

PBX programming-related error messages for CCC softphone

Common CCC softphone error codes related to PBX programming

Problem

When attempting to start the softphone, you get the following error:

Error type: eCommsError

Error code: -1

Operation: RealtimeCallControlClient - WaitOnPendingWorkItem

Detailed message: System.TimeoutException: Softphone proxy server did not respond after 30 seconds

If you look at the Mitai proxy server logs on the server, you find the following error:

*eError: ... MiTAIEngine - SetExtnMonCallback: Failed to monitor device - DN:[xxxx]
ReturnCode:[SXERR_PRIVILEGE_VIOLATION] Hmon:[...]*

Cause

The Mitai proxy server fails to set the monitor on the requested extension because it is associated to a class of service on the PBX that has “HCI/CTI/TAPI call control allowed” and “HCI/CTI/TAPI monitor allowed” set to false.

Resolution

Either modify the class of service for the associated extension so that “HCI/CTI/TAPI call control allowed” and “HCI/CTI/TAPI monitor allowed” are set to true, or create a brand new class of service with the mentioned properties set to true.

Problem

When attempting to start the softphone, you get the following error:

Error type: eMitaiError

Error code: 1245

Operation: GetForwardFeatureInfo

If you look at the CCC log, you will find the following error:

*eError: ... SoftphoneConfig::populateForwardingInfo: Operation failed -
MessageTag:[3] ReturnCode:[SXERR_FEATURE_NOT_ALLOWED]*

Cause

The Mitai proxy server fails to set the monitor on the requested extension because the prime line for that extension is a member of a multicall group that is linked to another extension. This causes

the mitai monitor to be set on the group DN, instead of on the requested extension. Then, when trying to get the forwarding info for that extension, Mitai fails because it tries to get forwarding information from the group, which is not possible.

Resolution

Change the prime line of that extension to be a single line. If the multicall group has to remain, simply create it as a secondary line appearance on the extension.

Problem

After the CCC softphone is started, when attempting to use the ACD actions menu to log in as an ACD agent, you get the following error:

Failed to login using the specified ACD agent, some of the possible reasons include are

- *The specified agent ID is used somewhere else*
- *There is already an ACD agent logged in to this phone*
- *This phone is not enabled for ACD login*

If you look at the CCC logs, you will find the following error:

*eError: ... MiniPhoneView::mnuSubACDLogin_Click: Operation failed -
MessageTag:[5] ReturnCode:[SXERR_PRIVILEGE_VIOLATION]*

Cause

The mitai proxy server fails to login the extension with the specified agent because the extension itself is not enabled for ACD.

Resolution

Make sure the "ACD enabled" feature on the associated extension is turned on.

For tagging purposes:

sxerr privilege violation MiTAI softphone

Last Modified By: dfountaine, Friday, March 24, 2017

<http://micc.mitel.com/kb/KnowledgebaseArticle50119.aspx>

Tuesday, January 31, 2023