events (3101 - 3199) on page 135.
3201 - 3299	Meetme Conference process	Table 21: Meet Me Conference denial events (3201 - 3299) on page 135.
3300 - 3399	Survivable Remote Server process	Table 22: Survivable Remote Server denial events (3300 - 3399).
3400 - 3499	Data Error (corruption) process	Table 23: Data Error denial events (3400 - 3499) on page 137.
3500 - 3599	Contact Closure process	Table 24: Contact Closure denial events (3501 - 3503) on page 139.
3600 - 3604	Survivable Core Server process	Table 25: Survivable Core Server denial events (3600 - 3604) on page 140.
1 of 2		

Table 1: Denial event types and ranges (continued)

Number range	Type/source of denial event	Reference
3700 - 3799	User Manager	Table 26: User Manager denial events (3700 - 3799) on page 140.
5000 - 5003	Call Processing	Table 27: Call processing denial events (5000 - 5035) on page 142.
2 of 2		

Event data

Use Event Data information to avoid incorrect translation or mismatched provisioning or both.

Event Data contains 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.

Event data 2

Event Data 2 sometimes contains the following data from the denial event:

- Cause Value (CV). This data is mandatory.
- Cause Value Diagnostic (DIAG). This data is optional.
- Location Code (LOC). This data is optional.

This information (DIAG/LOC/CV) is coded as a 32-bit hexadecimal number, divided into 8-bit fields.

- The Cause Value is the last two digits in the hexadecimal number.
- The Location Code is the two digits to the left of Cause Value in the hexadecimal number. See Table 5: Location Code definitions on page 17.
- The Diagnostic Code is the two digits to the left of the Location Code in the hexadecimal number.
- The first two digits are not used.

See Table 2: Event Data 2 layout.

Table 2: 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)

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
```

Interpreting Event data 2 cause value information

About this task

To interpret Event data 2 cause value information, look at the example given in Event data 2.

Event Data 2 value, 0x429, includes the following information:

- Cause Value 0x29.
- Location Code 0x4.
- Diagnostic Code 0x00 (not provided for this denial event).

Procedure

1. Convert the hexadecimal number provided in Event Data 2 to three binary numbers.

   Each binary number consists of eight bits. See Table 3: Event Data 2 conversion example on page 16 for an example of the hexadecimal number 0x429, and Table 4: Hexadecimal, decimal, and binary equivalents on page 16 for the binary equivalents for individual digits.

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

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

     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.
3. Use the information to explain of the Event Data 2 information.
   - Cause Value 41 = Temporary Failure. See Cause values.
   - Location Code 4 = Remote Network/Public Network Serving Remote User (the Local Exchange Carrier at the far end of the call). See Table 5: Location Code definitions on page 17.

Event data 2 conversion example

Table 3: 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 8-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

.Hexadecimal, decimal, and binary equivalents

Table 4: 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

For the Denial Events that show Cause Value, Location Code, and Diagnostic Code information, see Table 12: ISDN, IP, and SIP-generated denial events (1173 - 1224) on page 63.

Location codes

Use the location information of Event Data 2 to identify the origin of Cause Value and network location where the called number was not recognized. See Table 5: Location Code definitions.

Table 5: Location Code definitions

Location Code	Definition
0	User.
1	Private Network Serving Local User. This is the local PBX or telephone system on the Called Party premise.
2	Public Network serving the Local User. This is the central office to which the PBX is directly connected.
3	Transit network. For example, the long distance network to which the call was passed by the Local Exchange Carrier (LEC).
4	Public Network Serving Remote User. This is the Local Exchange Carrier (LEC) at the far end of the call.
5	Private Network Serving Remote User. This is the remote PBX or telephone system on the Called Party premises.
7	International.
A	Network beyond inter-networking point.

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.
- The letter value for the protocol version in the **Protocol Version** field.

See Table 6: Country Codes and Transmission Protocols.

Table 6: Country Codes and Transmission Protocols

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

Table 6: Country Codes and Transmission Protocols (continued)

Country Code – Protocol Version	Country	Protocol Supported	B-Channel Maint. Message	Inter-working Message
2	Australia	AUSTEL TS014.1; Telcom Australia TPH 1856	RESTART	PROGRESS
3	Japan	NTT INS-NET	RESTART	ALERTING
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
22	Poland	ETS 300 102	RESTART	PROGRESS
23	Brazil	ETS 300 102	RESTART	PROGRESS
ETSI-a	Europe, etc.	ETS 300 102	RESTART	PROGRESS

2 of 3

Table 6: Country Codes and Transmission Protocols (continued)

Country Code – Protocol Version	Country	Protocol Supported	B-Channel Maint. Message	Inter-working Message
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). This information is used to identify the Cause Value for each denial event. Cause Values classes, their meaning and interpretations, and associated translations are as follows:

Cause value classes

Table 7: Cause Value classes and ranges

Number range	Cause Value class
empty to 33	Normal class cause values on page 20
• 12, 14, 15, 24	unassigned
34 to 48	Resource-unavailable class cause values on page 30
• 36, 48	unassigned
49 to 64	Service or Option-not-available class cause values on page 33
• 55, 60, 64	unassigned
65 to 80	Service or Option-not-implemented class cause values on page 37
• 67, 68, 71-78, 80	unassigned
81 to 95	Invalid-message class cause values on page 39
• 92-94	unassigned
96 to127	Protocol-error class cause values on page 43
• 104-109, 116-126	unassigned

Normal class cause values

Cause value (empty)

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

Cause

The call is disconnected normally by users at either end.

This cause value has end-to-end significance. Communication Manager returns this cause value to the user who has originated the call.

Cause value 00

[0x0/0x80] -
Normal disconnect

Cause

The call is disconnected normally by users at either end. 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)

Cause

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

This cause value has end-to-end significance. Communication Manager returns this cause value to the user who originated the call.

See also Cause value 22 on page 27 and Cause value 56 on page 35.

Resolution

1. Check if any prefix or service value is missing from the cause value numbers.
2. Check Cause Value Information Element (LOC). See Location codes on page 17.
3. Check Communication Manager administration.
   - Dial-plan/Location: The administration of an incorrect home NPA causes an incorrect code conversion.
   - IXC: The administration of an incorrect IXC matching pattern or a dial plan without an IXC matching pattern causes incorrect IXC manipulation.
   - AAR/ARS digit conversion: An incorrect digit string is substituted. The call is routed to 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 made with an incorrect number type or incorrect number plan information or both, or the call type prevents code conversion. Call routes to an incorrect route pattern with incorrect digit manipulation and/or code conversion.
   - ARS (Automatic Route Selection) toll analysis: An incorrect toll or no-toll classification causes incorrect code conversion at the route pattern.
   - Route pattern: Incorrect entries in the NPA, prefix mark, and toll list/prefix mark fields cause incorrect code conversion. Incorrect number of digits are deleted or incorrect digits are added. IXC or international code digits and user-dialed IXC code fail to parse or IXC routes the call to the wrong interexchange carrier.
   - Trunk Group: An incorrect service or feature is specified for the call made on a CBC trunk group preference. The dialed number format is changed to an incorrect number format.

Cause value 02

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

Cause

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

This cause value has local significance only. The ISDN network between the user and the equipment generating the cause value sends:

- A no cause indication through the network
- A more generic Cause Value through the network

Since this cause value has only local significance on tandem calls, Communication Manager maps it to Cause value 31 instead of passing it back through the network.

Resolution

1. Check the diagnostic information (DIAG) for the transit network identity of the unreachable network. See Event data 2.
2. Check if any prefix or service value is missing from the cause value numbers.
3. Check that the call type (data, voice, fax) can be routed between the ISDN networks serving both ends of the call.
4. Check that the bearer capabilities of the call are acceptable to the ISDN network serving both ends of the call.
5. Check Cause Value Information Element (LOC). See Location codes on page 17.
6. Check Communication Manager administration.
   - AAR/ARS digit analysis: Call type is incorrect for the call made with an incorrect number type or incorrect number plan information or both, or the call type prevents code conversion. Call routes to an incorrect route pattern with incorrect digit manipulation and/or code conversion.
   - Route pattern: Incorrect digits or IXC were inserted. Incorrect number of digits were deleted. An incorrect **ITC** or **BCIE** or both has affected the encoding of the SETUP message bearer capability. An incorrect service or feature specified for the preference. The number format specified is incorrect for the call type.
   - The ITC administered on the originating endpoint is incorrect for this call.
   - Incorrect data speed option set in the BRI device causes a call from a BRI endpoint to sequence through Communication Manager creating 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)

Cause

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

Resolution

1. Check if any prefix or service value is missing from the cause value numbers.
2. Check the Cause Value Information Element (LOC). See Location codes on page 17.
3. Check Communication Manager administration.
   - Dial-plan/Location: The administration of an incorrect home NPA causes an incorrect code conversion.
   - IXC: The administration of an incorrect IXC matching pattern or a dial plan without an IXC matching pattern causes incorrect IXC manipulation.
   - AAR/ARS digit conversion: An incorrect digit string is substituted. The call is routed to 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 made with an incorrect number type or number plan information or both, or the call type prevents code conversion. Call routes to an incorrect route pattern with incorrect digit manipulation or code conversion or both.
- ARS toll analysis: An incorrect toll or no-toll classification causes incorrect code conversion at the route pattern.
- Route pattern: Incorrect entries in the NPA, prefix mark, and toll list/prefix mark fields cause incorrect code conversion. Incorrect number of digits are deleted or incorrect digits are added. IXC or international code digits and user-dialed IXC code fail to parse or IXC routes the call to the wrong interexchange carrier. Number format changed to a format incorrect for the call type. An incorrect service or feature is specified for the call made on a CBC trunk group preference.

Cause value 04

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

Cause

Cause value 04 indicates that the dialed remote number is unreachable.

Cause value 04 (NI-2) indicates that the destination requested by the calling party is unreachable because the Numbering Plan Area (NPA) or Central Office (CO) code is vacant (unassigned).

Resolution

1. Check if any prefix or service values are missing from the cause value numbers.
2. Check Cause Value Information Element (LOC). See Location codes on page 17.
3. Check Communication Manager administration.
   - Dial-plan/Location: The administration of an incorrect home NPA causes incorrect code conversion.
   - IXC: The administration of an incorrect IXC matching pattern or a dial plan without an IXC matching pattern causes incorrect IXC manipulation.
   - AAR/ARS digit conversion: An incorrect digit string is substituted. The call is routed to 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 made with an incorrect number type or number plan information or both, or the call type prevents code conversion. Call routes to an incorrect route pattern with incorrect digit manipulation or code conversion or both. An incorrect service or feature is specified for the call made on a CBC trunk group preference. The dialed number format is changed to an incorrect number format.
   - ARS toll analysis: An incorrect toll or no-toll classification causes incorrect code conversion at the route pattern.
   - Route pattern: Incorrect entries in the NPA, prefix mark, and toll list/prefix mark fields cause incorrect code conversion. Incorrect number of digits are deleted or incorrect digits are added. IXC or international code digits and user-dialed IXC code fail to parse, or IXC routes the call to the wrong interexchange carrier.

Cause value 05

[0x5/0x85] -
Misdialed trunk prefix

Cause

The dialed remote number is unreachable.

Resolution

1. Check if any prefix or service values are missing from the cause value numbers.
2. Check Cause Value Information Element (LOC). See Location codes on page 17.
3. Check Communication Manager administration.
   - Dial-plan/Location: The administration of an incorrect home NPA causes incorrect code conversion.
   - IXC: The administration of an incorrect IXC matching pattern or a dial plan without an IXC matching pattern causes incorrect IXC manipulation.
   - AAR/ARS digit conversion: An incorrect digit string is substituted. The call is routed to 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 made with an incorrect number type or number plan information or both, or the call type prevents code conversion. Call routes to an incorrect route pattern with incorrect digit manipulation or code conversion or both.
- ARS toll analysis: An incorrect toll or no-toll classification causes incorrect code conversion at the route pattern.
- Route pattern: Incorrect entries in the NPA, prefix mark, and toll list/prefix mark fields cause incorrect code conversion. Incorrect number of digits are deleted or incorrect digits are added. IXC or international code digits and user-dialed IXC code fail to parse, or IXC routes the call to the wrong interexchange carrier.
- AAR/ARS digit analysis: Call type is incorrect for the call made with an incorrect number type or number plan information or both, or the call type prevents code conversion. Call routes to an incorrect route pattern with incorrect digit manipulation or code conversion or both. An incorrect service or feature is specified for the call made on a CBC trunk group preference. The dialed number format is changed to an incorrect number format.

Cause value 06

[0x6/0x86] -
Channel Unacceptable

Cause

The call attempt failed because the requested channel is unacceptable to the ISDN service provider.

Resolution

1. Check Communication Manager administration.
   - B-channels are assigned off a T1/E1 to a trunk group that is unavailable for service from the remote end. Contact the ISDN service provider to determine 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

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

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

Cause value 08 that for Autovon switching networks, a call with a higher priority blocks the call attempt.

Cause value 08 (NI-2) indicates that the remote user need not include prefix 0 as part of the digit string in the CALLED PARTY NUMBER.

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

Resolution

Wait and redial the number later.

Cause value 09

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

Cause

Cause value 09 indicates that for Autovon switching networks, a call with a higher priority blocks the call attempt in order to reserve the requested channel for reuse.

Cause value 09 (NI-2) indicates that the remote user need not include the prefix 1 as part of the digit string in the CALLED PARTY NUMBER.

Resolution

Wait and redial the number later.

Cause value 10

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

Cause

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

Cause value 10 (1TR6) indicates that the call cannot be completed because the circuit or channel currently available to handle the call request is inappropriate, or the ISDN network is congested.

This cause value has end-to-end significance. Communication Manager returns this cause value to the user who has originated the call.

Cause value 11

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

Cause

During call origination procedures, the equipment receives more address digits CALLED PARTY NUMBER IE than expected. The received address information is 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

Cause value 16 indicates that the call was disconnected normally by users at either end.

Cause value 16 (1TR6) indicates that the call cannot 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. Communication Manager returns this cause value back to the user who has originated the call.

Resolution

1. Check the diagnostic information (DIAG) for the facility identifier of the unimplemented service. See Event data 2.
2. If the remote device terminated the connection unexpectedly, check if there is a problem with the remote endpoint.
3. 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 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

Cause value 17 indicates that the dialed endpoint is unable to accept another call.

Cause value 17 (1TR6) indicates that the call cannot 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. Communication Manager returns this cause value to the user who has originated the call.

See also Cause value 16 on page 24 and Cause value 31 on page 29.

Resolution

1. Wait and redial the number later.
2. If the user has subscribed to the service, feature, or supplementary service, complete the ordering process with the ISDN service provider.
3. Check 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 is experiencing an all-trunks-busy condition or not enough channels are 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 is busy.
4. If Communication Manager is generating this cause value and the endpoint is not busy, check the following Communication Manager administrations.
   - 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 the cause of the failure. Incorrect VDN vector administration sends the call to a busy vector step. The call goes 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) receives an inappropriate ISDN response while checking other sites for available agents, and returns a busy status to the caller. The LAI/BSR attempt interacts with the public network features: Egress on busy – overflow to POTS, Alternate Destination Routing (ADR), and Alternate Destination Call Redirection (ADCR).
   - Trunk and/or station Class of Restriction (COR) prevents the endpoint to terminate the call.
   - The endpoint has the call forward feature enabled, and this is the second call within the 30-second time limit on a station that is forwarding this call.

Cause value 18

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

Cause

The remote device/endpoint/PBX does 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 causes loss of messages sent to the remote device. The remote device is also unable to respond to the incoming SETUP request.

This cause value has end-to-end significance. Communication Manager returns this cause value to the user who has originated the call.

Cause value 19

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

Cause

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

Communication Manager does not originate this cause value.

Resolution

Wait and redial the number later.

Cause value 20

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

Cause

The mobile remote device/endpoint is unavailable.

Resolution

Wait and redial the number later.

Cause value 21

[0x15/0x95] -
Call rejected

Cause

The remote endpoint does not accept this call even though the equipment is neither busy nor incompatible.

Resolution

Check the diagnostic information (DIAG) for the user-supplied condition to determine the reason for call rejection. See Event data 2.

Cause value 22

[0x16/0x96] -
Number changed

Cause

The called party number changes to a new number.

Cause value 01 is displayed if the ISDN network does not support Cause value 22.

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

This cause value has end-to-end significance. Communication Manager returns this cause value to the user who has originated the call.

Resolution

Check the diagnostic information (DIAG) for the new number. See Event data 2.

Cause value 23

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

Cause

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

Cause

The call cannot be routed to the remote user.

Cause value 26

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

Cause

The call is cleared before the called endpoint receives the incoming call.

Cause value 27

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

Cause

The call cannot be delivered to the remote endpoint because the interface to the endpoint is functioning incorrectly. A signaling message cannot be delivered to the remote device because there is either a physical or data link layer failure at the remote device, or the remote device is switched 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)

Cause

The called endpoint cannot be reached because the CALLED PARTY NUMBER information is invalid or incomplete.

This cause value has end-to-end significance. Communication Manager returns this cause value back to the user who originated the call.

Resolution

1. Check Cause Value Information Element (LOC). See Location codes on page 17.
2. Check Communication Manager administration for the cause value generated by the network.
   - Dial-plan/Location: The incorrect administration of home NPA causes incorrect code conversion.
   - IXC: The incorrect administration of IXC matching pattern or a dial plan without an IXC matching pattern causes incorrect IXC manipulation.
   - AAR/ARS digit conversion: An incorrect digit string is substituted. The call is routed to 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 made with an incorrect number type or an incorrect information, or the call type prevents code conversion. Call routes to an incorrect route pattern with incorrect digit manipulation or code conversion or both.
   - ARS toll analysis: An incorrect toll or no-toll classification causes incorrect code conversion at the route pattern.
   - Route pattern: The incorrect administration of NPA causes incorrect code conversion. An incorrect value entered in the **Prefix mark** field causes incorrect code conversion. Toll list in combination with prefix mark causes incorrect code conversion. Incorrect number of digits are deleted or incorrect digits are added. IXC or international code digits and user-dialed IXC code fail to parse, or IXC routes the call to the wrong interexchange carrier. Incorrect service or feature is specified for the call made on a CBC trunk group preference. The dialed number is changed to an incorrect number format.

3. Check administration for the cause value generated by Communication Manager.
   - Trunk group: Incoming call handling table causes 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)

Cause

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

This cause value has end-to-end significance. Communication Manager returns this cause value to the user who has originated the call.

Resolution

1. Check the diagnostic information (DIAG) for the facility identifier of the service that was rejected. See Event data 2.
2. Check Communication Manager administration for the cause value generated by the network.
   - Route pattern: The **service** or **feature** field contains an incorrect value for this route preference. The **ITC/BCIE** fields indicate incorrect information for a data call.
3. Check administration for the cause value generated by Communication Manager.
   - Trunk group form: The **Service type** field indicates a static service type when the network sends 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

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 in 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 sends:

- A no-cause indication through the network
- 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

Cause value 31 reports a normal event when no other cause in the normal class is applicable.

The ISDN network substitutes 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 21.

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)

Cause

The call cannot 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 sends:

- A no-cause indication through the network
- 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

Cause value 34 indicates that the call cannot be completed because there is no appropriate circuit or channel available to handle the call request, or the ISDN network is congested.

Communication Manager generates this cause value when a call is sequenced through Communication Manager, and the trunk group to be used for the outgoing call is:

- In all-trunks-busy condition
- 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 is rejected because the user is not a member of a Closed User Group (CUG) at the remote end, 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. Communication Manager returns this cause value to the user who has originated the call.

Resolution

1. Check Communication Manager administration for the cause value generated by the network.
   - B-channels are assigned off a T1/E1 to 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.
2. Check administration for the cause value generated by Communication Manager.
   - 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 functioning, 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)

Cause

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

Cause

The call is not completed because the ISDN network is functioning incorrectly, and the condition is likely to last a relatively long period of time. Wait and redial the number later.

Cause value 39

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

Cause

This is Q.933 frame relay cause value. Equipment failure causes termination of a frame relay PVC.

Not applicable to a Communication Manager system.

Cause value 40

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

Cause

This is 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

Cause

The call cannot be completed because the ISDN network is functioning incorrectly. The condition is not likely to last a long period of time. The call will complete if the user reattempts the call.

Cause value 41 also indicates:

- 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 cleared as a result of one or more protocol errors at the remote network interface.

See also Cause value 63 on page 37 and Cause value 79 on page 39.

Cause value 42

[0x2A/0xAA] -
Switching equipment congestion

Cause

The call cannot 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. Communication Manager returns this cause value to the user who has originated the call.

Resolution

Wait and redial the number later.

Cause value 43

[0x2B/0xAB] -
Access information discarded

Cause

The network cannot 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 transferred 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 transfers from ISDN to non-ISDN trunking.
- Calling number or calling name information or both 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. Communication Manager returns this cause value to the user who has originated the call.

Resolution

Check the diagnostic information (DIAG) for the Information Element identifier of the discarded information. See Event data 2.

Cause value 44

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

Cause

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

This cause value is generated when a glare condition occurs and B-channel negotiation is not supported.

Communication Manager generates this cause value when:

- The cause value is generated on the network side of the interface and a glare condition occurs on the requested B-channel.
- The B-channel requested in the incoming SETUP message is in the incorrect maintenance state of call handling. For example, the B-Channel is busied out or undergoing testing.

Resolution

1. CO switch default settings deactivate channel negotiation support. Make a specific request to activate channel negotiation support when ordering CO service.
2. Check Communication Manager administration for the cause value generated by the network.
   - Trunk group form: When the **Channel Negotiation** field is set to exclusive, Communication Manager requests B-channels for calls without support for negotiation. If the requested B-channel is unavailable at the remote end, 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

Cause

The call cannot be completed because the B-channel of this equipment that sends this cause value cannot process call requests.

Communication Manager does not support this cause value.

Cause value 46

[0x2E/0xAE] -
Precedence call Blocked

Cause

For Autovon switching networks, the call cannot be completed because the remote endpoint is busy with a call having higher priority.

Cause value 47

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

Cause

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, the system 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

Cause

The call cannot 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

Cause

The call cannot be completed because the user has not subscribed to the service, feature, or supplementary service requested in the SETUP message. If the user has subscribed but does not 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. Communication Manager returns this cause value to the user who has originated the call.

Communication Manager does not originate this cause value for PRI. A BRI or Adjunct Switch Application Interface (ASAI) application generates 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 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 is incorrect for this call.
  - Incorrect data speed option set in the BRI device causes a call from a BRI endpoint sequencing 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 sequenced from one D-channel to another D-channel.
- 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).
- 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)

Cause

The requested action cannot 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

Cause

The call cannot 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 sends:

- A no-cause indication through the network
- 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

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 functioning incorrectly. A signaling message cannot 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 switched off.

Cause value 54

[0x36/0xB6] -
Incoming calls barred

Cause

The call cannot be completed because the called user cannot accept the call delivered in the SETUP message.

This cause value has end-to-end significance. Communication Manager returns this cause value to the user who has originated the call.

Resolution

1. Check Communication Manager administration for the cause value generated by the network.
   - Trunk group: Direction: The Communication Manager field is 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 sequenced from one D-channel to another D-channel. The outgoing trunk group is CBC but no overwrite the incoming NSF, no service or feature is specified on the outgoing route pattern. 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.

Cause value 56

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

Cause

The called user number has been changed to a new number sent in the diagnostic information (DIAG) for this cause value. See Event data 2. 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. Communication Manager returns this cause value to the user who has originated the call.

Communication Manager does not originate this cause value for PRI. A BRI or Adjunct Switch Application Interface (ASAI) application generates this cause value.

Cause value 57

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

Cause

Cause value 57 indicates that the call cannot 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 the user either has not subscribed to the bearer capability or is not authorized to use the bearer capability.

Cause value 57 (1TR6) indicates that the call cannot be delivered to the remote endpoint because the interface to the endpoint is not functioning properly. There a signaling message is not delivered to the remote device. The delivery fails due to a physical or data link layer failure at the remote device, or the remote device is switched off.

Resolution

1. Check the diagnostic information (DIAG) for the unauthorized bearer capability attributes. See Event data 2.
2. 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 is incorrect for this call, or the speed options for calls over these ISDN facilities in the device itself are incorrect or both.
   - Incorrect data speed option set in the BRI device causes a call from a BRI endpoint sequencing through Communication Manager to create a SETUP message with the wrong bearer capability.
   - A call sequencing through Communication Manager ISDN trunk group to ISDN trunk group has bearer capability that is not supported by the outgoing ISDN facilities or network.
   - A call sequencing through Communication Manager on a non-ISDN trunk group transferring to an ISDN trunk group has an incorrect bearer capability assigned on the incoming trunk group. The **BC** and **ITC** fields to the incoming trunk group are administered incorrectly.

Cause value 58

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

Cause

This cause value has end-to-end significance. Communication Manager returns this cause value to the user who has originated the call.

Cause value 58 indicates that the call cannot be completed because the user has requested a bearer capability in the SETUP message which is implemented by the equipment generating this Cause Value. However, there are no resources available currently to complete the call.

Resolution

Wait and redial the number later.

CAUSE

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

Resolution

1. Check the diagnostic information (DIAG) for the bearer capability attributes that are not available. See Event data 2.
2. Check Communication Manager administration for cause value generated by the network.
   - Route pattern: An incorrect **ITC** or **BCIE** or both. These fields affect how the bearer capability is encoded in the SETUP message.
   - The ITC administered on the originating endpoint is incorrect for this call, or the speed options for calls over these ISDN facilities in the device itself are incorrect or both.
   - Incorrect data speed option set in the BRI device causes a call from a BRI endpoint sequencing through Communication Manager to create a SETUP message with the wrong bearer capability.
   - A call sequencing through Communication Manager ISDN trunk group to ISDN trunk group has a bearer capability that is not supported by the outgoing ISDN facilities or network.
   - A call sequencing through Communication Manager on a non-ISDN trunk group transferring to an ISDN trunk group has an incorrect bearer capability assigned to the incoming trunk group. The **BC** and **ITC** fields on the incoming trunk group are administered incorrectly.

Cause value 59

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

Cause

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

This cause value has end-to-end significance and must always be passed back through the network to the user.

Resolution

1. Wait and redial the number later.
2. Check the cause value Information Element (LOC)
   - If the Location Information of the cause value is 0 (User), the endpoint is busy.
   - If the Location information of the cause value is 4 (Public Network Serving Remote User), neither the trunk group to the remote endpoint location is experiencing an all-trunks-busy condition or insufficient channels are allocated to a virtual group for the particular NSF of the call.
3. If Communication Manager generates this cause value and the endpoint is free or available, the following translations and features affect the call:
   - Trunk or station Class of Restriction (COR) or both prevent the call from terminating at the called endpoint.
   - The endpoint is call-forwarded and this is the second call within the 30-second time limit on a station that is forwarding this call.
   - Trunk group form: CBC service type: The **Usage Allocatio**n field is **y**. The usage allocation plan has not allocated enough incoming channels for the NSF associated with this call.
   - VDNs and Call Vectoring: The vector associated with the VDN is incorrectly programmed, and the call is inappropriately sent to a busy vector step. The skill/Automatic Call Distribution (ACD) group that the call attempts to join has a full queue and cannot accept any more calls. Look Ahead Interflow/Best Service Routing (LAI/BSR) has 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 is 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 the cause of the failure.

Cause value 61

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

Cause

The call cannot be completed because the called user cannot accept the call delivered in the SETUP message.

This cause value has end-to-end significance. Communication Manager returns this cause value to the user who has originated the call.

Resolution

1. Check Communication Manager administration (network generated the cause value).
   - Trunk group: Direction: Communication Manager is 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 attempts to make an outgoing call over this trunk group 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 sequenced from one D-channel to the other D-channel. 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.

Cause value 62

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

Cause

This cause value has end-to-end significance. Communication Manager returns this Cause Value to the user who has originated the call.

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

Cause value 62 (1TR6) indicates that the user at the remote endpoint does not want to accept the call although the user could have accepted the call because the endpoint is neither busy nor incompatible.

The diagnostic information (DIAG) is populated with the user-supplied condition for the reason of call rejection. See Event data 2.

Cause value 63

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

Cause

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 either passes to the user or is 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

Cause

The call cannot 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. Communication Manager returns this cause value to the user who has originated the call.

Resolution

The diagnostic information (DIAG) of the cause value should contain the bearer capability attributes that are not implemented. See Event Data 2.

Cause value 66

[0x42/0xC2]

Channel type not implemented

Cause

The call cannot 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. Communication Manager returns this cause value to the user who has originated the call.

Resolution

1. Check the diagnostic information (DIAG) for the unsupported channel type. See Event data 2.
2. Check Communication Manager administration for the cause value generated by the network.
   - 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 ensure that the attempted call inadvertently routed to this interface or was incorrectly classified as a wideband call.
3. Check Communication Manager administration for the cause value generated by Communication Manager.
   - 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 or types of wideband channels enabled.
   - Communication Manager does not have the wideband endpoint of the right size programmed.

Cause value 69

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

Cause

The call cannot 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. Communication Manager returns this cause value to the user who has originated the call.

Communication Manager does not originate this cause value for PRI. A BRI or Adjunct Switch Application Interface (ASAI) application generates this cause value.

Resolution

1. Check the diagnostic information (DIAG) for the facility identifier of the not-implemented service. See Event Data 2.
2. Check Communication Manager administration for the cause value generated by the network.
   - Route Pattern service or feature: An incorrect service or feature is specified for the call made on this CBC trunk group preference. An incorrect **ITC** or **BCIE** or both. These fields affect bearer capability encoding in the SETUP message.
   - The ITC administered on the originating endpoint is incorrect for this call.
   - Incorrect data speed option set in the BRI device causes a call from a BRI endpoint sequencing 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 sequenced from one D-channel to the other D-channel. The outgoing trunk group is CBC, but no service or feature is 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.
- 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**.

3. Communication Manager tries to send User-to-User information in a message through the public network if the user has 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

Cause

The call cannot be completed because the equipment sending this cause value only supports the restricted version of the requested bearer capability, and in the SETUP message the bearer capability is unrestricted.

Communication Manager does not originate Cause value 70.

Resolution

1. Check Communication Manager administration for the cause value generated by the network.
   - Route pattern: An incorrect **ITC** or **BCIE** or both. These fields affect bearer capability encoding in the SETUP message.
   - The ITC administered on the originating endpoint is incorrect for this call, or the speed options for calls over these ISDN facilities in the device itself are incorrect or both.
   - Incorrect data speed option set in the BRI device causes a call from a BRI endpoint sequencing through Communication Manager to create a SETUP message with the wrong bearer capability.
   - A call sequencing through Communication Manager ISDN trunk group to ISDN trunk group has a bearer capability that is not supported by the outgoing ISDN facilities or network.
   - A call sequencing through Communication Manager on a non-ISDN trunk group transferred to an ISDN trunk group has an incorrect bearer capability assigned on the incoming trunk group. The **BC** and **ITC** fields on the incoming trunk group are administered incorrectly.

Cause value 79

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

Cause

The call cannot 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 apply.

As an implementation option, this Cause value is 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

Cause

The equipment sending this cause value receives 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 end of the interface treats the call as disconnected, but the other end sends messages to connect 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 sends:

- A no-cause indication through the network
- A more generic cause value through the network

Cause value 82

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

Cause

The equipment sending this cause value receives a SETUP request to use an inactive channel for 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 numbered 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 sends:

- A no-cause indication through the network
- A more generic Cause Value through the network

Resolution

1. Check the diagnostic information (DIAG) for the channel number of the non-existent channel. See Event data 2.
2. Check Communication Manager administration (network generated the cause value).
   - Communication Manager has B-channels assigned off a T1/E1 to 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.
3. Communication Manager administration that can affect sending this cause value:
   - Communication Manager has not assigned B-channels to an available trunk group which is trying to request a call on one of the B-channels. Check which channel is requested and if possible assign it into the appropriate trunk group. If the channel requested is the 24th (T1) or 16th (E1) channel, it has been 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

Cause

This cause value indicates that a call resume is attempted for a suspended call with a different identity.

Cause value 84

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

Cause

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

Cause

This cause value indicates that a call resume has been attempted for a call, but the network does not currently 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

Cause

The equipment that sends this cause value receives a resume request for a suspended call that had been cleared while 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]

Cause

The packet mode call was rejected because the user is not a member of the Closed User Group (CUG) at the remote end, 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

Cause

The call cannot 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 must always be passed back through the network to the user.

Resolution

1. Check Communication Manager administration for the cause value generated by the network.
   - 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 is incorrect for this call, or the speed options for calls over these ISDN facilities in the device itself are incorrect or both.
   - Incorrect data speed option set in the BRI device causes a call from a BRI endpoint sequencing through Communication Manager to create a SETUP message with the wrong bearer capability.
   - A call sequencing through Communication Manager ISDN trunk group to ISDN trunk group has a bearer capability that is not supported by the outgoing ISDN facilities or network.
   - A call sequencing through Communication Manager on a non-ISDN trunk group transferring to an ISDN trunk group has an incorrect bearer capability assigned to the incoming trunk group. The **BC** and **ITC** fields on the incoming trunk group are administered incorrectly.
2. Communication Manager administration that can affect sending this cause value:
   - The extension number received in the incoming SETUP message for a data call is incorrectly assigned to an analog extension.

- The extension number received in the incoming SETUP message for a voice call is incorrectly assigned to a data extension.
- The outgoing route pattern for a data call sequencing through Communication Manager to ISDN trunk group does not have the bearer capability activated.
- The outgoing route pattern for Temporary Signaling Connection (TSC) setup attempt sequencing through Communication Manager does not have the TSC bearer capability activated.

Cause value 89

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

Cause

The call cannot 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. Communication Manager returns this cause value to the user who has originated the call.

Resolution

Wait and redial number later.

Cause value 90

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

Cause

The packet mode call is rejected because the equipment that sends the cause value does not recognize the requested Closed User Group (CUG).

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

Cause

The call cannot be completed because the equipment that sends Cause value 91 receives a request to route a call to a disconnected transit network, or the transit network identification received is in an incorrect format. For the correct format of a number, see Annex C of the ITU Q.931 specification for TNS IE or NSF IE.

Communication Manager does not originate Cause value 91.

Resolution

1. Check Communication Manager administration for the Cause value generated by the network.
   - Communication Manager sends the transit network identification in the NSF IE instead of the TNS IE. The protocol version on the **DS1** screen does not match the near-end ISDN network that is terminating the D-channel. You must contact the ISDN network service provider and try to line up the protocols 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

Cause

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.

Resolution

The diagnostic information (DIAG) of the cause value must contain, if implemented, the message type identifier of the invalid message. See Event data 2.

Protocol-error class cause values

Cause value 96

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

Cause

The equipment that sent this Cause Value Call Reference Value (CRV) receives a message that does not contain the required information element for the message to be parsed and processed.

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

When the public network is screening for Calling Party Number (CPN), the missing CPN causes the network to return this Cause Value, but depending on the options administered in the CO, the call is established.

This cause value has local significance only. The ISDN network between the user and the equipment generating the cause value sends:

- A no-cause indication through the network
- A more generic Cause Value through the network

Resolution

1. Check if 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 use different protocols, it indicates that the ends use protocols with different information element encoding.
2. Check the diagnostic information (DIAG) for the Information Element (IE) identifier of the missing information. See Event data 2.

Cause value 96 and 100 diagnostic information

See Table 8: Cause Value 96 & 100 Diagnostic Information for the diagnostic information generated by Communication Manager.

Table 8: Cause Value 96 & 100 Diagnostic Information

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
	1 of 2

Table 8: Cause Value 96 & 100 Diagnostic Information (continued)

Missing IE Identifier	Information Element
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
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

Cause

The equipment that sent this cause value receives a message containing a message type the equipment 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 sends:

- A no-cause indication through the network
- A more generic cause value through the network

Resolution

1. Check if 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 use different protocols, it indicates that the ends use protocols with different information element encoding.
2. Check the diagnostic information generated by Communication Manager for the message type identifier of the unrecognized message.

Cause value 97, 98, and 101 diagnostic information

Table 9: Cause Value 97, 98, 101 Diagnostic Information

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
72	FACILITY REJECT
75	STATUS ENQUIRY
79	CONGESTION CONTROL
Maintenance Message	
	1 of 2

Table 9: Cause Value 97, 98, 101 Diagnostic Information (continued)

Message Type Identifier	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

Cause

The equipment that sent this cause value receives a message, and the procedures in the protocol specification indicates that this is not a permissible message to receive while in this call state. A STATUS message is 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 sends:

- A no-cause indication through the network
- A more generic cause value through the network

Resolution

1. Check if 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 using different protocols, the protocols are used with different call state machines or a different message type encoding.
2. Check the diagnostic information generated by Communication Manager for the message type identifier of the message that violates protocol. See Table 9: Cause Value 97, 98, 101 Diagnostic Information on page 45.

   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 remote end, process the message sequence of the call with the SDL flow charts of the appropriate side (user or network) with the appropriate protocol (TR41449/41459, TR1268, A211 etc.). If the call state at the remote end of the interface does not agree with the call state reported in the STATUS message, and both sides are already using the same protocol, then there is a problem with the implementation of the state machine on either side.

   There have been problems 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 revealed any problems with its state machine implementations for the different protocols.
3. Change Communication Manager administration to alter the message sequence of the call scenario that causes the error, and help solve state machine implementation problems. For example:
   - change the transferring message on the DS1 screen 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

Cause

The equipment that sent this cause value receives a message that includes Information Element not recognized or implemented by the equipment sending the cause value. However, the Information Element is optional in the message, and the equipment that sent the Cause Value does not parse the Information Element to process the message.

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

- A no-cause indication through the network

- A more generic Cause Value through the network

Resolution

1. Check if 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 using different protocols, the protocols are used with different Information Element encoding.
2. Check Communication Manager administration for the cause value generated by the network.
   - 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

Cause

The equipment that sends this cause value receives a message with an Information Element that can be recognized and implemented by the equipment. However, one or more of the fields in the Information Element are coded in a manner that the Information Element is not implemented by the equipment sending this Cause Value.

This cause value has local significance only. The ISDN network between the user and the equipment generating the cause value sends:

- A no-cause indication through the network
- A more generic cause value through the network

Resolution

1. Check if 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 using different protocols, the protocols are used with different Information Element encoding.
2. 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 must not affect call completion. There is no way to modify how Communication Manager generates this information.

   See Table 8: Cause Value 96 & 100 Diagnostic Information on page 43.

Cause value 101

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

Cause

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

This cause value has local significance only. The ISDN network between the user and the equipment generating the cause value sends:

- A no-cause indication through the network
- 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 cleared because the threshold for multiple signaling protocol errors occurred during an active call is exceeded.

Resolution

1. Check if 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 using different protocols, then the protocols are used with different call state machines.
2. Check the Communication Manager diagnostic information for the message type identifier that is in violation of the protocol. Table 9: Cause Value 97, 98, 101 Diagnostic Information on page 45
3. 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 remote end, process the message sequence of the call with the SDL flow charts of the user side or network side with the appropriate protocol (TR41449/41459,

TR1268, A211 etc.). If the call state at the remote end of the interface does not agree with the call state reported in the STATUS message and both sides are already using the same protocol, then the problem is with the implementation of the state machine on either side.

There have been problems 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 revealed any problems with its state machine implementations for the different protocols.

Change Communication Manager administration to alter the message sequence of the call scenario that causes the error. For example:

- change the transferring 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

Cause

The equipment that sends this cause value sends or receives a Layer 3 Q.931 message. Sending or receiving this message has initiated a Layer 3 timer that has expired. This Cause Value is 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 sends:

- A no-cause indication through the network
- 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.

Resolution

1. Check the diagnostic information for the timer number that has expired. See Event data 2.
2. Check if 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 using different protocols, then both ends are using the protocols with different values for their Layer-3 timers.
   - If the protocols at each end of the interface match, the Communication Manager timer has expired because:
     - The remote end never processed the message because the message was corrupted by noise on the D-channel. Check for any type of T1/E1 facility errors.
     - The remote end experiences a high traffic condition, and due to time limitation, cannot parse the sent message before the timer expires.
     - Though the message is generated in an internal Communication Manager trace, the message never transmits out onto the D-channel. Perform an external protocol capture on the D-channel to confirm the transmission of the suspect message.
3. To interpret the receipt of Cause Value 102 from the remote end, look at a trace/protocol capture of the messaging taking place, and locate the last message received from the remote 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 must have stopped the timer, the cause is one of the following:

   - The remote end never processed the message because the message was corrupted on the D-channel. Check for any type of T1/E1 facility errors.
   - The remote end experiences a high traffic condition, and due to time limitation, cannot parse the sent message before the timer expires.
   - Though the message is generated in an internal Communication Manager trace, the message never transmits 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 fails to respond to the last message received from the remote end, the internal hardware and software running Communication Manager must be checked before troubleshooting the problem.

Communication Manager administration that can contribute to timer expiry errors:

- Trunk group form: Incoming call handling table. If you enter an incorrect value in the **Per call CPN/BN** field, Communication Manager sends a FACILITY message to the CO that causes CO to reject to the CPN/BN information. Communication Manager logs many timer expiry errors such as Error Type 1, Aux Data 13, against the signaling group.
- DS1 form: Protocol version: If Communication Manager uses protocol version "A", and is connected to a Nortel DMS central office that uses custom protocol, Communication Manager logs 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. 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 the protocol version of Communication Manager to **c** to line up the timers.

Cause value 102, Signaling group Error type 1, Aux data information

Table 10: 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)

Cause value 103

[0x67/0xE7] -
Parameter not implemented

Cause

The equipment receives a message with an Information Element that the equipment recognizes and implements. However, one or more Information Element fields with unacceptable coding are not implemented by the equipment.

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 Event data 2.

This cause value has local significance only. The ISDN network between the user and the equipment generating the cause value sends:

- A no-cause indication through the network
- A more generic Cause Value through the network

Cause value 110

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

Cause

The equipment that sends Cause value 110 receives a message with the information element that the equipment does not recognize. The information element is not mandatory in the message, therefore, the equipment that sends this cause value does not parse the information element to process the message.

This cause value has local significance only. The ISDN network between the user and the equipment generating the cause value sends:

- A no-cause indication through the network
- A more generic cause value through the network

Cause value 111

[0x6F/0xEF] -
Protocol error unspecified

Cause

Cause value 111 indicates that the equipment sending this cause value experiences a protocol error event to 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 sends:

- A no-cause indication through the network
- 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 generates this cause value.

Cause value 112

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

Cause

This is a packet mode cause value.

Cause value 113

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

Cause

This is a packet mode cause value.

Cause value 114

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

Cause

This cause value notifies the remote user that the call has been put on hold.

Cause value 115

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

Cause

This cause value notifies 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)

Cause

Cause value 127 indicates that an event has occurred at a point in the network that does not provide cause value information.

This cause value has end-to-end significance. Communication Manager returns this cause value to the user who has originated the call.

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

Resolution

1. Check Cause Value Information Element (LOC). See Location codes on page 17.

Denial event tables

Call processing denial events

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

- Table 11: Call Process denial events (1001 - 1172) on page 52
- Table 13: Call Process denial events (1225 - 1899) on page 66
- Table 16: Call Process denial events (2021 - 2299) on page 111
- Table 27: Call processing denial events (5000 - 5035) on page 142

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

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

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

Table 11: Call Process denial events (1001 - 1172)

Event Type	Event Description, as it is displayed 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 is already parked on the 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) is available.		
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. The call cannot be queued.		
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. The call cannot be queued.		
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. The call cannot be queued.		
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 extension of the principal. Prevent looping.		

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Table 11: Call Process denial events (1001 - 1172) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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 meet-me User ID instead of station User ID failed. Invalid bearer capability received.		
1019	**Multimedia call denial**	Multimedia call. Converting termination to a meet-me 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 meet-me User ID instead of station User ID failed. Communication Manager returned a meetme uid is 0.		
1021	**Call Term overflow**	Call termination overflow to Direct Dialed Destination (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 cannot go to a trunk controlled by an attendant.		
1028	**Trunk Unavailable**	No trunks are available and cannot be 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. Cannot create a multimedia user.		
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.		

Table 11: Call Process denial events (1001 - 1172) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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 is 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. Maximum number of logins reached.		
1039	**ACD login failed**	Group Manager/User Manager setup of the Automatic Call Distribution (ACD) Logical Agent login info failed before password matching, if any.		
1040	**ACD login failed**	Group Manager/User Manager setup 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, unable to attach, 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 is 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 is not functioning, 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 permitted.		
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.		

Table 11: Call Process denial events (1001 - 1172) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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 cannot be found. There is nothing to deactivate.		
1056	**Adjct Rte calls can't Que**	Adjunct Switch Application Interface (ASAI) adjunct-originated switch classified calls and adjunct-routed calls cannot be queued.		
1057	**COS - Auto Callback**	Class of Service of the user does not permit activation of automatic callback.		
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**	Automatic callback cannot be activated 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. 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. l For a DCS terminator, termination failed 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 is 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.		

Table 11: Call Process denial events (1001 - 1172) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1068	**queued call went away**	Reactivation of automatic callback or outgoing trunk queueing. The call is no longer in the queue.		
1069	**PMS link/printer down**	Property Management System (PMS) cannot log housekeeping status. PMS link is not operational and the printer is nonfunctional.		
1070 (also in Table 12)	**TTR unavailable**	ISDN trunk initiation of in-band end-to-end digit collection failed. 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.		
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 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.		

Table 11: Call Process denial events (1001 - 1172) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1081	**Change SSC denied**	Change in Station Security Code (SSC). Possible causes: l Too many admin users l Data already locked l Translations saved l SAT user changing station data l Station recently removed from translation l System error l Problem applying confirmation tone l Terminal Translation Initiation (TTI) feature not enabled 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. The agent either has DAC or is in After Call Work (ACW) or on call.		
1083	**Add/Rmv skill denied**	Add/Remove Agent Skills. Possible causes: l System error l cannot get station ID l too many admin users l save translation in progress l data already locked l SAT user is changing agent data		
1084	**DCS link down**	Remote user activation of call forward failed. Distributed Communication System (DCS) link nonfunctional.		
1085	**PMS response timeout**	Property Management System failed to respond to maid status in the 4-second set.		
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 corrupt 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 corrupt 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 corrupt 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 stations set are currently using PC Application Software Exchange (PASTE). Wait and try again.		
1092	**Announcement unavailable**	Announcement is busy, or announcement is not present on board.		
1093	**Announcement memory exh**	Announcement is dropped, or announcement memory is exhausted.		

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Table 11: Call Process denial events (1001 - 1172) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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 corrupt or no Touch Tone Receiver (TTR) is available at the remote end.		
1098	**TTI merge/unmerge failed**	Station server cannot perform Terminal Translation Initiation (TTI) merge/unmerge. Certain resources are unavailable. The user can wait and try again later.		
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, conversion to voice call failed.		
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**	Maximum limit of 4 ringbacks in a row reached before far end answers. Silent Reorder.		
1106	**Ringback limit met**	Maximum limit of 36 ringbacks in a row reached 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.		

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Table 11: Call Process denial events (1001 - 1172) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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. The attendant can use the special keys on the attendant console to seize a trunk, instead of dialing a Trunk Access Code.		
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) third party feature button. Touch Tone Receiver (TTR) not available.		
1113	**ANI error limit**	Third 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.		
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 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 does not ring.		
1119	**Analog station ringer**	Analog covering station does not ring and principal station did not ring 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.		

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Table 11: Call Process denial events (1001 - 1172) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1123	**Bsy Vfy termination fail**	Busy verify terminator available, but termination is denied due to: l TRUNK - admin busy - incoming seizure l STATION - query for virtual set's station hunting User ID fails - virtual set's physical station's current state is not idle or call busy - admin busy - maintenance busy - no available call appearance - currently dialing - available call appearance not idle or busy l HUNTGRP - 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 user to a disconnected call.		
1126	**Bsy Vfy merge failed**	Attempting to bridge a busy verification user 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.		
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 call to a call that cannot be merged.		
1131	**Bsy Vfy merge failed**	Merge operation failed for bridging a busy verifying user to a call.		
1132	**Auto Callback failure**	Possible causes: l Query for calling party's callback type failed l Adding an automatic callback call to the queue of a trunk group failed or the queue is full l Calling party activation of automatic callback failed l No automatic callback button/feature administered 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.		

Table 11: Call Process denial events (1001 - 1172) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1135	**Whisp Pg term denied**	Whisper page to station denied. Possible causes: l user has blocked whisper pages or has service observe pending l (BRI) maintenance busy and the call is already queued l whisper page not permitted towards analog line l whisper page termination requires at least two idle call appearances 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 user to a call cannot be merged.		
1142	**Whisp Pg warn tone conn**	Whisper page failure. Unable to apply whisper page tone to the paging user, cannot retrieve the whisper page tone option, or cannot retrieve the port ID of the paged user.		
1143	**Whisp Pg warn tone conn**	Whisper page failure. Cannot apply whisper page tone to the paged user.		
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 port ID of the paged user failed.		
1146	**Whisp Pg call went away**	Merge page call with paged call - paged user's call is disconnected.		
1147	**Whisp Pg blocked**	Merge page call with paged call - paged user has whisper page blocked.		
1148	**Whisp Pg Svc Obsvd call**	Merge page call with paged call - paged user is service observed.		
1149	**Whisp Pg merge Attd call**	Merge page call with paged call - paged user is on a call with an attendant.		
1150	**Whisp Pg merge Man Exclsn**	Merge page call with paged call - paged user has manual exclusion activated.		
1151	**Whisp Pg merge denied**	Bridging a busy whisper paging user to a call cannot be merged.		
1152	**Whisp Pg merge failed**	Merge page call with paged call - merge operation failed.		

Table 11: Call Process denial events (1001 - 1172) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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: l a problem with the selected trunk l an incoming call was received on a trunk selected for an outgoing call in busy verification on non-Distributed Communication System (DCS) call type and not bridge-on case.		
1155	**Bsy Vfy digit timeout**	Digit timeout while in busy verification on non-DCS call type and not bridge-on case.		
1156	**Connection resrce unavail**	Connection resource not available. This is an administered connection.		
1157	**TTR unavailable**	Activate service observing feature. Initiated from a vector step and only the Feature Access Code of service observing is in the vector step. End-to-end signaling digit collection of extension to be observed cannot 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**	Cannot cancel wakeup.		
1160	**Activate wakeup failed**	Cannot activate wakeup time. Possible causes: l previous request exists and cancel flag not set l wakeup request time is too close l 15 min interval limit exceeded l system limit on requests exceeded		
1161	**Max# connected parties**	Whisper page - bridging to a call that has reached maximum number of connected users.		
1162	**Max# connected parties**	Whisper page - bridging to call that has reached maximum number of connected users.		
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 12)	**ISDN no cause value**	Outgoing ISDN trunk rejected/ dropped by remote end.		DIAG/LOC/CV
1165	**Attd ctrl of ARS pref (s)**	Attendant control of trunk group access ARS preference(s).		
1166 (also in Table 12)	**Unassigned number**	Unassigned number.		
1167	**Can't term emergency call**	No Attendants or redirection extension assigned for termination of emergency call.		

Table 11: Call Process denial events (1001 - 1172) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1168	**Second call failed**	Russia MultiFrequency (MF) Packet Signaling - Second call attempt failed.		
1169	**Retry option not enabled**	Russia MultiFrequency (MF) Packet Signaling. The “Retry?” 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.		
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 12: ISDN, IP, and SIP-generated denial events (1173 - 1224)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1070 (also in Table 11)	**TTR unavailable**	ISDN trunk initiation of in-band end-to-end digit collection failed. Waiting for a Touch Tone Receiver (TTR).		
1164 (also in Table 11)	**ISDN no cause value**	Outgoing ISDN trunk rejected / dropped by remote end.		DIAG/LOC/CV
1166 (also in Table 11)	**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.	UID	DIAG/LOC/CV
1175	**ISDN channel unacceptable**	Channel unacceptable. See Cause value 06 on page 23.	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 24.	UID	DIAG/LOC/CV
				1 of 4

Table 12: ISDN, IP, and SIP-generated denial events (1173 - 1224) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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 25.	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
1185	**Dest out of order**	Destination out of order. See Cause value 27 on page 28.	UID	DIAG/LOC/CV
1186	**Invalid number format**	Invalid number format. See Cause value 28 on page 28.	UID	DIAG/LOC/CV
1187	**Facility rejected**	Facility rejected. See Cause value 29 on page 29.	UID	DIAG/LOC/CV
1188	**Response status enquiry**	Response status enquiry. See Cause value 30 on page 29.	UID	DIAG/LOC/CV
1189	**Normal, unspecified**	Normal, unspecified. See Cause value 31 on page 29.	UID	DIAG/LOC/CV
1190	**No circ/chan avail**	No circuit or channel available. See Cause value 34 on page 30.	UID	DIAG/LOC/CV
1191	**Network failure**	Network failure. See Cause value 38 on page 31.	UID	DIAG/LOC/CV
1192	**Temporary failure**	Temporary failure. See Cause value 41 on page 31.	UID	DIAG/LOC/CV
1193	**Equipment congestion**	Switching equipment congestion. See Cause value 42 on page 31.	UID	DIAG/LOC/CV
1194	**ISDN user info discarded**	User info discarded. See Cause value 43 on page 32.	UID	DIAG/LOC/CV
1195	**Circ/channel unavail**	Requested circuit / channel not available. See Cause value 44 on page 32.	UID	DIAG/LOC/CV
1196	**ISDN blocked precedence**	Blocked precedence level. See Cause value 46 on page 33.	UID	DIAG/LOC/CV
1197	**Resources unavail/unspec**	Resources unavailable, unspecified. See Cause value 47 on page 33.	UID	DIAG/LOC/CV

Table 12: ISDN, IP, and SIP-generated denial events (1173 - 1224) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1198	**ISDN req fac no subscribe**	Requested facility not subscribed. See Cause value 50 on page 33.	UID	DIAG/LOC/CV
1199	**ISDN outgoing call barred**	Outgoing calls barred. See Cause value 52 on page 34.	UID	DIAG/LOC/CV
1200	**ISDN incoming call barred**	Incoming calls barred. See Cause value 54 on page 34.	UID	DIAG/LOC/CV
1201	**Bearer cap not available**	Bearer capability not presently available. See Cause value 58 on page 35.	UID	DIAG/LOC/CV
1202	**Service unauth FranceVN4**	Service not authorized / France VN4. See Cause value 62 on page 37.	UID	DIAG/LOC/CV
1203	**Serv/option unavailable**	Service/option not available, unspecified. See Cause value 63 on page 37.	UID	DIAG/LOC/CV
1204	**Bearer cap not implem**	Bearer capability not implemented. See Cause value 65 on page 37.	UID	DIAG/LOC/CV
1205	**ISDN chan type not implem**	Channel type not implemented. See Cause value 66 on page 38.	UID	DIAG/LOC/CV
1206	**Req facility not implem**	Requested facility not implemented. See Cause value 69 on page 38.	UID	DIAG/LOC/CV
1207	**Only restr digital BC av**	Only restricted digital BC available. See Cause value 70 on page 39.	UID	DIAG/LOC/CV
1208	**Srv/opt not imp/unsp**	Service/option not implemented, unspecified. See Cause value 79 on page 39.	UID	DIAG/LOC/CV
1209	**Invalid call reference**	Invalid call reference. See Cause value 81 on page 39.	UID	DIAG/LOC/CV
1210	**Channel doesn't exist**	Identified channel does not exist. See Cause value 82 on page 40.	UID	DIAG/LOC/CV
1211	**Incompatible dest**	Incompatible destination. See Cause value 88 on page 41.	UID	DIAG/LOC/CV
1212	**ISDN trans ntwk not exist**	Transit network does not exist. See Cause value 91 on page 42.	UID	DIAG/LOC/CV
1213	**Invalid message**	Invalid Message. See Cause value 95 on page 42.	UID	DIAG/LOC/CV
1214	**Mandatory IE missing**	Mandatory IE is missing. See Cause value 96 on page 43.	UID	DIAG/LOC/CV
1215	**ISDN msg typ nonexist/imp**	Message type nonexistent or not implemented. See Cause value 97 on page 44.	UID	DIAG/LOC/CV
1216	**Msg not compat state**	Message not compatible with call state. See Cause value 98 on page 46.	UID	DIAG/LOC/CV
1217	**ISDN nonexistant IE**	Nonexistent IE. See Cause value 99 on page 46.	UID	DIAG/LOC/CV

Table 12: ISDN, IP, and SIP-generated denial events (1173 - 1224) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1218	**Invalid IE contents**	Invalid IE contents. See Cause value 100 on page 47.	UID	DIAG/LOC/CV
1219	**ISDN msg not compat state**	Message not compatible with call state. See Cause value 101 on page 47.	UID	DIAG/LOC/CV
1220	**Recovery on timer expiry**	Recovery on timer expiry. See Cause value 102 on page 48.	UID	DIAG/LOC/CV
1221	**Protocol err unspecified**	Protocol Error Unspecified. See Cause value 111 on page 50.	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 51.	UID	DIAG/LOC/CV
1570 (also in Table 16)	**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 16)	**Principal is not ISDN**	The principal is not ISDN.		

Call processing denial events (1225 - 1899)

Denial events 1225 - 1889 are described in Table 13: Call Process denial events (1225 - 1899).

Table 13: Call Process denial events (1225 - 1899)

Event Type	Event Description, as it is displayed 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 cannot 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 to receive the Bearer SBS call.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1229	**Unable to get ARS fac**	Error occurred when getting the ARS Feature Access Code (FAC) 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 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 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.		
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	User (agent, Service Observer, etc.) cannot hear VOA because of lack of Class of Restriction (COR) permissions.		
1236	No PSA_DIS with ACD call	Deny Personal Station Access (PSA) disassociate because there is an Automatic Call Distribution (ACD) call on the telephone.		
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	Automatic Callback (ACB) to self cannot be activated.		
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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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**	Cannot 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.		
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 (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 (Public Network Trunk) PNT-PNT Restrictions. Post, Telephone, and Telegraph Administration (PTT) or TIE cannot connect to this PTT trunk.		
1309	**Data/Voice BCC setup fail**	Trouble setting up voice to data or data to voice (change Bearer Capability Class) and/or outgoing Bearer Capability Class (BCC) for ISDN voice call.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1310	**Incompatible term endpnt**	Tried to terminate the call 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 (0 or more than 10).		
1314	**Dgt collection setup fail**	Error during setup for end-to-end signaling digit collection.		
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 Uniform Dial Plan (UDP) night service. This type of call cannot go off-switch.		
1326	**MM to Attd ctrld trunk**	Multimedia user cannot call a trunk under attendant control, Attendant Control of Trunk Group Active (ACTGA). An attendant can take control of a trunk group using the event.		

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Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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 remote 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**	Paging equipment with more than 1 party on the call is inaccessible.		
1346	**Svc Obsrv from wireless**	Service observing is not possible from wireless stations because they do not support “off-hook idle” state.		
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Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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 permitted on bridged appearances.		
1350	**Term dial-up tst term typ**	Terminal dial-up test is not permitted on attendant, BRI, wt or analog type terminal, or the terminal does not have a call appearance active on the voice channel.		
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 defined.		
1353	**Cabinet number too large**	Malicious call trace specified a cabinet number greater than the maximum defined.		
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 is an Adjunct Switch Application Interface (ASAI) phantom call and requires an authorization code. This is not permitted.		
1356	**ASAI SCC VDN destination**	The first leg of an Adjunct Switch Application Interface (ASAI) Switch Classified Call (SCC) has Vector Directory Number (VDN) 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. This is 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. This is 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 must not be followed by other feature activation codes. (auth)		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1363	**SIP Agent logins max'd**	Maximum number of simultaneous SIP EAS Agent logins exceeded.		
1364	**Not priority destination**	Priority feature activation code must 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.		
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. The DAC can be dialed a maximum of 3 times to get the digits to route to.		
1372	**Abbrv Dial list/entry inv**	Abbreviated Dialing. Invalid list and/or list entry.		
1373	**Abbrv Dial software fail**	Abbreviated Dialing. Software error while retrieving the digits stored in the 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 station that is already logged in by another agent.		
1376	**Agent login illegl source**	Trunk user or Remote Access user trying to do Expert Agent Selection (EAS) agent login operation. This is 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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1380	**Agent login failure**	Agent login failure retrieving number of digits in logical agent's password. Login-id User ID was not found or invalid logical agent login-id extension.		
1381	**Agent login failure**	Possible causes: l An agent logging into MCH split or adjunct controlled split is already logged in 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.		
1383	**Agent login failure/error**	Logical Agent (LAGT) failure getting agent login-id. Possible causes: l error initializing agent-stat table l login for a skill failed l TRAD logging into split already logged into 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 retrieving logical agent password digits from Dial Plan Manager.		
1386	**Agent passwd mismatch**	Agent's password 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 the 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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1394	**Agent feat act FAC error**	Unrecognized Feature Access Code processed for Automatic Call Distribution (ACD) agent feature activation.		
1395	**Agent sup assist rqst er**	Agent requesting supervisor assist. Possible causes: l split group invalid l agent not logged in l split group has no supervisor administered		
1396	**Split invalid/agent login**	Adjunct Switch Application Interface (ASAI) requesting supervisor assistance. Possible causes: l split group invalid l agent not logged in		
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 with Expert Agent Selection (EAS) disabled.		
1400	**EAS not enabled**	Activating Add/Remove Skill feature with Expert Agent Selection (EAS) disabled.		
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 added.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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: l adjunct agent not logged in l adjunct gave the switch a wrong agent extension 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**	Class of Service of user does not permit 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 is incomplete.		
1425	**Cfwd actvt error/denial**	Activation of call forwarding. Error or denial of activation.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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**	Class of Service of the user 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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1443	**COS deny dat pvcy ftr act**	Class of Service of the user 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.		
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 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: l Communication Manager error connecting to tone or maintenance timeslot l necessary number of digits not dialed for tone or timeslot call 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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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 (DAC).		
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.		
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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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 traced.		
1486	**MCT trace resorce unavail**	Malicious Call Trace activation by button cannot 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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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: l Leave Word Calling-cancel l AP Demand Print l voice synthesis principal message retrieval l voice synthesis coverage message retrieval 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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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.		

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Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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 or users of the call picked up.		fail code (for example, DPXFR_DENY_9)
1530	**Priority call COS denied**	Class of Service of the caller does not allow initiation of priority calling treatment of call.		
1531	**Priority call COS denied**	Caller pushes the priority calling button after the call is dialed, but before it is answered. Class of Service of the caller 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 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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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**	Cannot 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: l Cannot locate service ID l Call does not have a conference associated with it l Wrong conference type l T120 was not activated		
1550	**T120 activate CM failure**	Communication Manager failure on Feature Access Code dialed request for T120 activation. Possible causes: l Cannot locate service ID l Call does not have a conference associated with it l Wrong conference type l T120 already activated l Resources not available		

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Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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**	Cannot 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.		
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: l No record available l Invalid digits 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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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 12)	**TTR insertion failed**	Processing incoming digits for ISDN call. Insertion of Touch Tone Receiver (TTR) to collect in-band digits failed.		
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 12)	**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: l not ISDN trunk group l insane index into the call by call data table l failure from group manager l Unexpected error)		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1581	**Passwd digits err/timeout**	MCU audio add-on password supervision. Possible causes: • digit timeout before collecting all the digits • an invalid digit • a set of digits that does not match the conference password		
1582	**Spvsr state/feat_id wrong**	Generating intercept tone. Possible causes: • wrong supervisory state • wrong feature ID in call record		
1583	**Spvsr state/feat_id wrong**	Generating intercept tone. Possible causes: • wrong supervisory state • wrong feature ID in call record		
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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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 administered for call forwarding.		
1596	**Attd must enter station**	Attendant-activation of call forwarding, and extended administration of call forwarding. The extension 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.		
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 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.		

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Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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: l station not part of Multi-media 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.		
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: l originator's User ID not found l invalid feature ID l if an attendant group, controlled restriction activation is not allowed		
1615	**Rstrct typ/featid/usr id**	Initial processing supervision for controlled restriction. Possible causes: l originator's User ID not found l restriction digit does not identify with outward, total, termination or station-to-station type restriction l feature ID is not one of: - activate user control restriction - deactivate user control restriction - activate group control restriction - deactivate group control restriction		
1616	**Ctrl rstrct featid bad**	Initial processing supervision for controlled restriction. Feature ID is not one of: l activate user control restriction l deactivate user control restriction l activate group control restriction l deactivate group control restriction		
1617	**Dialing tmo/invalid digit**	Supervisor for Logical Agents is logging in by dialing LoginID digits. Dialing timeout occurs or an invalid digit is dialed.		
1618	**Paging timeout**	Loudspeaker paging seizure supervision. Might be a paging timeout.		
1619	**LWC access cod dgt invld**	Supervision for Leave Word Calling access code processing. Invalid digit dialed.		
1620	**LWC access code rejected**	Supervision for Leave Word Calling access code processing. Access code rejected.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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: l PC Application Software Exchange (PASTE) not enabled l attendant use of PASTE is not allowed. l station Class of Restriction (COR) does not allow PASTE l totally restricted station cannot use PASTE l station has no display l bridge appearance cannot use PASTE l agent not in AUX cannot use PASTE 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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

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

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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).		
1646	**No act call_ap/sftw err**	One-button transfer to data feature activation failed. Possible causes: l No active call appearance l Call ID is not on the active call appearance l Button is not a data extension button		
1647	**Telcomtr diald illegl FAC**	Supervisor for telecommuting access. Telecommuting extension was accessed, then a Feature Access Code was dialed that is not allowed to telecommute.		
1648	**Ctrl rstrct VDN extension**	Supervision for controlled restriction of user. Control Restriction Activation/Deactivation for a Vector Directory Number extension is not allowed.		
1649	**Ctrl rstrct locl ext only**	Supervision for controlled restriction of user. Control Restriction Activation/ Deactivation must be on an extension that is local to the switch.		
1650	**Rstrct typ/featid/COR/sta**	Supervision for controlled restriction of user. Possible causes: l Originator's User ID not found l Restriction digit does not identify with outward, total, termination or station-to-station type restriction l Feature ID is not one of: - activate user control restriction - deactivate user control restriction - activate group control restriction - deactivate group control restriction l Class of Restriction (COR) restricted l Controlled restriction not allowed on trunk or attendant group type.		
1651	**TTI merge/unmerge fail**	Station server cannot 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.		
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Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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 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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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 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 restricts observation.		
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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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 cannot 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: l attendant cannot leave DCS messages l activator of lwc store does not have lwc permission l activator is not a udp ext l no remote users involved l LWC store operation remote to local-Voice Mail Applications Support is disabled l called party not administered to receive LWC messages l no called party message header l no LWC depository administered l error in sending AUDIX STORE message info (from remote user) to AAP		
1693	**Out trk DID orig/sftw err**	Italian Direct Inward Dial (DID) trunk group drop treatment. Possible causes: l DID origination on outgoing trunk l Software error		
1694	**Sta intrcpt tone fwd disc**	Station Intercept Tone Forward Disconnect.		
1695	**Bsy vfy sta/trk/hnt grp**	Cannot busy verify attendants. Only allowed to busy verify simple stations, trunks, or hunt groups.		
1696	**Bsy vfy trk grp no mbr**	Busy verify of trunk failure. Possible causes: l No trunk in the group l Trunk group member not found		
1697	**Bsy vfy access endpt trk**	Busy verification not supported for access endpoint trunk type.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1698	**Bsy vfy hnt grp no mbr**	Busy verify of hunt group failure. The hunt group is empty.		
1699	**LWC msg stor fail (conf)**	Leave Word Calling message cannot be stored when there is a conference call.		
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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
1719	**Invalid dgts collected**	Invalid digits were collected.		
1720	**QSIG VM-no simple uid**	Cannot obtain simple user User ID for an SS-B ISDN trunk.		
1721	**QSIG VM-no remote user id**	Received a Voice mail 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**	The number of the voice mail adjunct is not known, 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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1762	**Transfer no pooled modem**	Controller cannot transfer call, no pooled modem.		
1763	**Cnf/xfr Intercept Anncmt**	Attempt to transfer/conference an intercept announcement.		
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 is 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 cannot 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 Branch Gateway. These error codes apply only to Linux-based servers.				
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Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
1782[1]	**CC: Invalid digits**	Invalid digits (* or a symbol for a digit, etc.) entered for contact-closure related operation on a G350 Branch Gateway.		
1783[1]	**CC: MG# out of range**	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 gateway number entered by user.		
1787[1]	**CC: MG not registered**	An unregistered gateway was selected for a contact relay related operation on a G350 Branch Gateway.		
1788[1]	**CC: MG in link recovery**	The G350 Branch 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 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 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.		

Table 13: Call Process denial events (1225 - 1899) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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 Adhoc Video Conference (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 Branch Gateway. These error codes apply only to Linux-based servers.

User manager denial events

Denial events generated by the User Manager are listed in Table 14: User Manager denial events (1900 - 1906).

Table 14: User Manager denial events (1900 - 1906)

Event Type	Event Description, as it is displayed 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 101 and Table 16, Call Process denial events (2021 - 2299), on page 111.

Table 15: IP Denial Events (1907 - 2020)

Event Type	Event Description, as it is displayed 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 15: IP Denial Events (1907 - 2020) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1909	**IP RRJ-RemoteOfc misadmin**	Registration rejected because: l 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). l The RRQ is from a supported Remote Office product, but Remote Office is disabled on the Signaling Group screen. l Remote Office is enabled on the Signaling Group screen, but the Terminal Type in the RRQ is invalid (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 administered on page 1 of the system-parameters customer-options screen for either registered endpoints, registered Remote Office endpoints, or registered un-authenticating endpoints has been exceeded.	0	Upper part: number of registered RO endpoints. Lower part: number of registered IP endpoints.
1912	**IP RRJ-Exceed ProdID/Ver**	IP Registration rejected because the capacity administered on the system-parameters customer-options screen of registered endpoints of a specific product ID and version has been exceeded.	Truncated Product ID from the System-Parameters Customer-Options screen	Upper part: registered limit. Lower part: actual count.
1913	**IP RRJ-Invalid ProdID/Ver**	IP Registration rejected because of an invalid Product ID / Version. Registering Application's product ID is not administered on the system-parameters customer-options screen or no Product ID in registration request (RRQ) message.	Truncated Product ID of the registering application	Major version number of the endpoint sent in the RRQ
1914	**IP RRJ-ProdID search fail**	IP Registration rejected because the search for the Product ID of the registering application 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 incompatible with the gatekeeper version.	IP address of endpoint	Endpoint's major version number in 2nd byte, minor version number in low byte
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 H.323 Object ID in the registration request (RRQ) is invalid.	Object ID in RRQ	IP address of the endpoint

Table 15: IP Denial Events (1907 - 2020) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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: • No available heap memory to create LoginMgr • Cannot start LoginMgr timer • Clock not set	UID	IP address of the endpoint
1921	**IP RRJ-IP-TTI port fail**	Registration rejected because of failure when inserting the IP Terminal Translation Initiation (TTI) port. Internal software error.	UID	IP address of the endpoint
1922 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: • TTI is disabled on the system-parameters customer-options screen. • Remote Office is disabled 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 telephone number in the RRQ or the extension is not administered.	UID	IP address of the endpoint
1924	**IP RRJ-No RRQ msg rcvd**	The endpoint is not able to start TCP/TLS channel within 15 seconds after receiving GCF.		
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

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Table 15: IP Denial Events (1907 - 2020) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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: • DCP extension, with call control set to IP Softphone • H.323 extension, with call control set to none	UID	Endpoint type (3rd and 2nd nyble); call signaling protocol (low nyble)
1929	**IP RRJ-No idx for MMCmplx**	Registration rejected because 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. • 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 set (for example, a DCP).	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
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

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Table 15: IP Denial Events (1907 - 2020) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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
1951	**IP GRJ-Invld IP addr/port**	Gatekeeper request rejected (GRJ) because of invalid destination IP address and port in the request (GRQ).	0	IP address
1952	**IP GRJ-Invld gatekeeperID**	Gatekeeper request (GRQ) 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

Table 15: IP Denial Events (1907 - 2020) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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 unable to host endpoint because no alias address has been provided or Terminal Translation Initiation (TTI) is in an 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
1964	**IP DRJ-Null UserID**	Disengage Request rejected because the endpoint ID cannot 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

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Table 15: IP Denial Events (1907 - 2020) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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 because of an invalid endpoint ID.	0	IP address
1976	**IP ARJ-Endpt not reg**	Admission Request rejected because the endpoint is not registered.	UID	IP address
1977	**IP ARJ-No avail B-channel**	Admission Request rejected because 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 because request was received from a non-H.323 user.	UID	IP address
1980	**IP ARJ-Stn not in service**	Admission Request rejected because the station is not in service.	UID	IP address
1981	**IP ARJ-Build ACF msg**	Admission Request rejected because there was failure to build an Admission Request Confirm (ACF) message for a non-Gateway or MCU user (internal software error).	UID	IP address

Table 15: IP Denial Events (1907 - 2020) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1982	**IP ARJ-No H323 user**	Admission Request rejected because the H.323 user object does not exist (internal software error).	UID	IP address
1983	**IP ARJ-CRV already in use**	Admission Request rejected because Call Reference Value (CRV) is already in use by another call.	UID	IP address
1984	**IP ARJ-CRV does not exist**	Admission Request rejected because 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 because there is insufficient bandwidth available to support this call.	UID	IP address
1987	**IP ARJ-Admissn rqst fail**	Admission Request rejected because of an unexpected return code from Admission Request (internal software error).	UID	IP address
1988	**IP URJ-Null UserID**	Unregistration Request rejected because of an invalid endpoint ID.	0	IP address of the endpoint
1989	**IP URJ-Endpt not reg**	Unregistration Request rejected because the endpoint is not registered.	UID	IP address of the endpoint
1990	**IP URJ-No endpoint ID**	Unregistration Request rejected because no endpoint ID provided in URQ.	0	IP address of the endpoint
1991	**IP URJ-GW/MCU is not reg**	Unregistration Request rejected because 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
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

Table 15: IP Denial Events (1907 - 2020) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
1998	**IP URJ-PSA unmerge failed**	Unregistration Request rejected because the Personal Station Access (PSA) unmerge operation failed due to an internal software error or memory 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 the 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 there is no signaling connection (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
2009	**IP FURQ-Move user**	Force Unregistration Request. Extension is already registered, but received a forced login registration request (RRQ). The existing extension must receive a URQ.	UID	IP address of the endpoint

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Table 15: IP Denial Events (1907 - 2020) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.	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. The gateway must be unregistered 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). The gateway must be unregistered.	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. • A user has Personal Station Accessed (PSA) as an extension that was registered as an IP endpoint. • An IP telephone extension in shared control was moved to another IP port via registration. Both shared control IP Telephone and IP softphone unregisters if the rejected registration attempt is forced.	IP User-UID	0
2017	**IP FURQ-Records exhausted**	Forced Unregistration Request. Unregister the LAN port if there are no records remaining.	IP User ID	0
2018	**IP FURQ-Mtc: H323/Vphone**	Forced Unregistration Request. Maintenance has unregistered an H.323 or Vphone station.	UID	0

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Table 15: IP Denial Events (1907 - 2020) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
2019	**IP FURQ-Mtc: Remote Max**	Forced Unregistration Request. Maintenance has unregistered a Remote Max station.	UID	0
2020	**IP FURQ-Mtc:RemOfc TTI**	Forced Unregistration Request. Terminal Translation Initiation (TTI) background maintenance task has requested the removal of Remote Office LAN TTI ports.	UID	0
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Call Processing Denial Events (2021 - 2299)

Call Process denial events 2021 - 2299 are explained in Table 16: Call Process denial events (2021 - 2299).

Table 16: Call Process denial events (2021 - 2299)

Event Type	Event Description, as it is displayed 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 is taken out of service.		
2027	**Annc not found on board**	User attempted to play VAL Board announcement and the file was missing.		
2028	**Annc file has bad format**	User attempted to play VAL Board announcement and file had incorrect format.		
				1 of 19

Table 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed 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 is 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 occurs when a bsr_poll call over an IP trunk tries to use a QSIG TSC but is sequenced out an AT&T TSC.		
2035	**NCA-TSC not available**	Possible causes: l The terminated administered Temporary Signaling Connection (TSC) endpoint is disabled l The incoming Non Call Associated-Temporary Signaling Connection (NCA-TSC) call arrived at the wrong signaling group l The Maximum number of NCA-TSC is set to 0		
2036 Communication Manager Release 3.1 and earlier	**Incoming QSIG LWC failed**	Failed doing a LWC on the incoming side of QSIG LWC MSI CS0FAC message.		
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Table 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed 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 receiving end 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 resources unavailable 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 endpoint (VSX) is calling itself.	UID	IP address
2044-2046	not assigned			
2047	**Reject-Unauthorized MG**	Registration rejected because it was received from unauthorized gateway.		
2048	**Reject-MGC not ready**	Registration rejected because it is not ready for a 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.		

Table 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
2053	**MG heartbeat missed**	MGKeepAlive: Wakeup() 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 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 off.		
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 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed 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 Server.	0	IP address
2070	**MG must send full reg msg**	Gateway attempted registration with “warm start” condition, but the controller needs “cold start” data.		
2071	**Serial Number incorrect**	Gateway attempted to register with a different serial number.		
2072	**Conf/Transfer 2 Meet-me**	Conference or transfer to Meet-me conference call.		
2073	**Permission denied** (or) **Download permission deny**	User attempted to download firmware to a station. User does not have console permission.		
2074	**Rec fail: annc is playing**	Attempt to record a VAL announcement while that announcement is playing on a VAL board.		
2075	**Var-in-Vec COS restricted**	User does not have console permissions		
2076	**IP RRJ-Call Mismatch**	IP Registration Rejection (RRJ) because of no call present on the switch side, but there is a call present on the endpoint.	UID	IP address.
2077	**IP FURQ-CallTimer Expired**	Force Unregistration Request. Unregister endpoint whose call preservation timer (H323 link loss delay timer) expires.	UID	IP address.
2078	**Extend Call Button Denial**	OPTIM Extend Call via extend call button press was denied.	station where the button was pushed	Reason the call was denied: 0 - denied because the call already has 6 ports on it 1 - denied because the station is at the OPTIM call limit 2 - denied because the application has no termination mapping 3 - denied because call failed to extend (check application RTU)
2079	**IP RRJ-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).		

Table 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
2080	**IP FURQ-User dialed TSA**	IP Softphone in shared control configuration with DCP is forced unregistered because user dialed TSA.		
2081	**IP FURQ-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.		
2094	**TCP/IP sig socket failure**	Unable to establish a socket on an IP trunk. The remote end is administered incorrectly.	IP address of the far end to which the call failed	Port number of the far end

Table 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.
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 added in	Reason code: 1. Internal failure (look for proc_err around same time) 2. Internal failure (look for proc_err around same time) 3. Conflict (ie adding announcement to call with tone or announcement) 4. Already have six connected/held parties on the call 5. Unable to combine voice streams 6. Internal failure (look for proc_err around same time) 7. Internal failure (look for proc_err around same time)

Table 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
2105	**SCCAN handover denied**	Seamless Converged Communications Across Networks (SCCAN) attempt to handover failed.	UID of the station involved in handover	reason for failure: 0: No call found to handover to 1: There is already a call in the wireless domain 2: There are multiple candidate calls to handover to 3: Handover from call not found 4: Handover to call not found 5: Handover aborted 6: Call is at conference limit
2106	**SCCAN announcement denied**	Seamless Converged Communications Across Networks (SCCAN) attempt to handover failed.	UID of the station involved in handover	Reason for failure: 0: Announcement not administered on system-parameters sccan form 1+ - Feedback type
2107	**SCCAN call out blocked**	OPTIM Seamless Converged Communications Across Networks (SCCAN) termination was denied	UID of the station involved	reason for denial: 1: WLAN call limit exceeded 2: No termination mapping 3: Cellular call limit exceeded 4: No termination mapping or call NOT allowed or disabled. Disabled is the most likely cause (user controlled) 5: Call on bridged appearance and termination disallowed.
2108	**SCCAN retransmit denied**	There are problems with Seamless Converged Communications Across Networks (SCCAN) notify retransmission response.	UID of the station involved	reason for denial: 1:Cannot get Event header from request 2: Cannot get time to wait for retransmission 3: Unknown event type 4: Internal failure (look for proc_err around same time) 5: OPTIM application not SCCAN 6: Station not administered with OPTIM
2109	**IP 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
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Table 16: Call Process denial events (2021 - 2299) (continued)

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

Table 16: Call Process denial events (2021 - 2299) (continued)

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

Table 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
2147	**BRJ Rcvd-Inv Revision**	Received a BRJ message, EmBRJ_invalidRevision_chosen.		
2148	**BRJ Rcvd-Security Denial**	Received a BRJ message, EmBRJ_securityDenial_chosen.		
2149	**BRJ Rcvd-Security Error**	Received a BRJ message, EmBRJ_securityError_chosen.		
2150	**BRJ Rcvd-Unknown Reason**	Received a BRJ message, EmBRJ_undefinedReason_chosen.		
2151	**IP FURQ shrd ctrl sftphn**	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.		
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.		

Table 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
2166	**Button lbl mem exhausted**	There is no more customized label space.		
2167	**EMU:CTMI term to non-SSB**	CtmiInform SETUP is terminating to a non-SSB trunk (Enterprise Mobility User (EMU)).		
2168	**EMU:Map/vst uid mismatch**	Mapped User ID does not match the visitor User ID, the Enterprise Mobility User (EMU).		
2169	**IP GRJ-No PE in region**	Gatekeeper Request is rejected because no resources are available on this telephone's region.	UID	IP address
2170	**CC:Ringout not Routed**	QSIG CC: Ringout cannot route.		
2171	**CC:Queueing Failed**	QSIG-CC: Queueing failed.		
2172	**CC:Orig comp ck failed**	QSIG-CC Exec Possible: Components did not match.		
2173	**CC:Term comp ck failed**	QSIG-CC Term Cancel: Components did not match.		
2174	**EMU:Unsup clg pty nbr fmt**	Unsupported calling party numbering format for Enterprise Mobility User (EMU).		
2175	**reregister Servermismatch**	Module ID mismatch, re-registration required.		
2176	**SigConn fail to establish**	Tried three times to bring up TCP socket and failed each time. Do not try again.		
2177	**Invalid XFR to VM attempt**	Deny transfer into voice mail because either: l QSIG transfer to QSIG voice mail is not allowed l an attempt was made to interwork QSIG and SIP for transferring into voice mail		
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)).		

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Table 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
2182	**EMU:DeReg-inv SSC dialed**	Invalid security code dialed during deregistration (Enterprise Mobility User (EMU)).		
2183	**EMU:Del-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.		
2191	**EMU:Forced deregistration**	Forced deregistration of Enterprise Mobility User (EMU).		
2192	**EMU:Btn mismatch far end**	Button Mismatch (Enterprise Mobility User (EMU)).		
2193	**EMU:PSig oper timeout**	Partner Signaling operation timed out (Enterprise Mobility User (EMU)).		
2194	**EMU:Reg oper timeout**	Registration operation timed out (Enterprise Mobility User (EMU)).		
2195	**EMU:DeReg oper timeout**	Deregistration operation timed out (Enterprise Mobility User (EMU)).		
2196	**EMU:Delete oper timeout**	Delete operation timed out (Enterprise Mobility User (EMU)).		
2197	**Unsupported Remove VM typ**	Deny transfer into voice mail because the voice mail hunt group is not a supported type (must be SIP, QSIG, or AUDIX).		
2198	**Mod_ID mismatch in setup**	There is a mismatch in Module ID setup.		

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Table 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
2199	**call mismatch in setup**	Call mismatch in setup.		
2200	**No TSC's left in system**	No free Temporary Signaling Connection (TSC) user record available.		
2201	**No TSC's for this D-chan**	No free Temporary Signaling Connection (TSC) is available		
2202	**EMU:invalid act/deact ext**	EMU activation/deactivation is allowed only from the station user		
2203	**Deny DND: E911CF is active**	Deny DND if E911 call forward is active		
2204	**IPFURQ-reg expired-nosock**	Force unregister the link bounce telephone 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.		
2210	**QSIG PR:No simple UID**	Path replacement error 1005. No simple UID.		
2211	**QSIG PR:Unrecog Call ID**	Denial for path replacement. Unrecognized call identity.		
2212	**QSIG PR:Busy Verify Call**	Denial for path replacement on busy verify calls.		
2213	**QSIG PR:Malicious Call**	Denial for path replacement if malicious call trace is active.		
2214	**QSIG PR:Not Voice Data**	Denial for path replacement low bearer capability of channel.		
2215	**QSIG PR:Preind/priv Call**	Denial for path replacement for data preindication call or data privacy call.		
2216	**QSIG PR:Measured Call**	Denial for path replacement for measured calls.		
2217	**QSIG PR:No Propose**	Denial for path replacement propose request not active.		

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Table 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
2218	**QSIG PR:No Old Callr**	Denial for path replacement when there is no call record of the old leg.		
2219	**QSIG PR:Merge Failure**	Denial for path replacement merge failure.		
2220	**QSIG PR:No IE in Setup**	Denial for path replacement setup error.		
2221	**QSIG PR:Mrg Fail Old Trk**	Denial for path replacement merge failure of old trunk.		
2222	**QSIG PR:Mrg Fail New Trk**	Denial for path replacement merge failure of new trunk.		
2223	**QSIG PR:Transfer Active**	Denial for path replacement when call is not active.		
2224	**QSIG PR:Outward Cor Res**	Denial for path replacement outward restriction.		
2225	**QSIG PR:Incoming Cor Res**	Denial for path replacement incoming restriction.		
2226	**QSIG PR:No Facilities**	Denial for path replacement due to no facilities available.		
2227	**QSIG PR:SS Opt Not Match**	Denial for path replacement.		
2228	**QSIG PR:More Party Count**	Denial for path replacement.		
2229	**QSIG PR:Same Trunk Group**	Denial for path replacement.		
2230	**QSIG PR:Setup Reject**	Denial for path replacement setup rejection.		
2231	**QSIG PR:Deny Path Retain**	Denial for path replacement.		
2232	**QSIG PR:No Old Leg**	Denial for path retention for no old leg of the call.		
2233	**QSIG RR:Call Fwd Limit**	Denial for rerouting for crossing call forwarding call redirections limit.		
2234	**QSIG RR: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.		

Table 16: Call Process denial events (2021 - 2299) (continued)

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

Table 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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 failed to answer back even after second attempt.		
2267	**H.248 transaction timeout**	H.248 transaction timer expired, 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.		

Table 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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.		

Table 16: Call Process denial events (2021 - 2299) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
2289	**IP RRJ MAC denied-SA8944**	SA8944: Registration rejected because extension is already registered based upon same MAC Address (i.e., bound to a port).	First two nybles of MAC address.	Last four nybles of MAC address.
2290	**MAC Address blank-SA8944**	SA8944: No MAC address was provided by the registering station. Must be treated as a non-SA8944 registration and the IP addresses instead must be used.	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 remote end, but didn't receive any response within the timeout interval.		
2293	**RAI for unregistered user**	RAI EndpointIdentifier had a UID but no H.323 user was found for it.		
2294	**RAC build failure**	Failed to build RAC message in response to RAI		
2295	**Out Trk COR timer expire**	"Outgoing Trunk Disconnect Timer (minutes)" expired and disconnected the trunk. cor form, page 2.		
2296	**No agent ID in login FNU**	EAS agent login FNU received without agent ID		
2297	**SIP endpoint refused video**	The SIP endpoint rejected the video media in response to the re-Invite message.		
2298	**H.323 endpoint refused video**	The H.323 endpoint did not accept the video OLC sent, possibly because its receive and transmit capabilities are non-symmetrical.		
2299	**Bad BRI TSC SS Protocol**	There is not a suitable Supplementary Service Protocol administered for termination of BRI TSC connection.		

Connection manager denial events

Denial Events generated by the Connection Manager are listed in Table 17: Connection Manager denial events (2300 - 2399).

Table 17: Connection Manager denial events (2300 - 2399)

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

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Table 17: Connection Manager denial events (2300 - 2399) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
2332	**No BW, prowler <--> MG**	No bandwidth channel resources between processor and gateway.		
2333	**No VOIP channel, PN <--> MG**	No Voice Over IPchannel resources between port network and 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.		
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.		
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Table 17: Connection Manager denial events (2300 - 2399) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
2356	**All IGAR managers in-use**	All Inter-Gateway Alternate Routing (IGAR) manager are in use.		
2357	**Failed Fax Prowler**	Prowler reports channel cannot go to FAX mode.		
2358	**Failed Fax Media Gateway**	Gateway reports channel cannot go to FAX mode.		
2359		Not used.		
2360	RejReqMode-no common mode	Deny inbound RM - no common profile. Already in a sequence, have a collision.		
2361	RejStartT38-no common	Cannot start RM sequence -no common profile between endpoint and region/hw (VOIP detected a fax tone)		
2362	Multimedia OLC rejected	Reject inbound multimedia Open Logical Channel (OLC) due to state mismatch.		
2363	Multimedia OLCReject received	Multimedia reject outbound Open Logical Channel (OLC). A video endpoint is denying Communication Manager's attempt to establish video.		
2364	BCF Rcvd-diff bandwidth	Different confirming bandwidth than what is stored.		
2365	**RejStartT38-not in rgn/hw**	Cannot start RM sequence - T38 is not supported in region/ hw intersection (VOIP detected a fax tone).		
2366	**RejAckT38-no modes in msg**	Deny inbound RM Acknowledgment. No data modes were received in the request. (Fast Request Mode - dcap ptr is null).		
2367	**RejAckT38-no modes in msg**	Deny inbound RM Acknowledgment. No data modes were received in the request. (Fast Request Mode - no modes received).		
2368	**RejAckT38-not common**	Deny inbound RM Acknowledgment. Mode received in Ack was not common (Fast Request Mode - TDM case).		
2369	**RejReqMode-fast collision**	Deny inbound RM Acknowledgment. There is a collision, already in T38 sequence (Fast Request Mode case).		
2370		VOIP inactivity has been detected by this media processor channel. Call will be torn down.		
2371	**IGC:Exch no common codec**	Codec intersection between master and slave ends is null; will reattempt to establish IGC with all inter-region codecs if first attempt fails.		
2372	**MG link needs encryption**	Hardware codecs do not match. There is a non-encrypted H.248 signaling link on the gateway and a codec set with only encrypted codecs. Encryption keys cannot be left exposed on unencrypted signaling link.		
2373	**No Video BW available**	No bandwidth is available for video. If Event Data 1 and Event Data 2 are both 0, no bandwidth is available for video and video is removed for the duration of the call.		
2374	**No Priority BW available**	A priority video caller was not able to get bandwidth to make a video call.		
2375	**OLC master/slave conflict**	OLC mismatch, master/slave mismatch.		
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Table 17: Connection Manager denial events (2300 - 2399) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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: Network Region (NR) does not allow video.		
2391	Video Not Allowed	NR does not allow video.		
2392	Avc Mcu drop'd inuse port	AVC: MCU dropped inuse port.		
2393	Avc: Port request failed	AVC: Port request failed.		
2394	Avc: Port request failed	AVC: Port request failed.		
2395	AVC: Bridge move failure	AVC: Bridge move failure.		
2396	No IGMC available	No IGMC available on MCU.		
2397		No ports free, either administered or reported by MCU.		
2398		Interregion network connection failed.		
2399	DNY_CLASS_NO_CAP	CPTR with nocadence capability requested, not found.		
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Dial plan manager denial events

Denial Events generated by the Dial Plan Manager denial events are listed in Table 18: Dial Plan Manager denial events (2400 - 2406).

Table 18: Dial Plan Manager denial events (2400 - 2406)

Event Type	Event Description, as it is displayed 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 19: Data Manager Denial Events (3001 - 3004).

Table 19: Data Manager Denial Events (3001 - 3004)

Event Type	Event Description, as it is displayed 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 20: Dial Access Plan denial events (3101 - 3199).

Table 20: Dial Access Plan denial events (3101 - 3199)

Event Type	Event Description, as it is displayed 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 misadministered.		
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 21: Meet Me Conference denial events (3201 - 3299).

Table 21: Meet Me Conference denial events (3201 - 3299)

Event Type	Event Description, as it is displayed 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.		

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Table 21: Meet Me Conference denial events (3201 - 3299) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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 has exceeded the limit.		
3210	**Wrong MM Acc. code dialed**	Party failed to dial correct Meet-me conference access.		
3211	**Chg Station no Cons/Perm**	Meet-me security/access. The station extension does not have console permissions.		
3212	**VDN not a meetme type**	Vector Directory Number (VDN) is not a meetme type.		
3213	**MM Invalid Conf Ctrlr Sta**	Station extension does not match controller extension.		
3214	**MM Inv Trk not Remote Acc**	Trunk User ID not allowed as a controller extension.		
3215	**MM Invalid Station Type**	Invalid station type of calling extension.		
3216	**Conf/Transfer 2 Meet-me**	Conference/or transfer to Meet-me conference call.		
3217	**MM Abbrev Dial Invalid**	Cannot use abbreviated dialing - invalid.		
3218	**Error in EMMC route dgt**	Error retrieving Enhanced MeetMe Conferencing (EMMC) routing digits.		
3219	**Empty EMMC route digits**	Empty Enhanced MeetMe Conferencing (EMMC) routing digits.		
3220	**Exceed EMMC active conf**	Exceeded Enhanced MeetMe Conferencing (EMMC) active conference.		
3221	**Exceed EMMC license ports**	Exceeded number of Enhanced MeetMe Conferencing (EMMC) license ports.		
3222	**Exceed EMMC party limit**	Exceeded Enhanced MeetMe Conferencing (EMMC) party limit.		
3223	**EMMC- no new vector proc**	Enhanced MeetMe Conferencing (EMMC)-no new vector proc.		
3224	**Add meet-me user/whsp pg**	Can’t add meet-me party if whisper page is active.		
3225-3299	not assigned			
				2 of 2

Survivable remote server denial events

Survivable Remote Server-generated denial events are listed in Table 22: Survivable Remote Server denial events (3300 - 3399).

Table 22: 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 still inactive.	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**	Survivable Remote Server has not been administered.	0	IP address of sending Survivable Remote Server
3303	**IP RRJ-GK reg with GK**	Survivable Remote Server/Survivable Core Server is attempting to register with another Survivable Remote Server/Survivable Core Server.		
3304	**IP RRJ-LSP's MG not admin**	The serial number of the Survivable Remote Server does not match any administered gateway.	0	IP address of sending Survivable Remote Server
3305	**IP RRJ-LSP memory size**	Survivable Remote Server's Memory Configuration (DRAM) is inadequate to handle translations from the main.		
3306-3399	not assigned			

Data error denial events

Data error-generated denial events are listed in Table 23: Data Error denial events (3400 - 3499).

Table 23: Data Error denial events (3400 - 3499)

Event Type	Event Description, as it is displayed 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).		

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Table 23: Data Error denial events (3400 - 3499) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
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.		
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.		

Table 23: Data Error denial events (3400 - 3499) (continued)

Event Type	Event Description, as it is displayed on the event log	Explanation	Event Data 1	Event Data 2
3425	Unkwn Err in PhMsg file	Unknown error while processing unicode telephone message file.		
3426-3499	not assigned			
				3 of 3

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 24: Contact Closure denial events (3501 - 3503).

Table 24: 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 25: Survivable Core Server denial events (3600 - 3604).

Table 25: Survivable Core Server denial events (3600 - 3604)

Event Type	Event Description, as it is displayed 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 26: User Manager denial events (3700 - 3799).

Table 26: User Manager denial events (3700 - 3799)

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

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Table 26: User Manager denial events (3700 - 3799) (continued)

Event Type	Event Description (keyword)	Explanation	Event Data 1	Event Data 2
3705		EMU - trying to register on an already currently registered user.		
3706		H248Msg:ErrorHandler() VOIP Resources unavailable.		
3707		H248Msg:ErrorHandler() no gateway resource available.		
3708		Flexible Ann Allocation. All the time slots are exhausted 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 can 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.		
3731	Incompatible caps for endpt	Resources were available, but could not be used because of endpoint capabilities incompatibility.	Endpoint port	Endpoint UID
3740	TLS phone no certificate	Communication Manager rejects the TLS connection because the endpoint did not provide an Identity certificate.		

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Call processing denial events (5000 - 5035)

Event Types 5000 - 5035 are a continuation of call processing-generated denial events, and are listed in Table 27: Call processing denial events (5000 - 5035).

Table 27: Call processing denial events (5000 - 5035)

Event Type	Event Description, as it is displayed 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 link.		
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
5027	No pub-unk# for SIPDivHdr	The public-unknown-numbering screen for the station UID has not been populated.	UID of the station	The selected B-channel ID
5035	NCR:Xfer/cnf drp inv fail	The Network Call Redirection invocation failed for station transfer or conference drop.	response type	response
5065	DCC Activated	The (MLPP) Destination code control feature has been activated.		
5067	DCC De-activated	The (MLPP) Destination code control feature has been deactivated.		
5068	Restricted by DCC COS	The (MLPP) Destination code control feature is restricted by the COS settings for user.		
5069	Trk Outgoing Budget admin	Trk Grp **Outgoing Budget** is blank or an active call count is hosed up. The Destination code control does not know what to do with the call.		