

KB164: CCC softphone does not start if TAPI modem is present

Problem

When attempting to start the CCC softphone and select the softphone option from the configuration dialog, the softphone service fails to start, and after looking at the PFShell.txt file, the following error is found

Header: frmConnectProgress::attemptConnectSoftphone

Text: Unable to connect to softphone - Error [OPEN_FAILED_TAPI_NOT_5220]

StackTrace: at

prairieFyre.WinForms.SoftPhone.SoftPhoneConnector.throwSoftPhoneException(String strMessage, PF_SOFTPHONE_RC rc)

at prairieFyre.WinForms.SoftPhone.SoftPhoneConnector.Connect()

at prairieFyre.WinForms.SoftPhone.frmConnectProgress.attemptConnectSoftphone()

Cause

This can be caused if a TAPI enabled device such as a modem is installed on your system. when the softphone starts up, it initializes the TAPI device with device ID 0, which may or may not be the Mitel softphone emulation device. if it is not, then the softphone will fail to load

Steps to reproduce

1. Make sure that you have a functional TAPI device on your system OTHER than the Mitel softphone emulation device
2. Install the Contact Center Client which also contains MiAudio on the system
3. once the CCC is installed and configured, launch the CCC and start the softphone
4. In the softphone configuration window, select the softphone option
5. At this point the connection progress dialog should come up... wait 30 seconds and then report that the softphone emulation service has failed to start

Fix

This hotfix has been included in all subsequent software versions. For our latest software and updates, please go to www.mitel.com.

If you have a business need for this hotfix and are unable to update to a supported software version, please contact Customer Support for assistance.

Applies to

CCC Softphone version 5.0 to 5.2

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<http://micc.mitel.com/kb/KnowledgebaseArticle50073.aspx>

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