

OPEN_REQ giving FAILURE_CONF, CTI...



[Urszula Dziurzynska](#) 4 posts since Apr 7, 2015

OPEN_REQ giving FAILURE_CONF, CTI protocol versioning Apr 29, 2015 4:14 AM

Hello,

1. I have a problem with sending OPEN_REQ

I get in response error: "com.cisco.Ged188.CRACTIInvalidMessageException: readMsg: Handled InvalidObjectException: Invalid definition for message of type: OPEN_REQ; nested exception is: no definition for message field of type: unknown tag: 0"

How can I know what is wrong?

2. I am also not sure about protocol CTI versioning. I've read documentation "Cisco Unified Contact Center Express CTI Protocol Developer Guide Release 10.5(1)". I can see in this doc that some fields are supported only with specific protocol version (e.g.OPEN_CONF and field: FltPeripheralID for version 14 and later only). But how can I know what version should I use? My server version is 10.6.1, my docs fo CTI (above) is 10.5.1 but version needs to be between 10 - 20.

I use version 14, but tried also numbers from 10 to 20 and in 1. still have the same error.

Urszula

Tags: [cti_protocol_version](#), [open_req](#)



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Re: OPEN_REQ giving FAILURE_CONF, CTI protocol versioning May 4, 2015 12:28 AM

I've answered on my own question 1: I was sending wrong data type in one field - instead of sending byte I was sending integer. After fixing this I got correct OPEN_CONF in response.

Question 2: all I found is Unified CCX Software Compatibility Matrix, e.g.:http://docwiki.cisco.com/wiki/Unified_CCX_Software_Compatibility_Matrix_for_10.6%281%29



[Vijay Dheenadayalan](#) 22 posts since Nov 17, 2014

Re: OPEN_REQ giving FAILURE_CONF, CTI protocol versioning May 8, 2015 2:16 AM

 in response to [Urszula Dziurzynska](#)

Hi Urszula,

Good to know that you have solved the issue all by yourself. Kudos.

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Yes. The information given in the compatibility matrix is all we have and I guess is very clear. It says for UCCX v10.6.1.10000-39, the supported CTI protocol versions are 13, 14 and 15.

I see that you are using v14 which is a supported version.

Regards

Vijay