

Not able to get CONFIG_AGENT_EVENT



[Saibal Das](#) 8 posts since Apr 18, 2017

Not able to get CONFIG_AGENT_EVENT May 4, 2017 3:03 PM

Hi,

I have specified CONFIG_AGENT_MASK | CONFIG_APPLICATION_MASK as the mask in OPEN_REQ.

I do get the CONFIG_KEY_EVENT event in response to CONFIG_REQUEST_KEY_EVENT. However, all the keys are 0. Is this expected?

I then send a CONFIG_REQUEST_EVENT event with mask 0x00000001. In response, I get the CONFIG_BEGIN_EVENT ConfigType == 1 ConfigurationMask == 0x2, CONFIG_CSQ_EVENT, and then CONFIG_END_EVENT with Status == CONFIG_SUCCESS. I don't get the CONFIG_AGENT_EVENT. I tried the CONFIG_REQUEST_EVENT with different mask - 0x00000002, 0x00000004, x00000008 without any success.

Please let me know,

Saibal Das



[Balakrishnan Doraisamy](#) 2 posts since Feb 12, 2014

Re: Not able to get CONFIG_AGENT_EVENT May 15, 2017 11:15 AM

Hi Saibal Das,

From your question, I understand that you are looking out to get agent related events from CTI. If yes, please try to set the config message mask as 0x0000000f (in your OPEN_REQ) and check if you are able to receive agent config events.

Thanks ~Bala



[Saibal Das](#) 8 posts since Apr 18, 2017

Re: Not able to get CONFIG_AGENT_EVENT May 16, 2017 11:09 AM

 in response to [Balakrishnan Doraisamy](#)

Hi Bala,

Thanks for your reply. I did try with the config message mask 0x0000000f in OPEN_REQ but I didn't get Agent Config events. I keep getting the CSQ Config events.

Thanks


Saibal

Not able to get CONFIG_AGENT_EVENT



[Saibal Das](#) 8 posts since Apr 18, 2017

Re: Not able to get CONFIG_AGENT_EVENT May 17, 2017 11:18 AM

 in response to [Saibal Das](#)

Hi Bala,

Is it possible for you to provide me with some sample working code ? Or maybe an application I can try it out.
Does it require any specific settings on CTI Server or UCCX?

Thanks,
Saibal Das