

Starting a conference call using...



[John Pulley](#) 7 posts since Mar 28, 2014

Starting a conference call using GED-188 on UCCX Version 10 Oct 3, 2017 2:08 PM

When attempting to start a conference call with the GED-188 conference command to the UCCX CTI Server, we get back an odd error. "activeConnectionDeviceId not associated with an agent". This occurs even when all 3 devices are logged in agent extensions. The FAILURE_CONF event with the error message has status = 0. Note that this is conference, not single-step conference.

We are using the transfer command successfully in the same situations. Since the conference and transfer commands use the same arguments, I am stumped.

John

Tags: [uccx](#)



[Venkata Raghavan](#) 19 posts since Jul 10, 2011

Re: Starting a conference call using GED-188 on UCCX Version 10 Oct 26, 2017 9:34 AM

This can happen only when wrong or no "AgentInstrument" is passed in CTIConferenceCallReqMsg message. Can you verify the parameters in CTIConferenceCallReqMsg are correct as per GED-188/CTI Protocol developer guide? Please share MIVR logs if issue persists.