Error Code Dictionary

CAD 6.6 for Cisco Unified Contact Center Express Release 7.0
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Error Code Dictionary

Error Messages

Error messages are classified by the level of severity of the error. These levels are:

- **Fatal**. The program cannot continue.

- **Error**. The program has suffered a loss of functionality, but it continues to run.

- **Warn**. There is a malfunction that is a nuisance but that does not interfere with the program's operation.

- **Informational**. Not an error, this is related information that might be useful for troubleshooting.

NOTE: In this table, **[LN]** refers to the program line number that generates the error.

Error	Description	
AP [LN]	Text:	Action Index Corrupt.
	Type:	Warn
	Add'l Info:	The actions configured in Administrator might be corrupt.
	Action:	Check the Work Flow actions in Administrator.
AP [LN]	Text:	Event not found [event type].
	Type:	Warn
	Add'l Info:	The events configured in Administrator might be corrupt.
	Action:	Check the Work Flow events in Administrator.

Error	Description	
AP [LN]	Text:	EventList has reached 15.
	Type:	Warn
	Add'l Info:	Something is stopping events from getting processed in Agent.
	Action:	Check log file for errors.
AV [LN]	Text:	Silent Monitor session failed.
	Type:	Error
	Add'l Info:	Unable to silent monitor the agent.
	Action:	Cisco Supervisor Desktop is not receiving any voice from the agent's IP phone.
		If you are using Desktop Monitor for monitoring, possible causes for this problem are:
		• The agent selected for monitoring has logged on to an IP hard phone that is not connected to the agent desktop system.
		• The network adapter card in the agent's computer is not compatible with CAD desktop Monitor in a network environment where data and voice are on separate VLANs.
		If you are using a VoIP Monitor service for monitoring, possible causes for this problem are:
		• You might not have the SPAN port set up correctly.
		• You might not have the IP phone assigned to the correct VoIP Monitor service.
		Contact your system administrator.
AW [LN]	Text:	Unable to get RASCAL global ID for agent state change.
	Type:	Warn
	Add'l Info:	Could not obtain global ID from the Agent Statistics service.
	Action:	Verify that the Agent Statistics service is running.

Error	Description	
AW [LN]	Text:	Unable to update wrapup data to RASCAL: no global ID.
	Type:	Warn
	Add'l Info:	Could not write data to the Agent Statistics service.
	Action:	Verify that the Agent Statistics service is running.
AW [LN]	Text:	Unable to write agent state change to RASCAL GID=[global ID] Error=[error].
	Type:	Warn
	Add'l Info:	Could not write data to the Agent Statistics service.
	Action:	Verify that the Agent Statistics service is running.
AW [LN]	Text:	Unable to write call data to RASCAL GID=[global ID] Error=[error].
	Type:	Warn
	Add'l Info:	Could not write data to Recording and Statistics service.
	Action:	Verify that the Recording and Statistics service is running.
BIPPA1000	Text:	BIPPA service is unable to create a CORBA service: CORBA error <%hs>.
	Type:	Fatal
	Add'l Info:	Unable to create CORBA service for the BIPPA service to receive requests from IP Phone Agent clients.
	Action:	Restart the BIPPA service. If the error persists, contact technical support.

Error	Description	
BIPPA1001	Text:	BIPPA service is unable to create a TCP socket listener: <%d:%hs>.
	Type:	Fatal
	Add'l Info:	Unable to create TCP socket listener for the BIPPA service to receive requests from CAD-BE clients.
	Action:	Complete the following steps.
		• Restart the BIPPA service.
		• Check if another instance of BIPPA service is already running. If so, stop it or don't start a second instance.
		• Check if another service is using the same socket port (59012) as BIPPA service. If so, stop that service. If that service needs to be running, contact technical support.
		• Check whether a firewall or security software is preventing BIPPA service from using the port.
		• If the error persists, contact technical support.
BIPPA1002	Text:	BIPPA service TCP socket dispatcher failed to run: <%d:%hs>.
	Type:	Fatal
	Add'l Info:	TCP socket dispatcher in BIPPA service for receiving requests from CAD-BE clients failed to run.
	Action:	Complete the following steps.
		• Restart the BIPPA service.
		• Check if another instance of BIPPA service is already running. If so, stop it or don't start a second instance.
		• Check if another service is using the same socket port (59012) as BIPPA service. If so, stop that service. If that service needs to be running, contact technical support.
		• Check whether a firewall or security software is preventing BIPPA service from using the port.
		• If the error persists, contact technical support.

Error	Description	
BIPPA1003	Text:	BIPPA service failed to add BIPPA socket listener to socket dispatcher: <%d:%hs>.
	Type:	Fatal
	Add'l Info:	TCP socket listener used for receiving requests from CAD-BE clients could not be added to BIPPA socket dispatcher.
	Action:	Complete the following steps.
		• Restart the BIPPA service.
		• Check if another instance of BIPPA service is already running. If so, stop it or don't start a second instance.
		• Check if another service is using the same socket port (59012) as BIPPA service. If so, stop that service. If that service needs to be running, contact technical support.
		• Check whether a firewall or security software is preventing BIPPA service from using the port.
		• If the error persists, contact technical support.
BIPPA2000	Text:	Internal error: An unexpected error occurred while <%ls>.
	Type:	Error
	Add'l Info:	An error occurred while performing specified action.
	Action:	Restart the BIPPA and LRM services, wait until they are both active, and then try the action again. If the problem persists, contact technical support.
BIPPA2001	Text:	LRM service error: Failed to initialize LRM manager.
	Type:	Error
	Add'l Info:	An error occurred while setting up communication with the LRM service.
	Action:	Restart the BIPPA and LRM services, wait until they are both active, and then try the action again. If the problem persists, contact technical support.

Error	Description	
BIPPA2002	Text:	LRM service error: Failed to register for BIPPA events: <%ls>.
	Type:	Error
	Add'l Info:	An error occurred while registering with the LRM service for BIPPA events.
	Action:	Restart the BIPPA and LRM services, wait until they are both active, and then try the action again. If the problem persists, contact technical support.
BIPPA2003	Text:	Could not open BIPPA service information file <%ls>.
	Type:	Error
	Add'l Info:	Could not open the BIPPA service information file used by the IPPA JSP client and CAD-BE to communicate with the BIPPA service.
	Action:	Complete the following steps. • Verify that the value of the registry key HKEY_LOCAL_MACHINE/SOFTWARE/ Spanlink/CAD/IPPA/Config/TOMCAT HOME is the location of the Tomcat directory. By default, it is set to the folder C:\Program Files\ wfavvid\tomcat_appadmin. Ensure the directory exists. • Verify that the value of the registry key HKEY_LOCAL_MACHINE/SOFTWARE/ Spanlink/CAD/Site Setup/ INSTALL DIRECTORY is the location of the CAD software. By default, it is set to C:\ Program Files\Cisco\Desktop\. Ensure the directory exists. • BIPPA service does not have sufficient permissions to create a file in the Tomcat folder. Login as the user that the BIPPA service is running as and attempt to create a file in that directory to verify. • The file is read only. Make it writable. • The disk is full. Remove unnecessary files. • If this does not correct the problem, contact technical support.

Error	Description	
BIPPA2004	Text:	Unable to set process priority to high: <%ls>.
	Type:	Error
	Add'l Info:	The BIPPA service was unable to change its process priority to high because of the specified Windows error.
	Action:	Check the Windows error. Ensure that the user that the BIPPA service is running as has permission to change its process priority to High.
BIPPA2005	Text:	LRM service error: Failed to register for LRM events: <%ls>.
	Type:	Error
	Add'l Info:	An error occurred while registering with the LRM service for LRM events.
	Action:	Restart the BIPPA and LRM services, wait until they are both active, and then try the action again. If the problem persists, contact technical support.
BIPPA2006	Text:	LRM service error: Failed to register BIPPA service: <%ls>.
	Type:	Error
	Add'l Info:	An error occurred while registering BIPPA service with the LRM service.
	Action:	Restart the BIPPA and LRM services, wait until they are both active, and then try the action again. If the problem persists, contact technical support.
BIPPA2007	Text:	Internal error: Could not create <%ls> object because is out of memory.
	Type:	Error
	Add'l Info:	The machine running the BIPPA service ran out of available memory.
	Action:	Complete the following steps. • Stop unnecessary processes on the machine. • Restart the BIPPA service. • Run a memory check. • Add more memory to the machine.

Error	Description	
BIPPA2008	Text:	Internal error: Toolbar type <%ls> has no default configuration.
	Type:	Error
	Add'l Info:	There is no default configuration for specified toolbar type.
	Action:	Complete the following steps.
		• Verify that the installation completed successfully and that default data was loaded into LDAP.
		• Verify that the backup data was restored successfully.
		• If install and restore completed successfully, restart the BIPPA service.
		If the above steps do not work, contact technical support.
BIPPA2009	Text:	LRM service error in getting license: <%ls>.
	Type:	Error
	Add'l Info:	BIPPA service could not obtain license from LRM service because of specified error.
	Action:	Restart the BIPPA and LRM services, wait until they are both active, and then try the action again. If the problem persists, contact technical support.

Error	Description	
BIPPA2010	Text:	Failed to accept socket connection: <%ls>.
	Type:	Error
	Add'l Info:	BIPPA service could not accept connection because of specified error.
	Action:	Complete the following steps.
		• Check if the CAD-BE client terminated the connection. If so, it is not a problem.
		• Restart the BIPPA service.
		• Check if another instance of BIPPA service is already running. If so, stop it or don't start a second instance.
		• Check if another service is using the same socket port (59012) as BIPPA service. If so, stop that service. If that service needs to be running, contact technical support.
		• Check whether a firewall or security software is preventing BIPPA service from using the port.
		• If the error persists, contact technical support.

Error	Description	
BIPPA2011	Text:	Failed to initialize socket connection: <%ls>.
	Type:	Error
	Add'l Info:	BIPPA service could not initialize socket connection from client because of specified error.
	Action:	Complete the following steps.
		• Check if the CAD-BE client terminated the connection. If so, it is not a problem.
		• Restart the BIPPA service.
		• Check if another instance of BIPPA service is already running. If so, stop it or don't start a second instance.
		• Check if another service is using the same socket port (59012) as BIPPA service. If so, stop that service. If that service needs to be running, contact technical support.
		• Check whether a firewall or security software is preventing BIPPA service from using the port.
		• If the error persists, contact technical support.
BIPPA2012	Text:	Failed to start <%ls> thread: <%ls>.
	Type:	Error
	Add'l Info:	Specified thread could not be started.
	Action:	Complete the following steps.
		• Check if the machine is low on memory.
		• Stop unnecessary processes on the machine.
		• Restart the BIPPA service.
		• If the error persists, contact technical support.

Error	Description	
BIPPA2013	Text:	Internal error. <%ls> wait event is invalid.
	Type:	Error
	Add'l Info:	A waitable event is invalid.
	Action:	Complete the following steps.
		• Check if the machine is low on memory.
		• Stop unnecessary processes on the machine.
		• Restart the BIPPA service.
		• If the error persists, contact technical support.
BIPPA2014	Text:	CTI service is not available.
	Type:	Error
	Add'l Info:	CTI service is not available.
	Action:	Complete the following steps.
		• Nothing needs to be done if CTI service fails over successfully or was shutdown intentionally.
		• Restart CTI service if it is not running.
		• If CTI service is running, run network checks as described in the *Cisco CAD Troubleshooting Guide* to determine why BIPPA service computer could not reach CTI service computer.
		• Restart the BIPPA service.
		• If the error persists, contact technical support.

Error	Description	
BIPPA2015	Text:	The CORBA connection information for the IPPA service obtained from LRM service is invalid.
	Type:	Error
	Add'l Info:	The CORBA connection information for the BIPPA service obtained from LRM service is invalid.
	Action:	Complete the following steps.
		• Ensure BIPPA service is running and active.
		• Run network checks as described in the *Cisco CAD Troubleshooting Guide* to ensure BIPPA service is reachable from client computer.
		• Restart the BIPPA service.
		• If the error persists, contact technical support.
BIPPA2016	Text:	Failed to get switch type from LDAP.
	Type:	Error
	Add'l Info:	BIPPA service failed to get switch type from LDAP.
	Action:	Complete the following steps.
		• Ensure LDAP service is running and active.
		• Run network checks as described in the *Cisco CAD Troubleshooting Guide* to ensure LDAP service is reachable from BIPPA service computer.
		• Restart the BIPPA service.
		• If the error persists, contact technical support.
BIPPA2017	Text:	Client socket descriptor <%d> is negative.
	Type:	Error
	Add'l Info:	Client socket descriptor is invalid.
	Action:	Complete the following steps.
		• Restart the BIPPA service.
		• If the error persists, contact technical support.

Error	Description	
BIPPA3000	Text:	Unable to allocate memory: <%ls>.
	Type:	Warn
	Add'l Info:	Unable to allocate memory.
	Action:	Check system resource availability (CPU and memory).
BIPPA3001	Text:	Unable to initialize registry watcher: <%d>.
	Type:	Warn
	Add'l Info:	Unable to initialize registry watcher. BIPPA service is unable to detect changes to registry.
	Action:	Complete the following steps.
		• Ensure that the user that the BIPPA service is running as has permission to read from registry.
		• Restart the BIPPA service.
		• If this does not correct the problem, contact technical support.
BIPPA3002	Text:	Unable to check registry for local IP address BIPPA should use to create its CORBA service: <%d>.
	Type:	Warn
	Add'l Info:	Unable to check registry for local IP address BIPPA should use to create its CORBA service. It will try again every 10 seconds.
	Action:	If it continues to encounter this problem, complete the following steps:
		• Ensure that the user that the BIPPA service is running as has permission to read from registry.
		• Restart the BIPPA service.
		• If this does not correct the problem, contact technical support.

Error	Description	
BIPPA3003	Text:	Unable to get local IP address BIPPA should use to create its CORBA service from registry: <%d>.
	Type:	Warn
	Add'l Info:	Unable to get local IP address BIPPA should use to create its CORBA service from registry.
	Action:	Complete the following steps.
		• Ensure that the user that the BIPPA service is running as has permission to read from registry.
		• Restart the BIPPA service.
		• If this does not correct the problem, contact technical support.
BIPPA3004	Text:	Unable to enable NT Event logging for application name <%ls>.
	Type:	Warn
	Add'l Info:	Unable to enable NT Event logging for specified application name.
	Action:	Complete the following steps.
		• Ensure that the user that the BIPPA service is running as has permission to read from registry.
		• Restart the BIPPA service.
		• If this does not correct the problem, contact technical support.
BIPPA3006	Text:	Internal error: Unknown format for icon file <%ls>.
	Type:	Warn
	Add'l Info:	Specified icon file has unknown file format.
	Action:	Complete the following steps.
		• Ensure the file is an ICO or PNG file.
		• Reload or replace icon file if needed.
		• If this does not correct the problem, contact technical support.

Error	Description	
BIPPA3007	Text:	Internal error: Unable to load <%ls> icon file with <%ls> format and <%d> size.
	Type:	Warn
	Add'l Info:	Unable to load icon file with specified format and size.
	Action:	Complete the following steps.
		• Ensure the file is an ICO file.
		• Ensure the file has an icon of specified size.
		• Reload or replace icon file if needed.
		• If this does not correct the problem, contact technical support.
BIPPA3008	Text:	Internal error: Could not convert ICO icon <%ls> index <%d> to PNG icon <%ls>.
	Type:	Warn
	Add'l Info:	Unable to convert ICO icon with at specified index into PNG icon.
	Action:	Complete the following steps.
		• Ensure the file is an ICO file.
		• Ensure the file has an icon at specified index.
		• Reload or replace icon file if needed.
		• If this does not correct the problem, contact technical support.
BIPPA3009	Text:	Internal error: Could not read file <%ls>.
	Type:	Warn
	Add'l Info:	Unable to read specified file.
	Action:	Complete the following steps.
		• Ensure the file exists.
		• Ensure the file is readable by user BIPPA service is running as.
		• Restart BIPPA service.

Error	Description	
BIPPA3010	Text:	Internal error: PNG icon file <%ls> is empty.
	Type:	Warn
	Add'l Info:	Specified PNG icon file is empty.
	Action:	Reload or replace PNG icon with non empty icon file.
BIPPA3011	Text:	Internal error: Could not write file <%ls>: <%ls>.
	Type:	Warn
	Add'l Info:	Unable to write specified file.
	Action:	Complete the following steps.
		• Ensure the directory exists.
		• Ensure the file/directory is writable by user BIPPA service is running as.
		• Restart BIPPA service.
BIPPA3012	Text:	Internal error: Could not convert ICO icon <%ls> to large PNG icon <%ls>. Using normal icon instead.
	Type:	Warn
	Add'l Info:	Unable to convert ICO icon to large PNG icon.
	Action:	Complete the following steps.
		• Ensure the file is an ICO file.
		• Ensure the file has a small image in index 0 and large image in index 1.
		• Reload or replace icon file if needed.
		• If this does not correct the problem, contact technical support.

Error	Description	
BIPPA3013	Text:	There are no more licenses available.
	Type:	Warn
	Add'l Info:	There are no more licenses available.
	Action:	Complete the following steps.
		• Wait a few minutes and retry.
		• CAD-BE agents may have exited their browsers without logging out first. Those sessions will continue to use up licenses for 1 minute after the browser exited.
		• Agents logged out of extension mobility without logging out from CAD, CAD-BE or IPPA. These agents are still logged in but in Not Ready state. For CAD, it will continue to use up the license until CAD exits. For CAD-BE and IPPA, it will continue to use up the license until BIPPA service is restarted or the agents login again and logout properly.
BIPPA3014	Text:	Internal error: Icon file <%ls> not found for button type <%ls>.
	Type:	Warn
	Add'l Info:	Could not find specified icon file for button type. If the large icon file is missing but the normal icon file exists, the normal icon file is used for large icon also.
	Action:	Complete the following steps.
		• Ensure the file exists.
		• If this does not correct the problem, contact technical support.

Error	Description	
BIPPA3015	Text:	Unable to send CTI action <%ls> for agent %ls <%ls>: <%ls>.
	Type:	Warn
	Add'l Info:	Unable to send specified CTI action to CTI service for specified agent/extension because of specified error.
	Action:	Complete the following steps.
		• Ensure the CTI service is running, active, and reachable from BIPPA service computer.
		• Check that the CTI service is a supported version for this version of BIPPA service.
		• If this does not correct the problem, contact technical support.
BIPPA3016	Text:	Internal error: CTI request ID <%d> and response ID <%d> do not match for agent %ls <%ls>.
	Type:	Warn
	Add'l Info:	The IDs of response to CTI request do not match for specified agent ID/extension.
	Action:	Complete the following steps.
		• Retry CTI action to see if it happens again.
		• Restart BIPPA service.
		• If this does not correct the problem, contact technical support.
BIPPA3017	Text:	CTI action <%ls> failed for agent %ls <%ls>: <%d> <%ls>.
	Type:	Warn
	Add'l Info:	Specified CTI action failed for specified agent ID/extension because of specified error.
	Action:	Check the error code and description for cause of problem.

Error	Description	
BIPPA3018	Text:	Maximum conference parties reached for agent extension <%ls>: <%d><%ls>.
	Type:	Warn
	Add'l Info:	The maximum conference parties has been reached for specified agent extension.
	Action:	Complete the following steps.
		• Increase the maximum number of conference parties allowed for the extension.
		• Do not attempt to conference more than maximum conference parties allowed.
BIPPA3019	Text:	BIPPA client unable to communicate with BIPPA service: CORBA error <%ls>.
	Type:	Warn
	Add'l Info:	BIPPA client unable to communicate with BIPPA service because of specified error.
	Action:	Complete the following steps.
		• Ensure BIPPA service is running and active.
		• Run network checks as described in the *Cisco CAD Troubleshooting Guide* to ensure BIPPA service is reachable from client computer.
		• Restart BIPPA service, wait until it is running and active before restarting BIPPA client.
BIPPA3020	Text:	BIPPA client at IP address <%ls> port <%ls> is unable to connect because the client is at version <%ls> while service is at version <%ls>.
	Type:	Warn
	Add'l Info:	BIPPA client unable to communicate with BIPPA service because they are of different version.
	Action:	The client has to shutdown and restart again.

Error	Description	
BIPPA3021	Text:	Timeout while waiting for changed LDAP data to be replicated to currently connected LDAP service for synchronize key <%ls>.
	Type:	Warn
	Add'l Info:	BIPPA service could not get all the changed LDAP data from a replicated LDAP service before timeout (20 seconds) occurred.
	Action:	Verify LDAP replication is working. Restart BIPPA service.
CA [LN]	Text:	Unable to attach to CallChat application
	Type:	Warn
	Add'l Info:	Emergency Chat messages to supervisor and Skill statistics on the Supervisor desktop will be unavailable.
	Action:	From a command prompt, go to the Desktop bin directory and run the command regsvr32 fastcallserverproxy.dll.
CADBE1000	Text:	Cannot get configuration information for <%s> component from the BIPPA service.
	Type:	Fatal
	Add'l Info:	The BIPPA service did not respond within 5 seconds. This could be due to network latency or a slow BIPPA service.
	Action:	Check the connection speed to rule out network latency. If the connection is slow, try a faster connection. If a faster connection does not improve latency, look for other possible causes for the latency. Check the CPU usage of the BIPPA service. If the CPU usage is high, check the debugging threshold for the BIPPA service. The debugging threshold may be set too high.

Error	Description	
CADBE1001	Text:	Cannot get localization information for <%s> component.
	Type:	Fatal
	Add'l Info:	The specified component cannot get localization information.
	Action:	Verify that the CadBEStrings.properties file is in cadbe.jar on the BIPPA server. If the file is missing, remove the cadbe directory under ..\wfavvid\tomcat_appadmin\webapps. The Tomcat service will recreate the missing file from the cadbe.war file. You may need to restart Unified CCX Administration to force Tomcat to recreate the directory.
CADBE1002	Text:	Cannot connect to BIPPA service.
	Type:	Fatal
	Add'l Info:	Cannot connect to the BIPPA service within 8 seconds.
	Action:	Complete the following steps.
		• Verify that the BIPPA service is running and active for the URL used.
		• Verify that port 59012, which is used by the BIPPA service, is not blocked.
		• Verify the status of the port by connecting to the server using telnet on port 59012 from a DOS command window on the client PC.
		• Check the connection speed to rule out network latency.
		• If the connection is slow, try a faster connection. If a faster connection does not improve latency, look for other possible causes for the latency.
		• Check the CPU usage of the BIPPA service. If the CPU usage is high, check the debugging threshold for the BIPPA service. The debugging threshold may be set too high.

Error	Description	
CADBE2000	Text:	CAD-BE cannot retrieve <%s> event information from socket message.
	Type:	Error
	Add'l Info:	CAD-BE cannot retrieve specified event information from the socket message.
	Action:	Look at the status of the connection between CAD-BE and the BIPPA service. If the connection was disrupted, the CAD-BE client has lost data and the agent needs to log in again. If you upgraded the BIPPA service while CAD-BE clients were connected to it, the clients are now running a different version than the BIPPA service. In this case, agents must exit and restart their CAD-BE clients.
CADBE2001	Text:	BIPPA service at host <%s> is down.
	Type:	Error
	Add'l Info:	The connection from CAD-BE to the BIPPA service on the specified host failed.
	Action:	CAD-BE should automatically reconnect to the BIPPA service. If CAD-BE does not reconnect, complete the following steps: • Verify that the BIPPA service is running and active. • Verify that the client PC can communicate with the server on which the BIPPA service is running by connecting to the server hostname or IP address using telnet on port 59012.

Error	Description	
CADBE2002	Text:	Insufficient memory to run CAD-BE applet: <%s>.
	Type:	Error
	Add'l Info:	There is insufficient memory to run the CAD-BE applet.
	Action:	Verify that the client PC has enough memory. If the PC has enough memory, verify that JVM has sufficient memory to run the CAD-BE applet. To verify that JVM has sufficient memory, from the Control Panel, start the Java Control Panel. On the Java tab, click Java Applet Runtime Settings. Verify that the Java Runtime Parameters has an -Xmx argument. If this argument is present, increase the value to at least 8 MB.
CADBE2003	Text:	Client at IP address <%s> and BIPPA service at IP address <%s> have different product version: <%s>.
	Type:	Error
	Add'l Info:	CAD-BE applet and BIPPA service have different product version.
	Action:	Close CAD-BE browser and restart CAD-BE.
CADBE3000	Text:	Received an invalid event <%s> from the BIPPA service.
	Type:	Warn
	Add'l Info:	A configuration error resulting in invalid data sent from the BIPPA service, or the client version is different from the BIPPA service.
	Action:	Close the CAD-BE browser window and restart CAD-BE. If that does not fix the problem, contact technical support.
CADBE3001	Text:	Cannot get host address for this host.
	Type:	Warn
	Add'l Info:	Cannot get the address of this host because of access restriction.
	Action:	Accept the security certificate when you start CAD-BE.

Error	Description	
CADBE3002	Text:	Received an invalid event from the BIPPA service. Recovery initiated.
	Type:	Warn
	Add'l Info:	CAD-BE received an invalid event from the BIPPA service. The socket connection to the BIPPA service will be dropped and reconnected. This error may be caused by CADBE2000.
	Action:	Look at the status of the connection between CAD-BE and the BIPPA service. If the connection was disrupted, the CAD-BE client has lost data and the agent needs to log in again. If you upgraded the BIPPA service while CAD-BE clients were connected to it, the clients are now running a different version than the BIPPA service. In this case, agents must exit and restart their CAD-BE clients. If this error persists, contact technical support.
CADBE3003	Text:	Cannot login agent. Cause <%d:%s>.
	Type:	Warn
	Add'l Info:	The BIPPA service cannot log in the agent because of the specified error.
	Action:	Depends on the error code and description cited in the text.
CADBE3004	Text:	<%s> component did not get response from BIPPA service for <%s> request.
	Type:	Warn
	Add'l Info:	The specified component did not get a response from the BIPPA service for the specified request within 5 seconds.
	Action:	Check the connection speed to rule out network latency. If the connection is slow, try a faster connection. If a faster connection does not improve latency, look for other possible causes for the latency. Check the CPU usage of the BIPPA service. If the CPU usage is high, check the debugging threshold for the BIPPA service. The debugging threshold may be set too high.

Error	Description	
CADBE3005	Text:	Applet context passed to <%s> component is null.
	Type:	Warn
	Add'l Info:	The specified component received a null applet context that prevents the component from performing browser operations.
	Action:	Check the security settings for your web browser as described in the installation guide. Log out and restart the browser. Accept the security certificate when you start CAD-BE. If this error persists, contact technical support.
CADEEM CONNECTOR 2000	Text:	Connector cannot retrieve specified event information from the socket message.
	Type:	Error
	Add'l Info:	None.
	Action:	Look at the status of the connection between CAD and the EEM applet.
CADEEM CONNECTOR 2001	Text:	There is insufficient memory to run the EEM applet.
	Type:	Error
	Add'l Info:	None.
	Action:	Verify that the client PC has enough memory. If the PC has enough memory, verify that JVM has sufficient memory to run the EEM applet.
CADEEM CONNECTOR 2002	Text:	Caught <%s> which should not happen.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
CADEEM CONNECTOR 3000	Text:	An error occurred in the event handler.
	Type:	Warn
	Add'l Info:	None.
	Action:	See the error text for details.

Error	Description	
CADUI2038	Text:	Enter a template URI.
	Type:	Error
	Add'l Info:	Template URI is a required field. Leading and trailing spaces are ignored.
	Action:	Only space(s) is entered in the Template URI field. Enter a valid template URI.

Error	Description	
CDAUI1000	Text:	Error while trying to load data. Ensure that the system path includes the location of the WebAdminLib.dll.
	Type:	Fatal
	Add'l Info:	Error indicating that the location of the WebAdminLib.dll is not added to the System path.
	Action:	On the Unified CCX server, add the location of the WebAdminLib.dll (C:\Program Files\Cisco\ Desktop\bin) to the Path environment variable.
		1. In Control panel, launch the System utility.
		2. On the Advanced tab, click Environment Variables.
		3. From the list of system variables, select Path and click Edit.
		4. In the Variable value field, locate the string C:\Program Files\Cisco\Desktop\bin; and, using cut/paste, move it to the beginning of the variable value string. This results in the DLL being accessed from the correct location.
		5. Click OK and close the System utility.
		6. Stop the Cisco Unified Node Manager.
		7. On the Unified CCX server, delete the teamadmin folder from these locations: C:\Program Files\wfavvid\ tomcat_appadmin\webapps C:\Program Files\wfavvid\ tomcat_appadmin\work\catalina\localhost
		8. Restart the Unified Node Manager, and wait two minutes.
		9. Access Cisco Desktop Administrator and verify that you can navigate to the Services Configuration > Enterprise Data > Fields page.

Error	Description	
CDAUI1001	Text:	Error while trying to load data. Ensure that the system path includes the location of the LDAPClientDLL.dll.
	Type:	Fatal
	Add'l Info:	Error indicating that the location of the LDAPClientDLL.dll is not added to the System path.
	Action:	On the Unified CCX server, add the location of the LDAPClientDLL.dll (C:\Program Files\Cisco\Desktop\bin) to the Path environment variable.
		1. In Control panel, launch the System utility.
		2. On the Advanced tab, click Environment Variables.
		3. From the list of system variables, select Path and click Edit.
		4. In the Variable value field, locate the string
		C:\Program Files\Cisco\Desktop\bin;
		and, using cut/paste, move it to the beginning of the variable value string. This results in the DLL being accessed from the correct location.
		5. Click OK and close the System utility.
		6. Stop the Cisco Unified Node Manager.
		7. On the Unified CCX server, delete the teamadmin folder from these locations:
		C:\Program Files\wfavvid\tomcat_appadmin\webapps
		C:\Program Files\wfavvid\tomcat_appadmin\work\catalina\localhost
		8. Restart the Unified Node Manager, and wait two minutes.
		9.Access Cisco Desktop Administrator and verify that you can navigate to the Services Configuration > Enterprise Data > Fields page.

Error	Description	
CDAUI1002	Text:	Critical installation files are missing. Contact technical support.
	Type:	Fatal
	Add'l Info:	Some important files needed to access Cisco Desktop Administrator are missing.
	Action:	Contact technical support about the missing files.
CDAUI2000	Text:	An error has occurred. Contact technical support.
	Type:	Error
	Add'l Info:	Generic error message when no known error is encountered.
	Action:	Get the log files and contact technical support.
CDAUI2001	Text:	Unsupported character used in field name. Allowable characters are Aa-Zz, 0-9, undescore(_), and period(.).
	Type:	Error
	Add'l Info:	User entered invalid characters in the field name of a non-ECC Field.
	Action:	Enter only the allowable characters (Aa-Zz, 0-9, space, single quote ('), underscore (_), and period (.)) in the field name of a non-ECC Field.
CDAUI2002	Text:	Unsupported character used in ECC field name. Allowable characters are Aa-Zz, 0-9, undescore(_), and period(.).
	Type:	Error
	Add'l Info:	User entered invalid characters in the ECC field name of an ECC Field.
	Action:	Enter only the allowable characters (Aa-Zz, 0-9, underscore (_), and period (.)) in the field name of an ECC Field.

Error	Description	
CDAUI2003	Text:	Unsupported character used in display name. Allowable characters are Aa-Zz, 0-9, space, single quote('), undescore(_), and period(.).
	Type:	Error
	Add'l Info:	User entered invalid character in the Display Name of a Field.
	Action:	Enter only the allowable characters (Aa-Zz, 0-9, space, single quote ('), underscore (_), and period(.)) in the Display Name of a Field.
CDAUI2004	Text:	The field name you entered is already in use. Enter a unique field name.
	Type:	Error
	Add'l Info:	An enterprise data field with the specified field name is already existing. Field name should be unique.
	Action:	Field name must be unique. A field with the name entered already exists. Enter a unique name for the field.
CDAUI2005	Text:	Too many fields in the layout. A layout can contain a maximum of 16 fields.
	Type:	Error
	Add'l Info:	More than 16 fields are added to a layout. A layout can contain a maximum of 16 fields.
	Action:	Add only up to 16 fields to the layout.
CDAUI2006	Text:	A layout must contain at least 1 field.
	Type:	Error
	Add'l Info:	No field is added to a layout. At least one field needs to be added.
	Action:	Add at least one field to the Layout.
CDAUI2007	Text:	The layout name you entered is already in use. Enter a unique layout name.
	Type:	Error
	Add'l Info:	Layout name is a unique field.
	Action:	Enter another unique name for the Layout. Layout name is a unique field.

Error	Description	
CDAUI2008	Text:	User should specify the URI for Response template when automatic response is enabled for E-mail Contact Service Queue.
	Type:	Error
	Add'l Info:	Either specify the URI of the response template or clear the Send Automatic Response check box for the Contact Service Queue.
	Action:	When you select the Send Automatic Response check box, you must enter a URI in the Response Template URI field.
CDAUI2009	Text:	An e-mail address can map to only 1 e-mail contact service queue. %s has already been mapped to another e-mail CSQ. Enter another e-mail address.
	Type:	Error
	Add'l Info:	E-mail address that map to a E-mail CSQ is unique to an E-mail CSQ. It should not map to any other E-mail CSQ.
	Action:	Mail address that map to a E-mail CSQ is unique to an E-mail CSQ. It should not map to any other E-mail CSQ. Enter another e-mail address.
CDAUI2010	Text:	One of the fields in this Layout cannot be found in the current Field List(layout-to-field disassociation error).
	Type:	Error
	Add'l Info:	A field is deleted and layout to field association is not deleted.
	Action:	Click save button. The layout to field association gets updated again removing the layout to field association of the deleted field.

Error	Description	
CDAUI2011	Text:	Error while trying to load data. Ensure that the system path includes the location of the WebAdminLib.dll.
	Type:	Error
	Add'l Info:	Error indicating that the location of the WebAdminLib.dll is not added to the System path.
	Action:	Add the location of the WebAdminLib.dll (C:\ Program Files\Cisco\Desktop\bin) to the Path environment variable.
CDAUI2012	Text:	Error while trying to load data. Ensure that the system path includes the location of the LDAPClientDLL.dll.
	Type:	Error
	Add'l Info:	Error indicating that the location of the LDAPClientDLL.dll is not added to the System path.
	Action:	Add the location of the LDAPClientDLL.dll (C:\ Program Files\Cisco\Desktop\bin) to the Path environment variable.
CDAUI2013	Text:	%s is the only field in the %s layout. If you delete this field, the layout will also be deleted. Do you want to continue with delete?
	Type:	Error
	Add'l Info:	Message indicating the if the field is deleted then the layout which has this field as the only field associated with it will also be deleted.
	Action:	Proceed with delete if deletion of Layout is okay.
CDAUI2014	Text:	The contact list name you entered is already in use. Enter a unique contact list name.
	Type:	Error
	Add'l Info:	A Contact List with that name already exists. Contact List Name must be unique.
	Action:	A Contact List with that name already exists. Enter another unique name for the Contact List.

Error	Description	
CDAUI2015	Text:	LDAP default data error: the password is not in LDAP.
	Type:	Error
	Add'l Info:	Default Password is missing in LDAP.
	Action:	Password that is required for authentication is missing from LDAP. Contact technical support.
CDAUI2016	Text:	The username or password you entered is incorrect. Try again.
	Type:	Error
	Add'l Info:	Authentication error. Username or password is incorrect.
	Action:	Enter the correct username and password for authentication to Cisco Desktop Administrator.
CDAUI2017	Text:	An Email address cannot be entered more than once in the Email address(es) that map to a CSQ field. %s is entered more than once. Try again.
	Type:	Error
	Add'l Info:	Same e-mail address is duplicated in the e-mail address(es) that map to the CSQ.
	Action:	Remove the duplicated entry.
CDAUI2018	Text:	The template name you entered is already in use. Enter a unique template name.
	Type:	Error
	Add'l Info:	A template with the specified name already exists.
	Action:	A Template with the specified name already exists. Enter another unique name for the Template.
CDAUI2019	Text:	Old password is incorrect. Try again.
	Type:	Error
	Add'l Info:	User entered Old password didn't match with the current password.
	Action:	Enter the correct current password in the Old Password field.

Error	Description	
CDAUI2020	Text:	Spaces are not allowed in passwords. Try again.
	Type:	Error
	Add'l Info:	User entered a space in the new password or confirm password field. Space is not an allowed character.
	Action:	Space is not an allowed character. Enter another new password that doesn't have a space in it.
CDAUI2021	Text:	Entries in New Password and Confirm Password fields do not match. Try again.
	Type:	Error
	Add'l Info:	User entered New Password and Confirm Password strings didn't match.
	Action:	Enter the same string in New Password and Confirm Password fields.
CDAUI2022	Text:	%s field cannot be deleted. It is the only field assigned to the default layout, %s. First, add at least 1 other field to the default layout and then delete this field.
	Type:	Error
	Add'l Info:	Field cannot be deleted since it is the only field in the specified default Layout.
	Action:	Field cannot be deleted since it is the only field in the default layout.
		To proceed with field delete, add one more field to the Layout and then delete this Field.
CDAUI2023	Text:	A Host/IP address cannot be entered in more than one Host/IP Address field. %s entered in more than one Host/IP Address field. Try again.
	Type:	Error
	Add'l Info:	An Host/IP address is duplicated in the Host/IP address sections.
	Action:	Delete the duplicated entry of the Host/IP address.

Error	Description	
CDAUI2024	Text:	Select a default VoIP Monitor Server. --Select-- is not a valid choice.
	Type:	Error
	Add'l Info:	User didn't select a default VoIP Monitor Server.
	Action:	Select a default VoIP Monitor Server.
CDAUI2025	Text:	Cisco Desktop Agent E-Mail Service is not configured on the system. Contact technical support.
	Type:	Error
	Add'l Info:	Cisco Desktop Agent E-Mail service is not yet configured on the system.
	Action:	Configure the Cisco Desktop Agent E-Mail Service.
CDAUI2026	Text:	Error occured while notifying changes to EEMServerClient. Restart the Cisco Desktop Agent E-Mail Service manually using Cisco Unified Contact Center Express Administrator Control Center.
	Type:	Error
	Add'l Info:	Agent E-Mail related settings are changed in LDAP. An error occurred while notifying the EEMServerClient.
	Action:	For the changes to take effect restart the Agent E-mail Service manually using Cisco Unified Contact Center Express Administrator Control Center.
		Restart the Cisco Desktop Agent E-Mail Service manually using Cisco Unified Contact Center Express Administrator Control Center.
CDAUI2027	Text:	Search Criteria error. For Included, select either True or False.
	Type:	Error
	Add'l Info:	User selected the search criteria as Included = True and Included = False which is not a valid combination.
	Action:	Use either Included = True or Included = false search criteria. Both are not allowed at the same time.

Error	Description	
CDAUI2028	Text:	The external contact URI you entered is already in use. Enter a unique URI.
	Type:	Error
	Add'l Info:	An External Contact with the specified URI already exists. URI is a unique field for the Cisco Unified Presence Server External Contact.
	Action:	An External Contact with the specified URI already exists. Enter another unique URI for the External Contact.
CDAUI2029	Text:	Incorrect password. Try again.
	Type:	Error
	Add'l Info:	Authentication error. Entered password didn't match.
	Action:	Enter the correct password for authentication.
CDAUI2030	Text:	Invalid IMAP Server settings. Try again.
	Type:	Error
	Add'l Info:	IMAP server settings are invalid or the user account is locked. Could not connect to the IMAP Server with the specified settings.
	Action:	Try connecting to the IMAP Server with the specified settings. Check the IP/Host Name, Port, Username and Password and make sure that the user account is not locked.
CDAUI2031	Text:	Invalid SMTP Server settings. Try again.
	Type:	Error
	Add'l Info:	SMTP server settings are invalid or the user account is locked. Could not connect to the SMTP Server with the specified settings.
	Action:	Try connecting to the SMTP Server with the specified settings. Check the IP/Host Name, Port, Username and Password and make sure that the user account is not locked.

Error	Description	
CDAUI2032	Text:	An error has occurred. Contact your system administrator.
	Type:	Error
	Add'l Info:	Generic error message when no known error is encountered.
	Action:	Contact system administrator or technical support.
CDAUI2033	Text:	Error communicating with the Unified Presence Server.
	Type:	Error
	Add'l Info:	Error communicating with the Unified Presence Server.
	Action:	Check the IP/Host Name specified in Cisco Unified Presence settings.
		If valid, try connecting to Unified Presence server with the same settings.
CDAUI2034	Text:	Invalid Cisco Unified Presence Cluster user credentials. Configured user must be able to run SOAP queries.
	Type:	Error
	Add'l Info:	Configured user doesn't have permissions to run SOAP queries.
	Action:	Enter the credentials of the user who has permissions to run SOAP queries.
CDAUI2035	Text:	Error communicating with the Enterprise service.
	Type:	Error
	Add'l Info:	Error communicating with Enterprise server.
	Action:	Either Enterprise server is done or an LDAP error has occurred when Enterprise server is trying to communicate with LDAP.
CDAUI2036	Text:	An instantiation error has occured.
	Type:	Error
	Add'l Info:	An Object instantiation error has occurred.
	Action:	LDAP data error. Contact technical support.

Error	Description	
CDAUI2037	Text:	%s field cannot be deleted. It is the only field in the layout %s. Either delete the layout or add at least one other field to the layout and then delete this field.
	Type:	Error
	Add'l Info:	Field cannot be deleted since it is the only field in the specified Layout.
	Action:	Field cannot be deleted since it is the only field in the specified Layout.
		To proceed with field delete, either delete the specified Layout or add one more field to the Layout and then delete this Field.
CDAUI2040	Text:	The specified template does not exist. Make sure the URI is valid.
	Type:	Error
	Add'l Info:	Specified path or specified file in the URI doesn't exit.
	Action:	Enter a valid URI. The URI path must be on the CRS box.
CDAUI2041	Text:	Invalid template URI format. URIs must begin with either http:// or file:/// and use the .txt file extension.
	Type:	Error
	Add'l Info:	Specified template URI doesn't match the URI format.
	Action:	Check the example URI format and specify the URI in the same format.
CDAUI2042	Text:	A security access error has occurred. Contact technical support.
	Type:	Error
	Add'l Info:	Security access error occurred.
	Action:	Contact technical support.

Error	Description	
CDAUI2043	Text:	A no such method error has occurred. Contact technical support.
	Type:	Error
	Add'l Info:	Method that is referred is not existing.
	Action:	Contact technical support.
CDAUI2044	Text:	An illegal argument error has occurred. Contact technical support.
	Type:	Error
	Add'l Info:	Argument that is passed is not valid.
	Action:	Contact technical support.
CDAUI2045	Text:	An object instantiation error has occurred. Contact technical support.
	Type:	Error
	Add'l Info:	Object instantiation error.
	Action:	Contact technical support.
CDAUI2046	Text:	An illegal access error has occurred. Contact technical support.
	Type:	Error
	Add'l Info:	Illegal access error occurred.
	Action:	Contact technical support.
CDAUI2047	Text:	An object invokation error has occurred. Contact technical support.
	Type:	Error
	Add'l Info:	Object invocation error occurred.
	Action:	Contact technical support.

Error	Description	
CDAUI2048	Text:	Class definition is not found. Ensure that the system path includes the location of the required DLLs. Contact technical support.
	Type:	Error
	Add'l Info:	Error indicating that he referred class is not found. Required DLLs location is not added to the System path.
	Action:	Add the location of the required dlls (C:\Program Files\Cisco\Desktop\bin) to the Path environment variable.
CDAUI2049	Text:	A no such field error has occurred. Contact technical support.
	Type:	Error
	Add'l Info:	No such field error occurred.
	Action:	Contact technical support.
CDAUI2050	Text:	An LDAP error has occured. Contact technical support.
	Type:	Error
	Add'l Info:	An LDAP error occurred.
	Action:	Contact technical support.
CDAUI2051	Text:	Error connecting to LDAP: %s. Contact technical support.
	Type:	Error
	Add'l Info:	An LDAP connection error occurred.
	Action:	Check the LDAP connection credentials and test the LDAP connection. Contact technical support.
CDAUI2052	Text:	Error with the connection to LDAP: %s. Contact technical support.
	Type:	Error
	Add'l Info:	An LDAP connection error occurred.
	Action:	Check the LDAP connection credentials and test the LDAP connection. Contact technical support.

Error	Description	
CDAUI2053	Text:	No %s was found corresponding to domain objects of type %s.
	Type:	Error
	Add'l Info:	Object error occurred.
	Action:	Contact technical support.
CDAUI2054	Text:	An error occured while casting a class. Contact technical support.
	Type:	Error
	Add'l Info:	Class type cast error occurred.
	Action:	Contact technical support.
CDAUI2055	Text:	A %s class not found error has occured. Contact technical support.
	Type:	Error
	Add'l Info:	Class not found error occurred.
	Action:	Contact technical support.
CDAUI2056	Text:	Error reading data from LDAP. Contact technical support.
	Type:	Error
	Add'l Info:	Error occurred while reading data from LDAP.
	Action:	Check the LDAP connection credentials and test the LDAP connection. Contact technical support.
CDAUI2057	Text:	LDAP service is down. Contact technical support.
	Type:	Error
	Add'l Info:	LDAP service is down.
	Action:	Restart LDAP or contact technical support.

Error	Description	
CDAUI2058	Text:	Enter at least one allowable character other than space character in the Field Name field. Allowable characters are Aa-Zz, 0-9, space, single quote('), undescore(_), and period(.).
	Type:	Error
	Add'l Info:	Only spaces are entered in the Field Name field.
	Action:	Enter at least one allowable character other than space character in the Field Name field. Allowable characters are Aa-Zz, 0-9, space, single quote ('), underscore (_), and period (.).
CDAUI2059	Text:	Enter at least one allowable character other than space character in the Display Name field. Allowable characters are Aa-Zz, 0-9, space, single quote('), undescore(_), and period(.).
	Type:	Error
	Add'l Info:	Only spaces are entered in the Display Name field.
	Action:	Enter at least one allowable character other than space character in the Display Name field. Allowable characters are Aa-Zz, 0-9, space, single quote ('), underscore (_), and period (.).
CDAUI2060	Text:	Enter at least one character other than space character in the Layout Name field.
	Type:	Error
	Add'l Info:	Only spaces are entered in the Layout Name field.
	Action:	Enter at least one character other than space character in the Layout Name field.
CDAUI2061	Text:	Enter at least one character other than space character in the Contact List Name field.
	Type:	Error
	Add'l Info:	Only spaces are entered in the Contact List Name field.
	Action:	Enter at least one character other than space character in the Contact List Name field.

Error	Description	
CDAUI2062	Text:	Enter at least one character other than space character in the URI field.
	Type:	Error
	Add'l Info:	Only spaces are entered in the URI field.
	Action:	Enter at least one character other than space character in the URI field.
CDAUI2063	Text:	Enter at least one character other than space character in the Template Name field.
	Type:	Error
	Add'l Info:	Only spaces are entered in the Template Name field.
	Action:	Enter at least one character other than space character in the Template Name field.
CDAUI2064	Text:	Enter at least one character other than space character in the Description field.
	Type:	Error
	Add'l Info:	Only spaces are entered in the Description field.
	Action:	Enter at least one character other than space character in the Description field.
CDAUI2065	Text:	Enter at least one character other than space character in the Contact List Description field.
	Type:	Error
	Add'l Info:	Only spaces are entered in the Contact List Description field.
	Action:	Enter at least one character other than space character in the Contact List Description field.
CDAUI2066	Text:	Field updated in LDAP. Error occured while notifying changes to BIPPA Service. Restart BIPPA service manually for the changes to take effect.
	Type:	Error
	Add'l Info:	Field is either added or updated in LDAP. Error occurred while notifying changes to BIPPA Service.
	Action:	Field is either added or updated in LDAP. Restart BIPPA service manually for the changes to take effect.

Error	Description	
CDAUI2067	Text:	Search did not complete successfully, and only partial results are displayed. Contact technical support.
	Type:	Error
	Add'l Info:	SME search did not complete successfully and only partial results are displayed.
	Action:	Either Cisco Unified Presence server search or LDAP search failed.
		Check whether the user specified on Cisco Unified Presence Server settings page have permissions to do SOAP query or not.
		Check whether LDAP settings are correct or not and check the LDAP connection.
CDAUI2068	Text:	Unable to save your changes to the work flow group. The maximum number of contact lists that can be added to a work flow group is 25.
	Type:	Error
	Add'l Info:	Added more than the allowed number of contact lists (25) to a work flow group.
	Action:	Add only up to 25 contact lists to a work flow group.
CDAU12069	Text:	Maximum Outbound Attachments Size is more than the allowed Maximum Outbound Attachment size (50 MB).
	Type:	Error
	Add'l Info:	The Maximum Outbound Attachments Size is greater than the allowed maximum of 50 MB.
	Action:	Enter a value less than or equal to 50 MB.
CDAU12070	Text:	Select a VoIP Monitor Service. --Select-- is not a valid choice.
	Type:	Error
	Add'l Info:	The Remove button was clicked without selecting a VoIP Monitor Service to remove.
	Action:	Select a VoIP Monitor Service and then click Remove.

Error	Description	
CDAU12071	Text:	Select a Recording & Playback Service. --Select-- is not a valid choice.
	Type:	Error
	Add'l Info:	The Remove button was clicked without selecting a Recording & Playback Service to remove.
	Action:	Select a Recording & Playback service and then click Remove.
DADM2000	Text:	Unable to load macro [%s] from LDAP: %s.
	Type:	Error
	Add'l Info:	A work flow action contained the name of a keystroke macro but the macro does not exist.
	Action:	If the macro has been deleted on purpose, delete the name of the macro from the Action lists.
DADM2001	Text:	Unable to write macro binary into %s: %s.
	Type:	Error
	Add'l Info:	Communication with Directory Services was lost.
	Action:	Reestablish communication.
DADM2002	Text:	Directory Services unable to write macro binary to %s.
	Type:	Error
	Add'l Info:	Communication with Directory Services was lost. File folder not available. Not enough rights.
	Action:	Reestablish communication. Confirm file folder exists. Procure read/write rights to the folder.
DADM2003	Text:	Unable to %s macro [%s], Directory Services returned an error.
	Type:	Error
	Add'l Info:	Communication with Directory Services was lost.
	Action:	Reestablish communication and try again.
DADM2004	Text:	Error, %s not found. Directory Services data is corrupt.
	Type:	Error
	Add'l Info:	The data from Directory Services is not correct.
	Action:	Restore Directory Services from backup files.

Error	Description	
DADM2005	Text:	Error, Action:name missing for %s %s. Data from Directory Services is incorrect.
	Type:	Error
	Add'l Info:	Data in Directory Services database is not correct and possibly is corrupted.
	Action:	Use restore utility to restore data.
DADM2006	Text:	Failed to reset IPPA service.
	Type:	Error
	Add'l Info:	An attempt to notify the IPPA server that it must reload its data has failed.
	Action:	Restart the IPPA server.
DADM2007	Text:	Error connecting to LDAP.
	Type:	Error
	Add'l Info:	Communication problem
	Action:	Reestablish communication with Directory Services.
DADM2008	Text:	Program exiting...
	Type:	Error
	Add'l Info:	All attempts to communicate with Directory Services have failed.
	Action:	Restart after communication with Directory Services is restored.
DADM2009	Text:	Unable to retrieve the Data Fields from Directory Services.
	Type:	Error
	Add'l Info:	Data received from Directory Services is incorrect or corrupt.
	Action:	Use utility to restore Directory Services data from backup.
DADM2010	Text:	Failed to connect to Enterprise Database server.
	Type:	Error
	Add'l Info:	Communication with the Enterprise service could not be established.
	Action:	Restart Enterprise service.

Error	Description	
DADM2011	Text:	Unable to save to Enterprise Database.
	Type:	Error
	Add'l Info:	Possible communication problem with the Enterprise service, or call data no longer exists.
	Action:	Restart Enterprise service, or ignore.
DADM2064	Text:	Unable to convert macro [%s] to binary from %s: %s.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
DADM2064	Text:	Unable to convert macro [%ls] to binary from %ls: %ls
	Type:	Warn
	Add'l Info:	None.
	Action:	None.
DADM3000	Text:	Unable to delete macro [%s] from LDAP: %s.
	Type:	Warn
	Add'l Info:	Cannot communicate with Directory Services or the macro does not exist.
	Action:	Restart Directory Services or ignore.
DADM3001	Text:	Error Obtaining License, %s.
	Type:	Warn
	Add'l Info:	Server down or all licenses in use.
	Action:	Restart server or wait for a license to become available.
DADM3002	Text:	Directory Services could not retrieve icon data in %s from %s.
	Type:	Warn
	Add'l Info:	Not enough rights to the directory. Misformatted data. Internal error.
	Action:	None.

Error	Description	
DADM3004	Text:	Unable to retrieve data from Directory Services.
	Type:	Warn
	Add'l Info:	Communication problems with Directory Services. Possible data corruption.
	Action:	Reestablish communication with Directory Services. Restore Directory Services database from backup.
DADM3005	Text:	Directory Services was unable to write icon binary into %s.
	Type:	Warn
	Add'l Info:	Not enough rights to the directory.
	Action:	Procure rights to the directory through your administrator.
DADM3007	Text:	Unable to retrieve data from Enterprise Database.
	Type:	Warn
	Add'l Info:	Possible communication problem with Enterprise service, or requested data does not exist.
	Action:	Restart Enterprise service or ignore.
DADM3008	Text:	Unable to get a layout name from Enterprise Database for device <%s>.
	Type:	Warn
	Add'l Info:	Possible communication problem with Enterprise service or layout has not been defined.
	Action:	None.
DADM3400	Text:	Could not upload < %ls > File is missing or corrupted.
	Type:	Error
	Add'l Info:	The file is not the same as the one that was written.
	Action:	Restore the file to the original, or delete the file.

Error	Description	
DADM3401	Text:	%ls action <%ls> already exists for workflow group <%ls>.
	Type:	Error
	Add'l Info:	The import function will not overwrite the existing action.
	Action:	The administrator can retry by deleting the existing action or renaming the action being read before attempting upload.
DADM3402	Text:	Could not read %ls action disk file.
	Type:	Error
	Add'l Info:	An attempt to read the disk file has failed.
	Action:	None.
DADM3403	Text:	%ls Action upload to LDAP failed: %ls.
	Type:	Error
	Add'l Info:	LDAP error.
	Action:	None.
DADM3404	Text:	Invalid data received from file: %ls.
	Type:	Error
	Add'l Info:	Though the file could be read, the data received was not what was expected.
	Action:	The file cannot be used.
DADM3405	Text:	Could not open file: %ls.
	Type:	Error
	Add'l Info:	File error or file doesn't exist.
	Action:	Ensure file exists and check access rights.
DADM3406	Text:	Could not create folder %ls.
	Type:	Error
	Add'l Info:	None.
	Action:	None.

Error	Description	
DADM4000	Text:	Directory Services auto-recovery message. %ls is %ls.
	Type:	Fatal
	Add'l Info:	Directory services has sent a status message to the application.
	Action:	None.
DADM4001	Text:	IPPA auto-recovery message. %ls is %ls.
	Type:	Fatal
	Add'l Info:	IPPA server has sent a status message to the application.
	Action:	None.
DADM4002	Text:	Application error = <%ls>.
	Type:	Fatal
	Add'l Info:	An application error.
	Action:	If application has aborted or error occurs more than once, open a bug report.
DADM4003	Text:	Unexpected error.
	Type:	Fatal
	Add'l Info:	An unexpected internal error has occurred.
	Action:	If application has aborted or error occurs more than once, open a bug report.
DADM4004	Text:	Package type is: %ls.
	Type:	Fatal
	Add'l Info:	Package level is determined upon installation and determines the features available.
	Action:	None.
DADM4005	Text:	Waiting for timer action event failed with error - %ls.
	Type:	Fatal
	Add'l Info:	Application error.
	Action:	None.

Error	Description	
DADM4006	Text:	Desktops do not match, screen saver not dismissed.
	Type:	Fatal
	Add'l Info:	Screensaver interferes with timer actions. This is an operating system bug.
	Action:	See Microsoft knowledge base articles q140723 and Q198590 http://www.kbalertz.com/kb_198590.aspx.
DAGT2000	Text:	Unable to load macro [%s] from LDAP: %s.
	Type:	Error
	Add'l Info:	A work flow action contained the name of a keystroke macro but the macro does not exist.
	Action:	If the macro has been deleted on purpose, delete the name of the macro from the Action lists.
DAGT2001	Text:	Unable to write macro binary into %s: %s.
	Type:	Error
	Add'l Info:	Communication with Directory Services was lost.
	Action:	Reestablish communication.
DAGT2002	Text:	Directory Services unable to write macro binary to %s.
	Type:	Error
	Add'l Info:	Communication with Directory Services was lost. File folder not available. Not enough rights.
	Action:	Reestablish communication. Confirm file folder exists. Procure read/write rights to the folder.
DAGT2003	Text:	Unable to %s macro [%s], Directory Services returned an error.
	Type:	Error
	Add'l Info:	Communication with Directory Services was lost.
	Action:	Reestablish communication and try again.

Error	Description	
DAGT2004	Text:	Error, %s not found. Directory Services data is corrupt.
	Type:	Error
	Add'l Info:	The data from Directory Services is not correct.
	Action:	Restore Directory Services from backup files.
DAGT2005	Text:	Error, Action:name missing for %s %s. Data from Directory Services is incorrect.
	Type:	Error
	Add'l Info:	Data in Directory Services database is not correct and possibly is corrupted.
	Action:	Use restore utility to restore data.
DAGT2006	Text:	Failed to reset IPPA service.
	Type:	Error
	Add'l Info:	An attempt to notify the IPPA server that it must reload its data has failed.
	Action:	Restart the IPPA server.
DAGT2007	Text:	Error connecting to LDAP.
	Type:	Error
	Add'l Info:	Communication problem
	Action:	Reestablish communication with Directory Services.
DAGT2008	Text:	Program exiting...
	Type:	Error
	Add'l Info:	All attempts to communicate with Directory Services have failed.
	Action:	Restart after communication with Directory Services is restored.
DAGT2009	Text:	Unable to retrieve the Data Fields from Directory Services.
	Type:	Error
	Add'l Info:	Data received from Directory Services is incorrect or corrupt.
	Action:	Use utility to restore Directory Services data from backup.

Error	Description	
DAGT2010	Text:	Failed to connect to Enterprise Database server.
	Type:	Error
	Add'l Info:	Communication with the Enterprise service could not be established.
	Action:	Restart Enterprise service.
DAGT2011	Text:	Unable to save to Enterprise Database.
	Type:	Error
	Add'l Info:	Possible communication problem with the Enterprise service, or call data no longer exists.
	Action:	Restart Enterprise service, or ignore.
DAGT2012	Text:	Unable to Logout of RASCAL Server. Error Message = %s.
	Type:	Warn
	Add'l Info:	Can't log out of Recording and Statistics service.
	Action:	See Recording and Statistics service error message for more details.
DAGT2013	Text:	Unable to Logout of Desktop Monitoring. Error = %d.
	Type:	Warn
	Add'l Info:	Can't log out of Desktop Monitoring service.
	Action:	See Desktop Monitoring service error message for more details.
DAGT2014	Text:	Unable to Stop of Desktop Monitoring. Error = %d.
	Type:	Warn
	Add'l Info:	Can't stop desktop monitoring.
	Action:	See desktop monitoring error for more details.
DAGT2015	Text:	Failed to launch update.
	Type:	Warn
	Add'l Info:	Failed to launch True Update.
	Action:	Ensure that True Update is installed.

Error	Description	
DAGT2016	Text:	Last try to get RASCAL Global ID to update wrapup data. Error = %s.
	Type:	Warn
	Add'l Info:	Error getting Recording and Statistics service Global ID.
	Action:	See Recording and Statistics service error message for more details.
DAGT2017	Text:	Unable to update wrapup data to RASCAL: no global ID.
	Type:	Warn
	Add'l Info:	Unable to update data to Recording and Statistics service.
	Action:	Check if there is a call with call ID present.
DAGT2018	Text:	Unable to update wrapup data to RASCAL: GID=%u Error=%s.
	Type:	Warn
	Add'l Info:	Can't update data to Recording and Statistics service.
	Action:	See Recording and Statistics service error message for more details.
DAGT2019	Text:	Unable to get RASCAL Global ID for agent state change. Error=%s.
	Type:	Warn
	Add'l Info:	Can't get Recording and Statistics service global ID.
	Action:	See Recording and Statistics service error message for more details.
DAGT2020	Text:	Last try was still unable to get RASCAL Global ID for agent state change. Error=%d.
	Type:	Warn
	Add'l Info:	Fail to get Recording and Statistics service global ID.
	Action:	See Recording and Statistics service error message for more details.

Error	Description	
DAGT2021	Text:	Unable to write agent state change to RASCAL: GID=%u Error=%s.
	Type:	Warn
	Add'l Info:	Can't write agent state change to Recording and Statistics service.
	Action:	See Recording and Statistics service error for more details.
DAGT2022	Text:	Unable to get RASCAL Global ID for logout agent state change. Error=%s.
	Type:	Warn
	Add'l Info:	Can't get Recording and Statistics service global ID for logout.
	Action:	See Recording and Statistics service error message for more details.
DAGT2023	Text:	Unable to get RASCAL Global ID for new appearance. Error: %s.
	Type:	Warn
	Add'l Info:	Can't get Recording and Statistics service global ID.
	Action:	See Recording and Statistics service error message for more details.
DAGT2024	Text:	Corrupt ActionList.
	Type:	Warn
	Add'l Info:	The action list is corrupted.
	Action:	Check the action list in LDAP.
DAGT2025	Text:	Action Index Corrupt.
	Type:	Warn
	Add'l Info:	None.
	Action:	None.
DAGT2026	Text:	Unable to write call data to RASCAL: GID= %u Error=%s.
	Type:	Warn
	Add'l Info:	Action index is corrupted.
	Action:	Check the action index in LDAP.

Error	Description	
DAGT2027	Text:	Unable to get call layout for callID %d, callID was not found.
	Type:	Warn
	Add'l Info:	Can't write data to the Recording and Statistics service.
	Action:	See the Recording and Statistics service error message for more detail.
DAGT2028	Text:	Unable to get call history for callID %d, callID was not found.
	Type:	Warn
	Add'l Info:	Can't get call layout for the specified call ID because the call ID was not found.
	Action:	Check if the call returns a valid call ID.
DAGT2029	Text:	Unable to update field number %d with data %s for callID %d, field number is invalid.
	Type:	Warn
	Add'l Info:	Can't get call history because the call ID is not found.
	Action:	Check if the call returns a valid call ID.
DAGT2030	Text:	Unable to update field number %d with data %s for callID %d, callID was not found.
	Type:	Warn
	Add'l Info:	Field number is invalid.
	Action:	None.
DAGT2031	Text:	Answer Call Control Action - Empty Call ID.
	Type:	Warn
	Add'l Info:	None.
	Action:	None.
DAGT2032	Text:	Answer Call Control Action - Answer Failed.
	Type:	Warn
	Add'l Info:	Call ID is not found.
	Action:	Check if the call has a valid call ID.

Error	Description	
DAGT2033	Text:	Drop Call Control Action - Empty Call ID.
	Type:	Warn
	Add'l Info:	Call ID is empty.
	Action:	Check if the call has a valid call ID.
DAGT2034	Text:	Drop Call Control Action - Drop Failed.
	Type:	Warn
	Add'l Info:	Invalid call ID.
	Action:	Check if the call has a valid call ID.
DAGT2035	Text:	Touch TonesCall Control Action - Empty Call ID.
	Type:	Warn
	Add'l Info:	Empty call ID.
	Action:	Check if the call ID is valid.
DAGT2036	Text:	Touch Tones Call Control Action - Send DTMF Failed.
	Type:	Warn
	Add'l Info:	Invalid call ID or releasing device ID.
	Action:	Check if the call ID or releasing device ID is valid.
DAGT2037	Text:	Make Call Control Action - Place Call Failed.
	Type:	Warn
	Add'l Info:	Empty call ID.
	Action:	Check if the call has a valid call ID.
DAGT2038	Text:	Redirect Call Control Action - Empty Call ID.
	Type:	Warn
	Add'l Info:	Invalid call ID
	Action:	Check if the call has a valid call ID.
DAGT2039	Text:	Redirect Call Control Action - Call State not Offering.
	Type:	Warn
	Add'l Info:	Call state is not the OFFERING state.
	Action:	Check if the delivered event call state is OFFERING.

Error	Description	
DAGT2040	Text:	Conference Call Control Action - Empty Call ID.
	Type:	Warn
	Add'l Info:	Empty call ID.
	Action:	Check if the call ID in the conference event is empty.
DAGT2041	Text:	Super Transfer Call Control Action - Empty Call ID.
	Type:	Warn
	Add'l Info:	Empty call ID.
	Action:	Check if the call ID in the conference event is empty.
DAGT2042	Text:	Super Transfer Call Control Action - Calls in invalid state.
	Type:	Warn
	Add'l Info:	The call being transferred is in an invalid state.
	Action:	Check if the call is in the Hold state pending transfer for the old call ID.
DAGT2043	Text:	Blind Transfer Call Control Action - Empty Call ID.
	Type:	Warn
	Add'l Info:	Empty call ID.
	Action:	Check if call ID is not empty in transfer event.
DAGT2044	Text:	Blind Transfer Call Control Action - Calls in invalid state.
	Type:	Warn
	Add'l Info:	Calls are in an invalid state.
	Action:	Check if the call is held pending transfer for the old call ID.
DAGT2045	Text:	Blind Transfer Call Control Action - Setup Transfer Failed.
	Type:	Warn
	Add'l Info:	Invalid call ID or call state.
	Action:	Check in transfer event if call ID or call state are invalid.

Error	Description	
DAGT2046	Text:	Blind Transfer Call Control Action - Destination Call ID is Empty Call ID.
	Type:	Warn
	Add'l Info:	Empty call ID.
	Action:	Check if the call ID of the transferred device ID is empty.
DAGT2047	Text:	Blind Transfer Call Control Action - Complete Transfer Failed.
	Type:	Warn
	Add'l Info:	Invalid call ID.
	Action:	Check that the CTI service is running correctly.
DAGT2048	Text:	LRM Inactive Message received.
	Type:	Warn
	Add'l Info:	Exception in the LRM service.
	Action:	Restart the LRM service.
DAGT2049	Text:	Unable to read Agent ACD State Log report settings.
	Type:	Warn
	Add'l Info:	LDAP Monitor service is not running.
	Action:	Restart LDAP Monitor service server
DAGT2050	Text:	Unable to read Skill Statistics report settings.
	Type:	Warn
	Add'l Info:	LDAP Monitor service is not running.
	Action:	Restart the LDAP Monitor service.
DAGT2051	Text:	Unable to read Agent Detail report settings.
	Type:	Warn
	Add'l Info:	LDAP Monitor service is not running.
	Action:	Restart the LDAP Monitor service.

Error	Description	
DAGT2052	Text:	Unable to start recording callID %d with error %s.
	Type:	Warn
	Add'l Info:	The Recording and Statistics service is not running correctly.
	Action:	Restart the Recording and Statistics service.
DAGT2053	Text:	Attempted to start recording the callID %d, but couldn't find the appearance.
	Type:	Warn
	Add'l Info:	There is no call to record.
	Action:	Check to see if the agent has a valid call ID.
DAGT2054	Text:	Already recording a call at this agent.
	Type:	Warn
	Add'l Info:	Duplicate agent ID.
	Action:	Log the supervisor out and then in again.
DAGT2055	Text:	Unable to stop recording callID %d with error %s.
	Type:	Warn
	Add'l Info:	The Recording and Statistics service is not running correctly.
	Action:	Restart the Recording and Statistics service.
DAGT2056	Text:	Attempted to stop recording the callID %d, but couldn't find the appearance.
	Type:	Warn
	Add'l Info:	There is no call to record.
	Action:	Check to see if the agent has a valid call ID.
DAGT2057	Text:	Error getting skill stats. PhoneDev Error: %d.
	Type:	Warn
	Add'l Info:	Exception in skill stat events.
	Action:	Use CTI test to check if skill stat events run correctly.

Error	Description	
DAGT2058	Text:	Waiting for time of day events failed with error - %s.
	Type:	Warn
	Add'l Info:	Time of day events exception.
	Action:	Collect the relevant logs and send them to TAC for assistance.
DAGT2059	Text:	Blind Conference Call Control Action - Empty Call ID.
	Type:	Warn
	Type:	None.
	Add'l Info:	None.
DAGT2060	Text:	Blind Conference Call Control Action - Calls is invalid state.
	Type:	Warn
	Type:	None.
	Add'l Info:	None.
	Add'l Info:	
DAGT2061	Text:	Blind Conference Call Control Action - Setup Transfer Failed.
	Type:	Warn
	Type:	None.
	Add'l Info:	None.
DAGT2062	Text:	Blind Conference Call Control Action - Destination Call ID is Empty Call ID.
	Type:	Warn
	Type:	None.
	Add'l Info:	None.
DAGT2063	Text:	Blind Conference Call Control Action - Complete Transfer Failed.
	Type:	Warn
	Type:	None.
	Add'l Info:	None.

Error	Description	
DAGT2064	Text:	Unable to convert macro [%ls] to binary from %ls: %ls
	Type:	Warn
	Add'l Info:	None.
	Action:	None.
DAGT2065	Text:	Unable to read Agent Email Log Report settings.
	Type:	Warn
	Add'l Info:	LDAP monitor is not running.
	Action:	Restart LDAP Monitor service.
DAGT2066	Text:	Unable to read Agent Email Detail Report settings.
	Type:	Warn
	Add'l Info:	LDAP monitor is not running.
	Action:	Restart LDAP Monitor service.
DAGT3000	Text:	Unable to delete macro [%s] from LDAP: %s.
	Type:	Warn
	Add'l Info:	Cannot communicate with Directory Services or the macro does not exist.
	Action:	Restart Directory Services or ignore.
DAGT3001	Text:	Error Obtaining License, %s.
	Type:	Warn
	Add'l Info:	Server down or all licenses in use.
	Action:	Restart server or wait for a license to become available.
DAGT3002	Text:	Directory services could not retrieve icon data in %s from %s.
	Type:	Warn
	Add'l Info:	Not enough rights to the directory. Misformatted data. Internal error.
	Action:	None.

Error	Description	
DAGT3004	Text:	Unable to retrieve data from Directory Services.
	Type:	Warn
	Add'l Info:	Communication problems with Directory Services. Possible data corruption.
	Action:	Reestablish communication with Directory Services. Restore Directory Services database from backup.
DAGT3005	Text:	Directory Services was unable to write icon binary into %s.
	Type:	Warn
	Add'l Info:	Not enough rights to the directory.
	Action:	Procure rights to the directory through your administrator.
DAGT3007	Text:	Unable to retrieve data from Enterprise Database.
	Type:	Warn
	Add'l Info:	Possible communication problem with Enterprise service, or requested data does not exist.
	Action:	Restart Enterprise service or ignore.
DAGT3008	Text:	Unable to get a layout name from Enterprise Database for device <%s>.
	Type:	Warn
	Add'l Info:	Possible communication problem with Enterprise service or layout has not been defined.
DAGT3009	Text:	Could not obtain license from LRM.
	Type:	Error
	Add'l Info:	The LRM service is not running.
	Action:	Check if the LRM service is running. Check if CAD was correctly licensed during installation.
DAGT3010	Text:	Error: get agent returned: <%s>,.
	Type:	Error
	Add'l Info:	LDAP Monitor servicing is not running
	Action:	Check that the LDAP Monitor service is running.

Error	Description	
DAGT3011	Text:	Error: get team returned: <%s>.
	Type:	Error
	Add'l Info:	LDAP Monitor service is not running.
	Action:	Restart the LDAP Monitor service.
DAGT3012	Text:	Unknown exception while retrieving a license.
	Type:	Error
	Add'l Info:	LRM service is not running.
	Action:	Restart the LRM service.
DAGT3013	Text:	Unknown exception while releasing the license(s).
	Type:	Error
	Add'l Info:	LRM service is not running.
	Action:	Restart the LRM service.
DAGT3014	Text:	Unable to log into the RASCAL Server. Error %s.
	Type:	Error
	Add'l Info:	Recording and Statistics service is not running.
	Action:	Restart the Recording and Statistics service.
DAGT3015	Text:	Unable to Login Desktop Monitoring: %d
	Type:	Error
	Add'l Info:	Desktop Monitoring is not running.
	Action:	Restart Desktop Monitoring.
DAGT3016	Text:	Unable to Start Desktop Monitoring: %d
	Type:	Error
	Add'l Info:	Desktop Monitoring is not running.
	Action:	Restart Desktop Monitoring.
DAGT3017	Text:	Failed to write data to the Enterprise Server.
	Type:	Error
	Add'l Info:	Enterprise service is not running.
	Action:	Restart the Enterprise service.

Error	Description	
DAGT3018	Text:	Save reason codes failed: %ls.
	Type:	Error
	Add'l Info:	Attempt to write reason codes to LDAP failed.
	Action:	See LDAP client error message for details.
DAGT3019	Text:	Read reason codes failed: %ls.
	Type:	Error
	Add'l Info:	Attempt to write reason codes to LDAP failed.
	Action:	See LDAP client error message for details.
DAGT3020	Text:	Save Wrap-up data failed: %ls.
	Type:	Error
	Add'l Info:	Attempt to write reason codes to LDAP failed.
	Action:	See LDAP client error message for details.
DAGT3021	Text:	Read Wrap-up data failed: %ls.
	Type:	Error
	Add'l Info:	Attempt to write reason codes to LDAP failed.
	Action:	See LDAP client error message for details.
DAGT3022	Text:	Error, could not execute action <%s>.
	Type:	Fatal
	Type:	The workflow action could not complete.
	Add'l Info:	The administrator should review the action setup in the Cisco Desktop Administrator.
DAGT3023	Text:	Could not read Offering out of LDAP.
	Type:	Fatal
	Add'l Info:	Failed to communicate with Directory Services.
	Action:	Restart Directory Services server.
DAGT3024	Text:	Unable to start EEM client controller.
	Type:	Error
	Add'l Info:	Attempt to start EEM Client Controller failed.
	Action:	See EEMClientController error message for details.

Error	Description	
DAGT3025	Text:	E-Mail Client is disconnected.
	Type:	Error
	Add'l Info:	E-Mail Client is disconnected from CAD and attempt to recover.
	Action:	E-Mail agent log out. See EEMClientController error message for details.
DAGT3026	Text:	Agent E-mail disabled, Java Runtime version %ls not found.
	Type:	Error
	Add'l Info:	Required Java Runtime Environment not found on system.
	Action:	Install Java Runtime Environment version supported by this release.
DAGT3049	Text:	Error calling setAgentAcdState.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DAGT3050	Text:	Chat AddUser failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DAGT3051	Text:	Chat DropUser failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DAGT3052	Text:	Get Team Snapshot failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.

Error	Description	
DAGT3053	Text:	GenericMessage failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DAGT3054	Text:	Chat Login failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DAGT3055	Text:	Chat SendMsg failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DAGT3056	Text:	Chat ChangeCallStatus failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DAGT3057	Text:	Add Presence User failed.
	Type:	Error
	Add'l Info:	Internal error in the Presence service.
	Action:	Restart the Presence service.
DAGT3058	Text:	Drop Presence User Failed.
	Type:	Error
	Add'l Info:	Internal error in the Presence service.
	Action:	Restart the Presence service.
DAGT3059	Text:	getPresenceContactList failed.
	Type:	Error
	Add'l Info:	Internal error in the Presence service.
	Action:	Restart the Presence service.

Error	Description	
DAGT3060	Text:	Chat ChangeOtherPartyCallStatus failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DAGT3061	Text:	Chat ChangeCallID failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DAGT3062	Text:	Chat SetAgentAcdState failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DAGT3063	Text:	Chat BargeIn failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DAGT3064	Text:	Intercept failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DAGT3065	Text:	Chat SetGenericAgentState failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DAGT3066	Text:	Chat SendSpecialServerCommand failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.

Error	Description	
DAGT3067	Text:	Chat InitCallChatClient failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DAGT3406	Text:	Could not create folder %ls.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
DAGT4000	Text:	Directory Services auto-recovery message. %ls is %ls.
	Type:	Fatal
	Add'l Info:	Directory services has sent a status message to the application.
	Action:	None.
DAGT4001	Text:	IPPA auto-recovery message. %ls is %ls.
	Type:	Fatal
	Add'l Info:	IPPA server has sent a status message to the application.
	Action:	None.
DAGT4002	Text:	Application error = <%ls>.
	Type:	Fatal
	Add'l Info:	An application error.
	Action:	If application has aborted or error occurs more than once, open a bug report.
DAGT4003	Text:	Unexpected error.
	Type:	Fatal
	Add'l Info:	An unexpected internal error has occurred.
	Action:	If application has aborted or error occurs more than once, open a bug report.

Error	Description	
DAGT4004	Text:	Package type is: %ls.
	Type:	Fatal
	Add'l Info:	Package level is determined upon installation and determines the features available.
	Action:	None.
DAGT4005	Text:	Waiting for timer action event failed with error - %ls.
	Type:	Fatal
	Add'l Info:	Application error.
	Action:	None.
DAGT4006	Text:	Desktops do not match, screen saver not dismissed.
	Type:	Fatal
	Add'l Info:	Screensaver interferes with timer actions. This is an operating system bug.
	Action:	See Microsoft knowledge base articles q140723 and Q198590 http://www.kbalertz.com/kb_198590.aspx.
DAGT4007	Text:	Unable to verify license. License error.
	Type:	Fatal
	Add'l Info:	The LRM service is not running.
	Action:	Restart the LRM service. Check if the LCC is incorrect. Check if the LDAP host is incorrect.
DAGT4008	Text:	Failed to reload tool bars.
	Type:	Fatal
	Add'l Info:	Missing resources for the toolbar.
	Action:	Reinstall agent.
DAGT4009	Text:	Failed to reload dialog bars.
	Type:	Fatal
	Add'l Info:	Missing resources for the dialog.
	Action:	Reinstall agent.

Error	Description	
DESK2021	Text:	No reserved reason codes returned.
	Type:	Warn
	Add'l Info:	None.
	Action:	Set up reason codes in Cisco Desktop Administrator.
DESK2022	Text:	Error: get reason codes returned: <%s>.
	Type:	Warn
	Add'l Info:	LDAP Monitor service is not running.
	Action:	Restart LDAP Monitor service.
DESK2023	Text:	Empty CallID passed in - returning.
	Type:	Warn
	Add'l Info:	No call ID in the agent call.
	Action:	Check if the call has a valid call ID.
DESK2024	Text:	Unable to get enterprise data for callID %d.
	Type:	Warn
	Add'l Info:	The Enterprise service is down.
	Action:	Restart the Enterprise service.
DESK2025	Text:	Unable to get a layout name for callID %d.
	Type:	Warn
	Add'l Info:	The Enterprise service is down.
	Action:	Restart the Enterprise service.
DESK2026	Text:	Unable to update field %d with data %s for callID %d.
	Type:	Warn
	Add'l Info:	The Enterprise service is down.
	Action:	Restart the Enterprise service.
DESK2027	Text:	Unable to get call history for callID %d.
	Type:	Warn
	Add'l Info:	The Enterprise service is down.
	Action:	Restart the Enterprise service.

Error	Description	
DESK2028	Text:	Unable to get enterprise field titles.
	Type:	Warn
	Add'l Info:	The Enterprise service is down.
	Action:	Restart the Enterprise service.
DESK2029	Text:	Failed to get update flag.
	Type:	Warn
	Add'l Info:	No True Update flag in the registry.
	Action:	None.
DESK2030	Text:	Unable to retrieve license after LRM failure. Desktop will still function as normal.
	Type:	Warn
	Add'l Info:	The LRM service is not running after failover.
	Action:	Restart the LRM service.
DESK2031	Text:	LRM Server Inactive message received.
	Type:	Warn
	Add'l Info:	The LRM service is in inactive mode.
	Action:	Restart the LRM service.
DESK2032	Text:	Unable to Logout of RASCAL Server.
	Type:	Warn
	Add'l Info:	The Recording and Statistics service is down.
	Action:	Restart the Recording and Statistics service.
DESK2033	Text:	Unable to close connection to Enterprise Server.
	Type:	Warn
	Add'l Info:	The Enterprise service is down.
	Action:	Restart the Enterprise service.
DESK2034	Text:	Error: unable to update supervisor password.
	Type:	Warn
	Add'l Info:	The LDAP Monitor service is down.
	Action:	Restart the LDAP Monitor service.

Error	Description	
DESK2035	Text:	Failed to load reason codes.
	Type:	Warn
	Add'l Info:	The LDAP Monitor service is down.
	Action:	Restart the LDAP Monitor service.
DESK2036	Text:	Reference to Agent map has not been initialized.
	Type:	Warn
	Add'l Info:	The Agent map is not initialized or is corrupted.
	Action:	Restart Cisco Supervisor Desktop.
DESK2037	Text:	Error occurred attempting play operation. Error <%ls>.
	Type:	Warn
	Add'l Info:	Error occurred attempting to play file.
	Action:	Restart application.
DESK2038	Text:	Error occurred attempting pause operation. Error <%ls>.
	Type:	Warn
	Add'l Info:	Error occurred attempting to pause playback.
	Action:	Restart application.
DESK2039	Text:	Error occurred attempting stop operation. Error <%ls>.
	Type:	Warn
	Add'l Info:	Error occurred attempting to stop playback.
	Action:	Restart application.
DESK2040	Text:	Error retrieving recording entries from RASCAL. Error <%ls>.
	Type:	Warn
	Add'l Info:	Error occurred retrieving recordings.
	Action:	Restart Recording and Statistics service.

Error	Description	
DESK2041	Text:	Error trying to flag recorded file as saved. Error <%ls>.
	Type:	Warn
	Add'l Info:	Error occurred flagging recording.
	Action:	Restart Recording and Statistics service and/or application.
DESK2042	Text:	Error trying to flag recorded file as deleted. Error <%ls>.
	Type:	Warn
	Add'l Info:	Error occurred flagging recording.
	Action:	Restart Recording and Statistics service and/or application.
DESK2043	Text:	Error trying to mark a recording and associated call data as unsaved. Error <%ls>.
	Type:	Warn
	Add'l Info:	Error occurred marking recording.
	Action:	Restart Recording and Statistics service and/or application.
DESK2044	Text:	Error trying to delete recording file. Error <%ls>.
	Type:	Warn
	Add'l Info:	Error deleting recording.
	Action:	Restart Recording and Statistics service and/or application.
DESK2045	Text:	Error occurred attempting play and save operation. Error <%ls>.
	Type:	Warn
	Add'l Info:	Error while playing and saving.
	Action:	Restart Recording and Statistics service and/or application.
DESK2046	Text:	Error setting volume level. Error <%ls>.
	Type:	Warn
	Add'l Info:	Error while setting volume.
	Action:	Restart Recording and Statistics service and/or application.

Error	Description	
DESK3001	Text:	Found callID %d, but call was NULL.
	Type:	Error
	Add'l Info:	Call node object is invalid.
	Action:	Restart Cisco Supervisor Desktop.
DESK3002	Text:	Chat server error while barging in on deviceID %s on callID %d.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3003	Text:	Chat server error while intercepting in on deviceID %s on callID %d.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3004	Text:	Unable to monitor extension %s.
	Type:	Error
	Add'l Info:	The VoIP Monitor service is not running; a SPAN port is not set up for the device; the phone is not connected to the CallManager.
	Action:	Restart the VoIP Monitor service.
DESK3005	Text:	Chat Login failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3006	Text:	Chat AddUser failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.

Error	Description	
DESK3007	Text:	Chat DropUser failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3008	Text:	Get Team Snapshot failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3009	Text:	GenericMessage failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3010	Text:	Chat SendMsg failed
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3011	Text:	Chat ChangeCallStatus failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3012	Text:	Chat ChangeOtherPartyCallStatus failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3013	Text:	Chat ChangeCallID failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.

Error	Description	
DESK3014	Text:	Chat SetAgentAcdState failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3015	Text:	Chat BargeIn failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3016	Text:	Intercept failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3017	Text:	Chat SetGenericAgentState failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3018	Text:	SendSpecialServerCommand failed.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3019	Text:	Unable to retrieve team names.
	Type:	Error
	Add'l Info:	Internal error in the Chat service.
	Action:	Restart the Chat service.
DESK3020	Text:	Error received while attempting to read from Directory Services.
	Type:	Error
	Add'l Info:	The LDAP Monitor service is not running.
	Action:	Restart the LDAP Monitor service.

Error	Description	
DESK3021	Text:	Error: get supervisor returned.
	Type:	Error
	Add'l Info:	The LDAP Monitor service is not running.
	Action:	Restart the LDAP Monitor service.
DESK3022	Text:	Error: agentexists returned.
	Type:	Error
	Add'l Info:	The LDAP Monitor service is not running.
	Action:	Restart the LDAP Monitor service.
DESK3023	Text:	Could not read Offering out of LDAP.
	Type:	Error
	Add'l Info:	Offering flag is not in LDAP.
	Action:	Cisco Supervisor Desktop will run in Standard offering.
DESK3024	Text:	Chat server error.
	Type:	Error
	Add'l Info:	Unknown Chat service error.
	Action:	Restart the Chat service.
DESK3025	Text:	InitCallChatClient failed.
	Type:	Error
	Add'l Info:	Chat service error.
	Action:	Restart the Chat service.
DESK3026	Text:	Initialize failed with error.
	Type:	Error
	Add'l Info:	Chat service error.
	Action:	Restart the Chat service. See the error description for more details.
DESK3027	Text:	Unable to Login to RASCAL Server.
	Type:	Error
	Add'l Info:	The Recording and Statistics service is not running.
	Action:	Restart the Recording and Statistics service.

Error	Description	
DESK3028	Text:	Chat server error while adding user.
	Type:	Error
	Add'l Info:	Chat service error.
	Action:	Restart the Chat service.
DESK3029	Text:	Chat server error while logging in.
	Type:	Error
	Add'l Info:	Chat service error.
	Action:	Restart the Chat service.
DESK3030	Text:	Unable to connect to Enterprise.
	Type:	Error
	Add'l Info:	Enterprise service error.
	Action:	Restart the Enterprise service.
DESK3031	Text:	CBrowserFrame::OnCreate: Major error - exception thrown!!
	Type:	Error
	Add'l Info:	CSD CBrowserFrame::OnCreate error.
	Action:	Restart CSD.
DESK3032	Text:	CBrowserFrame::LoadToolbar: Major error - exception thrown!!
	Type:	Error
	Add'l Info:	CSD CBrowserFrame::LoadToolbar error.
	Action:	Restart CSD.
DESK3033	Text:	CBrowserFrame::ReLoadBrowserButtons: Major error - exception thrown!!
	Type:	Error
	Add'l Info:	CSD CBrowserFrame::ReLoadBrowserButtons error.
	Action:	Restart CSD.

Error	Description	
DESK3034	Text:	CBrowserView::OnInitialUpdate: Major error - exception thrown!!
	Type:	Error
	Add'l Info:	CSD CBrowserView::OnInitialUpdate error.
	Action:	Restart CSD.
DESK3035	Text:	CBrowserView::OnDocumentComplete: Major error - exception thrown!!
	Type:	Error
	Add'l Info:	CSD CBrowserView::OnDocumentComplete error.
	Action:	Restart CSD.
DESK3036	Text:	CBrowserView::Load() Major error - exception thrown!!
	Type:	Error
	Add'l Info:	CSD CBrowserView::Load() error.
	Action:	Restart CSD.
DESK3037	Text:	ChatAPI AddPresenceUser failed.
	Type:	Error
	Add'l Info:	Unified Presence server error.
	Action:	Restart Unified Presence server.
DESK3038	Text:	ChatAPI DropPresenceUser failed.
	Type:	Error
	Add'l Info:	Unified Presence server error.
	Action:	Restart Unified Presence server.
DESK3039	Text:	Error logging into Recording/Playback server. Error: <%ls>.
	Type:	Error
	Add'l Info:	Cannot login to Recording & Playback service.
	Action:	Restart Recording & Playback service.

Error	Description	
DESK3040	Text:	Error occurred when setting the playback position. Error: <%ls>.
	Type:	Error
	Add'l Info:	Cannot change playback position.
	Action:	Restart Recording & Playback service.
DESK3041	Text:	Error occurred attempting resume operation. Error: <%ls>.
	Type:	Error
	Add'l Info:	Cannot resume playback.
	Action:	Restart Recording & Playback service.
DESK3042	Text:	Error logging out of Recording/Playback server. Error: <%ls>.
	Type:	Error
	Add'l Info:	Cannot log out of Recording & Playback service.
	Action:	Restart Recording & Playback service.
DESK3043	Text:	Error getting volume level from the Recording/Playback server. Error: <%ls>.
	Type:	Error
	Add'l Info:	Cannot get volume level from server.
	Action:	Restart Recording & Playback service.
DESK3044	Text:	Failed to authenticate cti user. Error: <%ls>.
	Type:	Error
	Add'l Info:	Failed to authenticate supervisor login against CTI server.
	Action:	See error code for details on error.
DESK3045	Text:	ChatAPI getPresenceContactList failed.
	Type:	Error
	Add'l Info:	Unified Presence server error.
	Action:	Restart Unified Presence server.

Error	Description	
DESK4001	Text:	Unable to log into the Voice over IP Monitor server.
	Type:	Fatal
	Add'l Info:	The VoIP Monitor service is not running.
	Action:	Restart the VoIP Monitor service.
DESK4002	Text:	Error getting formatted GUID from COM Library. Error <%d>.
	Type:	Fatal
	Add'l Info:	Application failed to initialize.
	Action:	Restart application.
EEM1000	Text:	Cannot connect to IMAP service, could not resolve host name to an IP address: %s.
	Type:	Fatal
	Add'l Info:	A connection to the IMAP service could not be made. The host name specified could not be resolved to an IP address.
	Action:	Complete the following steps. • Check to make sure that the host name is correct. • Try running the ping command to verify that the host name can be resolved from the server machine. • Try using an IP address instead of a host name. This may be a DNS issue or a Microsoft TCP/IP Host Name Resolution Order issue.

Error	Description	
EEM1001	Text:	Cannot connect to IMAP service, could not connect to server.
	Type:	Fatal
	Add'l Info:	A connection to the IMAP service could not be made. An attempt was made to connect to the server but was unsuccessful.
		This may be because there is no IMAP server running at the specified host and port or because there is no network connectivity to the machine, or the connection was refused or timed out for some other reason.
	Action:	Complete the following steps.
		• Check to make sure that the host name is correct.
		• Try running the ping command to verify that there is connectivity to the machine.
		• You may also use telnet to try to connect to IMAP store. Try running the following command from the command line of your CAD server using your IMAP address and port. For example: telnet mail.myimapserver.com 143
		If successful, this should return something like: Trying 192.168.1.1... Connected to mail.myserver.com (192.168.1.1). Escape character is '^]'. * OK IMAP4 ready

Error	Description	
EEM1002	Text:	Cannot connect to IMAP service, invalid username or password: <%s>.
	Type:	Fatal
	Add'l Info:	A connection to the IMAP service could not be made. The user name and password are not valid.
	Action:	Check to make sure the username and password specified are valid. On an Exchange IMAP, usernames are more than a simple login name if NT authentication is enabled.
		For example, if your email address is "J.User@server.com", your Windows NT login name is "juser", your NT domain name is "dom", and your Exchange mailbox name is "Joe User", then you would need to use a username of "dom\juser\J.User" when logging into the IMAP server.
		You can verify your username and password using an email client like Outlook or you can validate it by connecting to the server by using telnet.
		Try running the following command from the command line of your CAD server using your IMAP address and port. For example: telnet mail.myserver.com 143
		If successful this should return something like: Trying 192.168.1.1… Connected to mail.myimapserver.com (192.168.1.1). Escape character is '^]'. * OK IMAP4 ready
		Next, try to log in using the login command. Type '. login' followed by your username and password separated by spaces. If successful this should return something like: . login accountname@myserver.com ******** . OK User logged in

Error	Description	
EEM1003	Text:	Cannot connect to IMAP service: %s.
	Type:	Fatal
	Add'l Info:	A connection to the IMAP service could not be made, An attempt was made to connect to the server but was unsuccessful.
		This is a catch all error for any error condition not described by EEM1000-EEM1002. The message will be in the form of java exceptions which should provide an indication as to why the connection failed.
	Action:	Try following the telnet procedure described in EEM1002 to determine the root cause of the problem. It is likely a network connectivity issue, a down server issue, or an authentication issue.
EEM1004	Text:	Cannot connect to SMTP service, could not resolve host name to an IP address: %s.
	Type:	Fatal
	Add'l Info:	A connection to the SMTP service could not be made. The host name specified could not be resolved to an IP address.
	Action:	Complete the following steps.
		• Check to make sure that the host name is correct.
		• Try running the ping command to verify that the host name can be resolved from the server machine.
		• Try using an IP address instead of a host name. This may be a DNS issue or a Microsoft TCP/IP Host Name Resolution Order issue.

Error	Description	
EEM1005	Text:	Cannot connect to SMTP service, could not connect to server.
	Type:	Fatal
	Add'l Info:	A connection to the SMTP service could not be made, An attempt was made to connect to the server but was unsuccessful.
		This may be because there is no SMTP server running at the specified host and port or because there is no network connectivity to the machine, or the connection was refused or timed out for some other reason.
	Action:	Complete the following steps.
		• Check to make sure that the host name is correct.
		• Try running the ping command to verify that there is connectivity to the machine.
		You may also use telnet to try to connect to SMTP server. Try running the following command from the command line of your CAD server using your IMAP address and port. For example, type: `telnet mail.mysmtpserver.com 25`
		If successful this should return something like: `telnet mail.mysmtpserver.com 25` `220 mail.mysmtpserver.com Microsoft ESMTP MAIL Service, Version: 6.0.3790.3959 ready at Mon, 10 Dec 2007 16:53:25 -0600`

Error	Description	
EEM1006	Text:	Cannot connect to SMTP service, Invalid username or password: <%s>.
	Type:	Fatal
	Add'l Info:	A connection to the SMTP service could not be made. The user name and password are not valid.
	Action:	Check to make sure the user name and password specified are valid. On an Exchange server SMTP usernames are typically just a login ID. They are not as complicated as the IMAP user ID. For example, if your email address is "J.User@server.com", your Windows NT login name is "juser", your NT domain name is "dom", and your Exchange mailbox name is "Joe User", then you would need to use a username of "juser" when logging into the SMTP server.
		You can verify your username and password using an email client like Outlook or you can validate it by connecting to the server using telnet.
		See Microsoft Technet topic "How to Use Telnet to Test SMTP Communication" for details. A summary of the procedure follows.
		1. Run the following command from the command line of your CAD server: `telnet mail.mysmtpserver.com 25` If successful, this command should return something like: `220 mail.mysmtpserver.com Microsoft ESMTP MAIL Service, Version: 6.0.3790.3959 ready at Mon, 10 Dec 2007 16:53:25 -0600`
		2. Specify your mail server domain by typing the following into your telnet session using your mailserver domain: `EHLO mysmtpserver.com` If successful, this command should return many lines that begin with 250, and ending with the last line: 250 OK
		(continued on the next page)

Error	Description

EEM1006 (cont'd)	3. Try to log into the SMTP server by typing **AUTH LOGIN** into your telnet session. The server will respond with an encrypted prompt for your user name.
	
	4. Enter your user name encrypted in base 64. There are many tools online to do this. Try doing a web search on the keywords: base64 converter. The server will respond with an encrypted base 64 prompt for your password.
	
	5. Enter your password encrypted in base 64. For example, if your username is <myname> and your password is <mypassword>, the base64 conversions will be bXluYW1l and bXlwYXNzd29yZA== respectively. A login sequence using these will look something like the following:
	`AUTH LOGIN 334 VXNlcm5hbWU6 bXluYW1l`
	`334 UGFzc3dvcmQ6 bXlwYXNzd29yZA==`
	
	6. If your login is successful, you will see the following output:
	`235 2.7.0 Authentication successful.`
	
	You may also wish to test whether you can actually send an email with this account by completing the following steps.
	`MAIL FROM:myname@mysmtpserver.com`
	
	`250 2.1.0`
	`myname@mysmtpserver.com....Sender OK`
	`RCPT TO:recipient@mysmtpserver.com`
	
	`250 2.1.5`
	`recipient@mysmtpserver.com....Recipient`
	`OK DATA 354 Please start mail input.`
	
	`Test of telnet smtp`
	
	`250 Mail queued for delivery`

Error	Description	
EEM1007	Text:	Cannot connect to SMTP service: %s.
	Type:	Fatal
	Add'l Info:	A connection to the SMTP server could not be made. An attempt was made to connect to the server but was unsuccessful.
	Action:	This is a catch all error for any error condition not described by EEM1004-EEM1006. The message will be in the form of java exceptions, which should provide an indication as to why the connection failed. Try following the telnet procedure described in EEM1006 to determine the root cause of the problem. It is likely a network connectivity issue, a down server issue, or an authentication issue.
		Another cause can be that SMTP messages are blocked by virus checker software. McAfee VirusScan is also a firewall. Sending e-mail uses TCP/IP port 25. Since this port is commonly used by viruses to relay spam, McAfee will block it by default unless it is manually disabled.
		1. Right-click the VirusScan shield in the system tray and select VirusScan Console.
		2. Double-click Access Protection.
		3. Clear the Prevent Mass Mailing Worms check box from the Sending Mail rule.
		4. Click OK and close the VirusScan Console. You can now leave VirusScan enabled and send e-mails programmatically.
EEM1008	Text:	The user does not have a mailbox on the specified host.
	Type:	Fatal
	Add'l Info:	The user specified does not have a mailbox located on the configured server. Unified CCX does not support IMAP referrals. This means that the user and mailbox specified in Desktop Administrator must have a mailbox on the IMAP host specified in Desktop Administrator.
	Action:	Check that the configured account can log in and access their mailbox on the configured server.

Error	Description	
EEM2000	Text:	Could not retrieve <%s> information from data buffer.
	Type:	Error
	Add'l Info:	Could not retrieve specified information from the data buffer.
	Action:	Look for disruptions in the connection between the EEM Server and the Email Manager applet.
EEM2001	Text:	Insufficient memory to continue: <%s>.
	Type:	Error
	Add'l Info:	There is insufficient memory to run the EEM applet.
	Action:	Verify that the client PC has enough memory. If the PC has enough memory, verify that JVM has sufficient memory to run the EEM applet.
EEM2002	Text:	The IMAP server you are connecting to is using a self signed or unverifiable security certificate. Attempting to add it to the key store.
	Type:	Error
	Add'l Info:	You are connecting to a server with a test or self signed certificate. The application will attempt to download the certificate to the certificate store If this works the program will make another attempt to connect with the server..
	Action:	Look farther in the log to see if the connection attempt eventually succeeds or fails for another reason.
EEM2003	Text:	Outbox contains a non-Mime encoded message.
	Type:	Error
	Add'l Info:	There is a message in the mail store outbox that is not a Mime encoded message. The EEM service will not be able to send this message.
	Action:	Manually remove this message from the mail store using a 3rd party client. The CAD software should not be able to create such a message on its own, so verify that no other users are accessing mail store folders.

Error	Description	
EEM2004	Text:	Client cannot retrieve <%s> event information from socket message.
	Type:	Error
	Add'l Info:	Client cannot retrieve specified event information from the socket message.
	Action:	Look at the status of the connection between client and the service. If the connection was disrupted, the client has lost data and the client needs to be restarted. If you upgraded the service while clients were connected to it, the clients are now running a different version than the service. In this case, clients must exit and be restarted.
EEM2005	Text:	Internal error: Client <%s> is not configured with information to locate the service.
	Type:	Error
	Add'l Info:	This is an internal error. The client is not configured with the information that it needs to locate the service.
	Action:	Ensure that the client is configured with the information that it needs to locate the service.
EEM2006	Text:	Failed to send message using SMTP. Message <%s> using e-mail from address: <%s>. Moving message to the Not Sendable folder. Check your SMTP and CAD configuration.
	Type:	Error
	Add'l Info:	A message in the out box could not be sent because of an SMTP failure. This message is then moved to the Not Sendable folder on the mail store and will not be sent. This typically occurs because the recipient e-mail address is invalid.
	Action:	None.

Error	Description	
EEM2007	Text:	Failed to send message using SMTP. Message: <%s>. Probably an invalid recipient address. Moving message to the Not Sendable folder. Check your SMTP and CAD configuration.
	Type:	Warn
	Add'l Info:	Specifies that the IMAP connection attempt failed when trying the specified security type, and attempt will be made with the other security type.
	Action:	If you feel this attempt should have succeseded, check the error message that occurred prior to this, you may not have the security set correctly on your IMAP server.
EEM3000	Text:	Could not make %s IMAP connection.
	Type:	Warn
	Add'l Info:	Specifies that the IMAP connection attempt failed when trying the specified security type, and attempt will be made with the other security type.
	Action:	If you feel this attempt should have succeeded check the error message that occurred prior to this, you may not have the security set correctly on you IMAP server.
EEM3001	Text:	Could not make %s SMTP connection.
	Type:	Warn
	Add'l Info:	Specifies that the IMAP connection attempt failed when trying the specified security type, and attempt will be made with the other security type.
	Action:	If you feel this attempt should have succeeded check the error message that occurred prior to this, you may not have the security set correctly on you IMAP server.
EEM3002	Text:	Could not transfer message agentId=<%s>, messageId=<%s>, error=<%s>.
	Type:	Fatal
	Add'l Info:	Indicates that an email could not be transferred because of an error.
	Action:	Check the log to see the type of error.

Error	Description	
EEM3003	Text:	Caught TRYCREATE messaging exception, attempting to recover.
	Type:	Warn
	Add'l Info:	The Agent E-Mail service was not able to map any of the recipient e-mail addresses to a CSQ. The e-mail will then be moved to the Not Routable folder.
	Action:	Make sure you have mapped all of the e-mail addresses that clients will send e-mails to, to a CSQ. After doing that you can use a third party IMAP client to move messages back into the Inbox from the Not Routable folder. The Agent E-mail service will then pick those messages up automatically and reprocess them.
EEMAPP1000	Text:	A connection to CAD using CADEEMConnector could not be established.
	Type:	Fatal
	Add'l Info:	The EemApplet could not connect to CAD.
	Action:	Check to be sure that CAD is running and is listening on the expected port. See debug log for details.
EEMAPP1001	Text:	A connection to the mail store could not be established.
	Type:	Fatal
	Add'l Info:	The EemApplet could not connect to the Mail Store.
	Action:	Check to be sure that the mail store is running and is listening on the expected port. Check that the connection information and credentials configured for the mail store are correct. See debug log for details.

Error	Description	
EEMAPP2000	Text:	EemApp cannot load the %s bundle using the resource <%s> and locale <%s>.
	Type:	Error
	Add'l Info:	EemApp could not load the specified resource bundle for the specified locale.
	Action:	Check that the specified locale is supported and has a valid resource bundle available on the classpath. See the debug log for details of the failure.
EEMAPP2001	Text:	The resource <%s> could not be found.
	Type:	Error
	Add'l Info:	EemApp could not load the specified resource string.
	Action:	Check that the specified locale is supported and has a valid resource bundle available on the classpath. Make sure that the resource key is available for the system's locale. Check the debug log for details of the failure.
EEMAPP3000	Text:	The EemApplet connector port value <%s> is invalid.
	Type:	Warn
	Add'l Info:	The specified port value is invalid.
	Action:	Check that the port value being passed to the EemApplet is a valid value between 0 and 65535.
EEMAPP3001	Text:	The EemApplet could not delete the email: <%s>.
	Type:	Warn
	Add'l Info:	The specified email could not be deleted.
	Action:	Check that the email still exists in the expected location and that the EemApp is connected to the mail store and has permissions to delete messages. See the debug log for more details.

Error	Description	
EEMAPP3002	Text:	The EemApplet could not load the list of assigned emails.
	Type:	Warn
	Add'l Info:	The EemApp could not load the list of assigned emails.
	Action:	Check that the EemApp is configured correctly and able to connect to the mail store. Check that the agent has assigned emails; this message may appear if there are no messages assigned to the agent. See the debug log for more details.
EEMAPP3003	Text:	The EemApplet could not load the assigned email: <%s>.
	Type:	Warn
	Add'l Info:	The EemApp could not load the assigned email.
	Action:	Check that the EemApp is configured correctly and able to connect to the mail store. Check that the assigned email exists in the agent's folder. See the debug log for more details.
EEMAPP3003	Text:	The EemApplet could not load the assigned email: <%s>.
	Type:	Warn
	Add'l Info:	The EemApp could not load the assigned email.
	Action:	Check that the EemApp is configured correctly and able to connect to the mail store. Check that the assigned email exists in the agent's folder. See the debug log for more details.
EEMAPP3004	Text:	The EemApplet could not save a draft for the assigned email: <%s>.
	Type:	Warn
	Add'l Info:	None.
	Action:	Check that the EemApp is configured correctly and able to connect to the mail store. See the debug log for more details.

Error	Description	
EEMAPP3005	Text:	The EemApplet could not send a response for the assigned email: <%s>
	Type:	Warn
	Add'l Info:	A response could not be sent for the assigned email.
	Action:	Check that the EemApp is configured correctly and able to connect to the mail store. See the debug log for more details.
EEMAPP3006	Text:	The EemApplet was unable to send deleted email to address: <%s>.
	Type:	Warn
	Add'l Info:	A copy of a deleted email could not be sent to the specified address.
	Action:	Check that the EemApp is configured correctly and able to connect to the mail store. See the debug log for more details.
EEMAPP3007	Text:	Lost connection to the mail store or transport, attempting to recover.
	Type:	Warn
	Add'l Info:	The EemApp has lost its connection to the IMAP and/or SMTP service and is attempting to recover.
	Action:	Under normal circumstances the applet will recover on its own. However, if it does not, check the logs for reasons why it is not recovering, and troubleshoot the connection.
EEMAPP3008	Text:	Caught TRYCREATE messaging exception, attempting to recover.
	Type:	Warn
	Add'l Info:	The EemApp caught a TRYCREATE exception and will attempt to recover.
	Action:	Under normal circumstances the applet will recover on its own. However, if it does not, check the logs for reasons why it is not recovering, and troubleshoot the connection.

Error	Description	
EEMAPP3009	Text:	Unable to get template contents for template: <%s> at url <%s>.
	Type:	Warn
	Add'l Info:	The EemApp could not load the contents of the specified template.
	Action:	Check the configuration to be sure that the template URL is accessible by client desktops.
EEMAPP3010	Text:	Unable to save draft for message <%s>.
	Type:	Warn
	Add'l Info:	The EemApp could not save a draft message, an in-memory copy will be made.
	Action:	Check that the IMAP server is running and that the client can access it, and that the quota for the account has not been reached. Then try saving the draft again.
EI [LN]	Text:	Delim ToData Error: [enterprise service error].
	Type:	Warn
	Add'l Info:	While processing enterprise data, received an error.
	Action:	Verify that the Enterprise service is running.
EI [LN]	Text:	Enterprise error: Get data types for callID [call ID]. Error: [error].
	Type:	Error
	Add'l Info:	Unable to get enterprise data for the current call.
	Action:	Verify that the Enterprise service is running.
EI [LN]	Text:	GetCallInfoList Error: [error]
	Type:	Error
	Add'l Info:	Unable to get enterprise data for the current call.
	Action:	Verify that the Enterprise service is running.
FC [LN]	Text:	Unable to connect to Directory Services; [error]
	Type:	Fatal
	Add'l Info:	Either the Directory Services parameters are incorrect or Directory Services are unavailable.
	Action:	See the system administrator.

Error	Description	
FCCC2002	Text:	Unable to create thread.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
FCCC2003	Text:	Unexpected error. WaitForSingleObject failed.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
FCCC2004	Text:	Unexpected error. WaitForMultipleObjects failed.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
FCCC2005	Text:	Network communication error (%S).
	Type:	Error
	Add'l Info:	None.
	Action:	Check network connectivity. Verify that the Chat Service is running.
FCCC2009	Text:	Unexpected exception (%s).
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
FCCC2010	Text:	Unable to open registry key (%s).
	Type:	Error
	Add'l Info:	The specified registry key should exist, but the program will continue to function without it. The installation may have failed or become corrupted.
	Action:	If the registry entry does exist, check system resource availability (CPU and memory).

Error	Description	
FCCC2011	Text:	Unable to read registry value (%s).
	Type:	Error
	Add'l Info:	The specified registry value should exist, but the program will continue to function without it. The installation may have failed or become corrupted.
	Action:	If the registry entry does exist, check system resource availability (CPU and memory).
FCCC2014	Text:	Unable to determine the local IP address. The program will continue to function, but VPN desktops will not be supported. Error code: %d.
	Type:	Error
	Add'l Info:	None.
	Action:	Restart the program if this is a VPN desktop (CAD/CSD). If the condition continues to occur, check the network configuration and make sure the system has a valid IP address. If the network settings are valid, then check system resource availability (CPU and memory).
FCCC2015	Text:	The connection to the Desktop Chat Service has been lost. The program will attempt to reconnect automatically.
	Type:	Error
	Add'l Info:	None.
	Action:	Check network connectivity. Verify that the Chat Service is running.
FCCC2016	Text:	The transcript directory doesn't exist and was unable to be created.
	Type:	Error
	Add'l Info:	None.
	Action:	Check file permissions.
FCCC2017	Text:	The transcript file doesn't exist and was unable to be created.
	Type:	Error
	Add'l Info:	None.
	Action:	Check file permissions.

Error	Description	
FCCC3000	Text:	Unable to close thread handle (%s).
	Type:	Warn
	Add'l Info:	The program should continue to function normally.
	Action:	Check system resource availability (CPU and memory). Monitor handle usage by this service.
FCCC3001	Text:	A failure occurred while starting to monitor a presence group.
	Type:	Warn
	Add'l Info:	None.
	Action:	Presence chatting may not work, check presence server status.
FCCC3002	Text:	A failure occurred while stopping to monitor a presence group.
	Type:	Warn
	Add'l Info:	None.
	Action:	Presence chatting may not work, check presence server status.
FCCS1000	Text:	Unable to open registry: HKEY_LOCAL_MACHINE\ SOFTWARE\Spanlink\CAD\Site Setup.
	Type:	Fatal
	Add'l Info:	The Chat service was unable to read the value from the registry. The entry should have been created on install.
	Action:	Reinstall if the entry is not in the registry.
FCCS1001	Text:	Unable to create thread (%s).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).

Error	Description	
FCCS1002	Text:	Unable to start any working threads.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
FCCS1003	Text:	Error handling command line arguments.
	Type:	Fatal
	Add'l Info:	None.
	Action:	If you are attempting to run this program from the command line, then check the command line usage. Normally this program should only be run as a service, but TAC or DE may advise you to run at as a console application.
FCCS1007	Text:	Unexpected error. WaitForMultipleObjects failed (%s).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
FCCS1008	Text:	Unexpected network communication error (omniORB fatalException). File: %S, line: %d, msg: %S.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Check network settings.
FCCS1009	Text:	Unable to open registry key (%s).
	Type:	Fatal
	Add'l Info:	The specified registry key is required for the service to function properly. The installation may have failed or become corrupted.
	Action:	If the registry entry does exist, check system resource availability (CPU and memory).

Error	Description	
FCCS1010	Text:	Unable to read registry value: %s.
	Type:	Fatal
	Add'l Info:	The specified registry value is required for the service to function properly. The installation may have failed or become corrupted.
	Action:	If the registry entry does exist, check system resource availability (CPU and memory).
FCCS1011	Text:	Unable to initialize log files.
	Type:	Fatal
	Add'l Info:	The service was unable to set up its logging files.
	Action:	Check the INSTALLATION DIRECTORY registry value under HKEY_LOCAL_MACHINE\SOFTWARE\ Spanlink\CAD\Site Setup and verify that it is valid. Check the settings for the service in the service control panel and verify that it is running under the Local System account. Check system resource availability (CPU and memory).
FCCS1012	Text:	Unexpected exception during network communication initialization (omniORB).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Verify that the HKEY_LOCAL_MACHINE\ SOFTWARE\Spanlink\CAD\Site Setup\ IOR HOSTNAME registry value specifies a valid local hostname or IP address. Check system resource availability (CPU and memory).
FCCS1013	Text:	Unexpected exception in the main network communication thread (fcCorbaServer).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).

Error	Description	
FCCS2000	Text:	Registry error (DetectRegistryChg::Open). Unable to open path <%s> key <%s>: <%d>.
	Type:	Error
	Add'l Info:	The service will automatically retry the operation. The specified registry key is required for the service to function properly. If the condition continues to occur, the installation may have failed or become corrupted.
	Action:	If the registry entry does exist, check system resource availability (CPU and memory).
FCCS2001	Text:	Unable to connect to the LDAP service.
	Type:	Error
	Add'l Info:	None.
	Action:	Verify that the LDAP Monitor Service is running. Check the LDAP Monitor Service logs for errors.
FCCS2002	Text:	Unable to create a new working thread.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
FCCS2003	Text:	Unexpected exception in a working thread.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
FCCS2004	Text:	Unexpected exception in the manager thread.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).

Error	Description	
FCCS2008	Text:	Network communication error <%s> sending message to application <%s>. The application will be logged out.
	Type:	Error
	Add'l Info:	None.
	Action:	Check network connectivity between the Chat service and the indicated application (typically an agent or supervisor) in both directions. The remote application may have terminated abnormally, check its logs for errors. Check any firewall settings to make sure that the proper ports are open.
FCCS2009	Text:	Unexpected exception (%s).
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
FCCS2010	Text:	Unable to open registry key: %s.
	Type:	Error
	Add'l Info:	The specified registry key should exist, but the service will continue to function without it. The installation may have failed or become corrupted.
	Add'l Info:	If the registry entry does exist, check system resource availability (CPU and memory).
FCCS2011	Text:	Unable to read registry value: %s.
	Type:	Error
	Add'l Info:	The specified registry value should exist, but the service will continue to function without it. The installation may have failed or become corrupted.
	Add'l Info:	If the registry entry does exist, check system resource availability (CPU and memory).

Error	Description	
FCCS2012	Text:	Unable to set the process priority for this service to high. The service will run at normal priority.
	Type:	Error
	Add'l Info:	The service will continue to run, and should run normally. However, in some cases under heavy server load it is possible that by running at normal priority the service will not get the needed CPU time to keep up with its tasks. The symptom for this would be sluggish behavior in CAD and CSD.
	Action:	None.
FCCS2013	Text:	Unable to initialize the network communication library (%s). The service will continue to function, but VPN desktops will not be supported. Error code: %d.
	Type:	Error
	Add'l Info:	None.
	Action:	Restart the service if you have any VPN desktops (CAD/CSD). If the condition continues to occur, check system resource availability (CPU and memory).
FCCS2014	Text:	Unable to determine the local IP address. The service will continue to function, but VPN desktops will not be supported. Error code: %d.
	Type:	Error
	Add'l Info:	None.
	Action:	Restart the service if you have any VPN desktops (CAD/CSD). If the condition continues to occur, check the network configuration and make sure the system has a valid IP address. If the network settings are valid, then check system resource availability (CPU and memory).

Error	Description	
FCCS2015	Text:	Unexpected network communication error in the VPN-support thread. The service will continue to function, but VPN desktops will not be supported.
	Type:	Error
	Add'l Info:	None.
	Action:	Restart the service if you have any VPN desktops (CAD/CSD). If the condition continues to occur, check the network configuration and make sure the system has a valid IP address. If the network settings are valid, then check system resource availability (CPU and memory).
FCCS3000	Text:	Unable to close thread handle (%s).
	Type:	Warn
	Add'l Info:	The service should continue to function normally.
	Add'l Info:	Check system resource availability (CPU and memory). Monitor handle usage by this service.
FCCS3008	Text:	Network communication error <%s> sending message to application <%s>. The application will be logged out.
	Type:	Warn
	Add'l Info:	None.
	Action:	Check network connectivity between the chat service and the indicated application (typically an agent or supervisor) in both directions. The remote application may have terminated abnormally; check its logs for errors. Check any firewall settings to make sure that the proper ports are open. See the port utilization guide for more information on this.
FCMC220	Text:	[string] not found for recording handle: [handle]
	Type:	Error
	Add'l Info:	A request was made to stop a recording that was never started.
	Action:	None.

Error	Description	
FCMC221	Text:	IDL function startSimultaneousMonitoring threw an exception. Host: [host], handle: [handle].
	Type:	Error
	Add'l Info:	The client was unable to communicate with a VoIP Monitor service.
	Action:	Check the specified VoIP Monitor service for errors. Make sure the service is running.
FCMC222	Text:	[string] not found for recording handle [handle]
	Type:	Error
	Add'l Info:	A request was made to stop a recording that was never started.
	Action:	None.
FCSS1	Text:	[error description].
	Type:	Error
	Add'l Info:	CRS Node Manager database-related errors.
	Action:	Handle according to the error description.
		Check the ODBC connection and database.
FCSS-1	Text:	Failed to synchronize [LCC], [function], [problem], [error code]
	Type:	Error
	Add'l Info:	Failed to synchronize the logical contact center
	Action:	Make sure the logical contact center exists.
		Make sure LDAP is running.
		Make sure ODBC connectivity is in place.
FCSS10	Text:	[error description]
	Type:	Error
	Add'l Info:	CRS Node Manager database-related error.
	Action:	Handle according to the error description.
		Check the ODBC connection and database.

Error	Description	
FCSS11	Text:	[error description]
	Type:	Error
	Add'l Info:	CRS Node Manager database-related error.
	Action:	Handle according to the error description.
		Check the ODBC connection and database.
FCSS12	Text:	[error description]
	Type:	Error
	Add'l Info:	CRS Node Manager database-related error.
	Action:	Handle according to the error description.
		Check the ODBC connection and database.
FCSS-12	Text:	sync_server_exception: [description]
	Type:	Error
	Add'l Info:	Synchronization-related exception occurred (null pointer).
	Action:	Handle according to the error description.
FCSS13	Text:	[error description]
	Type:	Error
	Add'l Info:	CRS Node Manager database-related error.
	Action:	Handle according to the error description.
		Check the ODBC connection and database.
FCSS15	Text:	[error description]
	Type:	Error
	Add'l Info:	CRS Node Manager database-related error.
	Action:	Handle according to the error description.
		Check the ODBC connection and database.
FCSS16	Text:	[error description]
	Type:	Error
	Add'l Info:	CRS Node Manager database-related error.
	Action:	Handle according to the error description.
		Check the ODBC connection and database.

Error	Description	
FCSS-17	Text:	sync_server_exception: [description]
	Type:	Error
	Add'l Info:	Synchronization-related exception occurred (LDAP call).
	Action:	Handle according to the error description.
FCSS-18	Text:	Standard exception.
	Type:	Error
	Add'l Info:	The program caught an unexpected standard library exception.
	Action:	Retry the action.
		Restart the Sync service.
FCSS-19	Text:	Failed to initialize [LCC], [function], [problem], [error code].
	Type:	Error
	Add'l Info:	Failed to synchronize the logical contact center.
	Action:	Make sure the logical contact center exists and that it has a peripheral ID.
		Make sure LDAP is running.
		Make sure ODBC connectivity is in place.
FCSS2	Text:	[error description]
	Type:	Error
	Add'l Info:	CRS Node Manager database-related error.
	Action:	Handle according to the error description.
		Check the ODBC connection and database.
FCSS20	Text:	[error description]
	Type:	Error
	Add'l Info:	LDAP-related error.
	Action:	Handle according to the error description.
		Check the LDAP connection and registry settings.

Error	Description	
FCSS-20	Text:	sync_server_exception: [description]
	Type:	Error
	Add'l Info:	Synchronization-related exception occurred (SQL call).
	Action:	Handle according to the error description.
FCSS4504	Text:	A CORBA error with minor error of [error number] and completed flag of [flag] was caught.
	Type:	Error
	Add'l Info:	CORBA error.
	Action:	Restart the Sync service.
FCSS4512	Text:	The initialization of the Windows NT service was unsuccessful.
	Type:	Fatal
	Add'l Info:	Synchronization service initialization failed.
	Action:	Restart the service.
		Check the LDAP connection.
		Persistence of the problem points to an installation or OS-related problem.
FCSS4513	Text:	The Windows NT service is not able to register itself with the Windows NT service manager.
	Type:	Fatal
	Add'l Info:	The service could not register with the service manager.
	Action:	Restart the service.
		Persistence of the problem points to an installation or OS-related problem.
FCSS4532	Text:	Failed to create synchronization thread.
	Type:	Error
	Add'l Info:	Thread creation failed.
	Action:	Restart service. Persistence of problem points to an installation or OS-related issue.

Error	Description	
FCSS4533	Text:	Changes with respect to the error location.
	Type:	Error
	Add'l Info:	Synchronization-related unexpected error.
	Action:	Handle according to the error description.
FCSS4534	Text:	Failed to [add/update/delete] agent OR at least one error occurred during synchronization of agents.
	Type:	Warn
	Add'l Info:	Agent synchronization failed.
	Action:	Check the ODBC connection.
		Check the LDAP connection.
FCSS4535	Text:	Failed to [add/update/delete] Team OR failed to [get/set] TeamCQueues OR at least one error occurred during synchronization of teams
	Type:	Warn
	Add'l Info:	Team synchronization failed
	Action:	Check the ODBC connection.
		Check the LDAP connection.
FCSS4536	Text:	Failed to [add/update/delete] CQueue OR failed to get CQueues OR at least one error occurred during synchronization of queues.
	Type:	Warn
	Add'l Info:	Contact queue synchronization failed.
	Action:	Check the ODBC connection.
		Check the LDAP connection.
FCSS5	Text:	An unexpected error occurred.
	Type:	Error
	Add'l Info:	The program caught an unexpected exception.
	Action:	Retry the action.
		Restart the Sync service.

Error	Description	
FCSS6	Text:	[error description]
	Type:	Error
	Add'l Info:	CRS Node Manager database-related error.
	Action:	Handle according to the error description.
		Check the ODBC connection and database.
FCSS7	Text:	[error description]
	Type:	Error
	Add'l Info:	CRS Node Manager database-related error.
	Action:	Handle according to the error description.
		Check the ODBC connection and database.
FCSS8	Text:	[error description]
	Type:	Error
	Add'l Info:	CRS Node Manager database-related error.
	Action:	Handle according to the error description
		Check the ODBC connection and database.
FCSS-8	Text:	sync_server_exception: [description]
	Type:	Error
	Add'l Info:	A synchronization-related exception occurred (memory allocation).
	Action:	Handle according to the error description.
FCSS9	Text:	[error description]
	Type:	Error
	Add'l Info:	CRS Node Manager database-related error.
	Action:	Handle according to the error description.
		Check the ODBC connection and database.
FCSS-9	Text:	Unexpected exception.
	Type:	Error
	Add'l Info:	The program caught an unexpected exception.
	Action:	Retry the action.
		Restart the Sync service.

Error	Description	
FCVMC1000	Text:	Unable to monitor agent. Cannot connect to the VoIP Monitor Service [Host] configured to monitor extension [Agent extension].
	Type:	Error
	Add'l Info:	The LRM service does not know about the indicated VoIP service.
	Action:	Check the indicated VOIP monitor service to make sure it is running. Cycle the indicated VoIP service. Verify that the indicated extension should be assigned to the indicated VoIP service. Retry the action.
FCVMC1001	Text:	Unable to monitor agent. Host [Host] is under recovery.
	Type:	Error
	Add'l Info:	The indicated VoIP service is currently not running or the client has lost connectivity to the host system.
	Action:	Wait for the connectivity to be restored. Check network connectivity. Cycle the VoIP service. Retry the action.
FCVMC1002	Text:	Unable to monitor agent with VoIP Monitor service [Host]. Corba exception [error string] returned.
	Type:	Error
	Add'l Info:	The VoIP service has gone down or is in a corrupted state.
	Action:	Cycle the indicated VoIP service and retry the action.
FCVMC1003	Text:	Unable to monitor agent with VoIP Monitor service [Host]. Unknown Corba exception returned.
	Type:	Error
	Add'l Info:	The VoIP service has gone down or is in a corrupted state.
	Action:	Cycle the indicated VoIP service and retry the action.

Error	Description	
FCVMC1004	Text:	Unable to refresh the monitoring session with the agent on extension [extension]. Host [Host] is under recovery.
	Type:	Error
	Add'l Info:	The indicated VoIP service has gone down.
	Action:	Cycle the service and retry the action.
FCVMC1005	Text:	Unable to refresh the monitoring session with the agent on extension [extension] with the VoIP Monitor service [Host]. Corba exception [error string] returned.
	Type:	Error
	Add'l Info:	The VoIP service has gone down or is in a corrupted state.
	Action:	Cycle the indicated VoIP service and retry the action.
FCVMC1006	Text:	Unable to refresh the monitoring session with the agent on extension [extension] with the VoIP Monitor service [Host]. Unknown Corba exception returned.
	Type:	Error
	Add'l Info:	The VoIP service has gone down or is in a corrupted state.
	Action:	Cycle the indicated VoIP service and retry the action.
FCVMC1007	Text:	Unable to stop the monitoring session. The VoIP Monitor service [Host] was not found.
	Type:	Error
	Add'l Info:	The VoIP Monitor service that was used to start a monitoring session was removed in the Cisco Desktop Administrator application.
	Action:	Cycle the indicated VoIP service. CSD may need to be cycled to remove the indication of the monitoring session from its display.

Error	Description	
FCVMC1008	Text:	Unable to stop the monitoring session. The VoIP Monitor service [Host] is under recovery.
	Type:	Warn
	Add'l Info:	The VoIP Monitor service that was used to start a monitoring session has gone down. The monitoring session was stopped when the service went down.
	Action:	No further action is required, but the indicated VoIP service should be checked to verify that it comes back up. Also, CSD may need to be cycled to remove the indication of the monitoring session from its display.
FCVMC1009	Text:	Unable to stop the monitoring session for supervisor [ID] on VoIP service [Host]. Corba exception [error string] returned.
	Type:	Error
	Add'l Info:	The VoIP Monitor service that was used to start a monitoring session has either gone down or is in a corrupted state. The monitoring session will be stopped if the service went down.
	Action:	The indicated VoIP service should be cycled (this will stop the monitoring session). Also, CSD may need to be cycled to remove the indication of the monitoring session from its display.
FCVMC1010	Text:	Unable to stop the monitoring session for supervisor [ID] on VoIP service [Host]. Unknown Corba exception returned.
	Type:	Error
	Add'l Info:	The VoIP Monitor service that was used to start a monitoring session has either gone down or is in a corrupted state. The monitoring session will be stopped if the service went down.
	Action:	The indicated VoIP service should be cycled (this will stop the monitoring session). Also, CSD may need to be cycled to remove the indication of the monitoring session from its display.

Error	Description	
FCVMC1013	Text:	Caught a Corba exception while testing the connection to the VoIP service [Host].
	Type:	Error
	Add'l Info:	While testing or recovering the connection to the indicated VoIP Monitor service, a Corba error was returned.
	Action:	The indicated VoIP service may be down or in a corrupt state. It should be cycled.
FCVMC1016	Text:	Unable to record agent. Cannot connect to the VoIP Monitor Service [Host] configured to monitor extension [Agent extension].
	Type:	Error
	Add'l Info:	The LRM service does not know about the indicated VoIP service.
	Action:	Check the indicated VOIP monitor service to make sure it is running. Cycle the indicated VoIP service. Verify that the indicated extension should be assigned to the indicated VoIP service. Retry the action.
FCVMC1017	Text:	Unable to record the agent with extension [extension]. Host [Host] is under recovery.
	Type:	Error
	Add'l Info:	The indicated VoIP service is currently not running.
	Action:	Cycle the service and retry the action.
FCVMC1018	Text:	Unable to record the agent with extension [extension] using the VoIP Monitor service [Host]. Corba exception [error string] returned.
	Type:	Error
	Add'l Info:	The VoIP service has gone down or is in a corrupted state.
	Action:	Cycle the indicated VoIP service and retry the action.

Error	Description	
FCVMC1019	Text:	Unable to record the agent with extension [extension] using the VoIP Monitor service [Host]. Unknown Corba exception returned.
	Type:	Error
	Add'l Info:	The VoIP service has gone down or is in a corrupted state.
	Action:	Cycle the indicated VoIP service and retry the action.
FCVMC1020	Text:	Unable to stop the recording session. The VoIP Monitor service [Host] was not found.
	Type:	Error
	Add'l Info:	The VoIP service has gone down or is in a corrupted state.
	Action:	Cycle the indicated VoIP service.
FCVMC1021	Text:	Unable to stop the recording session. The VoIP Monitor service [Host] is under recovery.
	Type:	Error
	Add'l Info:	The VoIP service has gone down.
	Action:	Cycle the indicated VoIP service.
FCVMC1022	Text:	Unable to stop the recording session on the VoIP service [Host]. Corba exception [error string] returned.
	Type:	Error
	Add'l Info:	The VoIP service has gone down or is in a corrupted state.
	Action:	Cycle the indicated VoIP service.
FCVMC1023	Text:	Unable to stop the recording session on VoIP service [Host]. Unknown Corba exception returned.
	Type:	Error
	Add'l Info:	The VoIP service has gone down or is in a corrupted state.
	Action:	Cycle the indicated VoIP service.

Error	Description	
FCVMC1028	Text:	Invalid connection information for the VoIP service [Host].
	Type:	Error
	Add'l Info:	The VoIP service's published IOR connection string is corrupted.
	Action:	The indicated VoIP service should be cycled.
FCVMC1030	Text:	Unable to initialize the Corba connection for VoIP service [host].
	Type:	Error
	Add'l Info:	The indicated VoIP service's connection information is corrupted or out of date.
	Action:	The VoIP service should be cycled.
FCVMC1031	Text:	Unable to get the VPN IP address from a VoIP service.
	Type:	Error
	Add'l Info:	Either no VoIP services are active at this time or one of more VoIP services are corrupted in some way.
	Action:	Make sure all the VoIP services are running; cycle if necessary. Retry the action.
FCVMC1032	Text:	Unable to get the MAC address for extension [extension] from the VoIP service [host]. Corba exception [error string] returned.
	Type:	Error
	Add'l Info:	The indicated VoIP service is corrupted, the extension used is not an actual agent phone extension, or the VoIP service cannot communicate with the CallManager.
	Action:	Cycling the indicated VoIP service may cause this error to go away. If there is more than one VoIP service running, another VoIP service will be used to get the MAC address from the CallManager.

Error	Description	
FCVMC1033	Text:	Unable to get the MAC address for extension [extension] from the VoIP service [host]. Unknown Corba exception returned.
	Type:	Error
	Add'l Info:	The indicated VoIP service is corrupted, the extension used is not an actual agent phone extension, or the VoIP service cannot communicate with the CallManager.
	Action:	Cycling the indicated VoIP service may cause this error to go away. If there is more than one VoIP service running, another VoIP service will be used to get the MAC address from the CallManager.
FCVMC1034	Text:	Unable to get the MAC address for extension [extension] from the VoIP service [host]. VoIP service error returned.
	Type:	Error
	Add'l Info:	The indicated VoIP service is corrupted, the extension used is not an actual agent phone extension, or the VoIP service cannot communicate with the CallManager.
	Action:	Cycling the indicated VoIP service may cause this error to go away. If there is more than one VoIP service running, another VoIP service will be used to get the MAC address from the CallManager.
FCVMC1035	Text:	Unable to get MAC address for extension [extension] from any VoIP service.
	Type:	Error
	Add'l Info:	There are no active VoIP services or none of the active VoIP services is able to communicate with the CallManager.
	Action:	Start or cycle the existing VoIP services and retry action. The VoIP service logs may indicate the exact nature of the problem.

Error	Description	
FCVMC1036	Text:	Could not create the LDAP recovery thread.
	Type:	Warn
	Add'l Info:	The application will be unaware if the LDAP connection goes down or comes back up.
	Action:	If LDAP connection errors are seen, the application should be cycled.
FCVMC1038	Text:	Unable to initialize Corba connection for desktop monitoring of extension [extension].
	Type:	Error
	Add'l Info:	The desktop monitoring module is not initialized properly or is down. If a VoIP service is configured as a backup for monitoring/recording, the application will attempt to use it.
	Action:	The monitored agent's desktop application should be cycled. Retry the action.
FCVMC1039	Text:	Unable to initialize Corba connection for recording extension [extension].
	Type:	Error
	Add'l Info:	The VoIP service or desktop configured to provide the monitoring/recording voice streams is down or corrupted.
	Action:	The service or agent desktop should be cycled.
FCVMC200	Text:	GetServerList returned: [list].
	Type:	Error
	Add'l Info:	The client was unable to retrieve the list of VoIP Monitor services from LDAP.
	Action:	Check LDAP for errors.
FCVMC201	Text:	No VoIP servers.
	Type:	Error
	Add'l Info:	No VoIP Monitor services are installed.
	Action:	Install a VoIP Monitor service if you need silent monitoring and recording functionality.

Error	Description	
FCVMC202	Text:	hostName [hostname] doesn't exist in LRM server map.
	Type:	Error
	Add'l Info:	A VoIP Monitor service used in a monitoring request does not exist.
	Action:	Check Directory Services for errors.
FCVMC203	Text:	Unable to parse Monitor server host name from: [hostname].
	Type:	Error
	Add'l Info:	The client was unable to determine the host name from the CORBA IOR.
	Action:	Restart the VoIP Monitor service so that a new IOR is written to Directory Services.
FCVMC204	Text:	Got an exception calling string_to_object(). Host: [host].
	Type:	Error
	Add'l Info:	A CORBA object could not be created using the VoIP Monitor service's advertised IOR.
	Action:	Restart the VoIP Monitor service so that a new IOR is written to Directory Services.
FCVMC205	Text:	Got an exception calling_narrow(). Host: [host].
	Type:	Error
	Add'l Info:	The client could not communicate with the VoIP service.
	Action:	Restart the VoIP Monitor service.
FCVMC206	Text:	No VoIP server installed or running.
	Type:	Error
	Add'l Info:	The client wasn't able to connect to any VoIP Monitor services.
	Action:	If you need monitoring and recording functionality, make sure that you have a VoIP Monitor service installed and running.

Error	Description	
FCVMC207	Text:	Unable to connect to VoIP Monitor service: [service] for extensions: [extensions]
	Type:	Error
	Add'l Info:	The client was unable to connect to a VoIP Monitor service.
	Action:	Check the specified VoIP Monitor service for errors. Make sure that the service is running.
FCVMC208	Text:	IDL function startMonitoring threw an exception [exception]. Host: [host], extension: [extension], supervisorid [ID], localAddress: [local address], toAgentPort: [agent port], fromAgentPort: [agent port].
	Type:	Error
	Add'l Info:	The CORBA call to start a monitoring session failed.
	Action:	Restart the VoIP Monitor service.
FCVMC209	Text:	Unable to find host: [host] in the monitor server map.
	Type:	Error
	Add'l Info:	A request to stop a monitoring session used an unknown VoIP Monitor Service name in the request.
	Action:	None.
FCVMC210	Text:	IDL function stopMonitoring threw an exception [exception]. Host: [host], supervisorID: [ID].
	Type:	Error
	Add'l Info:	The CORBA call to start a monitoring session failed.
	Action:	Restart the VoIP Monitor service.
FCVMC211	Text:	IDL function getPhoneMacAddress threw an exception. Host: [host], extension: [extension].
	Type:	Error
	Add'l Info:	The client could not get an extension's MAC address from the VoIP Monitor service.
	Action:	Restart the VoIP Monitor service.

Error	Description	
FCVMC212	Text:	Unable to find the VoIP Monitor service for MAC address: [MAC address].
	Type:	Error
	Add'l Info:	There are multiple VoIP Monitor services and this device has not been assigned to one.
	Action:	Use Desktop Administrator to assign the phone to a VoIP Monitor service.
FCVMC213	Text:	Unable to connect to VoIP Monitor server: [service] for MAC address: [MAC address]
	Type:	Error
	Add'l Info:	The client is unable to connect to a VoIP Monitor service.
	Action:	Check the specified VoIP Monitor service for errors. Make sure the VoIP Monitor service is running.
FCVMC214	Text:	Unable to connect to VoIP Monitor service: [service] for extension: [extension]
	Type:	Error
	Add'l Info:	The client is unable to connect to a VoIP Monitor service.
	Action:	Check the specified VoIP Monitor service for errors. Make sure the VoIP Monitor service is running.
FCVMC215	Text:	IDL function SetSoftPhoneFilter threw an exception. Host: [host], extensions: [extensions], destinationIpAddr: [IP address], destination RtpPort: [port], source RtpPort: [port].
	Type:	Error
	Add'l Info:	The client was unable to communicate with a VoIP Monitor service.
	Action:	Check the specified VoIP Monitor service for errors. Make sure the VoIP Monitor service is running.

Error	Description	
FCVMC216	Text:	IDL function stopMonitoring threw an exception. Host: [host], supervisorId [supervisor ID].
	Type:	Error
	Add'l Info:	The CORBA call to start a monitoring session failed.
	Action:	Restart the VoIP Monitor service.
FCVMC217	Text:	IDS function special threw an exception. Host: [host], message: [message].
	Type:	Error
	Add'l Info:	The client was unable to communicate with a VoIP Monitor service.
	Action:	Check the specified VoIP Monitor service for errors. Make sure the service is running.
FCVMC218	Text:	Unable to connect to VoIP Monitor server: [service] for extension: [extension].
	Type:	Error
	Add'l Info:	The client was unable to communicate with a VoIP Monitor service.
	Action:	Check the specified VoIP Monitor service for errors. Make sure the service is running.
FCVMC219	Text:	IDL function startSimultaneousMonitoring threw an exception. Host: [host], agent extension: [extension], applicationId: [application], localAddress: [IP address], toAgentPort: [port], fromAgentPort: [port].
	Type:	Error
	Add'l Info:	The CORBA call to start a monitoring session failed.
	Action:	Restart the VoIP Monitor service.

Error	Description	
FCVMC220	Text:	Host: [host] not found for recording handle: [handle].
	Type:	Error
	Add'l Info:	A request to stop a recording session used an unknown VoIP Monitor service name in the request.
	Action:	Check the specified VoIP Monitor service for errors. Make sure the service is running.
FCVMC221	Text:	IDL function startSimultaneousMonitoring threw an exception [exception]. Host: [host], handle: [handle].
	Type:	Error
	Add'l Info:	The CORBA call to start a recording session failed.
	Action:	Restart the VoIP Monitor service.
FCVMC222	Text:	Host: [host] not found for recording handle [handle].
	Type:	Error
	Add'l Info:	An attempt to refresh a recording session failed because the VoIP Monitor service was not found.
	Action:	Check the specified VoIP Monitor service for errors. Make sure the service is running.
FCVMC223	Text:	IDL function refreshSimultaneousMonitoring threw an exception. Host: [host], recordingHandle: [handle].
	Type:	Error
	Add'l Info:	An attempt to refresh a recording session failed due to an exception in the VoIP Monitor service.
	Action:	Check the specified VoIP Monitor service for errors. Make sure the service is running.

Error	Description	
FCVMC224	Text:	Host [host] is under recovery.
	Type:	Error
	Add'l Info:	The client attempted an action with a VoIP Monitor service that was down. The connection is in recovery.
	Action:	Retry the action after the recovery is complete. The client is attempting to recover a connection to the specified VoIP Monitor service.
FCVMD2002	Text:	Could not find the Desktop Monitor adapter name in the Registry.
	Type:	Error
	Add'l Info:	Until a valid adapter name is written to the registry, desktop monitoring will not work for this agent installation.
	Action:	The post installation configuration tool must be run and a NIC adapter must be chosen and saved to the registry.
FCVMD2004	Text:	Could not find the IOR Hostname entry in the Registry.
	Type:	Error
	Add'l Info:	Desktop monitoring will not work for this agent until the application is properly installed.
	Action:	The post installation configuration tool must be run. If this doesn't work, reinstall the Cisco Agent Desktop application.
FCVMD2005	Text:	Could not create a necessary process [process name].
	Type:	Error
	Add'l Info:	A necessary thread could not be started. This is usually due to a lack of system resources on the machine.
	Action:	Remove or stop any unnecessary applications in order to free up resources and cycle the application. If this does not solve the issue, open a TAC case.

Error	Description	
FCVMD2007	Text:	Could not create a necessary object [object name].
	Type:	Error
	Add'l Info:	A necessary object could not be created. This is usually due to a lack of system resources on the machine.
	Action:	Remove or stop any unnecessary applications in order to free up resources and cycle the application. If this does not solve the issue, open a TAC case.
FCVMD2011	Text:	Process ended prematurely [Process].
	Type:	Error
	Add'l Info:	The indicated process/thread exited before completing its tasks.
	Action:	Cycle the application. If this error persists, open a TAC case.
FCVMD2014	Text:	The LDAP connection has gone down.
	Type:	Warn
	Add'l Info:	If the Desktop Monitoring module has not yet initialized, this will prevent it from fully initializing, which will prevent Desktop Monitoring from working correctly for this agent. The LDAP connection should reestablish itself automatically.
	Action:	If it does not, cycle the application. Verify that the LDAP server(s) is up and running.
FCVMD2017	Text:	Unable to open the NIC adapter for sniffing. Please reconfigure the installation.
	Type:	Error
	Add'l Info:	The adapter name found in the "Monitor Device" key in the registry could not be opened.
	Action:	Run the post installation configuration tool to set the correct device in the registry.

Error	Description	
FCVMD2019	Text:	Unable to get network information for the adapter.
	Type:	Error
	Add'l Info:	Could not read the adapter's IP address and network mask information from the registry. Either the adapter name found in the "Monitor Device" key is incorrect or the user does not have permissions to read from the registry.
	Action:	Run the post installation configuration tool and set the correct NIC to use for sniffing.
FCVMD2020	Text:	Unable to set the sniffing filter.
	Type:	Error
	Add'l Info:	Internal error.
	Action:	Open a TAC case.
FCVMD2027	Text:	No packets captured for [seconds] seconds.
	Type:	Error
	Add'l Info:	This message will be seen every ten seconds during a monitoring/recording session if the Desktop Monitor is unable to capture any traffic from the NIC adapter.
	Action:	If you see these messages, it indicates that the NIC is unable to capture traffic, no traffic is being presented to the NIC, there is no phone attached inline with the agent's PC, or the IP phone is not configured correctly to send its network traffic over the network connection to the PC.
FCVMS0000	Text:	Could not initialize the connection to the CallManager database. AXL error: [error number: error string].
	Type:	Error
	Add'l Info:	The VoIP service could not communicate with CallManager through the AXL interface. As a result, it could not query the database.
	Action:	Check the status of the CallManager processes. There must be at least one CallManager with an active AXL database service in the cluster.

Error	Description	
FCVMS0001	Text:	Could not get the MAC address for extension [extension] from the CallManager database.
	Type:	Error
	Add'l Info:	The monitor service received a request to monitor an agent but was unable to retrieve the MAC address for the specified extension from CallManager's SQL server database.
	Action:	Complete the following steps.
		• Check the CallManager database for changes.
		• Verify the FCVoIP ODBC DSN is correct.
		• Verify that the CallManager database is running.
		• Verify that a record for the extension exists in the CallManager database.
		• Reinstall the monitor service if it requires a new username or password.
FCVMS0004	Text:	Service connection IP address used by clients not found in Registry. Service initialization will not continue until the CAD Configuration Setup application has been run to configure the software. (IOR Hostname).
	Type:	Error
	Add'l Info:	The VoIP Service is missing information required for start up.
	Action:	Finish running PostInstall.
FCVMS0005	Text:	NIC Monitoring adapter name not found in Registry. Service initialization will not continue until the CAD Configuration Setup application has been run to configure the software.
	Type:	The VoIP Service is missing information required for start up.
	Add'l Info:	Finish running PostInstall.

Error	Description	
FCVMS0006	Text:	System error. Unable to start a necessary process [process].
	Type:	Error
	Add'l Info:	A necessary thread or process could not be started or initialized properly. The VoIP Monitor service will not function correctly.
	Action:	Restart the VoIP Monitor service.
FCVMS0007	Text:	Unable to open the configured NIC adapter for sniffing.
	Type:	Error
	Add'l Info:	The Monitor Device entry in the registry is not a valid NIC adapter for packet sniffing.
	Action:	The service configuration application should be run to set the correct adapter name in the registry and the VoIP service cycled.
FCVMS0008	Text:	System error. The configured NIC adapter used for sniffing is not configured correctly.
	Type:	Error
	Add'l Info:	The NIC adapter used for sniffing is not configured correctly for networking.
	Action:	Check the configuration and restart the VoIP Monitor service.
FCVMS0009	Text:	System error. The filter used for capturing voice streams could not be set.
	Type:	Error
	Add'l Info:	None.
	Action:	Restart the VoIP Monitor service.
FCVMS0012	Text:	System error. Client interface could not be created. Retrying operation. (CORBA).
	Type:	Error
	Add'l Info:	The VoIP service could not start the CORBA interface. VoIP is attempting to restart CORBA. Clients cannot connect until CORBA is started.
	Action:	None.

Error	Description	
FCVMS0013	Text:	Error parsing service arguments.
	Type:	Error
	Add'l Info:	Internal error.
	Action:	Cycle the VoIP Monitor service. If this message continues to appear, open a TAC case.
FCVMS0017	Text:	Could not determine the local IP address. Error: [Error string]. (OmniOrbUseHostName invalid)
	Type:	Error
	Add'l Info:	The service cannot determine the local IP address.
	Action:	Restart the VoIP Monitor Service.
FCVMS0018	Text:	Could not initialize the connection to the CallManager database. AXL error: [error number: error string].
	Type:	Error
	Add'l Info:	The VoIP service could not communicate with CallManager through the AXL interface. As a result, it could not query the database.
	Action:	Check the status of the CallManager processes. There must be at least one CallManager with an active AXL database service in the cluster.
FCVMS0019	Text:	Query sent to the CallManager database failed. AXL error: [error number: error string].
	Type:	Error
	Add'l Info:	None.
	Action:	The status of the CallManager processes should be checked. There also must be at least one CallManager in the cluster that has an active AXL database service. Retry the action. If it continues to fail, cycle the VoIP service. It the error persists, open a TAC case.

Error	Description	
FCVMS0020	Text:	An exception occurred while attempting to Query the CallManager database.
	Type:	Error
	Add'l Info:	None.
	Action:	Cycle the VoIP Monitor service. If the error persists, open a TAC case.
FCVMS0021	Text:	System error. Failed to create socket for VPN service. Error: [error string].
	Type:	Error
	Add'l Info:	An error occurred while creating the VPN socket.
	Action:	Restart the VoIP Monitor Service.
FCVMS007	Text:	Unable to open the NIC adapter [adapter] for sniffing.
	Type:	Error
	Add'l Info:	None.
	Action:	Check the configuration and restart the VoIP Monitor service.
FCVMS111	Text:	Unable to detach Corba Server Thread Handle. Exiting...
	Type:	Fatal
	Add'l Info:	The VoIP Monitor service was unable to release the CORBA service thread.
	Action:	Restart the VoIP Monitor service.
FCVMS112	Text:	splk_pcap_open_live() failed. [description]
	Type:	Fatal
	Add'l Info:	The VoIP Monitor service was unable to open the specific device.
	Action:	Restart the VoIP Monitor service.

Error	Description	
FCVMS200	Text:	WSAStartup() failed. [description]
	Type:	Error
	Add'l Info:	The VoIP Monitor service was unable to initialize the Windows sockets library.
	Action:	The VoIP Monitor service will retry the operation. See [description] to determine the cause of the failure.
FCVMS201	Text:	Socket () failed. [description]
	Type:	Error
	Add'l Info:	The VoIP Monitor was unable to create the socket to send RTP streams to the supervisors.
	Action:	Restart the VoIP Monitor service.
FCVMS203	Text:	splk_pcap_lookupnet() failed. errorBuf: [description]
	Type:	Error
	Add'l Info:	A call to the SPCD driver to get network information failed.
	Action:	Restart the VoIP Monitor service. Verify that the SPCD driver is loaded.
FCVMS204	Text:	splk_pcap_compile() failed. filterString: [string].
	Type:	Error
	Add'l Info:	The filter string used to filter packets is invalid.
	Action:	Contact TAC for assistance.
FCVMS205	Text:	splk_pcap_setfilter() failed. filterString: [string].
	Type:	Error
	Add'l Info:	A packet filter could not be set in the SPCD driver.
	Action:	Contact TAC for assistance.
FCVMS206	Text:	splk_pcap_lookupdev() failed. errorBuf = [description]
	Type:	The adapter used to sniff voice packets could not be accessed.
	Add'l Info:	Contact TAC for assistance.

Error	Description	
FCVMS207	Text:	Error: in retrieving MAC address for agent [extension] error [error].
	Type:	Error
	Add'l Info:	A request was made to monitor an agent, and the VoIP Monitor service was unable to retrieve the MAC address for the specified extension from the CallManager's SQL server database.
	Action:	Complete the following steps.
		• Check if anything has changed regarding the CallManager database.
		• Check the FCVoIP ODBC DSN for correctness.
		• Verify that the CallManager database is running.
		• Verify that a record exists in the CallManager database for the extension.
		• Reinstall the VoIP Monitor service if it needs to use a new username or password.
FCVMS208	Text:	Host lookup unsuccessful. Invalid host name [hostname].
	Type:	Error
	Add'l Info:	The VoIP Monitor service tried to refresh a recording session using a host name passed by the client, but could not resolve the VoIP Monitor service host name to an IP address.
	Action:	Verify that the VoIP Monitor service can resolve the IP address of the supervisor's PC by hostname.

Error	Description	
FCVMS209	Text:	Failed to update the LDAP server; [description].
	Type:	Error
	Add'l Info:	The VoIP Monitor service was unable to update LDAP with the CORBA IOR, which is used by clients to connect to the VoIP Monitor service.
	Action:	The VoIP Monitor service will retry the operation.
		See [description] to determine the cause of the failure.
		Verify that LDAP is running.
		Reinstall the monitor service if LDAP has moved.
FCVMS210	Text:	impl_is_ready() returned. Shutting down the server thread.
	Type:	Error
	Add'l Info:	A request was made to shut down the VoIP Monitor service.
	Action:	Restart the VoIP Monitor service.
FCVMS211	Text:	Caught a CORBA exception [exception].
	Type:	Error
	Add'l Info:	An exception occurred in the CORBA service thread.
	Action:	Contact TAC for assistance.
FCVMS212	Text:	setsockop() failed.
	Type:	Error
	Add'l Info:	The VoIP Monitor service was unable to prioritize the packet going out to supervisors.
	Action:	Contact TAC for assistance.
FCVMS213	Text:	We are unable to connect or reconnect to the current CM. Try subscribers.
	Type:	Error
	Add'l Info:	An error occurred while trying to connect to the CallManager database.
	Action:	Verify that the CallManager database is running.

Error	Description	
FCVMS214	Text:	All DSNs have been unsuccessful.
	Type:	Error
	Add'l Info:	An error occurred while trying to connect to the CallManager database.
	Action:	Verify that the CallManager database is running.
FCVMS215	Text:	Initializing the Winsock library failed.
	Type:	Error
	Add'l Info:	Cannot initialize Winsock.
	Action:	Contact TAC for assistance.
FCVMS216	Text:	Could not detach thread(handle).
	Type:	Error
	Add'l Info:	An error occurred while trying to free memory associated with the VPN server thread.
	Action:	None.
FCVMS217	Text:	Creating the listening socket failed. Exit the VPN thread.
	Type:	Error
	Add'l Info:	An error occurred while trying to create the VPN server socket.
	Action:	Restart the VoIP Monitor service.
FCVMS218	Text:	Initializing the Winsock library failed in the VPN thread, error [error].
	Type:	Error
	Add'l Info:	Cannot initialize Winsock.
	Action:	Contact TAC for assistance.
FCVMS219	Text:	Creating the listening socket failed in the VPN thread, error [error].
	Type:	Error
	Add'l Info:	The VPN listening socket could not be created.
	Action:	Contact TAC for assistance.

Error	Description	
FCVMS220	Text:	Couldn't find the local IP address in the VPN thread, error [error].
	Type:	Error
	Add'l Info:	A host name was used in the registry, but the name could not be resolved into an IP address.
	Action:	Contact TAC for assistance.
FCVMS221	Text:	The VPN thread failed to bind to the local address in the VPN thread, error [error].
	Type:	Error
	Add'l Info:	Winsock errors.
	Action:	Contact TAC for assistance.
FCVMS222	Text:	VPN thread failed to listen to the local address in the VPN thread, error [error].
	Type:	Error
	Add'l Info:	Winsock errors.
	Action:	Contact TAC for assistance.
FCVMS225	Text:	Unable to install transient exception handler.
	Type:	Error
	Add'l Info:	An error occurred setting up an exception handler.
	Action:	Restart.
FCVRS0218	Text:	Unable to establish a connection to the FCRasSvr database
	Type:	Error
	Add'l Info:	None.
	Action:	Verify the CADSQL service is running. Perform test queries against the FCRasSvr database.
FCVRS0222	Text:	Unable to retrieve data, query is %s.
	Type:	Error
	Add'l Info:	None.
	Action:	Verify the CADSQL service is running. Perform test queries against the FCRasSvr database.

Error	Description	
FCVRS0223	Text:	Unable to update data, query is %s.
	Type:	Error
	Add'l Info:	None.
	Action:	Verify the CADSQL service is running. Perform test queries against the FCRasSvr database.
FCVRS0225	Text:	Various messages from the Recording and Statistics Database Replication Checker
	Type:	Error
	Add'l Info:	None.
	Action:	If the message indicates that replication is not working, use PostInstall to configure replication.
FCVRS1001	Text:	Unable to create thread (%s).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
FCVRS1003	Text:	Error handling command line arguments.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check the command line usage.
FCVRS1007	Text:	Unexpected error. WaitForMultipleObjects failed (%s).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
FCVRS1008	Text:	Unexpected network communication error (omniORB fatalException). File: %S, line: %d, msg: %S.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Check network settings.

Error	Description	
FCVRS1009	Text:	Unable to open registry key: %s.
	Type:	Fatal
	Add'l Info:	None.
	Action:	The specified registry key is required for the service to function properly. The installation may have failed or become corrupted. If the registry entry does exist, check system resource availability (CPU and memory).
FCVRS1010	Text:	Unable to read registry value: %s.
	Type:	Fatal
	Add'l Info:	None.
	Action:	The specified registry value is required for the service to function properly. The installation may have failed or become corrupted. If the registry entry does exist, check system resource availability (CPU and memory).
FCVRS1011	Text:	Unable to initialize log files.
	Type:	Fatal
	Add'l Info:	None.
	Action:	The service was unable to set up it's logging files. Check the INSTALLATION DIRECTORY registry value under HKEY_LOCAL_MACHINE\SOFTWARE\ Spanlink\CAD\Site Setup and verify that it's valid. Check the settings for the service in the service control panel and verify that it's running under the Local System account. Check system resource availability (CPU and memory).
FCVRS1012	Text:	Unexpected exception during network communication initialization (%s).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Verify that the HKEY_LOCAL_MACHINE\ SOFTWARE\Spanlink\CAD\Site Setup\ IOR HOSTNAME registry value specifies a valid local hostname or IP address. Check system resource availability (CPU and memory).

Error	Description	
FCVRS1013	Text:	Unexpected exception in the main network communication thread (%s).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). If the problem continues to occur, gather debug logs for the service and open a TAC case.
FCVRS102	Text:	Unable to start Periodic Cleanup Thread. Exiting.
	Type:	Fatal
	Add'l Info:	The service was unable to start the cleanup thread.
	Action:	Restart.
FCVRS103	Text:	Unable to detach Periodic Cleanup Thread Handle. Exiting.
	Type:	Fatal
	Add'l Info:	The service was unable to release the cleanup thread handle.
	Action:	Restart.
FCVRS104	Text:	Unable to start CORBA Server Thread. Exiting.
	Type:	Fatal
	Add'l Info:	The service was unable to start the CORBA service thread.
	Action:	Restart.
FCVRS105	Text:	Unable to detach CORBA Server Thread Handle. Exiting...
	Type:	Fatal
	Add'l Info:	The service was unable to release the cleanup thread handle.
	Action:	Restart.

Error	Description	
FCVRS106	Text:	Unable to start database consumer thread. Exiting...
	Type:	Fatal
	Add'l Info:	The service was unable to start the database thread.
	Action:	Restart.
FCVRS107	Text:	Unable to detach database consumer thread. Exiting.
	Type:	Fatal
	Add'l Info:	The service was unable to release the cleanup thread handle.
	Action:	Restart.
FCVRS108	Text:	Caught a CORBA exception configuring the CORBA: [object].
	Type:	Fatal
	Add'l Info:	The service caught an exception while trying to initialize the CORBA [object].
	Action:	Restart.
FCVRS109	Text:	Caught a CORBA exception changing CORBA server to ready.
	Type:	Fatal
	Add'l Info:	The service caught a CORBA exception changing the CORBA service to an active state.
	Action:	Restart.
FCVRS110	Text:	Unable to start LDAP Update Thread. Exiting...
	Type:	Fatal
	Add'l Info:	The service was unable to start the LDAP update thread.
	Action:	Restart.
FCVRS111	Text:	Unable to start LRM Client Thread. Exiting...
	Type:	Fatal
	Add'l Info:	The service was unable to start the LRM client thread.
	Action:	Restart.

Error	Description	
FCVRS112	Text:	Unable to detach LRM Client Thread Handle. Continue...
	Type:	Fatal
	Add'l Info:	The service was unable to release the LRM client thread handle.
	Action:	None.
FCVRS200	Text:	Failed to update the LDAP server: [description]
	Type:	Error
	Add'l Info:	The service was unable to update LDAP with the CORBA IOR, which is used by clients to connect to the service. The service will retry the operation. See [description] to determine the cause of failure.
	Action:	Verify that LDAP is running. Reinstall the Agent Statistics service if LDAP has moved.
FCVRS2000	Text:	Registry error. DetectRegistryChg::Open failed for path <%s> key <%s>: <%d>.
	Type:	Error
	Add'l Info:	None.
	Action:	The service will automatically retry the operation. The specified registry key is required for the service to function properly. If the condition continues to occur, the installation may have failed or become corrupted. If the registry entry does exist, check system resource availability (CPU and memory).
FCVRS2001	Text:	Unable to connect to the LDAP service.
	Type:	Error
	Add'l Info:	None.
	Action:	Verify that the LDAP Monitor Service is running. Check the LDAP Monitor Service logs for errors.

Error	Description	
FCVRS2002	Text:	The ADS query queue is full. Some agent data will be lost.
	Type:	Error
	Add'l Info:	None.
	Action:	ADS database queries are backing up and being discarded as needed to control the size of the queue. Verify that the ADS is running. Check system resource availability (CPU) on the servers that run this service and the ADS.
FCVRS2008	Text:	Network communication error <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	Check network connectivity between the Recording and Statistics S. The remote application may have terminated abnormally, check it's logs for errors. Check any firewall settings to make sure that the proper ports are open. See the port utilization guide for more information on this.
FCVRS2009	Text:	Unexpected exception (%s).
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). If system resources are fine and the condition continues to occur, recreate the problem with debug logging turned on to further isolate.
FCVRS201	Text:	impl_is_ready() returned. Shutting down the server thread.
	Type:	Error
	Add'l Info:	A request was made to shut down the service.
	Action:	Restart.

Error	Description	
FCVRS2010	Text:	Unable to open registry key: %s.
	Type:	Error
	Add'l Info:	None.
	Action:	The specified registry key should exist, but the service will continue to function without it. The installation may have failed or become corrupted. If the registry entry does exist, check system resource availability (CPU and memory).
FCVRS2011	Text:	Unable to read registry value: %s.
	Type:	Error
	Add'l Info:	None.
	Action:	The specified registry value should exist, but the service will continue to function without it. The installation may have failed or become corrupted. If the registry entry does exist, check system resource availability (CPU and memory).
FCVRS2012	Text:	Unable to set the process priority for this service to high. The service will run at normal priority.
	Type:	Error
	Add'l Info:	None.
	Action:	The service will continue to run, and should run normally. However, in some cases under heavy server load it's possible that by running at normal priority the service will not get the needed CPU time to keep up with it's tasks. The symptom for this would be sluggish behavior in CAD and CSD. If this occurs, open a TAC case.
FCVRS2013	Text:	Unable to initialize the network communication library (%s). The service will continue to function, but VPN desktops will not be supported. Error code: %d.
	Type:	Error
	Add'l Info:	None.
	Action:	Restart the service if you have any VPN desktops (CAD/CSD). If the condition continues to occur, check system resource availability (CPU and memory).

Error	Description	
FCVRS2015	Text:	Unable to write registry value: %s.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
FCVRS2016	Text:	The name of the ADS SQL named instance was not found in LDAP. Will retry.
	Type:	Error
	Add'l Info:	None.
	Action:	The service will retry the operation. If the problem continues to occur, open a TAC case.
FCVRS2017	Text:	An error occurred trying to populate the cache from the ADS database. Will retry.
	Type:	Error
	Add'l Info:	None.
	Action:	The service will retry the operation. If the problem continues to occur, check for other more specific errors related to the database access. Verify that the ADS database is running.
FCVRS2018	Text:	An error occurred while attempting to register this service in LDAP (%s).
	Type:	Error
	Add'l Info:	None.
	Action:	The service will retry the operation. If the problem continues to occur, check the LDAP service logs for more information.
FCVRS2019	Text:	SQL Query failed with SQL error %s for query %s.
	Type:	Error
	Add'l Info:	None.
	Action:	The service will continue to run and recover it's connection to the database as needed. Verify that the SQL statement is valid. Verify that the ADS is running.

Error	Description	
FCVRS202	Text:	Caught a CORBA exception.
	Type:	Error
	Add'l Info:	An exception occurred in the CORBA service thread. The service retries the operation.
	Action:	None.
FCVRS2020	Text:	The Admin Workstation Database connection has not been configured. ASA statistics will be unavailable.
	Type:	Error
	Add'l Info:	None.
	Action:	Configure the connection to the Admin Workstation Database in the Cisco Agent Desktop Configuration Setup program, then restart the Recording and Statistics Service.
FCVRS203	Text:	Unable to read Key:[key], from LDAP: [description]
	Type:	Error
	Add'l Info:	The service was unable to read the value of the key from LDAP. The entry should have been created on install.
	Action:	Reinstall if the entry is not in LDAP.
FCVRS204	Text:	Caught an exception while trying to retrieve the globalID.
	Type:	Error
	Add'l Info:	The service encountered an exception getting the next global ID.
	Action:	Restart.
FCVRS205	Text:	Caught an exception while updating data.
	Type:	Error
	Add'l Info:	The service encountered an exception while updating the database data.
	Action:	Restart.

Error	Description	
FCVRS206	Text:	Caught an exception while writing to the agent state log.
	Type:	Error
	Add'l Info:	The service encountered an exception while inserting the agent's state change.
	Action:	Restart.
FCVRS207	Text:	Caught an exception while trying to retrieve the agent state log.
	Type:	Error
	Add'l Info:	The service encountered an exception while retrieving the state lists for an agent.
	Action:	None.
FCVRS208	Text:	Caught an exception while trying to write to the call log.
	Type:	Error
	Add'l Info:	The service encountered an exception inserting the agent's call record into the database.
	Action:	Restart.
FCVRS209	Text:	Caught an exception while trying to delete a call.
	Type:	Error
	Add'l Info:	The service encountered an exception deleting a call from the database.
	Action:	Restart.
FCVRS210	Text:	Caught an exception while trying to retrieve the call log.
	Type:	Error
	Add'l Info:	The service encountered an exception getting the call log for an agent.
	Action:	None.

Error	Description	
FCVRS211	Text:	Caught an exception while trying to start a recording.
	Type:	Error
	Add'l Info:	The service encountered an exception starting a recording on a particular extension.
	Action:	Restart.
FCVRS212	Text:	Caught an exception while trying to stop a recording.
	Type:	Error
	Add'l Info:	The service encountered an exception while stopping a recording for a particular extension.
	Action:	Restart.
FCVRS213	Text:	Caught an exception while trying to delete a recording.
	Type:	Error
	Add'l Info:	The service encountered an exception deleting a recording from the database.
	Action:	Restart.
FCVRS214	Text:	Caught an exception while trying to retrieve the record log.
	Type:	Error
	Add'l Info:	The service encountered an exception getting the recorded file list from the database.
	Action:	None.
FCVRS215	Text:	Caught an exception while trying to retrieve the user statistics.
	Type:	Error
	Add'l Info:	The service encountered an exception getting the user (agent) statistics.
	Action:	None.

Error	Description	
FCVRS216	Text:	Caught an exception while trying to retrieve the team statistics.
	Type:	Error
	Add'l Info:	The service encountered an exception getting the team statistics from the service.
	Action:	None.
FCVRS217	Text:	Caught an exception while processing a server message.
	Type:	Error
	Add'l Info:	The service encountered an error processing the indicated message from the client.
	Action:	None.
FCVRS218	Text:	Unable to establish a connection to the FCRasSvr database, [error description].
	Type:	Error
	Add'l Info:	The service was unable to connect the database FCRasSvr.
	Action:	Verify that the MS SQL Server is running
		Verify that the FCRasSvr database has been created on the SQL server to which the Agent Statistics service points
		Verify the ODBC datasource.
FCVRS219	Text:	Cache population failed. Trying again.
	Type:	Error
	Add'l Info:	The service was unable to cache the statistics from the database tables. It will try again.
	Action:	None
FCVRS220	Text:	Caught an exception while running daily cleanup.
	Type:	Error
	Add'l Info:	The service encountered an exception cleaning up the data.
	Action:	None.

Error	Description	
FCVRS221	Text:	Caught an exception while running recording heartbeat clean up.
	Type:	Error
	Add'l Info:	The service encountered an exception while checking the recording heartbeats.
	Action:	None
FCVRS222	Text:	Unable to retrieve data, query is [query], error [description].
	Type:	Error
	Add'l Info:	The service was unable to get the data for the indicated query with the error listed.
	Action:	None.
FCVRS223	Text:	Unable to update data, query is [query], error [description].
	Type:	Error
	Add'l Info:	The service was unable to update the data for the indicated query with the error listed.
	Action:	None.
FCVRS224	Text:	Unable to insert data, query is [query], error [description].
	Type:	Error
	Add'l Info:	The service was unable to insert the data for the indicated query with the error listed.
	Action:	None.
FCVRS225	Text:	Unable to delete data, query is [query], error [description].
	Type:	Error
	Add'l Info:	The service was unable to delete the data for the indicated query with the error listed.
	Action:	None.

Error	Description	
FCVRS226	Text:	Unable to create file [file] for recording.
	Type:	Error
	Add'l Info:	The service does not have permission to write to the location where the recorded files are to be placed.
	Action:	Make sure the service is logging in as a user and that the user has modify permissions to the indicated directory.
FCVRS227	Text:	Retrieving GlobalID failed. Trying again.
	Type:	Error
	Add'l Info:	The service was unable to determine the starting global ID.
	Action:	Verify if SQL service is running where the FCRasSvr database is installed, and that the database is created.
FCVRS228	Text:	Caught an exception inserting [query type] into queue.
	Type:	Error
	Add'l Info:	The service encountered an exception adding an entry to the database queue.
	Action:	None.
FCVRS229	Text:	SQL Query failed with SQL error [description] for query [query].
	Type:	Error
	Add'l Info:	The service was unable to perform the SQL query action with the error listed.
	Action:	None.
FCVRS232	Text:	Caught an exception while trying to save/unsave a recording.
	Type:	Error
	Add'l Info:	The service caught an exception while marking recording data as saved or unsaved.
	Action:	None.

Error	Description	
FCVRS233	Text:	Caught an exception while trying to save recording data.
	Type:	Error
	Add'l Info:	The service encountered an exception saving the recording data for a particular recording.
	Action:	None.
FCVRS234	Text:	Database SQL queue is full.
	Type:	Error
	Add'l Info:	The service is getting behind in processing the data to be inserted into the database.
	Action:	None.
FCVRS235	Text:	A generic exception was thrown trying to insert data into FCRasStateLogToday, data is globalID [serverID, globalID], stateStartTime = [start time], stateStopTime = [stop time], agentID = [agent ID], agentExtension - [agent extension], agentPrevState = [state code], agentReasonCode = [reason code]
	Type:	Error
	Add'l Info:	An exception was thrown while trying to create the SQL query.
	Action:	None.
FCVRS236	Text:	Caught an exception retrieving a list of agent IDs from the database.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
FCVRS3000	Text:	Unable to close thread handle (%s).
	Type:	Warn
	Add'l Info:	None.
	Action:	The service should continue to function normally. Check system resource availability (CPU and memory). Monitor handle usage by this service.

Error	Description	
FCVRS3001	Text:	Unable to retrieve the list of skill groups from LDAP. Will retry.
	Type:	Warn
	Add'l Info:	None.
	Action:	The service will retry the operation. If the problem continues to occur, check the contents of LDAP for skill group information. If skill group data is missing, check the Sync Service logs for any problems.
FCVRS401	Text:	Connected to RASCAL database version unknown.
	Type:	Warn
	Add'l Info:	The service was able to connect to the FCRasSvr database but was unable to determine the schema version.
	Action:	Reinstall the Agent Statistics service.
FCVRS404	Text:	Error in opening registry key [key] for mode [mode].
	Type:	Warn
	Add'l Info:	The service was unable to open [key] in [mode].
	Action:	None.
FCVRS405	Text:	Error in [mode] registry value for [key].
	Type:	Warn
	Add'l Info:	The service was unable to [mode] for [key].
	Action:	None.
FD [LN]	Text:	Answer call control action—answer failed.
	Type:	Warn
	Add'l Info:	Unable to answer the call. The call might no longer exist, or might not be in a state where it can be answered.
	Action:	None.

Error	Description	
FD [LN]	Text:	Blind transfer call control action—calls in invalid state.
	Type:	Warn
	Add'l Info:	Blind transfer failed. The call being transferred is not in the correct state.
	Action:	None.
FD [LN]	Text:	Blind transfer call control action—complete transfer failed.
	Type:	Warn
	Add'l Info:	Unable to complete the transfer. One of the calls might no longer be active, or the ACD might not allow the transfer to be completed at this time.
	Action:	None.
FD [LN]	Text:	Blind transfer call control action—destination Call ID is empty Call ID.
	Type:	Warn
	Add'l Info:	Indicates that a call control action is being attempted on a call that no longer exists, or is not in the correct state for the action to complete successfully.
	Action:	None.
FD [LN]	Text:	Blind transfer call control action—empty Call ID.
	Type:	Warn
	Add'l Info:	Indicates that a call control action is being attempted on a call that no longer exists, or is not in the correct state for the action to complete successfully.
	Action:	None.
FD [LN]	Text:	Blind transfer call control action—setup transfer failed.
	Type:	Warn
	Add'l Info:	Unable to create the consultation call for blind transfer. No more lines might be available, or the ACD might not allow a consultation call at this time.
	Action:	None.

Error	Description	
FD [LN]	Text:	Conference call control action—empty Call ID.
	Type:	Warn
	Add'l Info:	Indicates that a call control action is being attempted on a call that no longer exists, or is not in the correct state for the action to complete successfully.
	Action:	None.
FD [LN]	Text:	Drop call control action—drop failed.
	Type:	Warn
	Add'l Info:	Unable to drop the call. the call might no longer exist or might not be in a state where it can be dropped.
	Action:	None.
FD [LN]	Text:	Drop call control action—empty call ID.
	Type:	Warn
	Add'l Info:	Indicates that a call control action is being attempted on a call that no longer exists, or is not in the correct state for the action to complete successfully.
	Action:	None.
FD [LN]	Text:	Make call control action—place call failed.
	Type:	Warn
	Add'l Info:	Unable to place an outbound call. The phone might not have any available lines, or the ACD might not allow a call at this time.
	Action:	None.
FD [LN]	Text:	Redirect call control action—call state not offered.
	Type:	Warn
	Add'l Info:	Unable to redirect the call. The call state must offer redirect for the redirect to work.
	Action:	None.

Error	Description	
FD [LN]	Text:	Redirect call control action—empty Call ID.
	Type:	Warn
	Add'l Info:	Indicates that a call control action is being attempted on a call that no longer exists, or is not in the correct state for the action to complete successfully.
	Action:	None.
FD [LN]	Text:	Super transfer call control action—calls for invalid state.
	Type:	Warn
	Add'l Info:	Supervised transfer failed. The call being transferred is not in the correct state.
	Action:	None.
FD [LN]	Text:	Super transfer call control action—empty Call ID.
	Type:	Warn
	Add'l Info:	Indicates that a call control action is being attempted on a call that no longer exists, or is not in the correct state for the action to complete successfully.
	Action:	None.
FD [LN]	Text:	Touch tones call control action—empty Call ID.
	Type:	Warn
	Add'l Info:	Indicates that a call control action is being attempted on a call that no longer exists, or is not in the correct state for the action to complete successfully.
	Action:	None.
FD [LN]	Text:	Touch tones call control action—send DTMF failed.
	Type:	Warn
	Add'l Info:	Unable to send touch tones for this call. The call might no longer exists, or might not be in a state that is able to accept touch tones.
	Action:	None.

Error	Description	
FD [LN]	Text:	Unable to login to RASCAL server. [error]
	Type:	Error
	Add'l Info:	Could not connect to Agent Statistics service. Some statistics and logs will not be available.
	Action:	Refer to setup and troubleshooting sections.
FD [LN]	Text:	Unable to login to VoIP server. [error]
	Type:	Error
	Add'l Info:	Could not connect to VoIP Monitor service. Call recording will not be available.
	Action:	Refer to setup and troubleshooting sections.
FD [LN]	Text:	Unable to logout of RASCAL server [error].
	Type:	Warn
	Add'l Info:	Could not disconnect from the Agent Statistics service. Some statistics and logs will not be available.
	Action:	None.
FD [LN]	Text:	Unable to logout of VoIP server. [error]
	Type:	Warn
	Add'l Info:	Could not disconnect from VoIP Monitor service. Call recording will not be available.
	Action:	None.
FD [LN]	Text:	Unable to start recording of call. [error]
	Type:	Error
	Add'l Info:	Could not start recording a call.
	Action:	Refer to setup and troubleshooting sections.
FD [LN]	Text:	Unable to stop recording of call [error].
	Type:	Error
	Add'l Info:	Could not stop recording the call.
	Action:	Refer to the setup and troubleshooting sections.

Error	Description	
FF [**LN**]	Text:	COM error. Unable to properly initialize.
	Type:	Fatal
	Add'l Info:	Desktop might not be running or might be registered as a COM server.
	Action:	From a command prompt, go to the Desktop bin directory and run the command regsvr32 fastcallserverproxy.dll
FF [**LN**]	Text:	Failed to write data to the Cisco Desktop Enterprise Data Server.
	Type:	Error
	Add'l Info:	An error was returned while trying to write data to the Enterprise service.
	Action:	Make sure the Enterprise service is properly installed and running.
FF [**LN**]	Text:	FastCall is not properly installed on your system.
	Type:	Fatal
	Add'l Info:	A component or configuration of Cisco is corrupt or not installed properly.
	Action:	Uninstall all Cisco components and reinstall.
FF [**LN**]	Text:	Maximum number of clients already attached.
	Type:	Fatal
	Add'l Info:	Agent can only support X number of clients as defined by the operating system, and is already supporting the maximum number of clients.
	Action:	Shut down one or more Agent clients and try again. Agent clients include Enterprise Data service and Chat service.
FF [**LN**]	Text:	Maximum number of clients already reached.
	Type:	Fatal
	Add'l Info:	Agent can only support X number of clients as defined by the operating system, and is already supporting the maximum number of clients.
	Action:	Shut down one or more Agent clients and try again. Agent clients include Enterprise Data service and Chat service.

Error	Description	
FF [LN]	Text:	Unable to attach to or create FastCall Application.
	Type:	Fatal
	Add'l Info:	Desktop is not running or registered as a COM server.
	Action:	From a command prompt, go to the Desktop bin directory and run the command regsvr32 fastcallserverproxy.dll.
ICDSTORAGE 1000	Text:	Could not create thread (%ls).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
ICDSTORAGE 1001	Text:	Unexpected error. WaitForSingleObject failed.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
ICDSTORAGE 1002	Text:	Failed to create a CompletionIOPort. Error(%d:%ls).
	Type:	Fatal
	Add'l Info:	None.
	Action:	This message is displayed with another error that contains the reason for the problem. Consult that error for more details.
ICDSTORAGE 1004	Text:	Unexpected exception during network communication initialization (omniORB).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Verify that the HKEY_LOCAL_MACHINE\ SOFTWARE\Spanlink\CAD\Site Setup\ IOR HOSTNAME registry value specifies a valid local hostname or IP address. Check system resource availability (CPU and memory).

Error	Description	
ICDSTORAGE 2002	Text:	Lost connection to the CTI Server. Recover connection.
	Type:	Error
	Add'l Info:	None.
	Action:	Complete the following steps.
		• Check the log for other errors.
		• Make sure that all appropriate Cisco services are up and running.
		• Check the log files of other Cisco related services for errors.
		• Check the System Event Viewer for system errors.
		• Check system resource availability (memory, CPU).
		• Check for network communication errors.
ICDSTORAGE 2016	Text:	SS2016 %ls Failed to perform LDAP operation(%ls) for Device(%ls) LDAP Error(%ls).
	Type:	Error
	Add'l Info:	None.
	Action:	The service will retry this operation until it succeeds. See text in error for more details. If error persists, verify that the LDAP Monitor service is running. Check the LDAP Monitor service logs for errors.
ICDSTORAGE 2018	Text:	Failed to send Config Request Event to the cti server.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Check log file for any ACMI related errors prior to this error. Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.

Error	Description	
ICDSTORAGE 2019	Text:	Failed to send Config Key Request to the cti server.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Check log file for any ACMI related errors prior to this error. Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.
ICDSTORAGE 2020	Text:	An unexpected exception occurred.
	Type:	Error
	Add'l Info:	None.
	Action:	Complete the following steps. • Check the log for other errors. • Check the System Event Viewer for system errors. • Check system resource availability (memory, CPU).
ICDSTORAGE 2028	Text:	The CTI Server returned a Failure Confirmation Error Status(%d:%ls) for InvokeID(%d).
	Type:	Error
	Add'l Info:	None.
	Action:	See the error text for further details. See the CTI service logs for more information.
ICDSTORAGE 2030	Text:	Error calling PostQueuedCompletionStatus for SkillStatsThread. Error(%hs).
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). See error text for more info on the error.

Error	Description	
ICDSTORAGE 2033	Text:	Error in DetectRegistryChg::Open for path (%ls) key (%ls). Ret(%d).
	Type:	Error
	Add'l Info:	The service will automatically retry the operation. The specified registry key is required for the service to function properly. If the condition continues to occur, the installation may have failed or become corrupted.
	Action:	If the registry entry does exist, check system resource availability (CPU and memory).
ICDSTORAGE 2034	Text:	Failed to query skill group(%ls) invokeid(%d).
	Type:	Error
	Add'l Info:	The CTI service returned an error in response to the query for the specified skill group.
	Action:	Verify that the skill group is valid. Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.
ICDSTORAGE 2035	Text:	Failed to perform LDAP operation(%ls) LDAP Error(%ls).
	Type:	Error
	Add'l Info:	The service was not able to update data in LDAP.
	Action:	Complete the following steps.
		• Check the log for other errors.
		• Check the System Event Viewer for system errors.
		• Check system resource availability (memory, CPU).
ICDSTORAGE 2036	Text:	Failed to create monitor for the cti server.
	Type:	Error
	Add'l Info:	The service was not able to create a monitor for the CTI server.
	Action:	Check system resource availability (CPU and memory). Look for error messages prior to this error for specific details. Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.

Error	Description	
ICDSTORAGE 2038	Text:	Failed to setting Enterprise Server process pid(%d) to HIGH_PRIORITY_CLASS.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
ICDSTORAGE 2039	Text:	CTI Server information not provided in ldap. Retry.
	Type:	Error
	Add'l Info:	None.
	Action:	CTI Server has not been configured in LDAP. Verify that the LDAP Server is running. Verify that the CTI Server information has been configured.
ICDSTORAGE 2050	Text:	Error in retrieving data type list from ldap. Error(%ls).
	Type:	Error
	Add'l Info:	None.
	Action:	None.
ICDSTORAGE 2051	Text:	CTI Server information not provided in ldap. Retry.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
ICDSTORAGE 3000	Text:	Could not detach thread (%ls).
	Type:	Warn
	Add'l Info:	Could not detach thread.
	Action:	Check system resource availability (CPU and memory).
ICDSTORAGE 3001	Text:	Received partial status, treating as success.
	Type:	Warn
	Add'l Info:	None.
	Action:	None.

Error	Description	
IPCA1000	Text:	Unknown Exception...
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
IPCA1001	Text:	Exception. Description = <%s>.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check Description.
IPCA2000	Text:	LDAP initialization failed.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the LDAP server is running. Check the Site Setup registry values.
IPCA2001	Text:	LDAP connection failed. Description = <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the LDAP server is running. Check the Site Setup registry values.
IPCA2002	Text:	LDAPClient API <%s> failed. Description = <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the LDAP server is running. Check the Site Setup registry values.
IPCA2003	Text:	Error Obtaining License.
	Type:	Error
	Add'l Info:	None.
	Action:	Check LRM Server is running. Check the Site Setup registry values.

Error	Description	
IPCA2004	Text:	Unknown Exception.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
IPCA2005	Text:	Exception. Description = <%s>
	Type:	Error
	Add'l Info:	None.
	Action:	Check error description.
IPCA2006	Text:	Error deleting agent profile. Description = <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the Enterprise service is running.
IPCA2007	Text:	Error loading data.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the LDAP Service is running, and is populated with the correct values. Check the Site Setup registry values.
IPCA2008	Text:	Error writing data to ldap.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the LDAP Service is running, and is populated with the correct values. Check the Site Setup registry values.
IPCA2009	Text:	Error notifying IPPA Server.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the IPPA service is running.

Error	Description	
IPPA2000	Text:	Cannot get locale for IPPA client.
	Type:	Warn
	Add'l Info:	IPPA client cannot get the locale to use.
	Action:	Complete the following steps.
		• Make sure BIPPA service has started at least once on the same computer as IPPA client so that IPPAClient.properties will be updated by BIPPA service.
		• Check IPPAClient.properties to ensure the ippa.language and ippa.country have been set to supported language/country. If not, restart BIPPA service to see if BIPPA service updates them to valid values.
		• IPPA client does not have permission to read from IPPAClient.properties.
IPPA2001	Text:	Cannot get resource bundle for <%s> locale: %s.
	Type:	Warn
	Add'l Info:	IPPA client cannot get resource bundle for specified locale.
	Action:	Complete the following steps.
		• Check actions for IPPA2000.
		• An internal error where the resource bundle for specified local is missing. Contact technical support.
IPPA2002	Text:	Cannot get environment properties because of security restrictions: %s.
	Type:	Warn
	Add'l Info:	IPPA client cannot get environment properties because of security restrictions.
	Action:	Tomcat is not configured correctly to allow IPPA client servlet to access environment settings. Check security policy of Tomcat.

Error	Description	
IPPA2003	Text:	Cannot read IPPA client configuration file <%s>: %s.
	Type:	Warn
	Add'l Info:	IPPA client cannot read the IPPA client configuration file.
	Action:	Complete the following steps.
		• Check if IPPAClient.properties exists in Tomcat config directory.
		• If the exception is a security exception, verify Tomcat is configured to allow IPPA client servlet to access IPPAClient.properties file in the Tomcat config directory.
IPPA2004	Text:	IP phone address <%s>: Unexpected error caught: %s.
	Type:	Warn
	Add'l Info:	The IPPA client encountered an unexpected error.
	Action:	Contact technical support.
IPPA2005	Text:	IP phone address <%s>: Invalid BIPPA service CORBA IOR <%s>.
	Type:	Warn
	Add'l Info:	The IPPA client found an invalid BIPPA service CORBA IOR in the configuration file.
	Action:	Restart the BIPPA service and verify the CORBA IOR in IPPAClient.properties changes. If the CORBA IOR does not change, BIPPA service does not have permissions to write to the file. Make sure the BIPPA service is run as a user with sufficient permissions to change the properties in the file.

Error	Description	
IPPA2006	Text:	IP phone address <%s>: IPPA client cannot connect to BIPPA service: %s.
	Type:	Warn
	Add'l Info:	The IPPA client cannot connect to BIPPA service.
	Action:	Check to see if BIPPA service is running and active. If not, follow troubleshooting section on getting BIPPA service running and active. If BIPPA service is running and active, check if there are firewalls issue.
IPPA2007	Text:	Unexpected error caught: %s.
	Type:	Warn
	Add'l Info:	The IPPA client JSP encountered an unexpected error.
	Action:	Contact technical support.
IPPA3000	Text:	No localized string or resource found for the given key <%s>: %s.
	Type:	Warn
	Add'l Info:	The IPPA client cannot get the localized string or resource for the given key.
	Action:	Complete the following steps.
		• There may be a mismatch between the IPPA client version and the service version. Check the version of IPPASvr.exe and ipphone.war to make sure they match.
		• Make sure the locale used by IPPA client is a supported language or country.
		• If you verified the previous actions and the error persists, this is an internal error where given key is not found in the localized resource file. Contact technical support.

Error	Description	
IPPA3001	Text:	IP phone address <%s>: Invalid message ID <%s> passed from BIPPA service: %s.
	Type:	Warn
	Add'l Info:	The IPPA client received an invalid message ID from the BIPPA service.
	Action:	Complete the following steps.
		• There may be a mismatch between the IPPA client version and the service version. Check the version of IPPASvr.exe and ipphone.war to make sure they match.
		• If you verified the previous action and the error persists, this is an internal error. Contact technical support.
IPPA3002	Text:	IP phone address <%s>: Invalid message ID <%d> passed from BIPPA service.
	Type:	Warn
	Add'l Info:	The IPPA client received an invalid message ID from the BIPPA service.
	Action:	Complete the following steps.
		• There may be a mismatch between the IPPA client version and the service version. Check the version of IPPASvr.exe and ipphone.war to make sure they match.
		• If you verified the previous action and the error persists, this is an internal error. Contact technical support.
IPPA3003	Text:	IP phone address <%s>: Invalid argument <%s> for parameter %s passed to the IPPA client JSP %s: %s.
	Type:	Warn
	Add'l Info:	The IPPA client received an invalid argument to JSP script.
	Action:	Make sure the URL used by the agent is correct.

Error	Description	
IPPA3004	Text:	Cannot convert a Java string to a CORBA string: %s.
	Type:	Warn
	Add'l Info:	The IPPA client cannot convert a Java string to a CORBA string to send to the BIPPA service.
	Action:	This is an internal error. Contact technical support.
IPPA3005	Text:	Cannot convert a CORBA string to a Java string: %s.
	Type:	Warn
	Add'l Info:	The IPPA client received a CORBA string from BIPPA service that could not be converted to a Java string.
	Action:	This is an internal error. Contact technical support.
IPPA3006	Text:	Cannot convert a CORBA byte array to a UTF-8 string: %s.
	Type:	Warn
	Add'l Info:	The IPPA client received a CORBA byte array from the BIPPA service that could not be converted to a UTF-8 string.
	Action:	This is an internal error. Contact technical support.
IPPA3007	Text:	IP phone address <%s>: IPPA client encountered an unexpected error while making <%s> call to the BIPPA service: %s.
	Type:	Warn
	Add'l Info:	The IPPA client encountered an unexpected error while making the specified call to the BIPPA service.
	Action:	The IPPA client will automatically drop and reconnect to the BIPPA service before trying the same call again. If it succeeds, no action is required. If it keeps failing, contact technical support.

Error	Description	
IPPA3008	Text:	IP phone address <%s>: IPPA client encountered an error <%d:%s> while making <%s> call to BIPPA service.
	Type:	Warn
	Add'l Info:	The IPPA client encountered an error while making the specified call to the BIPPA service.
	Action:	Check the error code and its description and take appropriate action for that method.
LC0069	Text:	Internal error: LCC needs to be set before calling this operation.
	Type:	Warn
	Add'l Info:	Internal error indicating that the API calls order is incorrect.
	Action:	Retry the operation. If the problem persists, contact technical support.
LM0004	Text:	Service could not be installed as a Windows NT service. The Windows NT service error code is [code].
	Type:	Fatal
	Add'l Info:	The NT service could not be installed.
	Action:	Check the error code.
LM0006	Text:	The [service] Windows NT service could not be uninstalled. The Windows NT service error code is [code].
	Type:	Fatal
	Add'l Info:	The NT service could not be uninstalled.
	Action:	Check the error code.
LM0007	Text:	The argument passed to the program is invalid and the program will exit.
	Type:	Fatal
	Add'l Info:	An invalid argument was passed.
	Action:	Check the argument passed to the program.

Error	Description	
LM0009	Text:	The Windows NT service is not able to register itself with the Windows NT service manager.
	Type:	Fatal
	Add'l Info:	The Windows NT service is not able to register itself with the Windows NT service manager.
	Action:	Check if the Windows NT service exists.
LM0010	Text:	The initialization of the Windows NT service was unsuccessful.
	Type:	Fatal
	Add'l Info:	The Windows NT service was unable to initialize.
	Action:	Check if the NT service still exists.
LM0011	Text:	An invalid request was received by the Windows NT service from the Windows NT service manager.
	Type:	Error
	Add'l Info:	The Windows NT service manager sent an invalid request to the NT service.
	Action:	None
LM0015	Text:	Failed to create process [process type] params [parameter error].
	Type:	Error
	Add'l Info:	Failed to start the specified process with the specified parameters.
	Action:	Complete the following steps.
		• Check the error code.
		• Check the process log/debug files for more information.
		• Verify that the process and slapd.conf files exist.
		• Verify that the database directory has all seven .dat files.
		• Try running the process from a command line with specified parameters.

Error	Description	
LM0017	Text:	Error creating [type] event. [error].
	Type:	Error
	Add'l Info:	An error occurred in creating the specified event.
	Action:	Check the error code.
LM0018	Text:	Could not set console event handler.
	Type:	Error
	Add'l Info:	Could not set the console event handler used to handle console input.
	Action:	Provide log/debug files with steps to reproduce the error to technical support.
LM0023	Text:	Failed to create pipe: [error]
	Type:	Error
	Add'l Info:	Failed to create a pipe to slapd or slurpd that it is starting.
	Action:	Check the number of threads and memory used by the program. Restart the LDAP Monitor service. If the problem persists, open a TAC case.
LM0024	Text:	Unable to set process priority to high: [error]
	Type:	Error
	Add'l Info:	LDAP Monitor service was unable to change its process priority to high because of the specified Windows error.
	Action:	Check the Windows error. Ensure that the user that the LDAP Monitor service is running as has permission to change its process priority to High.
LM0025	Text:	[blank]
	Type:	Error
	Add'l Info:	Failed to communicate with other server.
	Action:	Ensure that the other server is reachable from this server. Try to ping the other server from the command line.

Error	Description	
LM0029	Text:	[blank]
	Type:	Error
	Add'l Info:	Failed to create file.
	Action:	Make sure there is enough space on the disk. Make sure that the process has sufficient permission to write to that location.
LM0033	Text:	Copy [file type] file: [file] failed.
	Type:	Error
	Add'l Info:	Failed to copy the specified file.
	Action:	Make sure the file exists. Make sure there is enough space on the disk. Make sure the process has sufficient permission to write to that location.
LM0034	Text:	Failed to register to LDAP, retrying.
	Type:	Error
	Add'l Info:	The server failed to register itself with the Directory Services (LDAP) service.
	Action:	Check if Directory Services is running.
LM0035	Text:	[blank]
	Type:	Error
	Add'l Info:	This server failed to communicate with another server.
	Action:	Make sure the other server is reachable from this server. Try to ping the other server from the command line.
LM0036	Text:	FILE: [file]
	Type:	Error
	Add'l Info:	Failed to send the specified file to another server.
	Action:	Make sure the other server is reachable from this server. Try to ping the other server from the command line.

Error	Description	
LM0037	Text:	[blank]
	Type:	Error
	Add'l Info:	This server failed to update the other server.
	Action:	Restart the LDAP Monitor service. If the problem persists, open a TAC case.
LRMC1000	Text:	Unable to create thread (%s).
	Type:	Fatal
	Add'l Info:	
	Add'l Info:	Check system resource availability (CPU and memory).
LRMC1001	Text:	Unexpected error. WaitForMultipleObjects failed.
	Type:	Fatal
	Add'l Info:	
	Add'l Info:	Check system resource availability (CPU and memory).
LRMC2000	Text:	An unexpected exception occurred.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
LRMC2001	Text:	Error setting socket to non-blocking.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Check network settings.
LRMC2002	Text:	Error setting socket back to blocking.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Check network settings.

Error	Description	
LRMC2003	Text:	Error sending the header of the message. Error: (%d:%s).
	Type:	Error
	Add'l Info:	An error occurred when the program was sending the header for the sockets message. This normally occurs if the connection between the LRM service and the client is broken.
	Action:	The client will attempt to establish connection with the LRM service. If the error persists on the client, check if the LRM service is running. Check network connectivity. See the text in the error for more details.
LRMC2004	Text:	Error sending the body of the message. Error: (%d:%s).
	Type:	Error
	Add'l Info:	An error occurred when the program was sending the body for the sockets message. This normally occurs if the connection between the LRM service and the client is broken.
	Action:	The client will attempt to establish connection with the LRM service. If the error persists on the client, check if the LRM service is running. Check network connectivity. See the text in the error for more details.
LRMC2005	Text:	Error in creating body buffer.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).

Error	Description	
LRMC2006	Text:	A socket error occurred. Error: (%d:%s).
	Type:	Error
	Add'l Info:	An error occurred in the LRM client to LRM service communication. This normally occurs if the connection between the LRM service and the client is broken.
	Action:	The client will attempt to establish connection with the LRM service. If error persists on the client, check if the LRM service is running. Check network connectivity. See the text in the error for more details.
LRMC2007	Text:	Error receiving sockets message.
	Type:	Error
	Add'l Info:	An error occurred when the client received a message from the LRM service or the LRM service received a message from the client. This normally occurs if the connection between the LRM service and the client is broken.
	Action:	The client will attempt to establish connection with the LRM service. If the error persists on the client, check if the LRM service is running. Check network connectivity.
LRMC2008	Text:	Failed to connect to LDAP.
	Type:	Error
	Add'l Info:	The LRM client was not able to connect to LDAP.
	Action:	The LRM client will attempt to connect periodically until it succeeds. If the error persists, verify that the LDAP server is running. Check network connectivity.
LRMC2009	Text:	Un able to retrieve list of LRM services from LDAP. Error (%d:%s).
	Type:	Error
	Add'l Info:	The LRM client was not able to retrieve the list of LRM servers from LDAP.
	Action:	The LRM client will attempt to retrieve this information from LDAP until it succeeds. If the error persists, verify that the LDAP server is running. Check network connectivity.

Error	Description	
LRMC2010	Text:	Unable to retrieve server profile from LDAP for server (%s). Error (%d:%s).
	Type:	Error
	Add'l Info:	The LRM client was not able to retrieve the profile for the specified LRM server from LDAP.
	Action:	The LRM client will attempt to retrieve this information from LDAP until it succeeds. If the error persists, verify that the LDAP server is running. Check network connectivity.
LRMC2011	Text:	Unable to retrieve server type profile from LDAP for LRM. Error (%d:%s).
	Type:	Error
	Add'l Info:	The LRM client was not able to retrieve the server type profile for the LRM server from LDAP.
	Action:	The LRM client will attempt to retrieve this information from LDAP until it succeeds. If the error persists, verify that the LDAP server is running. Check network connectivity.
LRMC2012	Text:	Event from LRM Server (%s:%s) was not OPEN_CONF Event (%d).
	Type:	Error
	Add'l Info:	The server sent an unexpected event.
	Action:	The LRM client will try to reconnect. Verify that the CAD services and client have been completely installed. If the error persists, contact technical support.
LRMC2013	Text:	Unable to set linger on socket. WSAGetLastError (%d).
	Type:	Error
	Add'l Info:	None.
	Action:	Check the system resource availability (CPU and memory). Check network settings.

Error	Description	
LRMC2014	Text:	Not connected to server. Cannot process requests.
	Type:	Error
	Add'l Info:	A request might have come in while the LRM client was recovering its connection to the LRM server.
	Action:	If the error persists, check if the LRM server is running. Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.
LRMS1000	Text:	Unable to get the local host name.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
LRMS1001	Text:	Unable to create thread (%s).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
LRMS1002	Text:	Unable to start any working threads.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
LRMS1003	Text:	Error handling command line arguments.
	Type:	Fatal
	Add'l Info:	None.
	Action:	If you are attempting to run this program from the command line, then check the command line usage. Normally this program should only be run as a service, but TAC or DE may advise you to run at as a console application.

Error	Description	
LRMS1004	Text:	Unable to set up the listener (serverDispatch.AddDescriptor failed).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Check network settings.
LRMS1005	Text:	Unexpected error. SServerDispatch returned with code <%d>.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Check network settings.
LRMS1006	Text:	Unable to set up the listener (listener.Init failed).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Check network settings.
LRMS1007	Text:	Unexpected error. WaitForMultipleObjects failed (%s).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
LRMS2000	Text:	Registry error. DetectRegistryChg::Open failed for path <%s> key <%s>: <%d>
	Type:	Error
	Add'l Info:	The service will automatically retry the operation. The specified registry key is required for the service to function properly. If the condition continues to occur, the installation may have failed or become corrupted.
	Action:	If the registry entry does exist, check system resource availability (CPU and memory).

Error	Description	
LRMS2001	Text:	Unable to connect to the LDAP service.
	Type:	Error
	Add'l Info:	None.
	Action:	Verify that the LDAP Monitor Service is running. Check the LDAP Monitor Service logs for errors.
LRMS2002	Text:	Unable to create a new working thread (%d).
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
LRMS2003	Text:	Unexpected exception in a working thread.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
LRMS2004	Text:	Unexpected exception in the manager thread.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
LRMS2005	Text:	Invalid CTI platform in LDAP. Assuming this is IPCC Enterprise.
	Type:	Error
	Add'l Info:	If this an IPCC Enterprise installation then the system will function normally. If not, then LDAP data may have become corrupted.
	Action:	Check the LDAP logs for errors.
LRMS2006	Text:	Unexpected exception in the CVD thread.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).

Error	Description	
LRMS2007	Text:	Initiating failover due to problems with <%s>.
	Type:	Error
	Add'l Info:	The service indicated in the log message has caused the system to failover. Failover will happen automatically.
	Action:	Check the logs for the service indicated for more information.
LRMS2008	Text:	Unexpected Exception in CBD thread.
	Type:	Error
	Add'l Info:	The LRM service detected an unexpected exception.
	Action:	Check for abnormal behavior.
LRMS3000	Text:	Unable to close handle for worker thread (%d).
	Type:	Warn
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Monitor handle usage by this service.
LRMS3001	Text:	Timeout waiting for a response from the CRS CVD.
	Type:	Warn
	Add'l Info:	None.
	Action:	The service will try to recover the connection to the CVD automatically. If this error continues to occur, then check the CRS CVD logs (CRS Cluster View Daemon).
LRMS3002	Text:	Failed to receive message from the CRS CVD <%d>.
	Type:	Warn
	Add'l Info:	None.
	Action:	The service will try to recover the connection to the CVD automatically. If this error continues to occur, then check the CRS CVD logs (CRS Cluster View Daemon).

Error	Description	
LRMS3003	Text:	Failed to initialize the connection to CRS CVD.
	Type:	Warn
	Add'l Info:	None.
	Action:	The service will try to recover the connection to the CVD automatically. If this error continues to occur, then check the CRS CVD logs (CRS Cluster View Daemon).
LRMS3004	Text:	Failed to connect to the CRS CVD.
	Type:	Warn
	Add'l Info:	None.
	Action:	The service will try to recover the connection to the CVD automatically. If this error continues to occur, then check the CRS CVD logs (CRS Cluster View Daemon).
LRMS3005	Text:	Demoting this service to standby.
	Type:	Warn
	Add'l Info:	None.
	Action:	An error has caused this service to demote itself. Look for other errors in the log for the cause.
LRMS3006	Text:	Unable to obtain license limits from LDAP.
	Type:	Warn
	Add'l Info:	None.
	Action:	The service will retry the operation. If the error continues to occur, make sure that license administration has been completed successfully. If license administration was successful, check the health of the LDAP service(s).
LS0002	Text:	Could not set console event handler.
	Type:	Error
	Add'l Info:	Could not set the console event handler used to handle console input.
	Action:	Provide log/debug files with steps to reproduce the error to technical support.

Error	Description	
LS0007	Text:	Service could not be installed as a Windows NT service. The Windows NT service error code is [error code].
	Type:	Fatal
	Add'l Info:	The NT service could not be installed.
	Action:	Check the error code.
LS0009	Text:	The [service] Windows NT service could not be uninstalled. The Windows NT service error code is [error code].
	Type:	Fatal
	Add'l Info:	The NT service could not be uninstalled.
	Action:	Check the error code.
LS0010	Text:	The argument passed to the program is invalid and the program will exit.
	Type:	Fatal
	Add'l Info:	An invalid argument was passed.
	Action:	Check the argument passed to the program.
LS0012	Text:	The Windows NT service is not able to register itself with the Windows NT service manager.
	Type:	Fatal
	Add'l Info:	The Windows NT service is not able to register itself with the Windows NT service manager.
	Action:	Check if the NT service exists.
LS0013	Text:	The initialization of the Window NT service was unsuccessful.
	Type:	Error
	Add'l Info:	The initialization of the Windows NT service was unsuccessful.
	Action:	Check if the NT service still exists.

Error	Description	
LS0014	Text:	An invalid request was received by the Windows NT service from the Windows NT service manager.
	Type:	Error
	Add'l Info:	An invalid request was received by the Windows NT service from the Windows NT service manager.
	Action:	None
MAML3000	Text:	StartMonitoring request failed for an unknown reason (Error Code:%d).
	Type:	Warn
	Add'l Info:	Signal that a session was not started for unknown reasons.
	Action:	Check the mobile agent monitoring configuration.
MAML3001	Text:	StartMonitoring request failed: Agent is not logged in at this location.
	Type:	Warn
	Add'l Info:	Signal that a session was not started because the agent is not logged in at this location
	Action:	None
MAML3025	Text:	StopMonitoring request failed because no session exists for that extension (%s).
	Type:	Warn
	Add'l Info:	Signal that a session was not stopped because it doesn't exist.
	Action:	None
MAML3026	Text:	StopMonitoring request failed for an unknown reason (Error Code:%d).
	Type:	Warn
	Add'l Info:	Signal that a session was not stopped for unknown reasons.
	Action:	None

Error	Description	
PD [**LN**]	Text:	Agent state change request failed: [error string]
	Type:	Error
	Add'l Info:	Could not change the agent state.
	Action:	Verify that the agent state change request is valid. Verify that the CRS Node Manager is running.
PD [**LN**]	Text:	Agent state login request failed: [error string]
	Type:	Error
	Add'l Info:	Could not log the agent in.
	Action:	Verify the Desktop ID and password are correct and that the extension and agent is correctly configured in CallManager and CRS Node Manager.
PD [**LN**]	Text:	Could not create thread, login failed.
	Type:	Fatal
	Add'l Info:	Application cannot create the thread to monitor the terminal.
	Action:	In Task Manager, verify that the application is completely shut down and not running in the background, and restart the application.
PD [**LN**]	Text:	Could not send set call data request to the telephony service.
	Type:	Warn
	Add'l Info:	A request sent to change call data failed.
	Action:	Verify that the Desktop ID, password, and extension are correct, and that the CRS Node Manager is running.
PD [**LN**]	Text:	Error answering call.
	Type:	Warn
	Add'l Info:	Call Control error. Cannot answer the call.
	Action:	Check if the CallManager is still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.

Error	Description	
PD [LN]	Text:	Error complete conference call.
	Type:	Warn
	Add'l Info:	Call Control error. Cannot complete conference.
	Action:	Check if the CallManager is still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.
PD [LN]	Text:	Error complete transfer call.
	Type:	Warn
	Add'l Info:	Call Control error. Cannot complete transfer.
	Action:	Check if the CallManager is still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.
PD [LN]	Text:	Error Doing Device Snapshot
	Type:	Error
	Add'l Info:	Snapshot device request failed.
	Action:	Verify that the Desktop ID, password, and extension are correct, and that the extension and agent are correctly configured in CallManager and CRS Node Manager. If there is a call, hang up and restart Agent Desktop.
PD [LN]	Text:	Error drop a call.
	Type:	Warn
	Add'l Info:	Call control error. Cannot drop the call.
	Action:	Check if the Call Manager and CRS Node Manager are still in service. If the service is running, try to shut down and restart Agent Desktop, or try to terminate the call manually. If unsuccessful, try another agent ID and password to log into your device.

Error	Description	
PD [LN]	Text:	Error holding call.
	Type:	Warn
	Add'l Info:	Call Control error. Cannot put the call on hold.
	Action:	Check if the CallManager is still in service. If the service is running, try to shut down and restart Agent Desktop, or check to see if the call is active. If unsuccessful, try another agent ID and password to log into your device.
PD [LN]	Text:	Error Login: There is no Host Name [LN].
	Type:	Fatal
	Add'l Info:	The host name is empty.
	Action:	Set up the host name in Administrator.
PD [LN]	Text:	Error Login: There is no Port [port].
	Type:	Fatal
	Add'l Info:	Port number is empty.
	Action:	Set up the port number in Administrator.
PD [LN]	Text:	Error making calls.
	Type:	Warn
	Add'l Info:	Call Control error. Cannot perform the required Make Call.
	Action:	Check if the CallManager and CRS Node Manager are still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.
PD [LN]	Text:	Error Redirect call.
	Type:	Warn
	Add'l Info:	Call Control error. Cannot redirect the incoming call.
	Action:	Check if the CallManager and CRS Node Manager are still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.

Error	Description	
PD [LN]	Text:	Error send DTMF tone [tone].
	Type:	Warn
	Add'l Info:	Call Control error. Error in DTMF tone.
	Action:	Check if the CallManager and CRS Node Manager are still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.
PD [LN]	Text:	Error setup conference call.
	Type:	Warn
	Add'l Info:	Call Control error. Conference cannot be set up.
	Action:	Check if the CallManager and CRS Node Manager are still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.
PD [LN]	Text:	Error setup transfer call.
	Type:	Warn
	Add'l Info:	Call Control error. Transfer cannot be set up.
	Action:	Check if the CallManager and CRS Node Manager are still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.
PD [LN]	Text:	Error unholding call.
	Type:	Warn
	Add'l Info:	Call Control error. Cannot release the call from on hold.
	Action:	Check if the CallManager and CRS Node Manager are still in service. If the service is running, try to shut down and restart Agent Desktop. If unsuccessful, try another agent ID and password to log into your device.

Error	Description	
PD [LN]	Text:	Failed to establish session with CTI server.
	Type:	Error
	Add'l Info:	Could not connect to the CTI service.
	Action:	Verify that the host and port are correct. Verify that the CallManager and CRS Node Manager are running.
PD [LN]	Text:	Failed to establish socket to server side B [host name] at port [port number].
	Type:	Fatal
	Add'l Info:	Could not establish a socket connection with Side B.
	Action:	Verify that the host and port are correct. Verify that CRS side B is in service.
PD [LN]	Text:	Failed to establish socket to service side A [host name] at port [port number]
	Type:	Fatal
	Add'l Info:	Could not establish a socket connection with Side A.
	Action:	Verify that the host and port are correct. Verify that CRS side A is in service.
PD [LN]	Text:	INI file and path are too long.
	Type:	Fatal
	Add'l Info:	The application was not able to open the required .ini file.
	Action:	Try reinstalling the application using the default path supplied in the installation program.
PD [LN]	Text:	Initialization Failed, could not create message window.
	Type:	Fatal
	Add'l Info:	Unable to receive CTI events.
	Action:	In Task Manager, verify that the application is completely shut down and not running in the background, and restart the application.

Error	Description	
PD [LN]	Text:	No call appearances have been set up.
	Type:	Fatal
	Add'l Info:	The extension entered in the login screen was not written to phonedev.ini.
	Action:	Be sure to enter an extension in the login screen.
PD [LN]	Text:	OnControlFailureConf: FailureCode = [error code] [error string]
	Type:	Error
	Add'l Info:	A request sent to the CRS failed.
	Action:	Verify that the Desktop ID, password, and extension are correct and that the extension and agent are correctly configured in the CallManager and CRS.
PD [LN]	Text:	OnFailureConf: Failure Status Code = [error code] [error string]
	Type:	Error
	Add'l Info:	A request sent to the CRS failed.
	Action:	Verify that the Desktop ID, password, and extension are correct, and that the extension and agent are correctly configured in CallManager and CRS.
PD [LN]	Text:	OnFailureEvent: Failure Status Code = [error code] [error string]
	Type:	Error
	Add'l Info:	Indicates an error condition with the CRS engine and the agent desktop.
	Action:	Verify that the Desktop ID, password, and extension are correct, and that the extension and agent are correctly configured in the CallManager and CRS.
PD [LN]	Text:	Request to connect to CTI server failed.
	Type:	Error
	Add'l Info:	Request to connect to the telephony service failed.
	Action:	Verify that the host and port is correct. Verify that CallManager and CRS are running.

Error	Description	
PD [LN]	Text:	Server login failed.
	Type:	Error
	Add'l Info:	Could not connect to the telephony service.
	Action:	Verify that the host and port are correct. Verify that the CallManager and CRS are running.
PHDV2000	Text:	Request to change agent state failed.
	Type:	Warn
	Add'l Info:	CTI OS error or ICM error.
	Action:	Restart CTI OS to give a second try. Look into CTI OS error for more details
PHDV2001	Text:	Request to log the agent in failed.
	Type:	Warn
	Add'l Info:	CTI OS error or ICM error.
	Action:	Restart CTI OS to give a second try. Look into CTI OS error for more details.
PHDV3000	Text:	General exception occurred.
	Type:	Error
	Add'l Info:	An unknown exception occurred.
	Action:	Send the Dr. Watson log, dump files, and agent logs to developer.
PHDV3001	Text:	CTIOS exception occurred. Description %s.
	Type:	Error
	Add'l Info:	An unknown exception occurred.
	Action:	Send the Dr. Watson log, dump files, and agent logs developer.
PHDV3002	Text:	FailedServer = %s - ReasonCode = %d.
	Type:	Error
	Add'l Info:	The CTI OS service is not running.
	Action:	Restart the CTI OS service. Look into reason code for more details,

Error	Description	
PHDV4000	Text:	Initialization failed, could not create message window.
	Type:	Fatal
	Add'l Info:	Windows system error
	Action:	Try to restart Cisco Agent Desktop to log in.
PHDV4001	Text:	At least one component of the Cisco ICM server is offline.
	Type:	Fatal
	Add'l Info:	An ICM component is down.
	Action:	Restart the component that is down.
PHDV4002	Text:	Unable to set the agent mode.
	Type:	Fatal
	Add'l Info:	Send agent mode request failed.
	Action:	Restart CTI OS server; send CTI OS logs and agent logs to developers.
PHDV4003	Text:	Connect to CTIOS server failed.
	Type:	Fatal
	Add'l Info:	No OPEN_CONF received, or CONTROL_FAILURE_CONF received.
	Action:	Send CTI OS logs to developers.
PHDV4004	Text:	Client has tried to make connection using incompatible versions of the Cisco CTIOS server and Cisco CTI OS CIL.
	Type:	Fatal
	Add'l Info:	Wrong version number of CTI OS.
	Action:	Use the correct CTI OS library version number.
PHDV4005	Text:	Unable to login - Query Confirmation returned logout or unknown agent state.
	Type:	Fatal
	Add'l Info:	CTI OS service error.
	Action:	Restart the CTI OS service.

Error	Description	
PHDV4006	Text:	Wait for connection to Cisco CTIOS server failed [%d].
	Type:	Fatal
	Add'l Info:	No OPEN_CONF received.
	Action:	Restart the CTI OS service or ICM components.
PHDV4007	Text:	Wait for agent mode event failed [%d].
	Type:	Fatal
	Add'l Info:	The CTI OS API waitforsingleobject failed.
	Action:	Look into error code for more details.
PSNA1000	Text:	Unknown Exception...
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
PSNA1001	Text:	Exception. Description = <%s>.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check description.
PSNA2000	Text:	Ldap Initialization failed.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the LDAP server is running. Check the Site Setup registry values.
PSNA2001	Text:	Ldap connection failed. Description = <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the LDAP server is running. Check the Site Setup registry values.

Error	Description	
PSNA2002	Text:	LdapClient API <%s> failed. Description = <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the LDAP server is running. Check the Site Setup registry values.
PSNA2003	Text:	Error Obtaining License.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the LRM service is running. Check the Site Setup registry values.
PSNA2004	Text:	Unknown Exception.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
PSNA2005	Text:	Exception. Description = <%s>
	Type:	Error
	Add'l Info:	None.
	Action:	Check description.
PSNA2006	Text:	Error deleting agent profile. Description = <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the Enterprise service is running.
PSNA2007	Text:	Error loading data.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the LDAP service is running, and that LDAP is populated with the correct data. Check the Site Setup registry values.

Error	Description	
PSNA2008	Text:	Error writing data to ldap.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the LDAP service is running, and that LDAP is populated with the correct data. Check the Site Setup registry values.
PSNA2009	Text:	Error notifying IPPA Server.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the IPPA service is running.
RPS001	Text:	An exception occurred calling ORB_init()
	Type:	Error
	Add'l Info:	Unable to start the CORBA service.
	Action:	Restart the Recording & Playback service.
RPS002	Text:	An exception occurred calling BOA_init().
	Type:	Error
	Add'l Info:	Unable to start the CORBA service.
	Action:	Restart the Recording & Playback service.
RPS004	Text:	An exception occurred calling initializing the CORBA playback interface.
	Type:	Error
	Add'l Info:	Unable to start the CORBA service.
	Action:	Restart the Recording & Playback service.
RPS006	Text:	An exception occurred calling initializing the CORBA recording interface.
	Type:	Error
	Add'l Info:	Unable to start the CORBA service.
	Action:	Restart the Recording & Playback service.

Error	Description	
RPS100	Text:	No audio path.
	Type:	Fatal
	Add'l Info:	The service was unable to determine the Audio Files path.
	Action:	The Audio Files path is taken from LDAP. Check to see if LDAP is up and running.
RPS1001	Text:	Error opening registry: HKEY_LOCAL_MACHINE\\ %s. Exiting.
	Type:	Fatal
	Add'l Info:	The installation may have failed or registry become corrupted.
	Action:	Reinstall CAD.
RPS1002	Text:	Error reading registry entry: HKEY_LOCAL_MACHINE\\%s\\%s. Exiting.
	Type:	Fatal
	Add'l Info:	The installation may have failed or registry become corrupted.
	Action:	Reinstall CAD.
RPS1005	Text:	Unable to start LDAP Update Thread. Exiting.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
RPS1006	Text:	Unable to start VPN Thread. Exiting.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
RPS1007	Text:	Unable to start LRM Thread. Exiting.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).

Error	Description	
RPS1008	Text:	Unable to start Refresh Thread. Exiting.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
RPS1009	Text:	Caught a CORBA exception changing CORBA server to ready. Exiting.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check network settings.
RPS101	Text:	Error opening registry: HKEY_LOCAL_MACHINE\ SOFTWARE\Spanlink\CAD\Site Setup.
	Type:	Fatal
	Add'l Info:	The service was unable to read the value from the registry. The entry should have been created on install.
	Action:	Reinstall the service if the entry is not in the registry.
RPS1010	Text:	No audio path. Exiting.
	Type:	Fatal
	Add'l Info:	The audio directory not found and could not be created.
	Action:	Check the security settings.
RPS1013	Text:	An exception occurred calling ORB_init(). Exiting.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check network settings.
RPS1014	Text:	An exception occurred calling BOA_init(). Exiting.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check network settings.

Error	Description	
RPS1015	Text:	Unable to create a Logout event. Exiting.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
RPS1016	Text:	An exception occurred calling initializing the CORBA playback interface. Exiting.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check network settings.
RPS1017	Text:	An exception occurred calling initializing the CORBA recording interface. Exiting.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check network settings.
RPS2006	Text:	The disk subsystem is overloaded. Recording quality negatively impacted.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU, memory and disk).
RPS2007	Text:	The free disk space limit has been reached.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (disk).

Error	Description	
RPS202	Text:	Initializing the Winsock library failed.
	Type:	Error
	Add'l Info:	This error occurs when a command to control a playback session is issued and the indicated playback session does not exist in the service's internal list of playback sessions.
		The client functions that can generate this message include:
		• PlaybackStop: Client tried to stop a playback session, but session not found.
		• PlaybackSetPosition: Client tried to changed the current playback position but the session was not found.
		• PlaybackPause: Client tried to pause a playback but the session was not found.
		• PlaybackResume: Client tried to resume a paused playback but the session was not found.
	Action:	Restart the Recording & Playback service.

Error	Description	
RPS203	Text:	Creating the listening socket failed.
	Type:	Error
	Add'l Info:	This error occurs when a command to control a playback session is issued and the indicated playback session does not exist in the service's internal list of playback sessions.
		The client functions that can generate this message include:
		• PlaybackStop: Client tried to stop a playback session, but session not found.
		• PlaybackSetPosition: Client tried to changed the current playback position but the session was not found.
		• PlaybackPause: Client tried to pause a playback but the session was not found.
		• PlaybackResume: Client tried to resume a paused playback but the session was not found.
	Action:	Restart the Recording & Playback service.

Error	Description	
RPS204	Text:	Unable to retrieve local IP address for host name.
	Type:	Error
	Add'l Info:	This error occurs when a command to control a playback session is issued and the indicated playback session does not exist in the service's internal list of playback sessions.
		The client functions that can generate this message include:
		• PlaybackStop: Client tried to stop a playback session, but session not found.
		• PlaybackSetPosition: Client tried to changed the current playback position but the session was not found.
		• PlaybackPause: Client tried to pause a playback but the session was not found.
		• PlaybackResume: Client tried to resume a paused playback but the session was not found.
	Action:	See the network administrator.

Error	Description	
RPS205	Text:	The VPN thread failed to bind to the local address.
	Type:	Error
	Add'l Info:	This error occurs when a command to control a playback session is issued and the indicated playback session does not exist in the service's internal list of playback sessions.
		The client functions that can generate this message include:
		• PlaybackStop: Client tried to stop a playback session, but session not found.
		• PlaybackSetPosition: Client tried to changed the current playback position but the session was not found.
		• PlaybackPause: Client tried to pause a playback but the session was not found.
		• PlaybackResume: Client tried to resume a paused playback but the session was not found.
	Action:	Restart the Recording & Playback service.

Error	Description	
RPS206	Text:	VPN thread failed to listen to the local address.
	Type:	Error
	Add'l Info:	This error occurs when a command to control a playback session is issued and the indicated playback session does not exist in the service's internal list of playback sessions.
		The client functions that can generate this message include:
		• PlaybackStop: Client tried to stop a playback session, but session not found.
		• PlaybackSetPosition: Client tried to changed the current playback position but the session was not found.
		• PlaybackPause: Client tried to pause a playback but the session was not found.
		• PlaybackResume: Client tried to resume a paused playback but the session was not found.
	Action:	Do a netstat -a to see what process is holding up the port.

Error	Description	
RPS207	Text:	Create directory [directory], returned an error code [error code], string [error string].
	Type:	Error
	Add'l Info:	The server received an error trying to create the [directory] directory.
		This error occurs when a command to control a playback session is issued and the indicated playback session does not exist in the service's internal list of playback sessions.
		The client functions that can generate this message include:
		• PlaybackStop: Client tried to stop a playback session, but session not found.
		• PlaybackSetPosition: Client tried to changed the current playback position but the session was not found.
		• PlaybackPause: Client tried to pause a playback but the session was not found.
		• PlaybackResume: Client tried to resume a paused playback but the session was not found.
	Action:	Complete the following steps.
		• Verify that the directory listed is correct. It should be C:\Program Files\Cisco\Desktop\ ...\Desktop_Audio or C:\Program Files\Cisco\ Desktop_Audio. If it is neither of these, contact TAC.
		• Verify that the Cisco Desktop Recording Service user has permissions to create directories. By default, the service is running as a LOCAL_SYSTEM account. If this is not correct, see your system administrator to verify the permissions and change them as needed.
RPS401	Text:	Unable to start LDAP Update Thread. Exiting...
	Type:	Fatal
	Add'l Info:	None.
	Action:	Restart the Recording & Statistics service.

Error	Description	
RPS402	Text:	Unable to start VPN Thread. Exiting...
	Type:	Fatal
	Add'l Info:	None.
	Action:	Restart the Recording & Statistics service.
RPS403	Text:	Unable to start LRM Thread. Exiting...
	Type:	Fatal
	Add'l Info:	None.
	Action:	Restart the Recording & Statistics service.
RPS404	Text:	Unable to start Refresh Thread. Exiting...
	Type:	Fatal
	Add'l Info:	None.
	Action:	Restart the Recording & Statistics service.
RPS405	Text:	impl_is_ready() returned. Shutting down the server thread.
	Type:	Error
	Add'l Info:	None.
	Action:	None
RPS406	Text:	Caught a CORBA exception changing CORBA server to ready.
	Type:	Error
	Add'l Info:	Unable to start the CORBA service.
	Action:	Restart the Recording & Playback service.
SE [LN]	Text:	Call Chat server error. Error: [chat server error] Server: [LDAP server name] Port: [LDAP port] LCC: [logical contact center]
	Type:	Error
	Add'l Info:	An error was received while Supervisor was retrieving information from the Chat service.
	Action:	Make sure the Chat service is properly installed and running.

Error	Description	
SE [LN]	Text:	Unable to log into the call chat server. Error: [chat server error] Server: [LDAP server name] Port: [LDAP port] LCC: [logical contact center]
	Type:	Fatal
	Add'l Info:	An error was returned while Supervisor was logging into the Chat service.
	Action:	Make sure the Chat service is properly installed and running.
SE [LN]	Text:	Unable to log into the Voice over IP Monitor Server.
	Type:	Error
	Add'l Info:	Supervisor is unable to get information from the Voice-over IP Monitor service.
	Action:	Make sure the Voice-over IP Monitor service is running, and that the IP/Host name of LDAP is correct.
SE [LN]	Text:	Unable to start monitoring agents. Error: [chat server error] Server: [LDAP server name] Port: [LDAP port] LCC: [logical contact center]
	Type:	Error
	Add'l Info:	An error was returned while Supervisor was attempting to begin monitoring agents.
	Action:	Make sure the VoIP Monitor service is properly installed and running.
SECURE3000	Text:	Unable to allocate memory: <%s>.
	Type:	Warn
	Add'l Info:	Unable to allocate memory.
	Action:	Check system resource availability (CPU and memory).
SECURE3001	Text:	Unable to create lock: <%s>.
	Type:	Warn
	Add'l Info:	Unable to create lock.
	Action:	Check system resource availability (CPU and memory).

Error	Description	
SL1000	Text:	Failed to install service (%s). Error (%d:%s).
	Type:	Fatal
	Add'l Info:	Error installing the named service.
	Action:	See text in error message for more details. Contact TAC if problem persists.
SL1001	Text:	Could not uninstall the service (%s). Error (%d:%s).
	Type:	Fatal
	Add'l Info:	Error uninstalling the named service.
	Action:	See text in error message for more details. Contact TAC if problem persists.
SL1002	Text:	Invalid arguments. Exiting.
	Type:	Fatal
	Add'l Info:	Invalid command line arguments were passed to the service.
	Action:	Ensure the arguments passing to the program are valid. Valid arguments are: –i: install service –f: run service as a foreground program –u: uninstall service –v: display version information none: run service
SL1003	Text:	The control handler could not be installed. Error (%d:%s).
	Type:	Fatal
	Add'l Info:	Error registering with the Windows Service Control Manager.
	Action:	See text in error message for more details. Contact TAC if problem persists.
SL1004	Text:	The initialization process failed. Error (%d:%s).
	Type:	Fatal
	Add'l Info:	Error initializing the service.
	Action:	See text in error message for more details. Contact TAC if problem persists.

Error	Description	
SL1004	Text:	The initialization process failed.
	Type:	Fatal
	Add'l Info:	There was an error in starting the service.
	Action:	This is program-specific. The Chat service does nothing that can cause this error.
SL2000	Text:	An invalid request (%d) was received from the SCM.
	Type:	Error
	Add'l Info:	An invalid request was received from the Windows Service Control Manager.
	Action:	The service will ignore this request. Contact TAC if problem persists.
SL2017	Text:	Could not detach thread [thread name].
	Type:	Error
	Add'l Info:	The thread could not be detached. System problem.
	Action:	This is a system error that requires development support. Contact technical support.
SLGV2000	Text:	Error occurred attempting resume operation. %s.
	Type:	Warn
	Add'l Info:	Recording and Statistics service is not running
	Action:	Restart the Recording and Statistics service.
SLGV2001	Text:	Error occurred attempting play operation. %s.
	Type:	Warn
	Add'l Info:	Recording and Statistics service is not running
	Action:	Restart the Recording and Statistics service.
SLGV2002	Text:	Error occurred attempting pause operation. %s.
	Type:	Warn
	Add'l Info:	The Recording and Statistics service is not running
	Action:	Restart the Recording and Statistics service

Error	Description	
SLGV2003	Text:	Error occurred attempting stop operation. %s.
	Type:	Warn
	Add'l Info:	The Recording and Statistics service is not running
	Action:	Restart the Recording and Statistics service
SLGV2004	Text:	Error retrieving recording entries from RASCAL. %s.
	Type:	Warn
	Add'l Info:	The Recording and Statistics service is not running
	Action:	Restart the Recording and Statistics service
SLGV2006	Text:	Error trying to flag recorded file as saved. %s.
	Type:	Warn
	Add'l Info:	The Recording and Statistics service is not running
	Action:	Restart the Recording and Statistics service
SLGV2007	Text:	Error trying to flag recorded file as deleted. %s.
	Type:	Warn
	Add'l Info:	The Recording and Statistics service is not running.
	Action:	Restart the Recording and Statistics service
SLGV2008	Text:	Error occurred attempting stop operation. %s.
	Type:	Warn
	Add'l Info:	The Recording and Statistics service is not running
	Action:	Restart the Recording and Statistics service
SLGV2009	Text:	Error logging out of Recording/Playback server. %s.
	Type:	Warn
	Add'l Info:	The Recording and Statistics service is not running
	Action:	Restart the Recording and Statistics service

Error	Description	
SLGV2010	Text:	Error trying to mark a recording and associated call data as unsaved(0). %s.
	Type:	Warn
	Add'l Info:	The Recording and Statistics service is not running
	Action:	Restart the Recording and Statistics service
SLGV2011	Text:	Error trying to delete recording file. %s.
	Type:	Warn
	Add'l Info:	The Recording and Statistics service is not running
	Action:	Restart the Recording and Statistics service
SLGV2012	Text:	Error occurred attempting play and save operation. %s.
	Type:	Warn
	Add'l Info:	The Recording and Statistics service is not running
	Action:	Restart the Recording and Statistics service
SLGV2013	Text:	Error setting volume level. %s.
	Type:	Warn
	Add'l Info:	Microsoft windows system error
	Action:	Try to set volume using Windows volume control.
SLGV3000	Text:	Unable to retrieve team names: %s
	Type:	Error
	Add'l Info:	LDAP monitor error.
	Action:	Restart the LDAP Monitor service.
SLGV3001	Text:	Error occurred when setting the playback position. %s.
	Type:	Error
	Add'l Info:	Microsoft Windows system error.
	Action:	Try to set the volume using the Windows volume control.

Error	Description	
SLGV3002	Text:	Error getting volume level from the Recording/Playback server. %s.
	Type:	Error
	Add'l Info:	Recording and Playback service error.
	Action:	Restart the Recording and Playback service.
SLGV3003	Text:	Could not read Offering out of LDAP. Error %s.
	Type:	Error
	Add'l Info:	LDAP monitor error.
	Action:	Restart the LDAP Monitor service.
SLGV3004	Text:	Error: get supervisor returned: <%s>.
	Type:	Error
	Add'l Info:	LDAP Monitor service error.
	Action:	Restart the LDAP Monitor service.
SLGV3005	Text:	Error received while attempting to read from Directory Services: <%s>.
	Type:	Error
	Add'l Info:	LDAP Monitor service error.
	Action:	Restart the LDAP Monitor service.
SLGV4000	Text:	Unable to verify license. License error: %s [%d].
	Type:	Fatal
	Add'l Info:	The LRM service is not running.
	Action:	Restart the LRM service.
SLGV4001	Text:	Error logging into Recording/Playback server. %s.
	Type:	Fatal
	Add'l Info:	The Recording and Playback service is not running.
	Action:	Restart the Recording and Playback service.

Error	Description	
SLGV4002	Text:	Error logging into Rascal server. %s.
	Type:	Fatal
	Add'l Info:	The Recording and Statistics service is not running.
	Action:	Restart the Recording and Statistics service.
SLGV4003	Text:	Error getting formatted GUID from COM Library. %d.
	Type:	Fatal
	Add'l Info:	Microsoft Windows system error.
	Action:	See COM library error for more details.
SLGV4004	Text:	Error logging out of Rascal server. %s.
	Type:	Fatal
	Add'l Info:	The Recording and Statistics service is not running.
	Action:	Restart the Recording and Statistics service.
SOCKET2000	Text:	Internal error: Client is not configured with information to locate the <%ls> service.
	Type:	Error
	Add'l Info:	This is an internal error. The client is not configured with the information that it needs to locate the specified service.
	Action:	Ensure that the client is configured with the information that it needs to locate the specified service.

Error	Description	
SOCKET2001	Text:	Cannot create <%ls> service on port <%d> bind address <%ls> with <%d> backlog.
	Type:	Error
	Add'l Info:	The specified socket service could not be created on the specified port, bind address and backlog.
	Action:	Find out whether a service is already running on the specified port.
		• If another instance of the service is already running on the specified port, either stop the running instance or leave it as is without start a new instance.
		• If another service is running on the specified port and that service is required, contact technical support.
		• If no services are running on the specified port, verify that the service is not being blocked by security software or a firewall.
		If the bind address is not NULL, check whether it is a valid IP address on the computer.
SOCKET3000	Text:	Received an invalid event from %ls socket service. Recovery initiated. Error <%ls>.
	Type:	Warn
	Add'l Info:	Socket client received an invalid event from the socket service. The socket connection to the socket service will be dropped and reconnected.
	Action:	Look at the status of the connection between client and the socket service.
		• If the connection was disrupted, the client has lost data and the application may needs to restart again.
		• If you upgraded the socket service while clients were connected to it, the clients are now running a different version than the socket service. In this case, applications must exit and restart their clients.
		If this error persists, contact technical support.

Error	Description	
SPLKAXL2000	Text:	An unexpected exception occurred.
	Type:	Error
	Add'l Info:	None.
	Action:	Complete the following steps.
		• Check the log for other errors.
		• Make sure that all appropriate Cisco services are up and running.
		• Check the log files of other Cisco related services for errors.
		• Check the System Event Viewer for system errors.
		• Check system resource availability (memory, CPU).
		• Check for network communication errors.
SPLKAXL2001	Text:	An error was returned by the CallManager SOAP interface. SOAP-ENV:Fault (%ls) axl:error (%ls).
	Type:	Error
	Add'l Info:	An error was returned by CallManager.
	Action:	See text in error message for more details. Check the log for other errors.
SPLKAXL2002	Text:	An error occurred initializing the HTTP Interface. HTTP Error: %ls.
	Type:	Error
	Add'l Info:	An error occurred initializing the HTTP Interface.
	Action:	See text in error message for more details. Check the log for other errors. Check system resource availability (CPU and memory).
SPLKAXL2003	Text:	The port specified, %d, was invalid.
	Type:	Error
	Add'l Info:	The port used is invalid.
	Action:	Check the log for other errors. Contact technical support.

Error	Description	
SPLKAXL2004	Text:	Failed to set the HTTP option, %ls, for host: %ls. Error: %ls.
	Type:	Error
	Add'l Info:	An error occurred when trying to set the specified HTTP option.
	Action:	See text in error message for more details. Check system resource availability (CPU and memory).
SPLKAXL2005	Text:	Failed to connect to CallManager Host: %ls. HTTP Error: %ls.
	Type:	Error
	Add'l Info:	An error occurred while trying to connect to the specified CallManager AXL interface.
	Action:	Complete the following steps.
		• See text in error message for more details.
		• Verify that the CallManager IP address or host is correct.
		• Check system resource availability (CPU and memory).
SPLKAXL2006	Text:	Failed to create an HTTP request to CallManager Host: %ls. HTTP Error: %ls.
	Type:	Error
	Add'l Info:	An error occurred when trying to create an HTTP request to the specified CallManager AXL interface.
	Action:	Complete the following steps.
		• See text in error message for more details.
		• Verify that the CallManager IP address or host is correct.
		• Check system resource availability (CPU and memory).

Error	Description	
SPLKAXL2007	Text:	Failed to set login credentials for CallManager Host: %ls. HTTP Error: %ls.
	Type:	Error
	Add'l Info:	An error occurred when passing login credentials to the specified CallManager AXL interface.
	Action:	Complete the following steps.
		• See text in error message for more details.
		• Verify that the CallManager IP address or host is correct.
		• Check system resource availability (CPU and memory).
SPLKAXL2008	Text:	Failed to send the HTTP request to CallManager Host: %ls. HTTP Error: %ls.
	Type:	Error
	Add'l Info:	An error occurred when sending an HTTP request to the specified CallManager AXL interface.
	Action:	Complete the following steps.
		• See text in error message for more details.
		• Verify that the CallManager IP address or host is correct.
		• Check system resource availability (CPU and memory).
SPLKAXL2009	Text:	Failed to receive a response to an HTTP request to CallManager Host: %ls. HTTP Error: %ls.
	Type:	Error
	Add'l Info:	An error occurred when receiving response to an HTTP request to the specified CallManager AXL interface.
	Action:	Complete the following steps.
		• See text in error message for more details.
		• Verify that the CallManager IP address or host is correct.
		• Check system resource availability (CPU and memory).

Error	Description	
SPLKAXL2010	Text:	Failed to authenticate user.
	Type:	Error
	Add'l Info:	HTTP response code 401 received for the second time from the web server. Authentication failed.
	Action:	Complete the following steps.
		• Verify that the login and password specified for the CallManager AXL Interface are correct.
		• Verify that the CallManager IP address or host is correct.
		• Check system resource availability (CPU and memory).
SPLKAXL2011	Text:	Bad response code received (%d) from an HTTP request to CallManager Host(%ls). HTTP Error: %ls.
	Type:	Error
	Add'l Info:	Bad HTTP response code received from the web server.
	Action:	Complete the following steps.
		• See text in error message for more details.
		• Verify that the CallManager IP address or host is correct.
		• Check system resource availability (CPU and memory).
SPLKAXL2012	Text:	Failed to read amount of data available in the response from an HTTP request to CallManager Host(%ls). HTTP Error: %ls.
	Type:	Error
	Add'l Info:	An error occurred when reading amount of data response from an HTTP request to the specified CallManager AXL interface.
	Action:	Complete the following steps.
		• See text in error message for more details.
		• Check system resource availability (CPU and memory).
		• Check for network connectivity issues.

Error	Description	
SPLKAXL2013	Text:	Failed to read data in the response from an HTTP request to CallManager Host(%ls). HTTP Error: %ls.
	Type:	Error
	Add'l Info:	An error occurred when reading data response from an HTTP request to the specified CallManager AXL interface.
	Action:	Complete the following steps.
		• See text in error message for more details.
		• Check system resource availability (CPU and memory).
		• Check network connectivity.
SPLKAXL2014	Text:	At least one required argument is missing. Host(%ls) Port(%d) Query(%ls).
	Type:	Error
	Add'l Info:	A required argument is missing.
	Action:	Complete the following steps.
		• Check the log for other errors.
		• Contact technical support.
SPLKAXL2015	Text:	Failed to connect to LDAP.
	Type:	Error
	Add'l Info:	SplkAXL was not able to connect to LDAP. It will attempt to connect periodically until it succeeds.
	Action:	Complete the following steps.
		• Verify that LDAP Server is running.
		• Check for network connectivity issues.
SPLKAXL2016	Text:	Failed to get %ls from LDAP. Error(%d:%ls).
	Type:	Error
	Add'l Info:	SplkAXL was not able to get the specified information from LDAP.
	Action:	Complete the following steps.
		• Verify that LDAP Server is running.
		• Check for network connectivity issues.

Error	Description	
SPLKAXL2017	Text:	SplkAXL has not been initialized.
	Type:	Error
	Add'l Info:	SplkAXL being used before being initialized.
	Action:	Complete the following steps.
		• Check the log for other errors.
		• Contact technical support.
SPLKAXL2018	Text:	Failed to query CallManager(%ls) Port(%d) Error(%d:%ls).
	Type:	Error
	Add'l Info:	An error occurred querying the specified CallManager.
	Action:	Complete the following steps.
		• See text in error for more details.
		• Check system resource availability (CPU and memory).
		• Check for network connectivity issues.
SPLKAXL2019	Text:	Failed to set (%ls) from LDAP. Error(%d:%ls).
	Type:	Error
	Add'l Info:	SplkAXL was unable to set the specified info in LDAP.
	Action:	Complete the following steps.
		• Verify that LDAP Server is running.
		• Check for network connectivity issues.
SPLKAXL2020	Text:	Unknown CallManager version: %ls.
	Type:	Error
	Add'l Info:	The CallManager version found is not supported.
	Action:	Complete the following steps.
		• Check the log for other errors.
		• Contact technical support.

Error	Description	
SPLKAXL2021	Text:	Caught a splk_std::SplkXmlException. Exception message: %ls.
	Type:	Error
	Add'l Info:	Caught a splk_std::SplkXmlException.
	Action:	Complete the following steps.
		• Read the error message for a description.
		• Check the log for other errors.
		• Check system resource availability (memory, CPU).
		• Check for network communication errors.
SPLKAXL2022	Text:	Caught a xercesc::XMLException. Exception message: %hs.
	Type:	Error
	Add'l Info:	Caught a xercesc::XMLException.
	Action:	Complete the following steps.
		• Read the error message for a description.
		• Check the log for other errors.
		• Check system resource availability (memory, CPU).
		• Check for network communication errors.
SPLKAXL2023	Text:	Caught a xercesc::DOMException. Exception message: %hs.
	Type:	Error
	Add'l Info:	Caught a xercesc::DOMException.
	Action:	Complete the following steps.
		• Read the error message for a description.
		• Check the log for other errors.
		• Check system resource availability (memory, CPU).
		• Check for network communication errors.

Error	Description	
SPLKAXL2024	Text:	Failed to get the AXL authentication information from CRS for switch type: %ls. Error %d (%hs).
	Type:	Error
	Add'l Info:	There was a problem getting the AXL username and password from CRS.
	Action:	Complete the following steps.
		• Read the error message for a description.
		• Check the log for other errors.
		• Check for network communication errors.
SPLKAXL2025	Text:	Failed to get the JTapi user ID from CRS. Error %d (%hs).
	Type:	Error
	Add'l Info:	There was a problem getting the JTapi user ID from CRS.
	Action:	Complete the following steps.
		• Read the error message for a description.
		• Check the log for other errors.
		• Check for network communication errors.
SPLKAXL2026	Text:	There was a problem preparing CURL: %ls. Error: %hs.
	Type:	Error
	Add'l Info:	There was a problem preparing the CURL connection.
	Action:	Complete the following steps.
		• Read the error message for a description.
		• Check the log for other errors.
		• Check for network communication errors.

Error	Description	
SPLKAXL2027	Text:	There was a problem performing the CURL action. Error: %hs.
	Type:	Error
	Add'l Info:	There was a problem performing the CURL action.
	Action:	Complete the following steps.
		• Read the error message for a description.
		• Check the log for other errors.
		• Check for network communication errors.
SPLKAXL2028	Text:	Failed to get the version from CallManager: %ls.
	Type:	Error
	Add'l Info:	There was a problem performing the CURL action.
	Action:	Complete the following steps.
		• Read the error message for a description.
		• Check the log for other errors.
		• Verify that the CallManager hostname is correct.
		• Verify that the AXL username and password used is correct.
		• Verify that the AXL user has AXL API access.
SPLKAXL3000	Text:	Timeout occurred making HTTP call:%ls. CallManager: %ls.
	Type:	Warn
	Add'l Info:	The specified HTTP call timed out. The program will retry request when this error occurs.
	Action:	Complete the following steps.
		• See text in error for more details.
		• Check system resource availability (CPU and memory).
		• Check for network connectivity issues.

Error	Description	
SPLKAXL3001	Text:	The version used (%ls) does not match supported versions. Using version %ls.
	Type:	Warn
	Add'l Info:	The version used does not match supported versions.
	Action:	Complete the following steps. • See text in error for more details. • Check system resource availability (CPU and memory). • Check for network connectivity issues.
SPLKAXL3002	Text:	The query returned HTTP 401. Check the AXL username (%ls) and password.
	Type:	Warn
	Add'l Info:	The query return a 401 status code that may indicate a user authentication error.
	Action:	Complete the following steps. • See text in error for more details. • Check the AXL username and password.
SPLKAXL3003	Text:	The query returned HTTP 403. Verify that this user (%ls) has AXL API access.
	Type:	Warn
	Add'l Info:	The query return a 403 status code that may indicate that the user does not have AXL API access.
	Action:	Complete the following steps. • See text in error for more details. • Check the AXL username and password.
SPLKAXL3004	Text:	The query return an unexpected status code: %d.
	Type:	Warn
	Add'l Info:	The query return an unexpected status code.
	Action:	Complete the following steps. • See text in error for more details. • Check the AXL username and password.

Error	Description	
SS1000	Text:	Could not create thread (%s).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
SS1001	Text:	Unexpected error. WaitForSingleObject failed.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
SS1002	Text:	Failed to create a CompletionIOPort. Error(%d:%s).
	Type:	Fatal
	Add'l Info:	None.
	Action:	This message is displayed with another error that contains the reason for the problem. Consult that error for more details.
SS1003	Text:	CTI Link or Switch Error [reason]. The CT Connect Server seems to be down. Retry logging in.
	Type:	Fatal
	Add'l Info:	Message displayed when the telephony service is down. The Enterprise Service will retry after some interval.
	Action:	Make sure the telephony service is running.
SS1004	Text:	Unexpected exception during network communication initialization (omniORB).
	Type:	Fatal
	Add'l Info:	None.
	Action:	Verify that the HKEY_LOCAL_MACHINE\ SOFTWARE\Spanlink\CAD\Site Setup\ IOR HOSTNAME registry value specifies a valid local hostname or IP address. Check system resource availability (CPU and memory).

Error	Description	
SS1005	Text:	Failed to update the LDAP server.
	Type:	Fatal
	Add'l Info:	The Enterprise service was unable to update LDAP with the CORBA IOR.
	Action:	Restart LDAP and then the Enterprise service.
SS1006	Text:	Caught a CORBA exception.
	Type:	Fatal
	Add'l Info:	A CORBA error occurred.
	Action:	Restart the Enterprise service. If the problem persists, stop the service and change the debug level to 5 in the debug log section of the configuration file. This will turn on the highest level of CORBA tracing.
		Run CTI storage server.exe -f from a command line and attempt to recreate the error.
		Use trace to identify the problem.
SS2000	Text:	Monitored device ID not available. Return FAILURE.
	Type:	Error
	Add'l Info:	The event message did not have the device being monitored. Failed to handle event.
	Action:	Telephony service error.
SS2001	Text:	Error in updating call data. Return FAILURE.
	Type:	Error
	Add'l Info:	Error occurred in updating call data for the call.
	Action:	This is a system error that requires development support. Contact technical support
SS2009	Text:	Device not monitorable.
	Type:	Error
	Add'l Info:	There is an invalid agent extension.
	Action:	Make sure the device specified is a valid agent device.

Error	Description	
SS2015	Text:	Unable to open archive file [file name].
	Type:	Error
	Add'l Info:	Enterprise service was not able to write to the archive file.
	Action:	Make sure that the .../Cisco/Desktop/Reports directory exists and has write permissions.
SS2016	Text:	Failed to perform LDAP operation (%s) for Device (%s) LDAP Error(%s).
	Type:	Error
	Add'l Info:	None.
	Action:	The service will retry this operation until it succeeds. See text in error for more details. If error persists, verify that the LDAP Monitor service is running. Check the LDAP Monitor service logs for errors.
SS2017	Text:	Unable to open archive file (%s).
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Check the settings for the service in the service control panel and verify that it is running under the Local System account.
SS2018	Text:	Failed to send Config Request Event to the cti server.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Check log file for any ACMI related errors prior to this error. Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.

Error	Description	
SS2019	Text:	Failed to send Config Key Request to the cti server.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Check log file for any ACMI related errors prior to this error. Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.
SS2020	Text:	An unexpected exception occurred.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.
SS2021	Text:	Failed to encrypt/decrypt data.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.
SS2022	Text:	Error registering windows class for communicating with the Chat Server. Error(%s).
	Type:	Error
	Add'l Info:	None.
	Action:	The Supervisor Workflow feature will be unavailable. Check system resource availability (CPU and memory). See error description for further details.

Error	Description	
SS2023	Text:	Error creating window for Chat Server messages. Error(%s).
	Type:	Error
	Add'l Info:	None.
	Action:	The Supervisor Workflow feature will be unavailable. Check system resource availability (CPU and memory). See error description for further details.
SS2024	Text:	Failed to login to the Chat Server. Ret(%d:%s).
	Type:	Error
	Add'l Info:	None.
	Action:	The Enterprise service should attempt to log in when the Chat service comes up. This error could happen if the Chat service goes down right after it comes up. Check if the Chat service is running. See the error description for further details. If the problem persists, set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.
SS2025	Text:	Failed to add user to the Chat Server. Ret(%d:%s).
	Type:	Error
	Add'l Info:	None.
	Action:	Enterprise service should attempt to log in when the Chat service comes up. This error could happen if the Chat service goes down right after it comes up. Check if the Chat service running. See error description for further details. If problem persists, set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.
SS2026	Text:	Error getting the List of Supervisor Workflows from LDAP for Supervisor(%d). Error(%d:%s).
	Type:	Error
	Add'l Info:	None.
	Action:	Check if LDAP is running. Verify that the Supervisor exists in CDA. See error description for further details.

Error	Description	
SS2027	Text:	Error getting the Supervisor Workflow Profile for Supervisor(%s) Error(%d:%s).
	Type:	Error
	Add'l Info:	None.
	Action:	Check if LDAP is running. Verify that the Supervisor Workflow exists in Supervisor Workflow Administration. See error description for further details.
SS2028	Text:	The CTI Server returned a Failure Confirmation Error Status(%d:%s) for InvokeID(%d).
	Type:	Error
	Add'l Info:	None.
	Action:	See the error text for further details. See the CTI service logs for more information.
SS2029	Text:	An unexpected exception occurred. Error calling method(%s).
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.
SS2030	Text:	Error calling PostQueuedCompletionStatus for SkillStatsThread. Error(%s).
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). See error text for more info on the error.
SS2031	Text:	Error calling GetQueuedCompletionStatus for SkillStatsThread. Error(%s).
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). See error description for further details.

Error	Description	
SS2032	Text:	Error calling Supervisor Workflow method (%s).
	Type:	Error
	Add'l Info:	None.
	Action:	The specified method returned an error. Check system resource availability (CPU and memory). Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.
SS2033	Text:	Timed out waiting for thread(%s) to start.
	Type:	Error
	Add'l Info:	None.
	Action:	The specified thread failed to respond within expected time. Check system resource availability (CPU and memory). Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.
SS2034	Text:	Failed to query skill group(%s) invokeid(%d).
	Type:	Error
	Add'l Info:	The CTI service returned an error in response to the query for the specified skill group.
	Action:	Verify that the skill group is valid. Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.
SS2035	Text:	Failed to perform LDAP operation(%s) LDAP Error(%s).
	Type:	Error
	Add'l Info:	The Service was not able to update data in LDAP.
	Action:	The service will retry this operation until it succeeds. See text in error for more details. If error persists, check if LDAP is running.

Error	Description	
SS2036	Text:	Failed to create monitor for the CTI server.
	Type:	Error
	Add'l Info:	The service was not able to create a monitor for the CTI server.
	Action:	Check system resource availability (CPU and memory). Look for error messages prior to this error for specific details. Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.
SS2037	Text:	Failed to initialize Enterprise Server client.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Look for error messages prior to this error for specific details. Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem.
SS2038	Text:	Failed setting Enterprise Server process pid(%d) to HIGH_PRIORITY_CLASS.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
SS2039	Text:	CTI Server information not provided in ldap. Retry.
	Type:	Error
	Add'l Info:	None.
	Action:	CTI Server has not been configured in LDAP. Verify that the LDAP Server is running. Verify that the CTI Server information has been configured.
SS2040	Text:	CreateEvent failed.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).

Error	Description	
SS2041	Text:	An unexpected exception occurred in Supervisor Workflow. Error(%s).
	Type:	Error
	Add'l Info:	None.
	Action:	Check if LDAP is running. See error description for further details.
SS2042	Text:	Failed to get the jvm.dll path. Java may not be installed on this box.
	Type:	Error
	Add'l Info:	None.
	Action:	Verify that Java Runtime Environment had been loaded on this computer.
SS2043	Text:	Failed to load the jvm.dll.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Verify that Java Runtime Environment had been loaded on this computer
SS2044	Text:	The jvm.dll is not valid. Unable to find the JVM create function.
	Type:	Error
	Add'l Info:	None.
	Action:	Verify that the correct version of the Java Runtime Environment had been loaded on this computer. See installation docs for version compatibility.
SS2045	Text:	Could not find the service start class: (%s).
	Type:	Error
	Add'l Info:	This error occurs if there are incompatible files installed.
	Action:	CAD may not be completely installed, or there were errors during CAD installation. Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem. Contact technical support if the problem persists.

Error	Description	
SS2046	Text:	Could not initialize the Java Virtual Machine.
	Type:	Error
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory). Verify that Java Runtime Environment had been loaded on this computer
SS2047	Text:	Could not map the method (%s).
	Type:	Error
	Add'l Info:	This error occurs if there are incompatible files installed.
	Action:	CAD may not be completely installed, or there were errors during CAD installation. Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem. Contact technical support if the problem persists.
SS2048	Text:	Could not create the (%s) object.
	Type:	Error
	Add'l Info:	This error occurs if there are incompatible files installed.
	Action:	CAD may not be completely installed, or there were errors during CAD installation. Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem. Contact technical support if the problem persists.
SS2049	Text:	Could not create the (%s) object reference.
	Type:	Error
	Add'l Info:	This error occurs if there are incompatible files installed.
	Action:	CAD may not be completely installed, or there were errors during CAD installation. Set Threshold=DEBUG in this program's configuration file and attempt to recreate the problem. Contact technical support if the problem persists.

Error	Description	
SS3000	Text:	Could not detach thread (%s).
	Type:	Warn
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
SSFJ2000	Text:	Client failed to connect to any <%s> service.
	Type:	Error
	Add'l Info:	The specified client failed to connect to a service.
	Action:	The client application will automatically attempt to reconnect to the specified service. If the connection attempt succeeds, no action is needed. If the connection attempt fails, check the status of the service. • If the service is not running and active, restart it. • If the service is running and active, verify the network connection between the client and the server on which the service is running. To verify the network connection, run ping or telnet from the client to the server.

Error	Description	
SSFJ2001	Text:	Client failed to send heart beat to <%s> service at <%s> host.
	Type:	Error
	Add'l Info:	The specified client failed to send a heart beat to the service on the specified host. This error could be due to one of several conditions: the service is down, the server on which the service is running is down, or a network problem exists between the client and the server.
	Action:	Complete the following steps.
		• Check the status of the server. If it is down, restart it.
		• Check the status of the service. If it is down, restart it.
		• Verify the network connection between the client and the server on which the service is running. To verify the connection, run ping or telnet from the client to the server.
SSFJ2002	Text:	Internal error: Client is not configured with information to locate the <%s> service.
	Type:	Error
	Add'l Info:	This is an internal error. The client is not configured with the information that it needs to locate the specified service.
	Action:	Ensure that the client is configured with the information that it needs to locate the specified service.

Error	Description	
SSFJ2003	Text:	Cannot create <%s> service on port <%d>.
	Type:	Error
	Add'l Info:	The specified socket service could not be created on the specified port.
	Action:	Complete the following steps.
		• Find out whether a service is already running on the specified port.
		• If another instance of the service is already running on the specified port, either stop the running instance or leave it as is without start a new instance.
		• If another service is running on the specified port and that service is required, contact technical support.
		• If no services are running on the specified port, verify that the service is not being blocked by security software or a firewall.
SSFJ2004	Text:	Insufficient memory to run applet or application: <%s> error.
	Type:	Error
	Add'l Info:	There is insufficient memory to run the applet or application.
	Action:	Complete the following steps.
		• Ensure that the client PC has sufficient memory.
		• If you are attempting to run an applet, ensure that JVM has sufficient memory. From the Windows Control Panel, start the Java Control Panel and go to the Java tab. In the Java Applet Runtime Settings section, click View. Ensure that the Java Runtime Parameters field includes the -Xmx argument with a value of at least 8 MB (-Xmx8m).
		• If you are attempting to run an application, call the application with the -Xmx argument set to a value of at least 8 MB (-Xmx8m).

Error	Description	
SSFJ2005	Text:	Unable to read file <%s>: %s exception.
	Type:	Warn
	Add'l Info:	The application is unable to read the specified file.
	Action:	Complete the following steps.
		• Verify that the file exists.
		• If the specified exception is a security exception, verify that the application user has access to the specified file.
SSFJ2006	Text:	Client cannot retrieve %s event information from socket message.
	Type:	Warn
	Add'l Info:	Client cannot retrieve specified event information from the socket message.
	Action:	Look at the status of the connection between client and the service. If the connection was disrupted, the client has lost data and the client needs to be restarted. If you upgraded the service while clients were connected to it, the clients are now running a different version than the service. In this case, clients must exit and be restarted.
SSFJ2007	Text:	Internal error: Client is not configured with information to locate the %s service.
	Type:	Error
	Add'l Info:	This is an internal error. The client is not configured with the information that it needs to locate the specified service.
	Action:	Ensure that the client is configured with the information that it needs to locate the specified service.

Error	Description	
STD2000	Text:	Client <%ls> failed to send heart beat to service at <%ls>.
	Type:	Error
	Add'l Info:	The specified client failed to send a heart beat to the service on the specified host. This error could be due to one of several conditions: the service is down, the server on which the service is running is down, or a network problem exists between the client and the server.
	Action:	Complete the following steps.
		• Check the status of the server. If it is down, restart it.
		• Check the status of the service. If it is down, restart it.
		• Verify the network connection between the client and the server on which the service is running. To verify the connection, run ping or telnet from the client to the server.
STD2001	Text:	Client <%ls> failed to connect to any service.
	Type:	Error
	Add'l Info:	The specified client failed to connect to a service. The client application will automatically attempt to reconnect to the service. If the connection attempt succeeds, no action is needed.
	Action:	If the connection attempt fails, check the status of the service.
		• If the service is not running and active, restart it.
		• If the service is running and active, verify the network connection between the client and the server on which the service is running.
		• To verify the network connection, run ping or telnet from the client to the server.

Error	Description	
STD2002	Text:	The service controller threw an exception: %ls.
	Type:	Error
	Add'l Info:	The service controller threw an exception.
	Action:	Check the exception message for an explanation of the exception and appropriate actions for resolving the issue.
STD2003	Text:	Failed to install console control signal translator. Reason:[%d:%ls].
	Type:	Error
	Add'l Info:	The application failed to install the console control signal translator.
	Action:	Check the error message for an explanation of the error and appropriate actions for resolving the issue.
STD2004	Text:	Failed to remove console control signal translator. Reason:[%d:%ls].
	Type:	Error
	Add'l Info:	The application failed to remove the console control signal translator.
	Action:	Check the error message for an explanation of the error and appropriate actions for resolving the issue.
STD3000	Text:	%ls %ls: <%ls>.
	Type:	Warn
	Add'l Info:	Encountered specified Windows error when performing specified registry operation.
	Action:	No action is needed if the registry entry is optional.
		Complete the following steps.
		• Check if registry entry exists.
		• Check if application user has permissions to read/write/delete specified registry entry.
		• Check Windows error description for details.

Error	Description	
STD3001	Text:	Registry key <%ls> is not of REG_SZ or REG_DWORD type.
	Type:	Warn
	Add'l Info:	Specified registry key is not of REG_SZ or REG_DWORD type.
	Action:	If registry key is not of REG_SZ or REG_DWORD type, change it to REG_SZ or REG_DWORD.
STD3002	Text:	Registry key <%ls> is not of REG_DWORD type.
	Type:	Warn
	Add'l Info:	Specified registry key is not of REG_DWORD type.
	Action:	If registry key is not of REG_DWORD type, change it to REG_DWORD.
STD3003	Text:	Internal error: Caught unknown exception in <%ls>.
	Type:	Warn
	Add'l Info:	Caught unknown exception in specified function.
	Action:	Contact technical support.
STD3004	Text:	Preference change notification queue has reached its maximum size <%d>.
	Type:	Warn
	Add'l Info:	Preference change notification queue has reached its maximum size. The listener(s) for preference changes is slow or no longer responding to notification; or the amount of preference changes is coming faster than listeners can handle them.
	Action:	Complete the following steps.
		• Check for CPU and memory usage to ensure machine is not running out of resources.
		• Check if some other process is taking up all the CPU, potentially starving this process.
		• Check log for other issues that may affect this.
		• Restart process to see if the error reoccurs.

Error	Description	
STD3005	Text:	Preference change blocker queue has reached its maximum size <%d>.
	Type:	Warn
	Add'l Info:	Preference change blocker queue has reached its maximum size. The blocker user is slow or no longer attempting to get events from the queue; or the amount of preference changes is coming faster than blocker user can handle them.
	Action:	Complete the following steps.
		• Check for CPU and memory usage to ensure machine is not running out of resources.
		• Check if some other process is taking up all the CPU, potentially starving this process.
		• Check log for other issues that may affect this.
		• Restart process to see if the error reoccurs.
STD3006	Text:	Unable to initialize Xerces XML system : %ls.
	Type:	Warn
	Add'l Info:	Application could not initialize Xerces XML system.
	Action:	Check if xerces-c_2_7.dll (on Windows) is accessible by the application. Check Xerces error description for further information.
STD3007	Text:	Unable to shutdown Xerces XML system : %ls.
	Type:	Warn
	Add'l Info:	Application could not shutdown Xerces XML system properly.
		Xerces XML system is only shut down when SplkStd library is unloaded from the application. If this message occurs during application shutdown, it should not impact functionality. If it occurs during normal application running, it indicates SplkStd library may have been unloaded prematurely.
	Action:	Check Xerces error description for further information.

Error	Description	
STD3008	Text:	The thread [%ls:%ls] terminated unexpectedly. Reason: %ls.
	Type:	Warn
	Add'l Info:	An exception was caught, causing an executing thread to terminate unexpectedly.
	Action:	Contact technical support.
STD3009	Text:	Thread <0x%llx:%ls> in thread pool <%ls> running task <%ls> is considered hung and removed. The running task %ls aborted.
	Type:	Warn
	Add'l Info:	The specified thread in the specified thread pool took too long processing specified task and is considered hung. Therefore the thread was removed from the thread pool.
	Action:	Complete the following steps.
		• Check for CPU and memory usage to ensure machine is not running out of resources.
		• Check if some other process is taking up all the CPU, potentially starving this process.
		• Check log for other issues that may affect this.
		• Restart process to see if the error reoccurs.
STD3010	Text:	Thread factory <%ls> could not create thread for thread pool <%ls>. Potentially discarding task <%ls>.
	Type:	Warn
	Add'l Info:	The specified thread factory could not create a new thread for specified thread pool potentially causing specified task to be discarded.
	Action:	Complete the following steps.
		• Check for CPU and memory usage to ensure machine is not running out of resources.
		• Check if some other process is taking up all the CPU, potentially starving this process.
		• Check log for other issues that may affect this.
		• Restart process to see if the error reoccurs.

Error	Description	
SWFA1000	Text:	Unknown Exception.
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check system resource availability (CPU and memory).
SWFA1001	Text:	Exception. Description= <%s>
	Type:	Fatal
	Add'l Info:	None.
	Action:	Check description.
SWFA1002	Text:	Unknown Exception in EmailAction OnOk...
	Type:	Fatal
	Add'l Info:	The exception may be due to a field that is empty or the use of special characters.
	Action:	Delete and recreate the Supervisor Workflow.
SWFA1003	Text:	Unknown Exception in EmailAction OnInit...
	Type:	Fatal
	Add'l Info:	When the fields are repopulated at startup, the data in LDAP may have been corrupted.
	Action:	Delete the Mail Server, To, and BCC fields and enter them again.
SWFA1004	Text:	Unknown Exception in EmailAction OnBnClickedEmailTest...
	Type:	Fatal
	Add'l Info:	A field might be empty or contain special characters.
	Action:	Enter data in the Mail Server, To, and BCC fields again, avoiding special characters and spaces.
SWFA1005	Text:	Unknown Exception in EmailAction TrimSpaces...
	Type:	Fatal
	Add'l Info:	Some fields might contain hidden spaces
	Action:	Enter data in the Mail Server, To, and BCC fields again, avoiding spaces.

Error	Description	
SWFA1006	Text:	Unknown Exception in EmailAction TrimSpaces
	Type:	Fatal
	Add'l Info:	Some fields might contain hidden spaces.
	Action:	Enter data in the Mail Server, To, and BCC fields again, avoiding spaces.
SWFA1007	Text:	Unknown Exception in EmailAction ValidateFields...
	Type:	Fatal
	Add'l Info:	Some fields might contain hidden spaces or spaces between strings.
	Action:	Delete the spaces between the strings in the Mail Server, To, and BCC fields.
SWFA1008	Text:	Unknown Exception in EmailAction SendSWFMail...
	Type:	Fatal
	Add'l Info:	Some fields might contain hidden spaces or spaces between strings, or the strings might be corrupt.
	Action:	Enter data in the Mail Server, To, and BCC fields again.
SWFA1009	Text:	Unknown Exception in EmailAction IsValidEmailAddr...
	Type:	Fatal
	Add'l Info:	The Email Alert Action Setup dialog box encountered an exception while verifying the email address.
	Action:	Enter valid email addresses in the To and BCC fields.
SWFA2000	Text:	Ldap Initialization failed.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the LDAP service is running. Check the Site Setup registry values.

Error	Description	
SWFA2001	Text:	Ldap connection failed. Description= <%s>
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the LDAP service is running. Check the Site Setup registry values.
SWFA2002	Text:	LdapClient API <%s> failed. Description= <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	Check that the LDAP service is running. Check the Site Setup registry values.
SWFA2003	Text:	SPLK XML Parser failed to parse SWF <%s>.
	Type:	Error
	Add'l Info:	The parser failed to read the data from LDAP. LDAP data may be corrupt.
	Action:	Delete and recreate the Supervisor Workflow.
SWFA2004	Text:	Unknown Exception...
	Type:	Error
	Add'l Info:	Internal exception.
	Action:	Check system resource availability (CPU and memory).
SWFA2005	Text:	Exception. Description= <%s>.
	Type:	Error
	Add'l Info:	Internal exception.
	Action:	Check description.
SWFA2006	Text:	Enterprise Server Client API <%s> failed. Description= <%s>.
	Type:	Error
	Add'l Info:	Internal exception.
	Action:	Check that the Enterprise service is running.

Error	Description	
SWFA2007	Text:	Enterprise Server is not active.
	Type:	Error
	Add'l Info:	The Enterprise service is down.
	Action:	Check that the Enterprise service is running.
SWFA2008	Text:	SWF <%s> might be corrupted.
	Type:	Error
	Add'l Info:	Internal error.
	Action:	Delete and recreate the Supervisor Workflow.
SWFA2009	Text:	SPLK XML Parser failed encode SWF <%s> to XML.
	Type:	Error
	Add'l Info:	Internal error.
	Action:	Delete and recreate the Supervisor Workflow.
SWFA3000	Text:	Another instance of SWFAdmin is already running.
	Type:	Warn
	Add'l Info:	Another instance of Supervisor Workflow Administration is running.
	Action:	Shut down one instance of Supervisor Workflow Administration.
SYNC1000	Text:	%ls could not be installed as a Windows NT service. The Windows NT service error code is %d.
	Type:	Fatal
	Add'l Info:	Could not install a Windows NT service.
	Action:	Check the error code provided in the message. Make sure the Sync service is not already running in the system.
SYNC1001	Text:	The %ls Windows NT service could not be uninstalled. The Windows NT service error code is %d.
	Type:	Fatal
	Add'l Info:	Could not uninstalled a Windows NT service.
	Action:	Check the error code provided in the message. Make sure the Sync service is installed on the system.

Error	Description	
SYNC1002	Text:	The argument passed to the program is invalid and the program will exit.
	Type:	Fatal
	Add'l Info:	The argument passed to the program is invalid and the program will exit.
	Action:	Check the argument passed to the Sync service in the command line.
SYNC1003	Text:	The Windows NT service is not able to register itself with the Windows NT service manager.
	Type:	Fatal
	Add'l Info:	The Windows NT service is not able to register itself with the Windows NT service manager.
	Action:	Check system resource availability (CPU and memory). Make sure the Sync service properties are correct. Check the System Event Viewer for errors.
SYNC1004	Text:	The initialization of the Windows NT service was unsuccessful.
	Type:	Fatal
	Add'l Info:	The initialization of the Windows NT service was unsuccessful.
	Action:	Check the System Event Viewer for error messages related to the Sync service. Check for other error messages.
SYNC2000	Text:	An unexpected exception occurred.
	Type:	Error
	Add'l Info:	An unexpected exception occurred.
	Action:	Check the log for other errors related to ODBC, LDAP, or network issues. Make sure that all appropriate Cisco services are up and running. Check the log files of other Cisco related services for errors. Check the System Event Viewer for system errors. Check system resource availability (memory, CPU). Check for network communication errors.

Error	Description	
SYNC2001	Text:	An error occurred while synchronizing agents.
	Type:	Error
	Add'l Info:	An error occurred while synchronizing agents.
	Action:	Search the log for errors related to LDAP. Make sure that the LDAP Monitor service is up and running.
SYNC2002	Text:	An error occurred while synchronizing teams.
	Type:	Error
	Add'l Info:	An error occurred while synchronizing teams.
	Action:	Search the log for errors related to LDAP. Make sure that the LDAP Monitor service is up and running.
SYNC2003	Text:	An error occurred while synchronizing queues.
	Type:	Error
	Add'l Info:	An error occurred while synchronizing queues.
	Action:	Search the log for errors related to LDAP. Make sure that the LDAP Monitor service is up and running.
SYNC2004	Text:	An invalid request was received by the Windows NT service from the Windows NT service manager.
	Type:	Error
	Add'l Info:	An invalid request was received by the Windows NT service from the Windows NT service manager.
	Action:	Check the System Event Viewer for errors.
SYNC2005	Text:	Could not get CSQ description, for CSQ id<%ls>, err<%d>, desc<%ls>.
	Type:	Error
	Add'l Info:	Could not get CSQ description.
	Action:	Read the included error description.
SYNC2006	Text:	Failed to allocate memory for DirAccessSynSvr_i.
	Type:	Error
	Add'l Info:	Failed to allocate memory for DirAccessSynSvr_i.
	Action:	Check system resource availability (memory). Search for other error messages.

Error	Description	
SYNC2007	Text:	Could not get resource list from the database.
	Type:	Error
	Add'l Info:	Could not get resource list from the database.
	Action:	Search the log for database related errors.
SYNC2008	Text:	Could not get resource description from the database.
	Type:	Error
	Add'l Info:	Could not get resource description from the database.
	Action:	Search the log for database related errors.
SYNC2009	Text:	Could not get CSQ list from the database.
	Type:	Error
	Add'l Info:	Could not get CSQ list from the database.
	Action:	Search the log for database related errors.
SYNC2010	Text:	Could not get CSQ description from the database.
	Type:	Error
	Add'l Info:	Could not get CSQ description from the database.
	Action:	Search the log for database related errors.
SYNC2011	Text:	Could not get MAC list from the database.
	Type:	Error
	Add'l Info:	Could not get MAC list from the database.
	Action:	Search the log for database related errors.
SYNC2012	Text:	Failed to allocate memory for SDeviceInfo.
	Type:	Error
	Add'l Info:	Failed to allocate memory for SDeviceInfo.
	Action:	Check system resource availability (memory). Search for other error messages.
SYNC2013	Text:	Failed to get periodic synchronization object.
	Type:	Error
	Add'l Info:	Failed to get periodic synchronization object.
	Action:	Search for other error messages.

Error	Description	
SYNC2015	Text:	Caught sync_server_exception: %ls.
	Type:	Error
	Add'l Info:	Caught sync_server_exception.
	Action:	Read exception description.
SYNC2016	Text:	Caught std::exception: %hs.
	Type:	Error
	Add'l Info:	Caught exception.
	Action:	Read exception description.
SYNC2017	Text:	Failed to initialize LCC:<%ls>, fcn<%ls>, problem<%ls>, errcode<%d>.
	Type:	Error
	Add'l Info:	Failed to initialize the LCC object.
	Action:	Read error description. Make sure the LDAP Monitor service is up and running.
SYNC2018	Text:	Failed to synchronize LCC:<%ls>, fcn<%ls>, problem<%ls>, errcode<%d>.
	Type:	Error
	Add'l Info:	Failed to synchronize the LCC object.
	Action:	Read error description.
SYNC2019	Text:	Could not initialize ORB runtime (INITIALIZE).
	Type:	Error
	Add'l Info:	Could not initialize ORB runtime (INITIALIZE).
	Action:	Check the log for network errors. Make sure that all appropriate Cisco services are up and running. Check system resource availability (memory, CPU).
SYNC2020	Text:	A CORBA error with minor error of %d and completed flag of %d was caught. exception name: %hs.
	Type:	Error
	Add'l Info:	A CORBA exception was caught.
	Action:	Read error description. Check for network communication errors. Make sure that all appropriate Cisco services are up and running.

Error	Description	
SYNC2021	Text:	Caught omniORB::fatalException, desc:<%hs>.
	Type:	Error
	Add'l Info:	Caught omniORB::fatalException.
	Action:	Read error description. Check for network communication errors. Make sure that all appropriate Cisco services are up and running.
SYNC2022	Text:	CORBA server instance is null.
	Type:	Error
	Add'l Info:	CORBA server instance is null.
	Action:	Search for other error messages. Check for network communication errors. Make sure that all appropriate Cisco services are up and running.
SYNC2023	Text:	A CORBA error with minor error of %d(%hs) and completed flag of %d was caught.
	Type:	Error
	Add'l Info:	A CORBA error was caught.
	Action:	Check for network communication errors. Make sure that all appropriate Cisco services are up and running.
SYNC2024	Text:	Could not connect to database, first try.
	Type:	Error
	Add'l Info:	Could not connect to database, first try.
	Action:	Search for database related error messages. Check the Logger Database configuration section of CAD Configuration Setup for proper values.
SYNC2025	Text:	Could not connect to database, second try.
	Type:	Error
	Add'l Info:	Could not connect to database, second try.
	Action:	Search for database related error messages.
SYNC2026	Text:	Failed to create synchronization thread.
	Type:	Error
	Add'l Info:	Failed to create synchronization thread.
	Action:	Search for other error messages. Check system resource availability (memory, CPU).

Error	Description	
SYNC2027	Text:	An unexpected exception occurred when synchronizing LDAP.
	Type:	Error
	Add'l Info:	An unexpected exception occurred when synchronizing LDAP.
	Action:	Make sure LDAP Monitor service is up and running. Search the log for more errors. Make sure that all appropriate Cisco services are up and running.
SYNC2028	Text:	An unexpected exception occurred when getting resource list from the SQL MGR.
	Type:	Error
	Add'l Info:	An unexpected exception occurred when getting resource list from the SQL MGR.
	Action:	Search the log for ODBC related errors.
SYNC2029	Text:	An unexpected exception occurred when initializing the Sync service.
	Type:	Error
	Add'l Info:	An unexpected exception occurred when initializing the Sync service.
	Action:	Check the System Event Viewer for errors.
SYNC2030	Text:	The Windows NT service was not removed successfully.
	Type:	Error
	Add'l Info:	The Windows NT service was not removed successfully.
	Action:	Check the System Event Viewer for errors.
SYNC2031	Text:	An error occurred during synchronization of reason codes.
	Type:	Error
	Add'l Info:	An error occurred during synchronization of reason codes.
	Action:	Search the log for errors related to LDAP. Make sure that the LDAP Monitor service is up and running.

Error	Description	
SYNC2032	Text:	Failed to allocate memory for SSQL object.
	Type:	Error
	Add'l Info:	Failed to allocate memory for SSQL object.
	Action:	Check system resource availability (memory). Search for other error messages.
SYNC2033	Text:	Agent (%ls) not found in ldap map.
	Type:	Error
	Add'l Info:	Agent not found in ldap map.
	Action:	Search for other error messages.
SYNC3000	Text:	Could not delete agent from LDAP: %ls..
	Type:	Warn
	Add'l Info:	Could not delete agent from LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.
SYNC3001	Text:	Could not add agent to LDAP: %ls.
	Type:	Warn
	Add'l Info:	Could not add agent to LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.
SYNC3002	Text:	Could not add supervisor to LDAP: %ls.
	Type:	Warn
	Add'l Info:	Could not add supervisor to LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.
SYNC3003	Text:	Could not update agent in LDAP: %ls.
	Type:	Warn
	Add'l Info:	Could not update agent in LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.

Error	Description	
SYNC3004	Text:	Could not delete supervisor from LDAP: %ls.
	Type:	Warn
	Add'l Info:	Could not delete supervisor from LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.
SYNC3005	Text:	Could not update team in LDAP: %ls.
	Type:	Warn
	Add'l Info:	Could not update team in LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.
SYNC3006	Text:	Could not add team to LDAP: %ls.
	Type:	Warn
	Add'l Info:	Could not add team to LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.
SYNC3007	Text:	Could not delete team from LDAP: %ls.
	Type:	Warn
	Add'l Info:	Could not delete team from LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.
SYNC3008	Text:	Could not delete skill from LDAP: %ls.
	Type:	Warn
	Add'l Info:	Could not delete skill from LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.
SYNC3009	Text:	Could not add skill to LDAP: %ls.
	Type:	Warn
	Add'l Info:	Could not add skill to LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.

Error	Description	
SYNC3010	Text:	Could not update skill in LDAP: %ls.
	Type:	Warn
	Add'l Info:	Could not update skill in LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.
SYNC3011	Text:	Could not get resource list from SQL MGR, err <%d>, desc<%ls>.
	Type:	Warn
	Add'l Info:	Could not get resource list from SQL MGR.
	Action:	Read the included error description. Check the communication with the ICM SQL Logger Database.
SYNC3012	Text:	Could not allocate resource list.
	Type:	Warn
	Add'l Info:	Could not allocate resource list.
	Action:	Check system resource availability (memory). Check for other error messages.
SYNC3013	Text:	Could not get resource description from the database, resource id <%ls>, err <%d>, desc<%ls>.
	Type:	Warn
	Add'l Info:	Could not get resource description from the database.
	Action:	Read the included error description. Check the communication with the ICM SQL Logger Database.
SYNC3014	Text:	Could not get CSQ list from the database.
	Type:	Warn
	Add'l Info:	Could not get CSQ list from the database.
	Action:	Read the included error description. Check the communication with the ICM SQL Logger Database.

Error	Description	
SYNC3015	Text:	Failed to reset periodic synchronizer.
	Type:	Warn
	Add'l Info:	Failed to reset periodic synchronizer.
	Action:	Search for other errors. Check system resource availability (memory, CPU).
SYNC3016	Text:	Failed to reset synchronizer.
	Type:	Warn
	Add'l Info:	Failed to reset synchronizer.
	Action:	Search the log for LDAP related errors.
SYNC3017	Text:	Failed to reset the object synchronizer.
	Type:	Warn
	Add'l Info:	Failed to reset the object synchronizer.
	Action:	Search the log for LDAP related errors.
SYNC3018	Text:	The peripheral not expected, returned peripheral <%ls> already exists.
	Type:	Warn
	Add'l Info:	The peripheral not expected.
	Action:	Search for other error messages.
SYNC3019	Text:	ResetLog failed error<%ls>.
	Type:	Warn
	Add'l Info:	ResetLog failed.
	Action:	Read the included error description.
SYNC3020	Text:	An unexpected exception occurred.
	Type:	Warn
	Add'l Info:	None.
	Action:	Check the log for errors related to ODBC, LDAP, or network issues. Make sure that all appropriate Cisco services are up and running. Check the log files of other Cisco-related services for errors. Check the System Event Viewer for system errors. Check system resource availability (memory, CPU). Check the communication with the ICM SQL Logger Database

Error	Description	
SYNC3021	Text:	The program could not get the driver list from ODBC.
	Type:	Warn
	Add'l Info:	None.
	Action:	Check the System Event Viewer for system errors. Check system resource availability (memory, CPU). Check the communication with the ICM SQL Logger Database
SYNC3022	Text:	The program could not get the system data sources from ODBC.
	Type:	Warn
	Add'l Info:	The program could not get the system data sources from ODBC.
	Action:	Check the System Event Viewer for system errors. Check system resource availability (memory, CPU). Check the communication with the ICM SQL Logger Database.
SYNC3023	Text:	The ODBC operation failed.
	Type:	Warn
	Add'l Info:	The ODBC operation failed.
	Action:	Check for other ODBC error messages. Check the System Event Viewer for system errors. Check system resource availability (memory, CPU). Check the communication with the ICM SQL Logger Database.
SYNC3024	Text:	The program could not get the record values when fetching database columns.
	Type:	Warn
	Add'l Info:	The program could not get the record values when fetching database columns.
	Action:	Check for other ODBC error messages. Check the System Event Viewer for system errors.

Error	Description	
SYNC3025	Text:	The program could not get the next record from the database.
	Type:	Warn
	Add'l Info:	The program could not get the next record from the database.
	Action:	Check for other ODBC error messages. Check the System Event Viewer for system errors. Check system resource availability (memory, CPU).
SYNC3026	Text:	The program could not get the table name from the database.
	Type:	Warn
	Add'l Info:	The program could not get the table name from the database.
	Action:	Check for other ODBC error messages. Check the System Event Viewer for system errors. Check system resource availability (memory, CPU).
SYNC3027	Text:	The program could not get the next table from the database.
	Type:	Warn
	Add'l Info:	The program could not get the next table from the database.
	Action:	Check for other ODBC error messages. Check the System Event Viewer for system errors. Check system resource availability (memory, CPU).
SYNC3028	Text:	The program could not get the list of tables from the database.
	Type:	Warn
	Add'l Info:	The program could not get the list of tables from the database.
	Action:	Check for other ODBC error messages. Check the System Event Viewer for system errors. Check system resource availability (memory, CPU).

Error	Description	
SYNC3029	Text:	The program could not get the column description from the database.
	Type:	Warn
	Add'l Info:	The program could not get the column description from the database.
	Action:	Check for other ODBC error messages. Check the System Event Viewer for system errors. Check system resource availability (memory, CPU).
SYNC3030	Text:	The program could not get the number of columns returned from the query.
	Type:	Warn
	Add'l Info:	The program could not get the number of columns returned from the query.
	Action:	Check for other ODBC error messages. Check the System Event Viewer for system errors.
SYNC3031	Text:	The program could not execute the SQL statement.
	Type:	Warn
	Add'l Info:	The program could not execute the SQL statement.
	Action:	Check for other ODBC error messages.
SYNC3032	Text:	The program could not prepare the SQL statement.
	Type:	Warn
	Add'l Info:	The program could not prepare the SQL statement.
	Action:	Check for other ODBC error messages.
SYNC3033	Text:	Unable to connect to the database, status: %d.
	Type:	Warn
	Add'l Info:	Unable to connect to the database.
	Action:	Check for other ODBC error messages. Check the communication with the ICM SQL Logger Database.

Error	Description	
SYNC3034	Text:	The query failed on second try.
	Type:	Warn
	Add'l Info:	The query failed on second try.
	Action:	Check the log for SQL error messages.
SYNC3035	Text:	There is insufficient memory to handle the ODBC statement.
	Type:	Warn
	Add'l Info:	There is insufficient memory to handle the ODBC statement.
	Action:	Check for other ODBC error messages. Check the System Event Viewer for system errors. Check system resource availability (memory, CPU).
SYNC3036	Text:	There is insufficient memory to establish an ODBC connection with the Enterprise host.
	Type:	Warn
	Add'l Info:	There is insufficient memory to establish an ODBC connection with the Enterprise host.
	Action:	Check for other ODBC error messages. Check the System Event Viewer for system errors. Check system resource availability (memory, CPU). Check the communication with the ICM SQL Logger Database.
SYNC3037	Text:	The program cannot communicate with the Enterprise host via ODBC.
	Type:	Warn
	Add'l Info:	The program cannot communicate with the Enterprise host via ODBC.
	Action:	Check for other ODBC error messages. Check the System Event Viewer for system errors. Check system resource availability (memory, CPU). Check the communication with the ICM SQL Logger Database.

Error	Description	
SYNC3038	Text:	There is insufficient memory to handle the ODBC statement.
	Type:	Warn
	Add'l Info:	There is insufficient memory to handle the ODBC statement.
	Action:	Check for other ODBC error messages. Check the System Event Viewer for system errors. Check system resource availability (memory, CPU). Check the communication with the ICM SQL Logger Database.
SYNC3039	Text:	Failed to get switch type from LDAP, defaulting to %ls. Error: <%d>, <%ls>.
	Type:	Warn
	Add'l Info:	Failed to get the switch type from LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.
SYNC3040	Text:	Failed to get the default LCC from LDAP. Error: <%d>, <%ls>.
	Type:	Warn
	Add'l Info:	Failed to get the default LCC from LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.
SYNC3041	Text:	Failed to get the list of CallManagers from LDAP. Error: <%d>, <%ls>.
	Type:	Warn
	Add'l Info:	Failed to get the list of Unified CMs from LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.
SYNC3042	Text:	Failed to add CallManager(%ls) to LDAP. Error: <%d>, <%ls>.
	Type:	Warn
	Add'l Info:	Failed to add Unified CM to LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.

Error	Description	
SYNC3043	Text:	Failed to update CallManager(%ls) in LDAP. Error: <%d>, <%ls>.
	Type:	Warn
	Add'l Info:	Failed to update Unified CM in LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.
SYNC3044	Text:	Failed to remove CallManager(%ls) from LDAP. Error: <%d>, <%ls>.
	Type:	Warn
	Add'l Info:	Failed to remove Unified CM from LDAP.
	Action:	Read the included error description. Make sure that the LDAP Monitor service is up and running.
SYNC3045	Text:	Failed to synchronize CallManagers.
	Type:	Warn
	Add'l Info:	Failed to synchronize Unified CMs.
	Action:	Read the log for other error messages. Make sure that the LDAP Monitor service is up and running.
SYNC3046	Text:	Failed to get CallManager list from CRS.
	Type:	Warn
	Add'l Info:	Failed to get Unified CM list from Unified CCX.
	Action:	Read the log for other error messages. Make sure that the Unified CCX services are up and running.
TSSP2000	Text:	CORBA::TRANSIENT is raised minor:<%d>, completion_status:<%d>, retries<%d>.
	Type:	Warn
	Add'l Info:	None.
	Action:	None.
TSSP3000	Text:	Error = <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.

Error	Description	
TSSP3001	Text:	Unexpected error reported.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3002	Text:	Could not set the default LCC in LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3003	Text:	Failed getting Switch/CTI. ErrMsg = <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3004	Text:	Create EAdminEData COM Interface failed. Error = <%d>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3005	Text:	Create EAdminVoip COM Interface failed. Error = <%d>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3006	Text:	Could not read product offering from LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.

Error	Description	
TSSP3007	Text:	Could not read desktop monitor enable flag from LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3008	Text:	Could not get server IOR for Sync Server.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3009	Text:	Corba Error. CORBA::is_nil(vDAS).
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3010	Text:	Corba GetMACList error. Error code = <%d>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3011	Text:	Corba GetMACList() returned error message <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3012	Text:	Could not read VOIP monitor device profile from LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3013	Text:	Corba exception: message = <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.

Error	Description	
TSSP3014	Text:	Could not read server list from LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3015	Text:	Could not delete server profile from LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3016	Text:	Could not save DMVoIP Monitor.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3017	Text:	Could not read VoIPMonitor device profile list from LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3018	Text:	Could not delete VoIP Monitor device profile from LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3019	Text:	Could not add VoIP monitor device profile to LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.

Error	Description	
TSSP3020	Text:	Could not read VoIP Monitor device profile from LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3021	Text:	Could not update VoIP Monitor device profile on LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3022	Text:	Could not add VoIP monitor device profile to LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3023	Text:	Could not read key value for default VoIP monitor server from LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3024	Text:	Could not set key value default VoIP server in LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3025	Text:	Could not read server type profile from LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.

Error	Description	
TSSP3026	Text:	Could not read server profile from LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3027	Text:	Could not read key value for Blended Agent Setup in LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3028	Text:	Could not read the key value for CTI Type from LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3029	Text:	Could not save default LCC to LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3030	Text:	Enterprise server connection auto-recovery failed with <%d>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3031	Text:	LDAP Server connection auto-recovery failed. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.

Error	Description	
TSSP3032	Text:	Fail to connect to LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3033	Text:	Create Instance failed with error <%d>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3034	Text:	COM Interface node Set Server Id failed with error <%d>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3035	Text:	Query COM interface failed with error <%d>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3036	Text:	Couldn't save the document workspace. Error = <%d>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3037	Text:	LDAP ResetLog failed. Error = <%d>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3038	Text:	StringFromCLSID failed. Error = <%d>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.

Error	Description	
TSSP3039	Text:	SetCLSID failed. Error = <%d>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3040	Text:	Error saving Monitor Server.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3041	Text:	Error getting all VoIP Monitor Server list.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3042	Text:	IPPA notification to reload failed. Error code = <%d>, <%s>
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3043	Text:	Could delete server profile from LDAP. Error code = <%d>, <%s>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3044	Text:	Error getting all Recording Server list.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3045	Text:	Error getting all VoIP Monitor Server list.
	Type:	Error
	Add'l Info:	None.
	Action:	None.

Error	Description	
TSSP3046	Text:	Error LRM_Api all unregisterCorbaServer. Error code = <%d>.
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3047	Text:	Error unregister VoIP Server
	Type:	Error
	Add'l Info:	None.
	Action:	None.
TSSP3048	Text:	Error unregister Recording/Playback Server
	Type:	Error
	Add'l Info:	None.
	Action:	None.
VOIP2000	Text:	Could not create a necessary object [Mutex for CFCDMCritSection object].
	Type:	Error
	Add'l Info:	Mutex for CFCDMCritSection object.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2001	Text:	Could not create a necessary object [Shutdown event].
	Type:	Error
	Add'l Info:	Shutdown event.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2002	Text:	Could not create a necessary object [LDAP Up/Down event].
	Type:	Error
	Add'l Info:	LDAP Up/Down event.
	Action:	Check the system resources (memory & handles) and restart the service.

Error	Description	
VOIP2003	Text:	Could not find the Desktop Monitor adapter name in the Registry.
	Type:	Error
	Add'l Info:	Desktop Monitor adapter name in the Registry not available.
	Action:	Check that installation has been completed and all required values are in the registry.
VOIP2005	Text:	Could not find the IOR Hostname entry in the Registry.
	Type:	Error
	Add'l Info:	IOR Hostname entry in the Registry not available.
	Action:	Check that installation has been completed and all required values are in the registry.
VOIP2007	Text:	Could not create a necessary object [initialization event].
	Type:	Error
	Add'l Info:	Check the system resources (memory & handles) and restart the service.
	Action:	Initialization event not created.
VOIP2008	Text:	Could not create a necessary process [Desktop Monitoring initialization thread].
	Type:	Error
	Add'l Info:	Desktop Monitoring initialization thread not created.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2009	Text:	Could not create a necessary object [CDesktopMonitor object].
	Type:	Error
	Add'l Info:	CDesktopMonitor object not created.
	Action:	Check the system resources (memory & handles) and restart the service.

Error	Description	
VOIP2010	Text:	Could not create a necessary object [CFCDMMonitorServerList object].
	Type:	Error
	Add'l Info:	CFCDMMonitorServerList object not created.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2011	Text:	Could not create a necessary process [Corba listening thread].
	Type:	Error
	Add'l Info:	Corba listening thread not available.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2012	Text:	Could not create a necessary object [CFCDMCritSection object].
	Type:	Error
	Add'l Info:	CFCDMCritSection object not available.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2013	Text:	Could not create a necessary object [CFCDMSniffer object].
	Type:	Error
	Add'l Info:	CFCDMSniffer object not available.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2014	Text:	Could not create a necessary process [Periodic Cleanup thread].
	Type:	Error
	Add'l Info:	Periodic Cleanup thread creation failed.
	Action:	Check the system resources (memory & handles) and restart the service.

Error	Description	
VOIP2015	Text:	Could not create a necessary process [LDAP Connection Monitoring thread].
	Type:	Error
	Add'l Info:	LDAP Connection Monitoring thread creation failed.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2016	Text:	Could not create a necessary object [Logout event].
	Type:	Error
	Add'l Info:	Logout event creation failed.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2017	Text:	Could not create a necessary process [Login thread].
	Type:	Error
	Add'l Info:	Login thread creation failed.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2019	Text:	Process ended prematurely [Login thread].
	Type:	Error
	Add'l Info:	Login thread ended.
	Action:	Check the log and debug files for related errors and restart.
VOIP2021	Text:	Desktop monitoring enabled for extension [%hs].
	Type:	Error
	Add'l Info:	Desktop monitoring enabled for extension.
	Action:	Subsystem will recover automatically, no action needed unless further errors occur.
VOIP2023	Text:	Process ended prematurely [LDAP thread].
	Type:	Error
	Add'l Info:	LDAP thread ended.
	Action:	Check the log and debug files for related errors and restart.

Error	Description	
VOIP2033	Text:	Could not create a necessary object [Sniffing event].
	Type:	Error
	Add'l Info:	Sniffing event object creation error.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2034	Text:	Could not create a necessary object [Sniffer session shutdown event].
	Type:	Error
	Add'l Info:	Sniffer session shutdown event object creation error.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2035	Text:	Could not create a necessary process [SnifferSession thread].
	Type:	Error
	Add'l Info:	SnifferSession thread creation error.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2036	Text:	Process ended prematurely [Sniffer Session thread].
	Type:	Error
	Add'l Info:	Sniffer Session thread termination.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2037	Text:	Unable to open the NIC adapter for sniffing. Please reconfigure the installation.
	Type:	Error
	Add'l Info:	Error opening NIC adapter.
	Action:	Check the configuration and restart the VoIP Monitor service.

Error	Description	
VOIP2038	Text:	Unable to get network information for the adapter.
	Type:	Error
	Add'l Info:	Network information not available.
	Action:	Check the configuration and restart the VoIP Monitor service.
VOIP2039	Text:	Unable to set the sniffing filter.
	Type:	Error
	Add'l Info:	Error while setting the sniffing filter.
	Action:	Check the configuration and restart the VoIP Monitor service.
VOIP2041	Text:	No packets captured for [%lu] seconds.
	Type:	Error
	Add'l Info:	Error receiving packets.
	Action:	Check the configuration and restart the VoIP Monitor service.
VOIP2046	Text:	System error. Failed to create socket for sending out voice streams. Error: [%hs].
	Type:	Error
	Add'l Info:	Socket creation failed.
	Action:	Restart the VoIP Monitor service.
VOIP2048	Text:	Could not get the MAC address for extension [%hs] from the CallManager database.
	Type:	Error
	Add'l Info:	MAC Address not found.
	Action:	Complete the following steps.
		1. Check the Unified CM database for changes.
		2. Verify the FCVoIP ODBC DSN is correct.
		3. Verify that the Unified CM database is running.
		4. Verify that a record for the extension exists in the Unified CM database.
		5. Reinstall the monitor service if it requires a new username or password.

Error	Description	
VOIP2049	Text:	Service connection IP address used by clients not found in Registry. Service initialization will not continue until CAD Configuration Setup has been run to configure the software. (IOR Hostname).
	Type:	Error
	Add'l Info:	MAC Address not found.
	Action:	Check that installation has been completed and all required values are in the registry.
VOIP2050	Text:	The VoIP Service is missing information required for start up.
	Type:	Error
	Add'l Info:	NIC monitoring adapter name not found in Registry. Service initialization will not continue until CAD Configuration Setup has been run to configure the software.
	Action:	NIC monitoring adapter name not found.
VOIP2051	Text:	System error. Unable to start a necessary process: [Periodic Cleanup thread].
	Type:	Error
	Add'l Info:	Process creation failed.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2052	Text:	System error. Unable to start a necessary process: [LRM thread].
	Type:	Error
	Add'l Info:	LRM thread creation failed.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2053	Text:	System error. Unable to start a necessary process: [VPN thread].
	Type:	Error
	Add'l Info:	VPN thread creation failed.
	Action:	Check the system resources (memory & handles) and restart the service.

Error	Description	
VOIP2054	Text:	System error. Unable to start a necessary process: [Corba thread].
	Type:	Error
	Add'l Info:	Corba thread creation failed.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2055	Text:	Unable to open the NIC adapter [%ls] for sniffing.
	Type:	Error
	Add'l Info:	NIC adapter opening failed.
	Action:	Check the configuration and restart the VoIP Monitor service.
VOIP2056	Text:	System error. The NIC adapter used for sniffing is not configured correctly.
	Type:	Error
	Add'l Info:	NIC adapter not configured correctly .
	Action:	Check the configuration and restart the VoIP Monitor service.
VOIP2057	Text:	System error. The filter used for capturing voice streams could not be set.
	Type:	Error
	Add'l Info:	Error while setting the filter.
	Action:	Check the configuration and restart the VoIP Monitor service.
VOIP2061	Text:	System error. Unable to start a necessary process: [LDAP Monitor thread].
	Type:	Error
	Add'l Info:	LDAP Monitor thread creation failed.
	Action:	Check the system resources (memory & handles) and restart the service.
VOIP2062	Text:	System error. Client interface could not be created. Retrying operation. (Corba).
	Type:	Error
	Add'l Info:	Failed to create Client interface.
	Action:	If problems continue, restart the service.

Error	Description	
VOIP2063	Text:	We are unable to connect or reconnect to the current CM. Trying subscribers.
	Type:	Error
	Add'l Info:	Failed to connect or reconnect to the current Unified CM.
	Action:	Check the status of the Unified CM processes. There must be at least one Unified CM with an active AXL database service in the cluster.
VOIP2064	Text:	All ODBC's have been unsuccessful.
	Type:	Error
	Add'l Info:	ODBCs failed.
	Action:	Verify that the Unified CM database is running.
VOIP2065	Text:	Could not determine the local IP address. Error: [%hs]. (OmniOrbUseHostName invalid).
	Type:	Error
	Add'l Info:	OmniOrbUseHostName invalid.
	Action:	Contact TAC for assistance.
VOIP2066	Text:	Could not initialize the connection to the CallManager database. AXL error: [%d: %ls].
	Type:	Error
	Add'l Info:	Unified CM database connection initialization failed.
	Action:	Verify that the Unified CM database is running and that VoIP is configured correctly.
VOIP2067	Text:	Unable to monitor agent. Cannot connect to the VoIP Monitor Service [%hs] configured to monitor extension [%hs].
	Type:	Error
	Add'l Info:	Unable to monitor agent
	Action:	Check that the VoIP Monitor service is running and active.

Error	Description	
VOIP2068	Text:	Unable to monitor agent. Host [%hs] is under recovery.
	Type:	Error
	Add'l Info:	Unable to monitor agent.
	Action:	Retry when the VoIP Monitor service recovery completes.
VOIP2069	Text:	Unable to monitor agent with VoIP Monitor server [%hs]. Corba exception [%hs] returned.
	Type:	Error
	Add'l Info:	Unable to monitor agent.
	Action:	Restart.
VOIP2070	Text:	Unable to monitor agent with VoIP Monitor server [%hs]. Unknown Corba exception returned.
	Type:	Error
	Add'l Info:	Unable to monitor agent.
	Action:	Restart.
VOIP2071	Text:	Unable to refresh the monitoring session with the agent on extension [%hs]. Host [%hs] is under recovery.
	Type:	Error
	Add'l Info:	Unable to refresh the monitoring session with the agent.
	Action:	Restart.
VOIP2072	Text:	Unable to refresh the monitoring session with the agent on extension [%hs] with the VoIP Monitor service [%hs]. Corba exception [%hs] returned.
	Type:	Error
	Add'l Info:	Unable to refresh the monitoring session with the agent.
	Action:	Restart.

Error	Description	
VOIP2073	Text:	Unable to refresh the monitoring session with the agent on extension [%hs] with the VoIP Monitor service [%hs]. Unknown Corba exception returned.
	Type:	Error
	Add'l Info:	Unable to refresh the monitoring session with the agent.
	Action:	Restart.
VOIP2074	Text:	Unable to stop the monitoring session. The VoIP Monitor service [%hs] was not found.
	Type:	Error
	Add'l Info:	Unable to stop the monitoring session.
	Action:	Restart.
VOIP2075	Text:	Unable to stop the monitoring session for supervisor [%hs] on VoIP service [%hs]. Corba exception [%hs] returned.
	Type:	Error
	Add'l Info:	Unable to stop the monitoring session for supervisor.
	Action:	Restart.
VOIP2076	Text:	Unable to stop the monitoring session for supervisor [%hs] on VoIP service [%hs]. Unknown Corba exception returned.
	Type:	Error
	Add'l Info:	Unable to stop the monitoring session for supervisor.
	Action:	Restart.
VOIP2077	Text:	Caught a Corba exception while testing the connection to the VoIP service [%hs].
	Type:	Error
	Add'l Info:	Caught a Corba exception while testing the connection to the VoIP Monitor service.
	Action:	Restart.

Error	Description	
VOIP2079	Text:	Unable to record agent. Cannot connect to the VoIP Monitor Service [%hs] configured to monitor extension [%hs].
	Type:	Error
	Add'l Info:	Unable to record Agent.
	Action:	Restart.
VOIP2080	Text:	Unable to record the agent with extension [%hs]. Host [%hs] is under recovery.
	Type:	Error
	Add'l Info:	Unable to record Agent.
	Action:	Restart.
VOIP2081	Text:	Unable to record the agent with extension [%hs] using the VoIP Monitor service [%hs]. Corba exception [%hs] returned.
	Type:	Error
	Add'l Info:	Corba exception Unable to record the agent.
	Action:	Restart.
VOIP2082	Text:	Unable to record the agent with extension [%hs] using the VoIP Monitor service [%hs]. Unknown Corba exception returned.
	Type:	Error
	Add'l Info:	Unknown Corba exception.Unable to record the agent.
	Action:	Restart.
VOIP2083	Text:	Unable to record agent. Cannot connect to the VoIP Monitor Service [%hs] configured to monitor address [%hs].
	Type:	Error
	Add'l Info:	Unable to record agent.
	Action:	Check that the VoIP Monitor service is running and restart.

Error	Description	
VOIP2084	Text:	Unable to record the agent with rtpAddress [%hs]. Host [%hs] is under recovery.
	Type:	Error
	Add'l Info:	Unable to record agent.
	Action:	Check that the VoIP Monitor service is running.
VOIP2085	Text:	Unable to record the agent with rtpAddress [%hs] using the VoIP Monitor service [%hs]. Corba exception [%hs] returned.
	Type:	Error
	Add'l Info:	Unable to record the agent with rtpAddress.
	Action:	Check that the VoIP Monitor service is running and restart.
VOIP2086	Text:	Unable to record the agent with rtpAddress [%hs] using the VoIP Monitor service [%hs]. Unknown Corba exception returned.
	Type:	Error
	Add'l Info:	Unable to record the agent with rtpAddress.
	Action:	Check that the VoIP Monitor service is running and restart.
VOIP2087	Text:	Unable to stop the recording session. The VoIP Monitor service [%hs] was not found.
	Type:	Error
	Add'l Info:	Unable to record the agent with rtpAddress.
	Action:	Check that the VoIP Monitor service is running and restart.
VOIP2088	Text:	Unable to stop the recording session. The VoIP Monitor service [%hs] is under recovery.
	Type:	Error
	Add'l Info:	Unable to stop the recording session.
	Action:	Check that the VoIP Monitor service is running and restart.

Error	Description	
VOIP2089	Text:	Unable to stop the recording session on VoIP service [%hs]. Corba exception [%hs] returned.
	Type:	Error
	Add'l Info:	Corba exception. Unable to stop the recording session.
	Action:	Check that the VoIP Monitor service is running and restart.
VOIP2090	Text:	Unable to stop the recording session on VoIP service [%hs]. Unknown Corba exception returned.
	Type:	Error
	Add'l Info:	Unknown Corba exception. Unable to stop the recording session.
	Action:	Check that the VoIP Monitor service is running and restart.
VOIP2091	Text:	Unable to get connection information for the VoIP service [%hs].
	Type:	Error
	Add'l Info:	Unable to get connection information for the VoIP Monitor service.
	Action:	Check that the VoIP Monitor service is running and restart.
VOIP2092	Text:	Invalid connection information for the VoIP service [%hs].
	Type:	Error
	Add'l Info:	Unable to get connection information for the VoIP Monitor service.
	Action:	Check that the VoIP Monitor service is running and restart.
VOIP2093	Text:	Unable to initialize the Corba connection for VoIP service [%hs].
	Type:	Error
	Add'l Info:	Unable to initialize the Corba connection for VoIP Monitor service.
	Action:	Check that the VoIP Monitor service is running and restart.

Error	Description	
VOIP2095	Text:	Unable to get the VPN IP address from a VoIP service.
	Type:	Error
	Add'l Info:	Unable to get the VPN IP address.
	Action:	Check that the VoIP Monitor service is running and restart.
VOIP2096	Text:	Unable to get the MAC address for extension [%hs] from the VoIP service [%hs]. Corba exception [%hs] returned.
	Type:	Error
	Add'l Info:	Error getting the MAC address.
	Action:	Check that the VoIP Monitor service is running and configured correctly and restart.
VOIP2097	Text:	Unable to get the MAC address for extension [%hs] from the VoIP service [%hs]. Unknown Corba exception returned.
	Type:	Error
	Add'l Info:	Unknown Corba exception while looking for MAC address.
	Action:	Check that the VoIP Monitor service is running and restart.
VOIP2098	Text:	Unable to get the MAC address for extension [%hs] from the VoIP service [%hs]. VoIP service error returned.
	Type:	Error
	Add'l Info:	Unable to get the MAC address.
	Action:	Check the VoIP Monitor service logs.
VOIP2099	Text:	Unable to get the MAC address for extension [%hs] from any VoIP service.
	Type:	Error
	Add'l Info:	Error while looking for MAC address.
	Action:	Check the VoIP Monitor service logs.

Error	Description	
VOIP2100	Text:	Invalid connection information for the VoIP service [%hs].
	Type:	Error
	Add'l Info:	Invalid connection information for the VoIP Monitor service.
	Action:	Check that the VoIP Monitor service is running and restart.
VOIP2101	Text:	Unable to initialize the Corba connection for VoIP service [%ls].
	Type:	Error
	Add'l Info:	Unable to initialize the Corba connection.
	Action:	Check that the VoIP Monitor service is running and restart.
VOIP2102	Text:	Unable to initialize Corba connection for desktop monitoring of extension [%hs].
	Type:	Error
	Add'l Info:	Unable to initialize Corba connection for desktop monitoring.
	Action:	Check that the Client is running and restart.
VOIP2103	Text:	Unable to initialize Corba connection for recording extension [%hs].
	Type:	Error
	Add'l Info:	Unable to initialize Corba connection for recording extension.
	Action:	Check that the Client is running and restart.
VOIP2104	Text:	Failed to start <%ls> thread.
	Type:	Error
	Add'l Info:	Failed to start thread.
	Action:	Check the system resources (memory & handles) and restart.

Error	Description	
VOIP3001	Text:	System error. Failed to create socket for VPN service. Error: [%hs].
	Type:	Warn
	Add'l Info:	Failed to create socket for VPN service.
	Action:	Read the included error description.
VOIP3002	Text:	Unable to stop the monitoring session. The VoIP Monitor service [%hs] is under recovery.
	Type:	Warn
	Add'l Info:	Unable to stop the monitoring session.
	Action:	Read the included error description.
VOIP3003	Text:	Could not create the LDAP recovery thread.
	Type:	Warn
	Add'l Info:	Could not create the LDAP recovery thread.
	Action:	Read the included error description.
VOIP3004	Text:	Unsupported Codec. PayloadType = <%ls>.
	Type:	Warn
	Add'l Info:	Unsupported Codec format.
	Action:	Use one of the supported codec formats. G279, aLaw, or uLaw.
WEBADMIN 2001	Text:	Generic error - with Error Code and Error Message
	Type:	Error
	Add'l Info:	None.
	Action:	Check log files for details.