

# [MS-OCER]:

## Client Error Reporting Protocol

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## Revision Summary

| Date       | Revision History | Revision Class | Comments   |
|------------|------------------|----------------|--|
| 4/4/2008   | 0.1              | New            | Initial version  |
| 4/25/2008  | 0.2              | Minor          | Updated based on feedback  |
| 6/27/2008  | 1.0              | Major          | Updated and revised the technical content.                                   |
| 9/12/2008  | 1.01             | Minor          | Revised and edited the technical content.                                    |
| 12/12/2008 | 2.0              | Major          | Updated and revised the technical content.                                   |
| 2/13/2009  | 2.01             | Minor          | Revised and edited the technical content.                                    |
| 3/13/2009  | 2.02             | Minor          | Revised and edited the technical content.                                    |
| 7/13/2009  | 2.03             | Major          | Revised and edited the technical content                                     |
| 8/28/2009  | 2.04             | Editorial      | Revised and edited the technical content                                     |
| 11/6/2009  | 2.05             | Editorial      | Revised and edited the technical content                                     |
| 2/19/2010  | 2.06             | Editorial      | Revised and edited the technical content                                     |
| 3/31/2010  | 2.07             | Major          | Updated and revised the technical content                                    |
| 4/30/2010  | 2.08             | Editorial      | Revised and edited the technical content                                     |
| 6/7/2010   | 2.09             | Editorial      | Revised and edited the technical content                                     |
| 6/29/2010  | 2.10             | Editorial      | Changed language and formatting in the technical content.                    |
| 7/23/2010  | 2.10             | None           | No changes to the meaning, language, or formatting of the technical content. |
| 9/27/2010  | 3.0              | Major          | Significantly changed the technical content.                                 |
| 11/15/2010 | 3.0              | None           | No changes to the meaning, language, or formatting of the technical content. |
| 12/17/2010 | 3.0              | None           | No changes to the meaning, language, or formatting of the technical content. |
| 3/18/2011  | 3.0              | None           | No changes to the meaning, language, or formatting of the technical content. |
| 6/10/2011  | 3.0              | None           | No changes to the meaning, language, or formatting of the technical content. |
| 1/20/2012  | 4.0              | Major          | Significantly changed the technical content.                                 |
| 4/11/2012  | 4.0              | None           | No changes to the meaning, language, or formatting of the technical content. |
| 7/16/2012  | 4.0              | None           | No changes to the meaning, language, or formatting of the technical content. |
| 10/8/2012  | 4.1              | Minor          | Clarified the meaning of the technical content.                              |
| 2/11/2013  | 4.1              | None           | No changes to the meaning, language, or formatting of the technical content. |

| <b>Date</b> | <b>Revision History</b> | <b>Revision Class</b> | <b>Comments</b>  |
|-------------|-------------------------|-----------------------|--|
| 7/30/2013   | 4.2                     | Minor                 | Clarified the meaning of the technical content.                              |
| 11/18/2013  | 4.2                     | None                  | No changes to the meaning, language, or formatting of the technical content. |
| 2/10/2014   | 4.2                     | None                  | No changes to the meaning, language, or formatting of the technical content. |
| 4/30/2014   | 4.3                     | Minor                 | Clarified the meaning of the technical content.                              |
| 7/31/2014   | 4.4                     | Minor                 | Clarified the meaning of the technical content.                              |
| 10/30/2014  | 4.5                     | Minor                 | Clarified the meaning of the technical content.                              |
| 3/30/2015   | 5.0                     | Major                 | Significantly changed the technical content.                                 |
| 9/4/2015    | 5.0                     | None                  | No changes to the meaning, language, or formatting of the technical content. |
| 7/15/2016   | 5.0                     | None                  | No changes to the meaning, language, or formatting of the technical content. |
| 9/14/2016   | 5.0                     | None                  | No changes to the meaning, language, or formatting of the technical content. |
| 6/20/2017   | 5.1                     | Minor                 | Clarified the meaning of the technical content.                              |
| 4/27/2018   | 6.0                     | Major                 | Significantly changed the technical content.                                 |
| 7/24/2018   | 7.0                     | Major                 | Significantly changed the technical content.                                 |
| 8/28/2018   | 8.0                     | Major                 | Significantly changed the technical content.                                 |
| 8/17/2021   | 9.0                     | Major                 | Significantly changed the technical content.                                 |
| 8/20/2024   | 10.0                    | Major                 | Significantly changed the technical content.                                 |
| 5/20/2025   | 11.0                    | Major                 | Significantly changed the technical content.                                 |

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# 1 Introduction

The Client Error Reporting Protocol describes proprietary extensions to the Session Initiation Protocol (SIP) for protocol client error reporting. The Session Initiation Protocol (SIP) is used by terminals to establish, modify, and terminate multimedia sessions or calls.

Sections 1.5, 1.8, 1.9, 2, and 3 of this specification are normative. All other sections and examples in this specification are informative.

## 1.1 Glossary

This document uses the following terms:

**101 Progress Report:** A response that indicates the progress of a **SIP request**.

**200 OK:** A response to indicate that the request has succeeded.

**Active Directory:** The Windows implementation of a general-purpose directory service, which uses LDAP as its primary access protocol. Active Directory stores information about a variety of objects in the network such as user accounts, computer accounts, groups, and all related credential information used by Kerberos [\[MS-KILE\]](#). Active Directory is either deployed as Active Directory Domain Services (AD DS) or Active Directory Lightweight Directory Services (AD LDS), which are both described in [\[MS-ADOD\]](#): Active Directory Protocols Overview.

**aggregation:** A mechanism for reusing objects. The outer object exposes interfaces from one or more inner objects as if they were implemented on the outer object itself.

**Application Sharing Multipoint Control Unit (ASMCU):** A Multipoint Control Unit (MCU) that supports application sharing conferencing.

**Augmented Backus-Naur Form (ABNF):** A modified version of Backus-Naur Form (BNF), commonly used by Internet specifications. ABNF notation balances compactness and simplicity with reasonable representational power. ABNF differs from standard BNF in its definitions and uses of naming rules, repetition, alternatives, order-independence, and value ranges. For more information, see [\[RFC5234\]](#).

**call park service (CPS):** A server endpoint that allows a user agent to make a call inactive without terminating that call. The call can then be reactivated by the same user agent, by using the same or a different endpoint, or a different user agent. See also parking lot.

**container:** A data model that is used to store published presence information and a list of subscribers who are permitted to view that information. It enables a publisher to publish different data values of the same category and instance, which enables different subscribers to see different values.

**Content-Type header:** A message header field whose value describes the type of data that is in the body of the message.

**Edge Server:** A server that is the entry point for all external traffic that both conforms to the Session Initiation Protocol (SIP) and that enters and exits an enterprise. It is typically installed on the perimeter network for an enterprise.

**federated partner:** An enterprise that is trusted for **federation**.

**federated user:** An external user who possesses valid credentials with a federated partner and who therefore is treated as authenticated by a protocol server.

**federation:** The ability of a server deployment to interoperate with other servers that were deployed by other enterprises.

**fully qualified domain name (FQDN):** An unambiguous domain name that gives an absolute location in the Domain Name System's (DNS) hierarchy tree, as defined in [\[RFC1035\]](#) section 3.1 and [\[RFC2181\]](#) section 11.

**Hypertext Transfer Protocol (HTTP):** An application-level protocol for distributed, collaborative, hypermedia information systems (text, graphic images, sound, video, and other multimedia files) on the World Wide Web.

**INVITE:** A **Session Initiation Protocol (SIP)** method that is used to invite a user or a service to participate in a session.

**mailbox:** A message store that contains email, calendar items, and other Message objects for a single recipient.

**read-only mode:** An attribute that indicates that an object cannot be changed or deleted. The object can only be accessed or displayed.

**REGISTER:** A **Session Initiation Protocol (SIP)** method that is used by an SIP client to register the client address with an SIP server.

**remote procedure call (RPC):** A communication protocol used primarily between client and server. The term has three definitions that are often used interchangeably: a runtime environment providing for communication facilities between computers (the RPC runtime); a set of request-and-response message exchanges between computers (the RPC exchange); and the single message from an RPC exchange (the RPC message). For more information, see [\[C706\]](#).

**server:** A replicating machine that sends replicated files to a partner (client). The term "server" refers to the machine acting in response to requests from partners that want to receive replicated files.

**service:** A process or agent that is available on the network, offering resources or services for clients. Examples of services include file servers, web servers, and so on.

**Session Initiation Protocol (SIP):** An application-layer control (signaling) protocol for creating, modifying, and terminating sessions with one or more participants. **SIP** is defined in [\[RFC3261\]](#).

**Simple Mail Transfer Protocol (SMTP):** A member of the TCP/IP suite of protocols that is used to transport Internet messages, as described in [\[RFC5321\]](#).

**SIP message:** The data that is exchanged between **Session Initiation Protocol (SIP)** elements as part of the protocol. An SIP message is either a request or a response.

**SIP protocol client:** A network client that sends **Session Initiation Protocol (SIP)** requests and receives SIP responses. An SIP client does not necessarily interact directly with a human user. User agent clients (UACs) and proxies are SIP clients.

**SIP request:** A **Session Initiation Protocol (SIP)** message that is sent from a user agent client (UAC) to a user agent server (UAS) to call a specific operation.

**SIP response:** A **Session Initiation Protocol (SIP)** message that is sent from a user agent server (UAS) to a user agent client (UAC) to indicate the status of a request from the UAC to the UAS.

**SIP response code:** A three-digit code in a **Session Initiation Protocol (SIP)** message, as described in [\[RFC3261\]](#).

**SOAP:** A lightweight protocol for exchanging structured information in a decentralized, distributed environment. **SOAP** uses XML technologies to define an extensible messaging framework, which provides a message construct that can be exchanged over a variety of underlying protocols. The framework has been designed to be independent of any particular programming model and

other implementation-specific semantics. SOAP 1.2 supersedes SOAP 1.1. See [\[SOAP1.2-1/2003\]](#).

**subscribe:** The process of registering to receive updates about presence information for client devices. The updates are delivered by using Wide Area Network Device Presence Protocol (WAN DPP).

**subscriber:** A **Session Initiation Protocol (SIP)** client that is making a SUBSCRIBE request.

**subscription:** The result of a SUBSCRIBE request from a **Session Initiation Protocol (SIP)** element.

**tenant:** A protocol client or protocol server that accesses a partition in a shared service database.

**unauthenticated user:** A user who has not received a **Session Initiation Protocol (SIP) 200 OK** response from a protocol server during registration. With the exception of federated users, all users are unauthenticated initially and are authenticated only after providing the appropriate credentials to the server.

**Voice over IP (VoIP):** The use of the Internet Protocol (IP) for transmitting voice communications. VoIP delivers digitized audio in packet form and can be used to transmit over intranets, extranets, and the Internet.

**website:** A group of related webpages that is hosted by a server on the World Wide Web or an intranet. Each website has its own entry points, metadata, administration settings, and workflows. Also referred to as site.

**XML element:** An XML structure that typically consists of a start tag, an end tag, and the information between those tags. Elements can have attributes and can contain other elements.

**XML schema:** A description of a type of XML document that is typically expressed in terms of constraints on the structure and content of documents of that type, in addition to the basic syntax constraints that are imposed by XML itself. An XML schema provides a view of a document type at a relatively high level of abstraction.

**MAY, SHOULD, MUST, SHOULD NOT, MUST NOT:** These terms (in all caps) are used as defined in [\[RFC2119\]](#). All statements of optional behavior use either MAY, SHOULD, or SHOULD NOT.

## 1.2 References

Links to a document in the Microsoft Open Specifications library point to the correct section in the most recently published version of the referenced document. However, because individual documents in the library are not updated at the same time, the section numbers in the documents may not match. You can confirm the correct section numbering by checking the [Errata](#).

### 1.2.1 Normative References

We conduct frequent surveys of the normative references to assure their continued availability. If you have any issue with finding a normative reference, please contact [dochelp@microsoft.com](mailto:dochelp@microsoft.com). We will assist you in finding the relevant information.

[RFC2119] Bradner, S., "Key words for use in RFCs to Indicate Requirement Levels", BCP 14, RFC 2119, March 1997, <https://www.rfc-editor.org/info/rfc2119>

[RFC3261] Rosenberg, J., Schulzrinne, H., Camarillo, G., Johnston, A., Peterson, J., Sparks, R., Handley, M., and Schooler, E., "SIP: Session Initiation Protocol", RFC 3261, June 2002, <http://www.ietf.org/rfc/rfc3261.txt>

## 1.2.2 Informative References

[RFC5234] Crocker, D., Ed., and Overell, P., "Augmented BNF for Syntax Specifications: ABNF", STD 68, RFC 5234, January 2008, <https://www.rfc-editor.org/info/rfc5234>

## 1.3 Overview

This protocol is an extension of the original **Session Initiation Protocol (SIP)**. This protocol defines a protocol for the SIP **server** to report errors and troubleshooting information to the **SIP protocol client** and for the SIP protocol client to report an error to the SIP server.

The diagnostics headers define a protocol for the SIP server to report errors encountered while fulfilling the SIP protocol client request, or to convey additional troubleshooting information to the SIP protocol client. The information contained in these headers can be used in specifying protocol client error handling behavior or troubleshooting SIP server problems. Protocol client error handling of received diagnostic codes is explained in section 9 and section 10.

The SIP server is able to send one or more progress responses while fulfilling a SIP protocol client request. These progress responses can include diagnostics headers. The SIP protocol client can collect diagnostics headers and other details from these progress responses, and if the request fails, the SIP protocol client can upload this diagnostic data to the SIP server for possible analysis or troubleshooting.

## 1.4 Relationship to Other Protocols

This protocol depends on **SIP**. This protocol defines additional SIP primitives and **XML schema** to support various extensions specified in this document.

This protocol is invoked as an extension of SIP. This protocol depends on all the protocols on which the SIP specification depends.

## 1.5 Prerequisites/Preconditions

This protocol assumes that both the protocol client and the **server** support **SIP**. The prerequisites for this protocol are the same as the prerequisites for SIP.

## 1.6 Applicability Statement

This protocol is applicable when both the protocol client and the **server** support the **SIP** and use one or more of the enhancements offered by SIP extensions.

## 1.7 Versioning and Capability Negotiation

This protocol does not have protocol versioning. Instead, explicit capability negotiation can be done by using the **Supported** header to indicate support of various features. Using the **Supported** header is the standard **SIP** mechanism of doing capability negotiation.

## 1.8 Vendor-Extensible Fields

None.

## 1.9 Standards Assignments

None.

## 2 Messages

### 2.1 Transport

This protocol does not introduce a new transport to exchange messages. It is capable of being used with any transport used by **SIP**.

### 2.2 Message Syntax

This protocol does not introduce a new message format. It relies on the **SIP message** format, as specified in [\[RFC3261\]](#) section 7.

This protocol extends the existing SIP message format for diagnostics headers in section [2.2.1](#) and defines a new format for the report error document in section [2.2.2](#).

#### 2.2.1 Diagnostics Headers

This protocol supports the reporting of error and troubleshooting information from the **SIP server** to **SIP protocol clients**, for two principal purposes:

1. To convey actionable error codes, this can be used by the SIP protocol client for various error handling purposes, such as displaying an error message to the user.
2. To convey diagnostic information to help troubleshoot SIP server problems.

The primitives are defined as **ms-diagnostics** headers (section [2.2.1.1](#)) and **ms-diagnostics-public** headers (section [2.2.1.2](#)) that are sent by the SIP server to the SIP protocol client.

The SIP server SHOULD [<1>](#) include an **ms-diagnostics** header in a **SIP response** to indicate an error encountered while fulfilling a SIP client request or to convey additional troubleshooting information about the SIP client request. It MAY include an **ms-diagnostics** header in CANCEL and BYE requests to indicate an error encountered while fulfilling a SIP client request or to convey additional troubleshooting information about the SIP client request.

The **ms-diagnostics** header added by the SIP server can contain information that is private or of sensitive nature for the enterprise, such as information about SIP servers in the enterprise. Hence, the **ms-diagnostics** header SHOULD be removed from SIP responses that are sent outside the enterprise boundary. Examples of users outside the enterprise boundary are **federated partners** and **unauthenticated users**. For reporting errors and troubleshooting information to federated partners and unauthenticated users, the **ms-diagnostics-public** header can be used.

##### 2.2.1.1 ms-diagnostics Header

###### Rules for adding this header

- The **SIP server** SHOULD [<2>](#) add one **ms-diagnostics** header to a **SIP response** sent to the **SIP protocol client**.
- The SIP server MUST NOT add more than one **ms-diagnostics** header to the same SIP response.
- The SIP protocol client MUST NOT add the **ms-diagnostics** header to **SIP requests** or responses sent to the SIP server.
- The SIP server MAY [<3>](#) add one **ms-diagnostics** header to CANCEL and BYE requests to indicate the reason for termination.

###### Header Format

The format for the **ms-diagnostics** header in the **Augmented Backus-Naur Form (ABNF)**, as defined in [\[RFC5234\]](#), is specified as follows.

The parameters **HCOLON**, **SEMI**, **generic-param**, and **quoted-string** are as defined in [\[RFC3261\]](#) Section 25.1.

```
ms-diagnostics HCOLON ErrorId SEMI reason-param SEMI source-param *(SEMI generic-param)
```

**ErrorId** (unsigned-integer): Required. Value **MUST** be within unsigned integer range. **ErrorId** represents a specific error condition, and **SHOULD** be used by the SIP client to determine appropriate error handling behavior.

**source-param**: Required. Equals "source=" source-value.

**source-value**: A quoted-string; optional. Value **SHOULD** be the **fully qualified domain name (FQDN)** or the IP address of the SIP server generating the header.

**reason-param**: Required. Equals "reason=" reason-value.

**reason-value**. A quoted-string; optional. **Reason** indicates a specific reason for an explanation of the error. The SIP protocol client **SHOULD NOT** use this parameter value for defining error handling behavior. This parameter value **MAY** be used for SIP server troubleshooting purposes, although this use is implementation-specific.

**\*(SEMI generic-param)**: Optional. **Generic-param** can be used to define custom attribute-value pairs to convey additional information to the SIP client on how to troubleshoot or fix the problem.

Following are some predefined **Generic-param** parameters. These parameters have specific meaning and **SHOULD** be used only for defined purpose.

- **Setup\_time**: Optional. The value of Setup\_time is an integer that represents the time in milliseconds that is the difference between the time at which call establishment starts, and completes. Client **SHOULD** include this parameter only for calls that are established. If client is including this parameter it **SHOULD** report setup time as time perceived locally.

The following example is an **ms-diagnostics** header. For a list of all server error IDs and their corresponding reasons, see section [8](#).

```
ms-diagnostics: 1007;reason="Temporarily cannot route";source="sip.contoso.com";ErrorType="Connect Attempt Failure";WinsockFailureDescription="The peer actively refused the connection attempt";WinsockFailureCode="274D (WSAECONNREFUSED)";Peer="sip.fabrikam.com"
```

The error in the preceding example indicates that the server "sip.contoso.com" was not able to route the message or call to the peer server "sip.fabrikam.com" because the peer refused the attempt to connect. This could happen if the peer server was not accepting incoming connections.

In the preceding example:

- **ErrorId** = 1007.
- **Source** = "sip.contoso.com" is the server that reported the error.
- **Reason** = "Temporarily cannot route" implies that this server, sip.contoso.com, cannot route messages and calls temporarily to the destination server.
- The additional attributes **Peer**, **ErrorType**, **WinsockFailureDescription** and **WinsockFailureCode** provide additional information that can be used for troubleshooting purposes.

### 2.2.1.2 ms-diagnostics-public Header

The **ms-diagnostics** (section [2.2.1.1](#)) header can contain sensitive enterprise information that is not to be passed to users across an enterprise boundary, such as to **federated partners**. The **ms-diagnostics-public** header can be used to pass error and troubleshooting information to **federated users** and to **unauthenticated users**.

The rules for adding this header are as follows:

- The **SIP server** MAY<4> add one **ms-diagnostics-public** header to a SIP BYE or CANCEL request or a **SIP response** sent to the **SIP protocol client** when communicating outside the enterprise boundary.
- The SIP server MUST NOT add more than one **ms-diagnostics-public** header to the same **SIP request** or SIP response sent to the SIP protocol client.
- The SIP protocol client MUST NOT add the **ms-diagnostics-public** header to SIP requests or SIP responses sent to the SIP server.

#### Header Format

The format of the **ms-diagnostics-public** header is similar to the **ms-diagnostics** header, as defined in section 2.2.1.1, with the exception that the ms-diagnostics-public header MUST NOT contain the **source** parameter.

Format for the **ms-diagnostics-public** header in **ABNF** is specified as follows.

The parameters **HCOLON**, **SEMI**, **generic-param**, and **quoted-string** are as defined in [\[RFC3261\]](#) Section 25.1.

```
ms-diagnostics-public HCOLON ErrorId SEMI reason-param * (SEMI generic-param)
```

**ErrorId** (unsigned-integer): Required. Value MUST be within unsigned integer range. **ErrorId** represents a specific error condition, and SHOULD be used by the SIP protocol client to determine appropriate error handling behavior.

**reason-param**: Required. Equals "reason=" reason-value.

**reason-value**: A quoted-string. Optional. **Reason** indicates a specific reason for an explanation of the error. A SIP protocol client SHOULD NOT use this parameter value to determine error handling behavior. This parameter value can be used for SIP server for troubleshooting purposes, although this is implementation-specific.

**\*(SEMI generic-param)**: Optional. **Generic-param** can be used to define custom attribute-value pairs to convey additional troubleshooting information to the SIP protocol client.

The following example is an **ms-diagnostics-public** header. For a list of all error IDs and their corresponding reasons, see section [7](#) and section [8](#).

```
ms-diagnostics-public: 3027;reason=" User not allowed in closed conference"
```

The preceding error indicates that the user attempted to join a "Closed Conference", but was not authorized to do so.

In the preceding example:

- **ErrorId** = 3027.
- **reason** = "User not allowed in closed conference".

## 2.2.2 application/msrtc-reporterror+xml Report Error Document Format

This protocol supports reporting an error to the **SIP server**. The primitives are defined as an **XML element** that is sent to the SIP server by means of a **SERVICE** request. This protocol supports the following primitives:

**reportError**: The **reportError** primitive is used for reporting an error. It contains the **error** element.

**error**: Error details. This element contains the following attributes and elements:

- **fromUri**: This attribute contains the From URI of the **SIP request** that failed; optional. If this attribute is not set, then the From URI of the service request that carrying this error report will be used.
- **toUri**: This attribute contains the **To URI** of the SIP request that failed; optional.
- **callId**: This attribute contains the **Call-ID** of the SIP request that failed; required.
- **fromTag**: The attribute contains the **From** tag of the SIP request that failed; optional.
- **toTag**: This attribute contains the **To** tag of the SIP request that failed; optional.
- **requestType**: This attribute contains the **Method** name of the SIP request that failed; required. For example, this SIP request could be an **INVITE** or **SERVICE**. MUST NOT be longer than 33 characters.
- **contentType**: This attribute contains the **Content-Type header** of the SIP request that failed; optional. MUST NOT be longer than 257 characters.
- **responseCode**: This attribute contains the **SIP response code** received from the SIP server for the SIP request; required. MUST be within the unsigned integer range.
- **diagHeader**: This element is the **ms-diagnostics** header (section [2.2.1.1](#)) of the **SIP response** received from the SIP server for the SIP request; optional. MUST NOT be longer than 65,535 characters.
- **progressReports**: This element is the list of progress report; required. It contains the following elements:
  - **progressReport**: This element is a progress report; optional. It contains the following element:
    - **diagHeader**: This element is an **ms-diagnostics** header from the SIP progress response that is sent by the SIP server while processing the original SIP request; required. MUST NOT be longer than 65,535 characters.

Total length of **fromUri** of the SIP request, **toUri**, **callId**, **fromTag**, and **toTag** MUST NOT be longer than 669 characters.

The following example is a report error document data.

```
<reportError xmlns="http://schemas.microsoft.com/2006/09/sip/error-reporting">
  <error toUri="sip:user@contoso.com"
        callId="5ec5a21ab8bb4960b98de162f45cd204"
        fromTag="823bb11e1a"
        toTag="4F230FC472C24AD1255468D8C334D8FE"
        contentType="application/sdp;call-type=audiovideo"
        responseCode="408"
        requestType="INVITE">
    <diagHeader>10000;reason="Gateway returned a SIP failure code"
    </diagHeader>
    <progressReports>
```

```
<progressReport>
  <diagHeader>12006;reason="Trying next hop";appName="OutboundRouting"
</diagHeader>
</progressReport>
</progressReports>
</error>
</reportError>
```

## 3 Protocol Details

### 3.1 Client Error Reporting Protocol

This protocol allows the **SIP server** to report errors or troubleshooting information and allows **SIP protocol clients** to report errors to the SIP server.

The SIP server SHOULD include the **ms-diagnostics** header (section [2.2.1.1](#)) in **SIP responses** to indicate the errors encountered while fulfilling the SIP protocol client request or to convey additional troubleshooting information. It MAY include the **ms-diagnostics** header in CANCEL and BYE requests<5> to indicate the errors encountered while fulfilling the SIP protocol client request or to convey additional troubleshooting information.

The SIP server can send progress responses while processing a request. A progress response SHOULD include a diagnostics header with diagnostic data explaining progress details.

The SIP protocol client can hold progress responses until it receives a **200 OK** from the SIP server for the request. If the original request fails, the SIP protocol client can report this error to the SIP server.

#### 3.1.1 Abstract Data Model

None.

#### 3.1.2 Timers

None.

#### 3.1.3 Initialization

There is no initialization required for the **SIP server** to add the **ms-diagnostics** header (section [2.2.1.1](#)) or **ms-diagnostics-public** header (section [2.2.1.2](#)) to a **SIP response**. However, the **SIP protocol client** SHOULD be registered with the SIP server before reporting an error. This is done by sending a **REGISTER** request to the SIP server, as specified in [\[RFC3261\]](#) section 10.

#### 3.1.4 Higher-Layer Triggered Events

Except as specified in the following sections, the rules for message processing are as specified in [\[RFC3261\]](#).

##### 3.1.4.1 Reporting an error (reportError SERVICE Request)

To report an error, the **SIP protocol client** uses an XML request within the body of a **SERVICE** request. The following example is a **reportError** request.

```
SERVICE sip:user@contoso.com
SIP/2.0 Via: SIP/2.0/TLS 192.168.66.91:49541 Max-Forwards: 70
From: "Bob" <sip:user@contoso.com >;
    tag=e3c95998f5;
    epid=35cd761967
To: < sip:user@contoso.com >
Call-ID: 6be494735907459185141bfc3fe33d64
CSeq: 1 SERVICE
Contact: <sip:user@contoso.com;opaque=user:epid:jhZCdnYXDViQYD-FMOGemgAA;gruu>
User-Agent:
    RTC/1.3.5315 (Messenger 5.1.0530)
Proxy-Authorization:
```

```
Kerberos qop="auth",
realm="SIP Communications Service",
opaque="55EAEBC7",
crand="86310220",
cnum="12",
targetname="contoso.com",
response="602306092a864886f71201020201011100ffffffac4c0cc079745a3a3ad52e7fdb50f6a"
Content-Type: application/msrtc-reporterror+xml
Content-Length: ...
```

```
<reportError xmlns="http://schemas.microsoft.com/2006/09/sip/error-reporting">
  <error toUri="sip:user@contoso.com"
    callId="5ec5a21ab8bb4960b98de162f45cd204"
    fromTag="823bb11e1a"
    toTag="4F230FC472C24AD1255468D8C334D8FE"
    contentType="application/sdp;call-type=audiovideo"
    responseCode="408"
    requestType="INVITE">
    <diagHeader>10000;reason="Gateway returned a SIP failure code"
  </diagHeader>
  <progressReports>
    <progressReport>
      <diagHeader>12006;reason="Trying next hop";appName="OutboundRouting"
    </diagHeader>
    </progressReport>
  </progressReports>
</error>
</reportError>
```

The SERVICE method with XML body is used to carry the report error request between the SIP protocol client and the **SIP server**. The **Content-Type header** of the report error document is "application/msrtc-reporterror+xml". The XML body of the request identifies the error report. The schema of an application/msrtc-reporterror+xml error report document is specified in section 6.

### 3.1.5 Message Processing Events and Sequencing Rules

Except as specified in the following paragraphs, the rules for message processing are as specified in [\[RFC3261\]](#).

The **SIP server** SHOULD send a **200 OK** to the **SIP protocol client** if the **SERVICE** request is successfully processed.

The SIP server SHOULD send a 503 Service Unavailable response without a message body if it is unable to fulfill the request when Client Error Reporting is not enabled. The SIP server SHOULD include a **Retry-after** header with the 503 Service Unavailable response when Client Error Reporting is enabled but the service is busy, to indicate when the SIP protocol client can retry. The SIP protocol client SHOULD wait the amount of time specified in the **Retry-after** header before re-trying the request.

The SIP server SHOULD add the **ms-diagnostics** header (section [2.2.1.1](#)) ID= 2019, Report error service is not available, to the 503 Service Unavailable response if the error reporting service is not available. If the SIP protocol client encounters **ms-diagnostics** header ID=2019, or **ms-diagnostics** headers are missing in a 503 Service Unavailable response, it SHOULD NOT retry the request during the login session.

The SIP server SHOULD send 413 Request Entity Too Large response if the SERVICE request body has a value larger than its expected size. Expected sizes are specified in section [2.2.2](#). The SIP protocol client SHOULD NOT retry the request if it receives a 413 Request Entity Too Large response from the SIP server.

### **3.1.6 Timer Events**

None.

### **3.1.7 Other Local Events**

None.

## 4 Protocol Examples

The following sections describe several operations as used in common scenarios to illustrate the function of this protocol.

### 4.1 Report Error Example

This example shows the use of an error reporting **SERVICE** request. In this example, alice@contoso.com attempts to call bob@contoso.com, but the call fails with a 504 Server Time-out response.

The **SIP protocol client** sends an **INVITE** request to the **SIP server**.

```
INVITE sip:bob@contoso.com;user=phone SIP/2.0
Via: SIP/2.0/TLS 192.168.66.91:49541
Max-Forwards: 70
From: <sip:alice@contoso.com>;tag=dlefe7a825;epid=d08da2d0b3
To: <sip:bob@contoso.com;user=phone>
Call-ID: f5290007af32443f8a82daa76c934880
CSeq: 1 INVITE
Contact: <sip:alice@contoso.com;opaque=user:epid:oc0GtDZDxlOnkHNTjMEMPAAA;gruu>
User-Agent: UCCP/2.0.6336.0 OC/2.0.6336.0 (Microsoft Office Communicator)
Ms-Conversation-ID: Acg8QZRtttQRTklXTW+BoIbrg0tkFgAACPF8w
Supported: timer
Supported: ms-sender
Supported: ms-early-media
ms-keep-alive: UAC;hop-hop=yes
P-Preferred-Identity: <sip:alice@contoso.com>
Supported: ms-conf-invite
Proxy-Authorization: NTLM qop="auth", realm="SIP Communications Service",
opaque="08E69302", crand="718bf41d", cnum="600", targetname="server.contoso.com",
response="010000000908f0a57c23ab742032bdb"
Content-Type: application/sdp
Content-Length: ...
```

The SIP server sends a 100 Trying response to the SIP protocol client.

```
SIP/2.0 100 Trying
Authentication-Info: NTLM rspauth="01000000000000000518D88E842032BDB", srand="D63E551B",
snum="970", opaque="08E69302", qop="auth", targetname="server.contoso.com ", realm="SIP
Communications Service"
From: <sip:alice@contoso.com>;tag=dlefe7a825;epid=d08da2d0b3
To: <sip:bob@contoso.com;user=phone>
Call-ID: f5290007af32443f8a82daa76c934880
```

The SIP server sends a **101 Progress Report** response with diagnostic data to the SIP protocol client.

```
SIP/2.0 101 Progress Report
Authentication-Info: NTLM rspauth="01000000406D6963237FA4C142032BDB", srand="5D210485",
snum="971", opaque="08E69302", qop="auth", targetname="server.contoso.com", realm="SIP
Communications Service"
Content-Length: 0
Via: SIP/2.0/TLS 192.168.66.91:49541;received=10.54.78.109;ms-received-port=1334;ms-
received-cid=141FA900
From: "Alice"<sip:alice@contoso.com>;tag=dlefe7a825;epid=d08da2d0b3
To: <sip:bob@contoso.com;user=phone>
Call-ID: f5290007af32443f8a82daa76c934880
CSeq: 1 INVITE
```

```
ms-diagnostics: 12006;reason="Trying next hop";source="red-lsapf-01.exchange.corp.contoso.com";PhoneUsage="CN={44924569-8F42-48AD-B926-78F11B418D7E},CN=Phone Route Usages,CN=RTC Service,CN=Contoso,CN=System,DC=contoso,DC=com";PhoneRoute="RedLocalRoute";Gateway="gateway.contoso.com:5061";appName="OutboundRouting"
Server: OutboundRouting/3.0.0.0
```

The SIP server returns a 504 Server time-out error response.

```
SIP/2.0 504 Server time-out
Authentication-Info: NTLM rspauth="0100000048964310BE12908D42032BDB", srand="1D0EFB7D", snum="972", opaque="08E69302", qop="auth", targetname="server.contoso.com", realm="SIP Communications Service"
Via: SIP/2.0/TLS 192.168.66.91:49541;received=10.54.78.109;ms-received-port=1334;ms-received-cid=141FA900
From: "Alice"<sip:alice@contoso.com>;tag=dlefe7a825;epid=d08da2d0b3
To:<sip:bob@contoso.com;user=phone>;tag=66643C5C12E2A03D937F1045F8E8484F
Call-ID: f5290007af32443f8a82daa76c934880
CSeq: 1 INVITE
ms-diagnostics: 1007;reason="Temporarily cannot route";source="server.contoso.com";ErrorType="Connect Attempt Failure";WinsockFailureDescription="The peer actively refused the connection attempt";WinsockFailureCode="274D (WSAECONNREFUSED)";Peer="gateway.contoso.com"
Server: OutboundRouting/3.0.0.0
Content-Length: 0
```

The SIP protocol client reports the error using this protocol.

```
SERVICE sip:alice@contoso.com SIP/2.0
Via: SIP/2.0/TLS 192.168.66.91:49541
Max-Forwards: 70
From: <sip:alice@contoso.com>;tag=22b9d81281;epid=d08da2d0b3
To: <sip:alice@contoso.com>
Call-ID: 110a447676494d158ed66cee1de73f61
CSeq: 1 SERVICE
Contact:<sip:alice@contoso.com;opaque=user:epid:oc0GtDZDxlOnkHNTjMEMPAAA;gruu>
User-Agent: UCCP/2.0.6336.0 OC/2.0.6336.0 (Microsoft Office Communicator)
Proxy-Authorization: NTLM qop="auth", realm="SIP Communications Service", opaque="08E69302", crand="a0deb6f0", cnum="602", targetname="server.contoso.com", response="01000000200402008f62bd5042032bdb"
Content-Type: application/msrtc-reporterror+xml
Content-Length: 1106

<reportError xmlns="http://schemas.microsoft.com/2006/09/sip/error-reporting">
  <error toUri="sip:bob@contoso.com;user=phone"
    callId="f5290007af32443f8a82daa76c934880"
    fromTag="dlefe7a825"
    toTag="66643C5C12E2A03D937F1045F8E8484F"
    contentType="application/sdp;call-type=audiovideo"
    responseCode="504"
    requestType="INVITE">
    <diagHeader>1007;reason="Temporarily cannot route";source="server.contoso.com";ErrorType="Connect Attempt Failure";WinsockFailureDescription="The peer actively refused the connection attempt";WinsockFailureCode="274D (WSAECONNREFUSED)";Peer="gateway.contoso.com"</diagHeader>
  </error>
  <progressReports>
    <progressReport>
      <diagHeader>12006;reason="Trying next hop";source="server.contoso.com";PhoneUsage="CN={44924569-8F42-48AD-B926-78F11B418D7E},CN=Phone Route Usages,CN=RTC Service,CN=Contoso,CN=System,DC=contoso,DC=com";PhoneRoute="RedLocalRoute";Gateway="gateway.contoso.com:5061";appName="OutboundRouting"
    </diagHeader>
  </progressReports>
</reportError>
```

```
</progressReport>
</progressReports>
</error>
</reportError>
```

The SIP server sends a **200 OK** response to indicate that an error reporting request is processed successfully.

```
SIP/2.0 200 OK
Authentication-Info: NTLM rspauth="010000000000000509A9A9142032BDB", srand="2B629EB7",
snum="973", opaque="08E69302", qop="auth", targetname="server.contoso.com", realm="SIP
Communications Service"
From: "Alice"<sip:alice@contoso.com>;tag=22b9d81281;epid=d08da2d0b3
To: <sip:alice@contoso.com>;tag=66643C5C12E2A03D937F1045F8E8484F
Call-ID: 110a447676494d158ed66ceelde73f61
CSeq: 1 SERVICE
Via: SIP/2.0/TLS 192.168.66.91:49541;received=10.54.78.109;ms-received-port=1334;ms-
received-cid=141FA900
Content-Length: 0
```

## 5 Security

### 5.1 Security Considerations for Implementers

This protocol does not require any special security considerations beyond what is natively defined for **SIP**, except for the following.

The **ms-diagnostics** header added by the SIP **server** could contain information that is private or of a sensitive nature for the enterprise, such as information about a SIP server in the enterprise. Hence, the **ms-diagnostics** header needs to be removed from **SIP requests** and **SIP responses** that are sent to users outside the enterprise, such as to **federated partners** and **unauthenticated users**. For reporting errors and troubleshooting information to federated partners and unauthenticated users, the **ms-diagnostics-public** header can be used. [<6>](#)

### 5.2 Index of Security Parameters

None.

## 6 Appendix A: application/msrtc-reporterror+xml Schema

Following is the **XML schema** of the application/msrtc-reporterror+xml error report document.

```
<?xml version="1.0" encoding="utf-8"?>
<xs:schema
  targetNamespace="http://schemas.microsoft.com/2006/09/sip/error-reporting"
  elementFormDefault="qualified"
  attributeFormDefault="unqualified"
  xmlns="http://schemas.microsoft.com/2006/09/sip/error-reporting"
  xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:complexType name="ProgressReportType">
    <xs:sequence>
      <xs:element name="diagHeader" type="xs:string"
        minOccurs="1" maxOccurs="1">
      </xs:element>
      <xs:any namespace="##other" processContents="lax"
        minOccurs="0" maxOccurs="unbounded">
      </xs:any>
    </xs:sequence>
    <xs:anyAttribute namespace="##other" processContents="lax">
    </xs:anyAttribute>
  </xs:complexType>
  <xs:complexType name="ProgressReportsType">
    <xs:sequence>
      <xs:element name="progressReport" type="ProgressReportType"
        minOccurs="0" maxOccurs="unbounded">
      </xs:element>
      <xs:any namespace="##other" processContents="lax"
        minOccurs="0" maxOccurs="unbounded">
      </xs:any>
    </xs:sequence>
    <xs:anyAttribute namespace="##other" processContents="lax">
    </xs:anyAttribute>
  </xs:complexType>
  <xs:complexType name="ErrorType">
    <xs:sequence>
      <xs:element name="diagHeader" type="xs:string"
        minOccurs="0" maxOccurs="unbounded">
      </xs:element>
      <xs:element name="progressReports" type="ProgressReportsType"
        minOccurs="1" maxOccurs="1">
      </xs:element>
      <xs:any namespace="##other" processContents="lax"
        minOccurs="0" maxOccurs="unbounded">
      </xs:any>
    </xs:sequence>
    <xs:attribute name="fromUri" type="xs:string" use="optional">
    </xs:attribute>
    <xs:attribute name="toUri" type="xs:string" use="optional">
    </xs:attribute>
    <xs:attribute name="callId" type="xs:string" use="required">
    </xs:attribute>
    <xs:attribute name="fromTag" type="xs:string" use="optional">
    </xs:attribute>
    <xs:attribute name="toTag" type="xs:string" use="optional">
    </xs:attribute>
    <xs:attribute name="requestType" type="xs:string" use="required">
    </xs:attribute>
    <xs:attribute name="responseCode" type="xs:unsignedInt"
      use="required">
    </xs:attribute>
    <xs:attribute name="contentType" type="xs:string" use="optional">
    </xs:attribute>
    <xs:anyAttribute namespace="##other" processContents="lax">
    </xs:anyAttribute>
  </xs:complexType>

```

```
<xs:complexType name="ReportErrorType">
  <xs:sequence>
    <xs:element name="error" type="ErrorType"
      minOccurs="1" maxOccurs="1">
    </xs:element>
    <xs:any namespace="##other" processContents="lax"
      minOccurs="0" maxOccurs="unbounded">
    </xs:any>
  </xs:sequence>
  <xs:anyAttribute namespace="##other" processContents="lax">
  </xs:anyAttribute>
</xs:complexType>
<xs:element name="reportError" type="ReportErrorType">
</xs:element>
</xs:schema>
```

## 7 Appendix B: Diagnostics Header Error Identifiers and Reason Values for Releases subsequent to Lync Server 2010

The tables in this section list the **ErrorIDs** per subcomponent for Microsoft Lync Server 2010, Microsoft Lync Server 2013, Microsoft Skype for Business Server 2015, and Microsoft Skype for Business Server 2019.

### 7.1 MS-Diagnostic Public Errors

The following table lists the **ms-diagnostics** header (section [2.2.1.1](#)) **ErrorIDs** generated by the Lync **server** for the current release.

| ErrorId | Header         | SIP Request, Response | Reason string   |
|---------|----------------|-----------------------|---|
| 0       | ms-diagnostics | Response              | Server Internal Error.  |
| 1       | ms-diagnostics | Response              | Service Unavailable.  |
| 2       | ms-diagnostics | Response              | See response code and reason phrase.  |
| 3       | ms-diagnostics | Response              | Invalid forwarding location.  |
| 4       | ms-diagnostics | Response              | Insufficient bandwidth to establish session. Do not attempt re-route.                               |
| 5       | ms-diagnostics | Response              | Insufficient bandwidth to establish session. Attempt PSTN re-route.                                 |
| 6       | ms-diagnostics | Response              | Insufficient bandwidth to establish session. PSTN reroute blocked for caller.                       |
| 15      | ms-diagnostics | Response              | Dialog route set update failed.   |
| 16      | ms-diagnostics | Response              | Registration route set update failed.   |
| 17      | ms-diagnostics | Response              | Wait for dialog route set update timed out.   |
| 21      | ms-diagnostics | Response              | Call failed to establish due to a media connectivity failure where one endpoint is of unknown type. |
| 22      | ms-diagnostics | Response              | Call failed to establish due to a media connectivity failure when both endpoints are internal.      |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 23             | ms-diagnostics | Response   | Call failed to establish due to a media connectivity failure when one endpoint is internal and the other is remote.              |
| 24             | ms-diagnostics | Response   | Call failed to establish due to a media connectivity failure when both endpoints are remote.                                     |
| 25             | ms-diagnostics | Response   | A federated call failed to establish due to a media connectivity failure where both endpoints are internal.                      |
| 26             | ms-diagnostics | Response   | A federated call failed to establish due to a media connectivity failure where one endpoint is internal and the other is remote. |
| 27             | ms-diagnostics | Response   | A federated call failed to establish due to a media connectivity failure where both endpoints are remote.                        |
| 28             | ms-diagnostics | Response   | A public service provider call failed to establish due to a media connectivity failure with an internal endpoint.                |
| 29             | ms-diagnostics | Response   | A public service provider call failed to establish due to a media connectivity failure with a remote endpoint.                   |
| 31             | ms-diagnostics | Response   | Call terminated on a mid-call media failure where one endpoint is of unknown type.   |
| 32             | ms-diagnostics | Response   | Call terminated on mid-call media failure where both endpoints are internal.   |
| 33             | ms-diagnostics | Response   | Call terminated on a mid-call media failure where one endpoint is internal and the other is remote.                              |
| 34             | ms-diagnostics | Response   | Call terminated on a mid-call media failure where both endpoints are remote.   |
| 35             | ms-diagnostics | Response   | Federated call terminated on a mid-call media failure where both endpoints are internal.   |
| 36             | ms-diagnostics | Response   | Federated call terminated on a mid-call media failure where one endpoint is internal and the other is remote.                    |
| 37             | ms-diagnostics | Response   | Federated call terminated on a mid-call media failure where both users are remote.   |
| 38             | ms-diagnostics | Response   | Public service provider call terminated on a mid-call media failure with an internal endpoint.                                   |
| 39             | ms-diagnostics | Response   | Public service provider call terminated on a mid-call media failure with a remote endpoint.                                      |

## 7.2 SipStack

The following table lists the **SipStack ErrorIds**, numbered 1000 – 1999, generated by the Lync front-end **server** and Access **Edge Server** for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>   |
|----------------|----------------|------------------------------|--|
| 1000           | ms-diagnostics | Response                     | Final handshake failed.  |
| 1001           | ms-diagnostics | Response                     | From URI not authorized to communicate with public IM providers.             |
| 1002           | ms-diagnostics | Response                     | From URI not authorized to communicate with federated partners.              |
| 1003           | ms-diagnostics | Response                     | User does not exist.   |
| 1004           | ms-diagnostics | Response                     | Route set is no longer valid.  |
| 1005           | ms-diagnostics | Response                     | Cannot route to destination domain.  |
| 1006           | ms-diagnostics | Response                     | Error routing on client connection.  |
| 1007           | ms-diagnostics | Response                     | Temporarily cannot route.  |
| 1008           | ms-diagnostics | Response                     | Unable to resolve DNS SRV record.  |
| 1009           | ms-diagnostics | Response                     | Conflicting SRV and host domains in DNS.                                     |
| 1010           | ms-diagnostics | Response                     | Certificate trust with next-hop server could not be established.             |
| 1011           | ms-diagnostics | Response                     | ms-diagnostics header not provided by previous hop.                          |
| 1012           | ms-diagnostics | Response                     | From URI is not authorized to communicate with users outside the enterprise. |
| 1013           | ms-diagnostics | Response                     | Significant time skew detected during authentication.                        |
| 1014           | ms-diagnostics | Response                     | Unable to resolve DNS A record.  |

| ErrorId | Header         | SIP      | Reason string  |
|---------|----------------|----------|--|
| 1015    | ms-diagnostics | Response | Cannot route from message source domain.   |
| 1016    | ms-diagnostics | Response | Message asserted domain traffic type does not match source domain.   |
| 1017    | ms-diagnostics | Response | Cannot route From and To domains in this combination.  |
| 1018    | ms-diagnostics | Response | Parsing failure.   |
| 1019    | ms-diagnostics | Response | Referred-By header parameters are not valid.   |
| 1020    | ms-diagnostics | Response | Identity of the referrer could not be verified with the ms-identity parameter.   |
| 1021    | ms-diagnostics | Response | Integrity of the referrer information could not be verified with the ms-identity-cookie parameter.                               |
| 1022    | ms-diagnostics | Response | Cannot process routing destination.  |
| 1023    | ms-diagnostics | Response | The destination domain of the message resolved to a peer of an incompatible type.  |
| 1024    | ms-diagnostics | Response | Message boss (on-behalf-of) domain traffic type does not match source domain.  |
| 1025    | ms-diagnostics | Response | Allowed partner domain resolved by DNS SRV to a <b>fully qualified domain name (FQDN)</b> that matches a different routing rule. |
| 1026    | ms-diagnostics | Response | Domain resolved by DNS SRV to multiple fully qualified domain names (FQDN) that match different routing rules.                   |
| 1027    | ms-diagnostics | Response | Cannot route this type of SIP request to or from federated partners.   |
| 1028    | ms-diagnostics | Response | Domain resolved by DNS SRV to a configured hosting service but the domain is not in the allow list.                              |
| 1029    | ms-diagnostics | Response | There is no configured route to process message destined to the enterprise edge.   |
| 1030    | ms-diagnostics | Response | The destination in the edge route did not match any configured server and cannot be used for Request URI routing.                |
| 1031    | ms-diagnostics | Response | The server could not contact the authentication authority (DC).  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 1032           | ms-diagnostics | Response   | Message diversion user domain traffic type does not match To user domain.     |
| 1033           | ms-diagnostics | Response   | Previous hop server component did not report diagnostic information.          |
| 1034           | ms-diagnostics | Response   | Previous hop federated peer did not report diagnostic information.            |
| 1035           | ms-diagnostics | Response   | Previous hop public IM provider did not report diagnostic information.        |
| 1036           | ms-diagnostics | Response   | Previous hop shared address space peer did not report diagnostic information. |
| 1037           | ms-diagnostics | Response   | Previous hop client did not report diagnostic information.                    |
| 1038           | ms-diagnostics | Response   | Failed to connect to a peer server .  |
| 1039           | ms-diagnostics | Response   | Failed to complete TLS negotiation with a peer server .                       |
| 1040           | ms-diagnostics | Response   | Connection to a peer server failed.   |
| 1041           | ms-diagnostics | Response   | Peer server pool is out of service.   |
| 1042           | ms-diagnostics | Response   | Failed to connect to the local Edge Server.                                   |
| 1043           | ms-diagnostics | Response   | Failed to complete TLS negotiation with the local Edge Server.                |
| 1044           | ms-diagnostics | Response   | Connection to the local Edge Server failed.                                   |
| 1045           | ms-diagnostics | Response   | Local Edge Server pool is out of service.                                     |
| 1046           | ms-diagnostics | Response   | Failed to connect to a federated peer server .                                |
| 1047           | ms-diagnostics | Response   | Failed to complete TLS negotiation with a federated peer server .             |
| 1048           | ms-diagnostics | Response   | Connection to a federated peer server failed.                                 |
| 1049           | ms-diagnostics | Response   | Federated peer server pool is out of service.                                 |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 1050           | ms-diagnostics | Response   | Failed to connect to a public IM provider.   |
| 1051           | ms-diagnostics | Response   | Failed to complete TLS negotiation with a public IM provider.                          |
| 1052           | ms-diagnostics | Response   | Connection to a public IM provider failed.   |
| 1053           | ms-diagnostics | Response   | Public IM provider is out of service.  |
| 1054           | ms-diagnostics | Response   | Failed to connect to a shared address space federated peer server .                    |
| 1055           | ms-diagnostics | Response   | Failed to complete TLS negotiation with a shared address space federated peer server . |
| 1056           | ms-diagnostics | Response   | Connection to a shared address space federated peer server failed.                     |
| 1057           | ms-diagnostics | Response   | Shared address space federated peer is out of service.                                 |
| 1058           | ms-diagnostics | Response   | Error routing on remote client connection.   |
| 1059           | ms-diagnostics | Response   | Cannot route anonymous user to or from federated partner.                              |
| 1060           | ms-diagnostics | Response   | Remote user client access is disabled.   |
| 1061           | ms-diagnostics | Response   | Anonymous user client access is disabled.  |
| 1062           | ms-diagnostics | Response   | Anonymous user domain cannot be routed to or from a federated partner.                 |
| 1063           | ms-diagnostics | Response   | Cannot route to blocked IM Service Provider.   |
| 1064           | ms-diagnostics | Response   | Cannot route to blocked domain.  |
| 1065           | ms-diagnostics | Response   | <b>Federation</b> is disabled.   |
| 1066           | ms-diagnostics | Response   | Shared address space routing is disabled.  |
| 1067           | ms-diagnostics | Response   | Invalid status code present in response from untrusted source.                         |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 1068           | ms-diagnostics | Response   | Port is configured for health monitoring only.  |
| 1069           | ms-diagnostics | Response   | From URI not authorized for audio-video communication with federated partners.                  |
| 1070           | ms-diagnostics | Response   | To URI not authorized for audio-video communication with federated partners.                    |
| 1071           | ms-diagnostics | Response   | Error in shared address space configuration caused a routing loop at the local deployment edge. |
| 1072           | ms-diagnostics | Response   | User not homed in this forest.  |
| 1073           | ms-diagnostics | Response   | Identity of the referred user (referee) could not be verified.                                  |
| 1074           | ms-diagnostics | Response   | Domain not hosted by this service.  |
| 1076           | ms-diagnostics | Response   | Protocol Stack Telemetry data.  |
| 1077           | ms-diagnostics | Response   | Frequent connectivity failures to federated partner.  |
| 1078           | ms-diagnostics | Response   | Request exceeded the Max-Forwards limit.  |
| 1079           | ms-diagnostics | Response   | The capabilities exchange request was refused.  |

### 7.3 Presence

The following table lists the Presence ErrorIds, numbered 2000 – 2999, generated by the Lync front-end **server** for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>                       |
|----------------|----------------|------------------------------|--|
| 2000           | ms-diagnostics | Response                     | Prompted <b>subscriber</b> does not exist. |
| 2001           | ms-diagnostics | Response                     | Contact does not exist.                    |

| ErrorId | Header                | SIP      | Reason string  |
|---------|-----------------------|----------|--|
| 2002    | ms-diagnostics        | Response | Group does not exist.  |
| 2003    | ms-diagnostics        | Response | Category publication failed. Cannot overwrite read-only publication. |
| 2004    | ms-diagnostics        | Response | Subscriber is not authorized to subscribe.                           |
| 2005    | ms-diagnostics        | Response | The user in the FROM URI is not found.                               |
| 2006    | ms-diagnostics        | Response | Container member limit exceeded.                                     |
| 2007    | ms-diagnostics        | Response | Contact limit exceeded.  |
| 2008    | ms-diagnostics        | Response | Group limit exceeded.  |
| 2009    | ms-diagnostics        | Response | Contact extension too large.   |
| 2010    | ms-diagnostics        | Response | Category size limit exceeded.  |
| 2011    | ms-diagnostics-public | Response | Delivery context per subscriber limit exceeded.                      |
| 2012    | ms-diagnostics        | Response | Category subscription limit exceeded.                                |
| 2013    | ms-diagnostics-public | Response | msrtc-event-categories extension required.                           |
| 2014    | ms-diagnostics-public | Response | <b>Subscription</b> dialog does not exist.                           |
| 2015    | ms-diagnostics        | Response | Duplicate group name.  |
| 2016    | ms-diagnostics-public | Response | New subscription is required.  |
| 2017    | ms-diagnostics        | Response | Registration expired or unknown.                                     |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>   |
|----------------|-----------------------|------------|--|
| 2018           | ms-diagnostics-public | Response   | com.microsoft.msrtc.presence extension required.                 |
| 2019           | ms-diagnostics        | Response   | Report error service is not available.                           |
| 2020           | ms-diagnostics        | Response   | Request URI not equal to To URI.                                 |
| 2021           | ms-diagnostics        | Response   | Missing GRUU endpoint.   |
| 2022           | ms-diagnostics        | Response   | Contact: * only allowed with Expires: 0.                         |
| 2023           | ms-diagnostics        | Response   | Missing +sip.instance in contact.                                |
| 2024           | ms-diagnostics        | Response   | Badly formed +sip.instance in contact.                           |
| 2025           | ms-diagnostics        | Response   | Mismatched +sip.instance and epid identifiers.                   |
| 2026           | ms-diagnostics        | Response   | Error while parsing subscribe body.                              |
| 2027           | ms-diagnostics        | Response   | The URI is a GRUU for valid server role but version is too low.  |
| 2028           | ms-diagnostics        | Response   | GetNormalizedResponseExpires failed.                             |
| 2029           | ms-diagnostics        | Response   | Permission does not exist.                                       |
| 2030           | ms-diagnostics        | Response   | Invalid Permission.  |
| 2031           | ms-diagnostics        | Response   | Non Zero expires value or ToTag present for a polling subscribe. |
| 2032           | ms-diagnostics        | Response   | Category publication failed. Category name is not registered.    |
| 2033           | ms-diagnostics        | Response   | <b>Aggregation</b> request contains invalid data.                |
| 2034           | ms-diagnostics        | Response   | <b>Subscribe</b> presence verification failed.                   |
| 2035           | ms-diagnostics        | Response   | Directory search authorization denied.                           |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>                              |
|----------------|----------------|------------|---|
| 2036           | ms-diagnostics | Response   | Presence change authorization denied.             |
| 2037           | ms-diagnostics | Response   | ACL change authorization denied.                  |
| 2038           | ms-diagnostics | Response   | BatchSubscribe cannot have To and From different. |
| 2039           | ms-diagnostics | Response   | Contact change authorization denied.              |
| 2040           | ms-diagnostics | Response   | Containers change authorization denied.           |
| 2041           | ms-diagnostics | Response   | Subscribers change authorization denied.          |
| 2042           | ms-diagnostics | Response   | Service authorization denied.                     |
| 2043           | ms-diagnostics | Response   | Rejecting third party registration.               |
| 2044           | ms-diagnostics | Response   | Publication version out of date.                  |
| 2045           | ms-diagnostics | Response   | <b>Container</b> version out of date.             |
| 2046           | ms-diagnostics | Response   | Contact version out of date.                      |
| 2047           | ms-diagnostics | Response   | Permission version out of date.                   |
| 2048           | ms-diagnostics | Response   | Duplicate instance specified.                     |
| 2049           | ms-diagnostics | Response   | Duplicate container specified.                    |
| 2050           | ms-diagnostics | Response   | Permission limit exceeded.                        |
| 2051           | ms-diagnostics | Response   | User search filter limit exceeded.                |
| 2052           | ms-diagnostics | Response   | Presence document too large.                      |
| 2053           | ms-diagnostics | Response   | User information document too large.              |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>  |
|----------------|-----------------------|------------|---|
| 2054           | ms-diagnostics        | Response   | Server GRUU allowed only for msrtc-event-categories subscribe.        |
| 2055           | ms-diagnostics        | Response   | Proxy-Require not supported.  |
| 2056           | ms-diagnostics        | Response   | adhoclist not supported for this event.                               |
| 2057           | ms-diagnostics-public | Response   | GRUU registration required because user is in rich mode.              |
| 2058           | ms-diagnostics        | Response   | msrtc-event-categories subscription not allowed for this target URI.  |
| 2059           | ms-diagnostics        | Response   | Maximum subscriptions per user limit reached.                         |
| 2060           | ms-diagnostics        | Response   | Add/Delete operation not supported without Create.                    |
| 2061           | ms-diagnostics        | Response   | Subscribe refresh attempted without existing dialog.                  |
| 2062           | ms-diagnostics        | Response   | Dialog exists for another endpoint.                                   |
| 2063           | ms-diagnostics        | Response   | SetPresence is not allowed without registration.                      |
| 2064           | ms-diagnostics        | Response   | adhoclist is not supported without Supported: eventlist.              |
| 2065           | ms-diagnostics        | Response   | Batch Subscribe is not allowed without registration.                  |
| 2066           | ms-diagnostics        | Response   | Batch Subscribe is not allowed without cached registration.           |
| 2067           | ms-diagnostics        | Response   | Legacy operation not allowed.   |
| 2068           | ms-diagnostics        | Response   | Legacy provisioning subscription is not allowed for UC enabled users. |
| 2069           | ms-diagnostics        | Response   | Internal Error: ProcessSubscribe failed.                              |
| 2070           | ms-diagnostics        | Response   | Internal Error: CheckRequireHeaders failed.                           |
| 2071           | ms-diagnostics        | Response   | Internal Error: ProcessRegister failed.                               |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 2072           | ms-diagnostics | Response   | Internal Error: Failed to serialize route information.         |
| 2073           | ms-diagnostics | Response   | Internal Error: Failed to execute registration sproc.          |
| 2074           | ms-diagnostics | Response   | Internal Error: Register ValidateAndPreprocessRequest failed.  |
| 2075           | ms-diagnostics | Response   | Internal Error: Register request processing failed.            |
| 2076           | ms-diagnostics | Response   | Internal Error: Failed to execute deregistration sproc.        |
| 2077           | ms-diagnostics | Response   | Internal Error: Failed to read AuthorizationReader rowset.     |
| 2078           | ms-diagnostics | Response   | Internal Error: GetAggregateState failed.                      |
| 2079           | ms-diagnostics | Response   | Internal Error: GenerateMsrtcPresenceDocFromTemplate failed.   |
| 2080           | ms-diagnostics | Response   | Internal Error: CreateUserPresenceDocument failed.             |
| 2081           | ms-diagnostics | Response   | Internal Error: Error creating <b>SOAP</b> document.           |
| 2082           | ms-diagnostics | Response   | Internal Error: Failed to process service request.             |
| 2083           | ms-diagnostics | Response   | Internal Error: Failed to process register request.            |
| 2084           | ms-diagnostics | Response   | Internal Error: Unable to retrieve Action from sproc rowset.   |
| 2085           | ms-diagnostics | Response   | Internal Error: ProcessAggregationInitial failed.              |
| 2086           | ms-diagnostics | Response   | Internal Error: Unable to generate self categories document.   |
| 2087           | ms-diagnostics | Response   | Internal Error: SerializePublish Data failed.                  |
| 2088           | ms-diagnostics | Response   | Internal Error: ActionContactInfoReader rowset reading failed. |
| 2089           | ms-diagnostics | Response   | Internal Error: GenerateRLMIDocument failed.                   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 2090           | ms-diagnostics | Response   | Internal Error: CreateAndSetRLMIDocRootProperties failed.                   |
| 2091           | ms-diagnostics | Response   | Internal Error: GetBatchSubChildResult failed.                              |
| 2092           | ms-diagnostics | Response   | Internal Error: AddRLMIResourceEntry failed.                                |
| 2093           | ms-diagnostics | Response   | Internal Error: GenerateAndSendWPendingDocument failed.                     |
| 2094           | ms-diagnostics | Response   | Internal Error: GenerateAndSendPromptedSubscriberList failed.               |
| 2095           | ms-diagnostics | Response   | Internal Error: GetUserInfo for presence failed.                            |
| 2096           | ms-diagnostics | Response   | Internal Error: GetAggregateState for presence failed.                      |
| 2097           | ms-diagnostics | Response   | Internal Error: GenerateBSubMIME failed.                                    |
| 2098           | ms-diagnostics | Response   | Internal Error: SubscribePresenceResultReader rowset reading failed.        |
| 2099           | ms-diagnostics | Response   | Internal Error: ParseLegacyInteropState failed.                             |
| 2100           | ms-diagnostics | Response   | Internal Error: GenerateCpimPresenceDoc failed.                             |
| 2101           | ms-diagnostics | Response   | Internal Error: SubscribePendingPresenceResultReader rowset reading failed. |
| 2102           | ms-diagnostics | Response   | Internal Error: CreateWPendingDocument failed.                              |
| 2103           | ms-diagnostics | Response   | Internal Error: SubscribePermissionResultReader rowset reading failed.      |
| 2104           | ms-diagnostics | Response   | Internal Error: CreateFullACLsDocument failed.                              |
| 2105           | ms-diagnostics | Response   | Internal Error: GetSubscribeSelfResult rowset reading failed.               |
| 2106           | ms-diagnostics | Response   | Internal Error: UpdateRpSubscriptionTable failed.                           |
| 2107           | ms-diagnostics | Response   | Internal Error: CreateRoamingDataDocument failed.                           |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 2108           | ms-diagnostics | Response   | Internal Error: SubscribeContactResultReader rowset reading failed.                              |
| 2109           | ms-diagnostics | Response   | Internal Error: CreateFullContactsDocument failed.   |
| 2110           | ms-diagnostics | Response   | Internal Error: SubscribeProvisioningResultReader rowset reading failed.                         |
| 2111           | ms-diagnostics | Response   | Internal Error: CreateProvisioningDocument failed.   |
| 2112           | ms-diagnostics | Response   | Internal Error: TryFormatPolicy failed.  |
| 2113           | ms-diagnostics | Response   | Internal Error: FormatProvisioningGroup failed.  |
| 2114           | ms-diagnostics | Response   | Internal Error: Could not extract the fixed pool properties.                                     |
| 2115           | ms-diagnostics | Response   | Internal Error: Substitution for SIP App URI list failed.  |
| 2116           | ms-diagnostics | Response   | Internal Error: Provisioning GenerateEndElement failed.  |
| 2117           | ms-diagnostics | Response   | Internal Error: Legacy subscription was called as a result of a rich subscription and it failed. |
| 2118           | ms-diagnostics | Response   | Internal Error: GenerateCategoriesDocument failed.   |
| 2119           | ms-diagnostics | Response   | Internal Error: RpSubscribeResultReader rowset reading failed.                                   |
| 2120           | ms-diagnostics | Response   | Internal Error: DeleteRpSubscriptionTableEntry failed.   |
| 2121           | ms-diagnostics | Response   | Internal Error: Adding the RLMI doc failed.  |
| 2122           | ms-diagnostics | Response   | Internal Error: AppendCategoriesDoc failed.  |
| 2123           | ms-diagnostics | Response   | Internal Error: Closing Mime doc failed.   |
| 2124           | ms-diagnostics | Response   | Directory search data server down.   |
| 2125           | ms-diagnostics | Response   | Directory search connect error.  |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>   |
|----------------|-----------------------|------------|--|
| 2126           | ms-diagnostics        | Response   | Directory search operation cancelled.  |
| 2127           | ms-diagnostics        | Response   | Directory server busy.   |
| 2128           | ms-diagnostics        | Response   | Publisher lock request failed.   |
| 2129           | ms-diagnostics        | Response   | Publisher lock request timed out.  |
| 2130           | ms-diagnostics        | Response   | Publisher lock request cancelled.  |
| 2131           | ms-diagnostics        | Response   | Publisher lock request deadlocked.   |
| 2132           | ms-diagnostics        | Response   | Publisher computation lock is currently held by someone else.                            |
| 2133           | ms-diagnostics        | Response   | GetPresence functionality disabled.  |
| 2134           | ms-diagnostics        | Response   | <b>Active Directory</b> operation timed out.   |
| 2135           | ms-diagnostics        | Response   | Aggregation request timed out.   |
| 2136           | ms-diagnostics        | Response   | Aggregation request failed.  |
| 2137           | ms-diagnostics        | Response   | Error report too large.  |
| 2138           | ms-diagnostics        | Response   | Publication data too large.  |
| 2139           | ms-diagnostics-public | Request    | Terminating old subscription because new subscription dialog took over the previous one. |
| 2140           | ms-diagnostics-public | Request    | The specified delegate relation does not exist.  |
| 2141           | ms-diagnostics        | Response   | Delegate version is out of date.   |
| 2142           | ms-diagnostics        | Response   | Operation is not authorized for this delegate.   |

| ErrorId | Header                | SIP      | Reason string   |
|---------|-----------------------|----------|---|
| 2143    | ms-diagnostics        | Response | Delegate operation is invalid.  |
| 2144    | ms-diagnostics        | Response | User-bound publication requires at least one endpoint.  |
| 2145    | ms-diagnostics        | Response | Delegate limit exceeded.  |
| 2146    | ms-diagnostics-public | Request  | Server handling the subscription is not reachable via <b>RPC</b> .  |
| 2147    | ms-diagnostics        | Response | Directory search is disabled.   |
| 2148    | ms-diagnostics        | Response | Contact list is read only for non-ucs-aware clients.  |
| 2149    | ms-diagnostics        | Response | Feature control authorization denied.   |
| 2150    | ms-diagnostics        | Response | MWInotify must have the same <b>SIP</b> URI in the To and From headers and in the Message-Account field.                        |
| 2151    | ms-diagnostics        | Response | Internal Error: Failed to process notify request.   |
| 2152    | ms-diagnostics        | Response | Internal Error: Registration sproc did not return any result.   |
| 2153    | ms-diagnostics        | Response | Internal Error: REGISTER received on a cluster that is neither the primary nor the backup.                                      |
| 2154    | ms-diagnostics        | Response | Internal Error: Error creating Registration response.   |
| 2155    | ms-diagnostics        | Response | Internal Error: Failed to add contact header to Registration response.  |
| 2156    | ms-diagnostics        | Response | SingleSubscribe cannot have server GRUU in the To URI.  |
| 2157    | ms-diagnostics        | Response | Source network is not set for a single subscribe request when <b>tenant</b> identifiers of the To and From users are different. |
| 2158    | ms-diagnostics        | Response | Source verification level is unverified and the subscriber is not explicitly on the contact list of the publisher.              |
| 2159    | ms-diagnostics        | Response | Internal Error: The server was not found in the known server table. It is possible that the database and stack are out of sync. |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 2160           | ms-diagnostics | Response   | Internal Error: GetInternalServerInfo failed.  |
| 2161           | ms-diagnostics | Response   | Internal Error: GetInternalServerInfo succeeded but pool GRUU is empty.  |
| 2162           | ms-diagnostics | Response   | Rich presence notification is throttled and the subscription dialog has been terminated as the outstanding notify count per dialog exceeded the maximum limit. |
| 2163           | ms-diagnostics | Response   | UCS policy processing failed.  |
| 2164           | ms-diagnostics | Response   | Contact list is read-only as the contact list is being migrated or has migrated to Exchange.   |
| 2165           | ms-diagnostics | Response   | Contact subscription is not allowed as the user's contact list has migrated to Exchange.   |
| 2166           | ms-diagnostics | Response   | Internal Error: Subscribe processing failed.   |
| 2167           | ms-diagnostics | Response   | Internal Error: Failed to send contacts subscription <b>Hypertext Transfer Protocol (HTTP)</b> request.  |
| 2168           | ms-diagnostics | Response   | Internal Error: Failed to process contact's subscription HTTP response.  |
| 2169           | ms-diagnostics | Response   | Internal Error: Contact Subscription to Exchange failed with unknown error.  |
| 2170           | ms-diagnostics | Response   | Contact Subscription to Exchange failed with invalid user information error.   |
| 2171           | ms-diagnostics | Response   | Internal Error: Contact Subscription to Exchange failed with malformed request error.  |
| 2172           | ms-diagnostics | Response   | Contact Subscription to Exchange failed as the subscription response from Exchange was malformed.  |
| 2173           | ms-diagnostics | Response   | Contact Subscription to Exchange failed with account disabled error.   |
| 2174           | ms-diagnostics | Response   | Contact Subscription to Exchange failed with access denied error.  |
| 2175           | ms-diagnostics | Response   | Contact Subscription to Exchange failed with invalid <b>mailbox</b> version error.   |
| 2176           | ms-diagnostics | Response   | Internal Error: Contact Subscription to Exchange failed with connection error.   |
| 2177           | ms-diagnostics | Response   | Contact Subscription to Exchange failed with invalid <b>Simple Mail Transfer Protocol (SMTP)</b> address error.  |
| 2178           | ms-diagnostics | Response   | Contact Subscription to Exchange failed with invalid mailbox error.  |
| 2179           | ms-diagnostics | Response   | Contact Subscription to Exchange failed as the mailbox failover was in progress.   |
| 2180           | ms-diagnostics | Response   | Contact Subscription to Exchange failed as the mailbox move was in progress.   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 2181           | ms-diagnostics | Response   | Internal Error: Contacts subscription HTTP request failed.   |
| 2182           | ms-diagnostics | Response   | Internal Error: Contacts subscription HTTP request timed out.  |
| 2183           | ms-diagnostics | Response   | Internal Error: Failed to create contact list packed table during contact subscription.  |
| 2184           | ms-diagnostics | Response   | Group count in contact list received from Exchange for the user exceeded the server supported maximum.   |
| 2185           | ms-diagnostics | Response   | Contact count in contact list received from Exchange for the user exceeded the server supported maximum.   |
| 2186           | ms-diagnostics | Response   | Contact subscription has been terminated as the user migrated to ucs mode.   |
| 2187           | ms-diagnostics | Response   | Specified REGISTER dialog does not exist.  |
| 2188           | ms-diagnostics | Response   | The request is missing the SIP-If-Match header.  |
| 2189           | ms-diagnostics | Response   | The request contains an invalid SIP-If-Match header.   |
| 2190           | ms-diagnostics | Response   | 3PP publish body parse failure.  |
| 2191           | ms-diagnostics | Response   | Internal Error: Failed to process publish response.  |
| 2192           | ms-diagnostics | Response   | 3PP publish must have the same SIP URI in the To, Request URI headers and in the Entity field in the body. The From URI must be same as the To URI or must belong to a valid provider domain and the user portions must match. |
| 2193           | ms-diagnostics | Response   | Internal Error: Failed to process publish request.   |
| 2194           | ms-diagnostics | Response   | Request and To URIs must match for dialog creating subscribe requests targeting phone SIP URIs.  |
| 2195           | ms-diagnostics | Response   | Server is busy - request rejected by presence polling throttling mechanism.  |
| 2196           | ms-diagnostics | Response   | Internal Error: Failed to verify 3PP request.  |
| 2197           | ms-diagnostics | Response   | 3PP federated subscribe with a phone number in the From SIP URI must have a matching To URI or the From URI must belong to a valid presence provider domain and the user portions of the From and To URIs must match.          |
| 2198           | ms-diagnostics | Response   | Contact Subscription to Exchange failed with a service request error. Possible exchange configuration issue.   |
| 2199           | ms-diagnostics | Response   | Contact Subscription to Exchange failed with an unknown error while trying to create a subscription on Exchange.   |
| 2200           | ms-diagnostics | Response   | Contact Subscription to Exchange failed with an unknown error. EndAddSubscription failed.  |
| 2201           | ms-diagnostics | Response   | Contact Unsubscription from Exchange failed with a service request error. Possible exchange configuration issue.   |
| 2202           | ms-diagnostics | Response   | Contact Unsubscription from Exchange failed with an unknown error.   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 2203           | ms-diagnostics | Response   | Contact subscription to Exchange failed with an autodiscover error.                                  |
| 2204           | ms-diagnostics | Response   | Ucs contact migration to Exchange failed with an autodiscover error.                                 |
| 2205           | ms-diagnostics | Response   | Contact subscription to Exchange failed with an oauth error.   |
| 2206           | ms-diagnostics | Response   | Contact subscription to Exchange failed with an unsupported store error.                             |
| 2207           | ms-diagnostics | Response   | Contact subscription to Exchange failed with an store config error.                                  |
| 2209           | ms-diagnostics | Response   | This user has too many endpoint entries, which can happen if endpoints do not unregister properly.   |
| 2210           | ms-diagnostics | Response   | Internal Error: Contact notification from Exchange failed with unknown error.                        |
| 2211           | ms-diagnostics | Response   | Contact notification from Exchange failed as the GetImItemList response from Exchange was malformed. |
| 2212           | ms-diagnostics | Response   | Contact notification from Exchange failed with account disabled error.                               |
| 2213           | ms-diagnostics | Response   | Contact notification from Exchange failed with invalid mailbox version error.                        |
| 2214           | ms-diagnostics | Response   | Internal Error: Contact notification from Exchange failed with connection error.                     |
| 2215           | ms-diagnostics | Response   | Contact notification from Exchange failed with invalid smtp address error.                           |
| 2216           | ms-diagnostics | Response   | Contact notification from Exchange failed with invalid mailbox error.                                |
| 2217           | ms-diagnostics | Response   | Contact notification from Exchange failed as the mailbox failover was in progress.                   |
| 2218           | ms-diagnostics | Response   | Contact notification from Exchange failed as the mailbox move was in progress.                       |
| 2219           | ms-diagnostics | Response   | Contact notification from Exchange failed with an autodiscover error.                                |
| 2220           | ms-diagnostics | Response   | Contact notification from Exchange failed with an oauth error.                                       |
| 2221           | ms-diagnostics | Response   | Contact notification from Exchange failed with an unsupported store error.                           |
| 2222           | ms-diagnostics | Response   | Contact notification from Exchange failed with an store config error.                                |
| 2223           | ms-diagnostics | Response   | Contact notification from Exchange failed while generating the contact list.                         |
| 2225           | ms-diagnostics | Response   | Contact notification indicating subscription or heartbeat timeout.                                   |

## 7.4 Conferencing

The following table lists the conferencing **ErrorIds**, numbered 3000 – 3999, generated by the Lync front-end **server** for the current release.

| ErrorId | Header                | SIP Request, Response | Reason string  |
|---------|-----------------------|-----------------------|--|
| 3000    | ms-diagnostics        | Response              | Bad From in C3P Request.                                       |
| 3001    | ms-diagnostics        | Response              | Bad To in C3P Request.   |
| 3002    | ms-diagnostics        | Response              | Invalid Target User.   |
| 3003    | ms-diagnostics        | Response              | The conference-entity supplied in the C3P request is invalid.  |
| 3004    | ms-diagnostics-public | Response              | The requested C3P command is not implemented.                  |
| 3005    | ms-diagnostics        | Response              | The request cannot target a MCU.                               |
| 3006    | ms-diagnostics        | Response              | Failed to parse the C3P request.                               |
| 3007    | ms-diagnostics        | Response              | AddUser C3P blob invalid.                                      |
| 3008    | ms-diagnostics        | Response              | Access Method or Auth Method in C3P request is not acceptable. |
| 3009    | ms-diagnostics        | Response              | Malformed endpoint entity.                                     |
| 3010    | ms-diagnostics        | Response              | Bad request without Session-Timer extension.                   |
| 3011    | ms-diagnostics        | Response              | Failed to process Ms-Mcu-Contact header.                       |
| 3012    | ms-diagnostics        | Response              | Invalid conference URI.  |
| 3013    | ms-diagnostics        | Response              | Invalid MCU URI.   |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>  |
|----------------|-----------------------|------------|---|
| 3014           | ms-diagnostics        | Response   | Failed authorization.   |
| 3015           | ms-diagnostics        | Response   | This meeting does not allow 3rd-party dial-out by attendees.                  |
| 3016           | ms-diagnostics        | Response   | The supplied role is invalid.   |
| 3017           | ms-diagnostics        | Response   | Unknown presenter dial-out by attendees is not allowed.                       |
| 3018           | ms-diagnostics        | Response   | One or more joining methods are invalid. Exactly one method can be specified. |
| 3019           | ms-diagnostics        | Response   | Forbidden destination for anonymous user.                                     |
| 3020           | ms-diagnostics        | Response   | Anonymous user targeting non-focus or non-MCU conference URI.                 |
| 3021           | ms-diagnostics        | Response   | The destination is not a conference URI, anonymous users are not authorized.  |
| 3022           | ms-diagnostics        | Response   | Anonymous user targeting server without focus.                                |
| 3023           | ms-diagnostics        | Response   | Anonymous user unAuthorized.  |
| 3024           | ms-diagnostics        | Response   | Anonymous user failed to authorize.   |
| 3025           | ms-diagnostics        | Response   | Anonymous user not authorized.  |
| 3026           | ms-diagnostics        | Response   | Conference does not allow anonymous users.                                    |
| 3027           | ms-diagnostics-public | Response   | User not allowed in closed conference.  |
| 3028           | ms-diagnostics        | Response   | Anonymous access disabled globally.   |
| 3029           | ms-diagnostics        | Response   | Anonymous user trying to establish SA multiple times.                         |
| 3030           | ms-diagnostics        | Response   | GetConferenceKeyHash failed.  |
| 3031           | ms-diagnostics        | Response   | GetConferenceKeyHash timeout.   |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>  |
|----------------|-----------------------|------------|---|
| 3032           | ms-diagnostics-public | Response   | Conference does not exist.  |
| 3033           | ms-diagnostics        | Response   | The C3P transaction timed-out.                                      |
| 3034           | ms-diagnostics        | Response   | Request received with no prior INVITE join Dialog.                  |
| 3035           | ms-diagnostics        | Response   | BYE without To Tag; dialog that does not exist, Rejecting with 481. |
| 3036           | ms-diagnostics        | Response   | Subscribe refresh for unknown dialog.                               |
| 3037           | ms-diagnostics        | Response   | Conference dialog does not exist.                                   |
| 3038           | ms-diagnostics        | Response   | Info request received for unknown dialog - no To Tag.               |
| 3039           | ms-diagnostics        | Response   | Update request received for unknown dialog.                         |
| 3040           | ms-diagnostics-public | Response   | Conference is not active.   |
| 3041           | ms-diagnostics        | Response   | Unknown participant.  |
| 3042           | ms-diagnostics        | Response   | INVITE Join dialog is not active.                                   |
| 3043           | ms-diagnostics        | Response   | The organizer policy is not configured or is invalid.               |
| 3044           | ms-diagnostics        | Response   | Anonymous access is not allowed.                                    |
| 3045           | ms-diagnostics        | Response   | The supplied media-type is invalid.                                 |
| 3046           | ms-diagnostics        | Response   | MCU does not support dial-in via SIP INVITE.                        |
| 3047           | ms-diagnostics        | Response   | User already authorized. Operation not allowed.                     |
| 3048           | ms-diagnostics        | Response   | Internal Error: The response received from the MCU was unparseable. |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 3049           | ms-diagnostics | Response   | Internal Error: SerializeDialogID failed.                      |
| 3050           | ms-diagnostics | Response   | Internal Error: Conf Leave sproc failed.                       |
| 3051           | ms-diagnostics | Response   | Internal Error: IsKeepAliveEnabled Call failed.                |
| 3052           | ms-diagnostics | Response   | Internal Error: GetContentString failed.                       |
| 3053           | ms-diagnostics | Response   | Internal Error: SerializeDialogContext failed.                 |
| 3054           | ms-diagnostics | Response   | Internal Error: Failed to prepare for stateful processing.     |
| 3055           | ms-diagnostics | Response   | Internal Error: ConfJoinSproc failed.                          |
| 3056           | ms-diagnostics | Response   | Internal Error: Failed to process join activation result.      |
| 3057           | ms-diagnostics | Response   | Internal Error: ConfJoinResultReader failed.                   |
| 3058           | ms-diagnostics | Response   | Internal Error: GetConfLeaveResultReader failed.               |
| 3059           | ms-diagnostics | Response   | Internal Error: ConstructConfUri failed.                       |
| 3060           | ms-diagnostics | Response   | Internal Error: Failed to schedule ConfMessageDispatcherSproc. |
| 3061           | ms-diagnostics | Response   | Internal Error: Failed to get preprocess result rowset.        |
| 3062           | ms-diagnostics | Response   | Internal Error: getMcu failed.                                 |
| 3063           | ms-diagnostics | Response   | Internal Error: Send AddUser Command failed.                   |
| 3064           | ms-diagnostics | Response   | Internal Error: Invalid MCU Contact Information received.      |
| 3065           | ms-diagnostics | Response   | Internal Error: ConfSubSproc failed.                           |
| 3066           | ms-diagnostics | Response   | Internal Error: ConfSubscribeResultReader failed.              |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 3067           | ms-diagnostics | Response   | Internal Error: GenerateConferenceRosterDoc failed.            |
| 3068           | ms-diagnostics | Response   | Internal Error: Subscribe Rowset ActionReader failed.          |
| 3069           | ms-diagnostics | Response   | Internal Error: ConfUpdateParticipant sproc failed.            |
| 3070           | ms-diagnostics | Response   | Internal Error: GetAuthenticationInfo failed.                  |
| 3071           | ms-diagnostics | Response   | Internal Error: Cached Confuri not found in anonymous user SA. |
| 3072           | ms-diagnostics | Response   | Internal Error: Anonymous user challenge failed.               |
| 3073           | ms-diagnostics | Response   | Internal Error: VerifyConfDigestCredentials failed.            |
| 3074           | ms-diagnostics | Response   | Internal Error while handling conferencing requests.           |
| 3075           | ms-diagnostics | Response   | Internal Error: InitializeParams for ConfInfoContext failed.   |
| 3076           | ms-diagnostics | Response   | Internal Error: Failed to generate C3P response.               |
| 3077           | ms-diagnostics | Response   | Internal Error: IntializeParams for ConfInvite failed.         |
| 3078           | ms-diagnostics | Response   | Internal Error: ProcessConfJoinInvite failed.                  |
| 3079           | ms-diagnostics | Response   | Internal Error: ProcessConfMediaInvite failed.                 |
| 3080           | ms-diagnostics | Response   | Internal Error: AddUser failed.                                |
| 3081           | ms-diagnostics | Response   | Internal Error: Failed to Construct CallInfo header.           |
| 3082           | ms-diagnostics | Response   | Internal Error: ForwardRequestStatefully failed.               |
| 3083           | ms-diagnostics | Response   | Internal Error: Anonymous AuthorizeAndDispatch failed.         |
| 3084           | ms-diagnostics | Response   | Internal Error: Anonymous Authorize failed.                    |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 3085           | ms-diagnostics | Response   | Internal Error: InitializeParams for ConfServiceContext failed. |
| 3086           | ms-diagnostics | Response   | Internal Error: Failed to construct C3P error response.         |
| 3087           | ms-diagnostics | Response   | Internal Error: Failed to get cert info.                        |
| 3088           | ms-diagnostics | Response   | Internal Error: ProcessConfSubscribe failed.                    |
| 3089           | ms-diagnostics | Response   | Internal Error: IntializeParams for ConfSubscribe failed.       |
| 3090           | ms-diagnostics | Response   | Internal Error: InitializeParams for ConfUpdate failed.         |
| 3091           | ms-diagnostics | Response   | Internal Error: ProcessConfUpdate failed.                       |
| 3092           | ms-diagnostics | Response   | Internal Error: ConfQueryKeySproc failed.                       |
| 3093           | ms-diagnostics | Response   | Internal Error: Query Conference Key rowset not found.          |
| 3094           | ms-diagnostics | Response   | Internal Error: GetKeyHashFromRemoteFocus failed.               |
| 3095           | ms-diagnostics | Response   | Internal Error: ComputeUserCredHash failed.                     |
| 3096           | ms-diagnostics | Response   | Focus Logic not implemented.                                    |
| 3097           | ms-diagnostics | Response   | No MCU is available via the MCU factory.                        |
| 3098           | ms-diagnostics | Response   | No MCU Factory Available.                                       |
| 3099           | ms-diagnostics | Response   | The requested media is not configured for this conference.      |
| 3100           | ms-diagnostics | Response   | Maximum participant count for this meeting has been exceeded.   |
| 3101           | ms-diagnostics | Response   | Batching is not supported.                                      |
| 3102           | ms-diagnostics | Response   | Invalid MCU information supplied.                               |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>  |
|----------------|-----------------------|------------|---|
| 3103           | ms-diagnostics        | Response   | Invalid endpoint count in the message.  |
| 3104           | ms-diagnostics        | Response   | The requested command requires that target user must be different from the source.                                      |
| 3105           | ms-diagnostics        | Response   | The target user is not active and hence the requested command cannot be completed.                                      |
| 3106           | ms-diagnostics        | Response   | The C3P message is parsable but it has one or more invalid elements or attributes that are not allowed in this context. |
| 3107           | ms-diagnostics        | Response   | C3P Internal Error.   |
| 3108           | ms-diagnostics        | Response   | MCU is unreachable.   |
| 3109           | ms-diagnostics        | Response   | The request was sent to the MCU but the C3P transaction timed out.  |
| 3110           | ms-diagnostics        | Response   | The MCU rejected addConference request. This usually indicates a misconfiguration.                                      |
| 3111           | ms-diagnostics        | Response   | MCU allocation is in progress. The request needs to be retried.   |
| 3112           | ms-diagnostics        | Response   | From user is not authorized to use this focus factory.  |
| 3113           | ms-diagnostics-public | Request    | Conference terminated – deleted.  |
| 3114           | ms-diagnostics-public | Request    | Conference terminated - Enterprise user absent.   |
| 3115           | ms-diagnostics-public | Request    | Conference terminated – inactivity.   |
| 3116           | ms-diagnostics-public | Request    | Conference terminated - organizer ended session.  |
| 3117           | ms-diagnostics-public | Request    | Conference terminated - organizer was taken offline.  |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>   |
|----------------|-----------------------|------------|--|
| 3118           | ms-diagnostics-public | Request    | Participant removed.   |
| 3119           | ms-diagnostics-public | Request    | Participant denied.  |
| 3120           | ms-diagnostics-public | Request    | Participant expired.   |
| 3121           | ms-diagnostics        | Response   | The supplied media-type is not provisioned for the conference.                   |
| 3122           | ms-diagnostics        | Response   | The C3P request sent to the MCU failed.  |
| 3123           | ms-diagnostics-public | Request    | Previous Subscription dialog being terminated.                                   |
| 3124           | ms-diagnostics-public | Request    | Subscription dialog being terminated - meeting size exceeded.                    |
| 3125           | ms-diagnostics-public | Response   | Conference has expired and hence cannot be activated.                            |
| 3126           | ms-diagnostics-public | Response   | Unauthorized - The user does not have the privilege for the requested operation. |
| 3127           | ms-diagnostics        | Response   | An operation that violates the Trusted User Policy was attempted.                |
| 3128           | ms-diagnostics        | Response   | Invalid session-on-behalf-of entity.   |
| 3129           | ms-diagnostics        | Response   | Failed to process P-Session-On-Behalf-Of header.                                 |
| 3130           | ms-diagnostics        | Response   | Failed to validate the contact header.   |
| 3131           | ms-diagnostics        | Response   | Internal Error: ConfPreprocessForForDispatchToMcu sproc failed.                  |
| 3132           | ms-diagnostics        | Response   | Internal Error: DeSerializeDialogContext failed.                                 |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>  |
|----------------|-----------------------|------------|---|
| 3133           | ms-diagnostics        | Response   | Internal Error: Failed to retrieve the results of PreprocessForDispatchToMcu.                               |
| 3134           | ms-diagnostics        | Response   | Invalid Certificate in the request.   |
| 3135           | ms-diagnostics        | Response   | Referred in C3P request is not acceptable in the current context.   |
| 3136           | ms-diagnostics        | Response   | Failed to route request to the MCU.   |
| 3137           | ms-diagnostics        | Response   | MCU has not published a routable SIP URI.   |
| 3138           | ms-diagnostics-public | Response   | The requested conference subject exceeds the maximum length.  |
| 3139           | ms-diagnostics        | Response   | There are no active conference directories assigned to this pool.   |
| 3140           | ms-diagnostics        | Response   | Failed allocating PSTN meeting identifier.  |
| 3141           | ms-diagnostics        | Response   | Could not find a conference directory to match the given identifier.  |
| 3142           | ms-diagnostics        | Response   | The identifier could not be matched to a unique conference directory. This is a server configuration error. |
| 3143           | ms-diagnostics        | Response   | Timeout connecting to authoritative conference directory server.  |
| 3144           | ms-diagnostics        | Response   | Failure connecting to authoritative conference directory server.  |
| 3145           | ms-diagnostics        | Response   | The meeting identifier was invalid and could not be decoded.  |
| 3146           | ms-diagnostics        | Response   | Failed to call resolve conference sproc.  |
| 3147           | ms-diagnostics        | Response   | Delegate Request - C3P From is not equal to the session-on-behalf-of header.                                |
| 3148           | ms-diagnostics        | Response   | Delegate Request - C3P From is not equal to the SIP To header.  |
| 3149           | ms-diagnostics        | Response   | The requested C3P command is not allowed in second-person context.  |
| 3150           | ms-diagnostics        | Response   | Second-person request dialog must have trusted privilege asserted.  |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>   |
|----------------|-----------------------|------------|--|
| 3151           | ms-diagnostics        | Response   | Failed fetching meeting policy.  |
| 3152           | ms-diagnostics-public | Response   | Client version blocked by conference focus.  |
| 3153           | ms-diagnostics-public | Response   | The command used automatic user presenter classes not supported by this server.                                |
| 3154           | ms-diagnostics-public | Response   | Lobby bypass for phone users is not supported by this server.  |
| 3155           | ms-diagnostics-public | Response   | The scheduling operation would exceed the user's quota of static meetings.                                     |
| 3156           | ms-diagnostics-public | Response   | The indicated meeting is a static meeting, but the request was for non-static.                                 |
| 3157           | ms-diagnostics-public | Response   | The indicated meeting is a non-static meeting, but the request was for static.                                 |
| 3158           | ms-diagnostics-public | Response   | This request does not match the expected form for a static meeting.  |
| 3159           | ms-diagnostics-public | Response   | The requested modification is not valid on a static meeting.   |
| 3160           | ms-diagnostics-public | Response   | This endpoint is not allowed to request PSTN join semantics.   |
| 3161           | ms-diagnostics-public | Response   | Static meetings are not permitted.   |
| 3162           | ms-diagnostics        | Response   | Lobby join for a participant has been rejected because lobby quota limit for non-enterprise users was reached. |
| 3163           | ms-diagnostics        | Response   | The meeting identifier to resolve is too short.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 3164           | ms-diagnostics | Response   | The meeting identifier to resolve is too long.   |
| 3165           | ms-diagnostics | Response   | The meeting identifier to resolve has an incorrect authorization length component.                   |
| 3166           | ms-diagnostics | Response   | The meeting identifier to resolve contains non-digit characters.                                     |
| 3167           | ms-diagnostics | Response   | The meeting identifier to resolve begins with zero.  |
| 3168           | ms-diagnostics | Response   | The meeting identifier to resolve contains non-digit characters after descrambling.                  |
| 3169           | ms-diagnostics | Response   | The meeting identifier to resolve has unnecessary padding on the identifier component.               |
| 3170           | ms-diagnostics | Response   | The meeting identifier to resolve does not have the expected check digit.                            |
| 3171           | ms-diagnostics | Response   | Failed computing check digit for the meeting identifier.   |
| 3172           | ms-diagnostics | Response   | There was no meeting identifier given to resolve.  |
| 3173           | ms-diagnostics | Response   | Conference directory home pool inconsistency.  |
| 3174           | ms-diagnostics | Response   | An authoritative conference directory was found, but the given identifier is not currently assigned. |
| 3175           | ms-diagnostics | Response   | The specified operation is not valid for a participant in the lobby.                                 |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 3176           | ms-diagnostics | Response   | The endpoint was removed to make room for another endpoint for the same user. |
| 3177           | ms-diagnostics | Response   | The endpoint disconnected.  |
| 3178           | ms-diagnostics | Response   | Unsupported modification of the server mode attribute of the conference.      |
| 3179           | ms-diagnostics | Response   | Unsupported value for server mode attribute of the conference.                |
| 3180           | ms-diagnostics | Response   | Recording is not allowed.   |
| 3181           | ms-diagnostics | Response   | Rich join is not allowed for lobby bypassed user.                             |
| 3182           | ms-diagnostics | Response   | Empty request identifier.   |
| 3183           | ms-diagnostics | Response   | Incorrect conference key.   |
| 3184           | ms-diagnostics | Response   | Malformed conference key.   |
| 3185           | ms-diagnostics | Response   | Not a front-end server.   |
| 3186           | ms-diagnostics | Response   | Invite dialog terminated since new dialog replaced it.                        |
| 3187           | ms-diagnostics | Response   | Conference terminated server is under maintenance.                            |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 3188           | ms-diagnostics | Response   | This user is not permitted to endorse requested endorsee.                              |
| 3189           | ms-diagnostics | Response   | The requested entity cannot be endorsed.   |
| 3190           | ms-diagnostics | Response   | The requested entity is not permitted to endorse.                                      |
| 3191           | ms-diagnostics | Response   | Internal Error: ConfEndorseSproc failed.   |
| 3192           | ms-diagnostics | Response   | Internal Error: ConfEndorseSproc failed for an unknown reason.                         |
| 3193           | ms-diagnostics | Response   | Could not find a front-end server that owns the given PSTN meeting identifier.         |
| 3194           | ms-diagnostics | Response   | Replication to secondary front-end servers failed.                                     |
| 3196           | ms-diagnostics | Response   | Encountered unexpected failure while trying to fetch PSTN meeting ID from MCU factory. |
| 3204           | ms-diagnostics | Response   | Conference has already expired and cannot be modified.                                 |
| 3205           | ms-diagnostics | Response   | Conference has already expired and cannot be read.                                     |
| 3206           | ms-diagnostics | Response   | Conference has already expired and conference key cannot be queried.                   |
| 3208           | ms-diagnostics | Response   | Request was throttled.   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 3209           | ms-diagnostics | Response   | Request rejected because the sync replication queue is full.  |
| 3210           | ms-diagnostics | Response   | Request expired.  |
| 3211           | ms-diagnostics | Response   | One or multiple C3P elements exceed the maximum length.   |
| 3212           | ms-diagnostics | Response   | Request rejected because source is unauthorized to specify meeting organizer or meeting organizer is invalid. |
| 3213           | ms-diagnostics | Response   | The MCU rejected addConference request due to policy. This usually indicates a mis-configuration.             |
| 3214           | ms-diagnostics | Response   | Conference Terminated - No Participants.  |
| 3215           | ms-diagnostics | Response   | Request rejected because failed to write event organizer info to db.  |
| 3216           | ms-diagnostics | Response   | Request rejected because source is unauthorized to specify conference specific setting.                       |
| 3217           | ms-diagnostics | Response   | Endpoint Entity conflict.   |

## 7.5 Lync front-end server

The following table lists the Lync front-end **server ErrorIds**, numbered 4000 – 4999, for the current release.

| <b>ErrorId</b> | <b>Header</b> | <b>SIP Request, Response</b> | <b>Reason string</b> |
|----------------|---------------|------------------------------|----------------------|
|----------------|---------------|------------------------------|----------------------|

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>   |
|----------------|-----------------------|------------|--|
| 4000           | ms-diagnostics        | Response   | User services default.   |
| 4001           | ms-diagnostics        | Response   | XML parse failure.   |
| 4002           | ms-diagnostics        | Response   | Multiple users associated with the source phone number.                  |
| 4003           | ms-diagnostics-public | Response   | From URI not enabled for remote access.                                  |
| 4004           | ms-diagnostics-public | Response   | Credentials provided are not authorized to act as specified from URI.    |
| 4005           | ms-diagnostics        | Response   | Destination URI either not enabled for SIP or does not exist.            |
| 4006           | ms-diagnostics        | Response   | User not found in pool.  |
| 4007           | ms-diagnostics        | Response   | Resource is unknown in this deployment.                                  |
| 4008           | ms-diagnostics        | Response   | Input data too large – one of the parameters to the sproc exceeds limit. |
| 4009           | ms-diagnostics        | Response   | Multiple users associated with the destination phone number.             |
| 4010           | ms-diagnostics        | Response   | Missing endpoint identifier.   |
| 4011           | ms-diagnostics        | Response   | Epid not present.  |
| 4012           | ms-diagnostics        | Response   | Epid too long.   |
| 4013           | ms-diagnostics        | Response   | Content-type does not match the expected content-type.                   |
| 4014           | ms-diagnostics        | Response   | Content-type is not present.   |
| 4015           | ms-diagnostics        | Response   | Missing or badly formed instance information in GRUU.                    |
| 4016           | ms-diagnostics        | Response   | Missing event header.  |

| ErrorId | Header         | SIP      | Reason string  |
|---------|----------------|----------|--|
| 4017    | ms-diagnostics | Response | AOR in GRUU is not owned by the message source.          |
| 4018    | ms-diagnostics | Response | No Contact header present.                               |
| 4019    | ms-diagnostics | Response | Multiple event headers present.                          |
| 4020    | ms-diagnostics | Response | Invalid ToTag received.                                  |
| 4021    | ms-diagnostics | Response | Body is Empty.   |
| 4022    | ms-diagnostics | Response | GetBody failed.  |
| 4023    | ms-diagnostics | Response | GetAcceptID failed.                                      |
| 4024    | ms-diagnostics | Response | Invalid To URL.  |
| 4025    | ms-diagnostics | Response | Invalid DisplayName.                                     |
| 4026    | ms-diagnostics | Response | Could not get the event header.                          |
| 4027    | ms-diagnostics | Response | RequestUri contains a non-blank user name.               |
| 4028    | ms-diagnostics | Response | Multiple user-agent headers present.                     |
| 4029    | ms-diagnostics | Response | A header is present multiple times which is not allowed. |
| 4030    | ms-diagnostics | Response | Multiple require headers not supported.                  |
| 4031    | ms-diagnostics | Response | Error trying to get Min-SE header.                       |
| 4032    | ms-diagnostics | Response | Error trying to get Session-Expires header.              |
| 4033    | ms-diagnostics | Response | To User not authorized for <b>federation</b> .           |
| 4034    | ms-diagnostics | Response | To User not authorized for public cloud access.          |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>   |
|----------------|-----------------------|------------|--|
| 4035           | ms-diagnostics        | Response   | Phone identity is not authorized – associated user entity not found in database. |
| 4036           | ms-diagnostics        | Response   | SIP enabled entity is not found in database.                                     |
| 4037           | ms-diagnostics        | Response   | AuthorizeUser for SIP or phone identity failed.                                  |
| 4038           | ms-diagnostics        | Response   | AuthorizeIdentities for SIP or phone identity failed.                            |
| 4039           | ms-diagnostics        | Response   | User does not have any routable endpoints.                                       |
| 4040           | ms-diagnostics        | Response   | Not Acceptable – unknown MIME type in Accept header.                             |
| 4041           | ms-diagnostics        | Response   | Dialog identifier conflict.  |
| 4042           | ms-diagnostics        | Response   | Input data too large – database column length violation.                         |
| 4043           | ms-diagnostics        | Response   | Database type conversion error.  |
| 4044           | ms-diagnostics        | Response   | Database column conversion over flow.  |
| 4045           | ms-diagnostics        | Response   | Invalid Require header.  |
| 4046           | ms-diagnostics        | Response   | Invalid combination of require headers present.                                  |
| 4047           | ms-diagnostics        | Response   | Unknown Require header.  |
| 4048           | ms-diagnostics        | Response   | Expires value too small.   |
| 4049           | ms-diagnostics        | Response   | Target is either disabled or moving away.  |
| 4050           | ms-diagnostics-public | Response   | From User is either disabled or moving away.                                     |
| 4051           | ms-diagnostics        | Response   | Endpoint is not registered.  |
| 4052           | ms-diagnostics        | Response   | Cached route does not match.   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 4053           | ms-diagnostics | Response   | Too many contact headers.  |
| 4054           | ms-diagnostics | Response   | Min-SE value is too high.  |
| 4055           | ms-diagnostics | Response   | Bad event.   |
| 4056           | ms-diagnostics | Response   | Internal Error: IsTokenPresentInHeader call failed.                                      |
| 4057           | ms-diagnostics | Response   | Internal Error: Handle Errors sproc failed.  |
| 4058           | ms-diagnostics | Response   | Internal Error: Failed to check the authorization flags - GetAuthenticationInfo failed.  |
| 4059           | ms-diagnostics | Response   | Internal Error: DbStore Authorization sproc failed.                                      |
| 4060           | ms-diagnostics | Response   | Internal Error: Failed to check the authorization flags - IsAuthorized failed.           |
| 4061           | ms-diagnostics | Response   | Internal Error: Internal server error when processing Subscription request.              |
| 4062           | ms-diagnostics | Response   | Internal Error: Failed to check the authorization flags - FillAuthenticationInfo failed. |
| 4063           | ms-diagnostics | Response   | Internal Error: Failed to get GetExternalSource.   |
| 4064           | ms-diagnostics | Response   | Internal Error: Failed to get GetSourceNetwork.  |
| 4065           | ms-diagnostics | Response   | Internal Error: Failed to get authorized protocol.                                       |
| 4066           | ms-diagnostics | Response   | Internal Error: Failed to attach routing context.  |
| 4067           | ms-diagnostics | Response   | Internal Error: Failed to get authorized user identity.                                  |
| 4068           | ms-diagnostics | Response   | Internal Error: Failed to get identity authorization requirements.                       |
| 4069           | ms-diagnostics | Response   | Internal Error: Failed to get asserted identity string.                                  |
| 4070           | ms-diagnostics | Response   | Internal Error: Failed to queue an authorization message.                                |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 4071           | ms-diagnostics | Response   | Internal Error: MessageDispatcher failed.                        |
| 4072           | ms-diagnostics | Response   | Internal Error: Failed to get the home server.                   |
| 4073           | ms-diagnostics | Response   | Internal Error: Unexpected external source.                      |
| 4074           | ms-diagnostics | Response   | Internal Error: Failed to generate the challenge.                |
| 4075           | ms-diagnostics | Response   | Internal Error: Failed to check the destination path.            |
| 4076           | ms-diagnostics | Response   | Internal Error: Failed to check for FROM server role.            |
| 4077           | ms-diagnostics | Response   | Internal Error: Failed to do route set optimization failed.      |
| 4078           | ms-diagnostics | Response   | Internal Error: Failed to get the sender info.                   |
| 4079           | ms-diagnostics | Response   | Internal Error: Failed to get the From header information.       |
| 4080           | ms-diagnostics | Response   | Internal Error: Failed to get the P-Asserted-Identity header.    |
| 4081           | ms-diagnostics | Response   | Internal Error: Failed to get the To header information.         |
| 4082           | ms-diagnostics | Response   | Internal Error: Failed to get TO URI string.                     |
| 4083           | ms-diagnostics | Response   | Internal Error: Failed to initialize FROM TO information.        |
| 4084           | ms-diagnostics | Response   | Internal Error: Failed to select request target.                 |
| 4085           | ms-diagnostics | Response   | Internal Error: Failed to determine if request URI is phone.     |
| 4086           | ms-diagnostics | Response   | Internal Error: Failure while checking options responseRequired. |
| 4087           | ms-diagnostics | Response   | Internal Error: Identity AOR and FROM header don't match.        |
| 4088           | ms-diagnostics | Response   | Internal Error: Failed to set the Request URI.                   |

| ErrorId | Header         | SIP      | Reason string  |
|---------|----------------|----------|--|
| 4089    | ms-diagnostics | Response | Internal Error: Failed to check for TO server role.                                    |
| 4090    | ms-diagnostics | Response | Internal Error: Failed to get request URI.   |
| 4091    | ms-diagnostics | Response | Internal Error: Failed to get user@host from GRUU.                                     |
| 4092    | ms-diagnostics | Response | Internal Error: Failed to queue a message dispatcher request.                          |
| 4093    | ms-diagnostics | Response | Internal Error: GetCachedEndpointInfo failed.  |
| 4094    | ms-diagnostics | Response | Internal Error: ResolveGRUUFromRoute failed.   |
| 4095    | ms-diagnostics | Response | Internal Error: Failed to set display name in from header.                             |
| 4096    | ms-diagnostics | Response | Internal Error: Failed to set display name in P-Asserted-Identity header.              |
| 4097    | ms-diagnostics | Response | Internal Error: Failed to Restore Contact Entry.                                       |
| 4098    | ms-diagnostics | Response | Internal Error: Failed to set user data.   |
| 4099    | ms-diagnostics | Response | Internal Error: Failed to validate GRUU contacts.                                      |
| 4100    | ms-diagnostics | Response | Internal Error: Failed to find <b>fully qualified domain name (FQDN)</b> in route set. |
| 4101    | ms-diagnostics | Response | Internal Error: Failed to resolve ES GRUU.   |
| 4102    | ms-diagnostics | Response | Internal Error: Malformed server GRUU.   |
| 4103    | ms-diagnostics | Response | Internal Error: Failed to determine server peer name.                                  |
| 4104    | ms-diagnostics | Response | Internal Error: Failed to determine if internal peer is an FE.                         |
| 4105    | ms-diagnostics | Response | Internal Error: Failed to get Call-Id.   |
| 4106    | ms-diagnostics | Response | Internal Error: Failed to get FROM Tag.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 4107           | ms-diagnostics | Response   | Internal Error: Failed to get TO Tag.                        |
| 4108           | ms-diagnostics | Response   | Internal Error: Error trying to get Supported header.        |
| 4109           | ms-diagnostics | Response   | Internal Error: Failed to get Content-type header.           |
| 4110           | ms-diagnostics | Response   | Internal Error: GetExpiryTimes failed.                       |
| 4111           | ms-diagnostics | Response   | Internal Error: GenerateRandomTag failed.                    |
| 4112           | ms-diagnostics | Response   | Internal Error: Failed to get displayname.                   |
| 4113           | ms-diagnostics | Response   | Internal Error: XML generation failed.                       |
| 4114           | ms-diagnostics | Response   | Internal Error: Out of memory.                               |
| 4115           | ms-diagnostics | Response   | Internal Error: GetGenericParameter failed.                  |
| 4116           | ms-diagnostics | Response   | Internal Error: GetUserAtHost failed.                        |
| 4117           | ms-diagnostics | Response   | Internal Error: SetDestinationInRequestURI failed.           |
| 4118           | ms-diagnostics | Response   | Internal Error: AttachEndpointRoutingContextIfNeeded failed. |
| 4119           | ms-diagnostics | Response   | Internal Error: GetEndpointRoute sproc failed.               |
| 4120           | ms-diagnostics | Response   | Internal Error: IntializeParameters failed.                  |
| 4121           | ms-diagnostics | Response   | Internal Error: GetQueryResourceAuthorizationInfo failed.    |
| 4122           | ms-diagnostics | Response   | Internal Error: XML construction failed.                     |
| 4123           | ms-diagnostics | Response   | Internal Error: Failed to convert to UNICODE.                |
| 4124           | ms-diagnostics | Response   | Internal Error: Error executing sproc - execution failure.   |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>  |
|----------------|-----------------------|------------|---|
| 4125           | ms-diagnostics        | Response   | Internal Error: Error executing sproc - native failure.   |
| 4126           | ms-diagnostics        | Response   | Internal Error: GetEndpointThrottlingContext failed.  |
| 4127           | ms-diagnostics        | Response   | Service Unavailable -- Functionality not implemented.   |
| 4128           | ms-diagnostics        | Response   | GetEndpointRouteComplete failed.  |
| 4129           | ms-diagnostics        | Response   | Service Unavailable -- Too many outstanding requests in Pool.   |
| 4130           | ms-diagnostics        | Response   | Server is busy.   |
| 4131           | ms-diagnostics        | Response   | Server is busy – Request rejected by database queue throttling mechanism.                                   |
| 4132           | ms-diagnostics        | Response   | Server is busy – Request rejected by endpoint throttling mechanism.   |
| 4133           | ms-diagnostics        | Response   | SQL deadlock encountered.   |
| 4134           | ms-diagnostics        | Response   | Database operation timeout. This can happen because of too many requests that require database interaction. |
| 4135           | ms-diagnostics        | Response   | Internal Error: Failed to process incoming App Via Header.  |
| 4136           | ms-diagnostics        | Response   | Internal Error: Failed to commit outgoing App Via Header.   |
| 4137           | ms-diagnostics        | Response   | Supported headers parse failure.  |
| 4138           | ms-diagnostics        | Response   | C3Pversion of the request is unsupported.   |
| 4139           | ms-diagnostics        | Response   | Internal Error: Initializing the batched polling subscribe request failed.                                  |
| 4140           | ms-diagnostics-public | Request    | User logged out.  |
| 4141           | ms-diagnostics-public | Request    | User disabled.  |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>   |
|----------------|-----------------------|------------|--|
| 4142           | ms-diagnostics-public | Request    | User moved.  |
| 4143           | ms-diagnostics        | Response   | Bad phone number.  |
| 4144           | ms-diagnostics        | Response   | Database communication link is down.   |
| 4145           | ms-diagnostics        | Response   | Internal Error: Failed to get session-on-behalf-of authorization requirements.       |
| 4146           | ms-diagnostics        | Response   | Internal Error: Failed to get the session-on-behalf-of header.                       |
| 4147           | ms-diagnostics        | Response   | AuthorizeSessionOnBehalfOf for delegate failed.                                      |
| 4148           | ms-diagnostics        | Response   | Internal Error: Failed to read from the authorized delegate reader.                  |
| 4149           | ms-diagnostics        | Response   | Delegator is not found in the deployment.  |
| 4150           | ms-diagnostics        | Response   | P-Session-On-Behalf-Of header has parameters which are disallowed.                   |
| 4151           | ms-diagnostics        | Response   | <b>HTTP</b> Authorization for P-Session-On-Behalf-Of header failed.                  |
| 4152           | ms-diagnostics        | Response   | Remote authorization of delegate failed.   |
| 4153           | ms-diagnostics        | Response   | Remote authorization of delegate timed out.  |
| 4154           | ms-diagnostics        | Response   | Endpoint is registered with a front-end server that is unavailable or has restarted. |
| 4155           | ms-diagnostics        | Response   | Internal Error: Failed to set tenant context identifier.                             |
| 4156           | ms-diagnostics        | Response   | Internal Error: Failed to set tenant boundary identifier.                            |
| 4157           | ms-diagnostics        | Response   | Internal Error: Failed to get tenant context identifier.                             |
| 4158           | ms-diagnostics        | Response   | Delegate Request: session-on-behalf-of header absent.                                |
| 4159           | ms-diagnostics        | Response   | Delegate Request: SIP To is not equal to the session-on-behalf-of header.            |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>  |
|----------------|-----------------------|------------|---|
| 4160           | ms-diagnostics        | Response   | Internal Error: Failed to deserialize the context containing user pool information.     |
| 4161           | ms-diagnostics        | Response   | Target Endpoint is not registered.  |
| 4162           | ms-diagnostics        | Response   | Internal Error: Failed to determine the service that needs to handle the request.       |
| 4163           | ms-diagnostics        | Response   | Internal Error: PoolManager failed to process request.                                  |
| 4164           | ms-diagnostics        | Response   | User Services Pool is unavailable.  |
| 4165           | ms-diagnostics-public | Request    | User Services Pool is unavailable.  |
| 4166           | ms-diagnostics-public | Request    | Preferred Registrar Change.   |
| 4167           | ms-diagnostics-public | Request    | Preferred Pool Change.  |
| 4168           | ms-diagnostics        | Response   | Internal Error: Failed during string manipulation.                                      |
| 4169           | ms-diagnostics        | Response   | Internal Error: Failed to get Security Handle.  |
| 4170           | ms-diagnostics        | Response   | Internal Error: Failed to execute GetPublishedCertAndAuthorize.                         |
| 4171           | ms-diagnostics        | Response   | GetPublishedCert UPRP command failed.   |
| 4172           | ms-diagnostics        | Response   | No certificate found for the user.  |
| 4173           | ms-diagnostics        | Response   | Internal Error: GetPublishedCert command timed out.                                     |
| 4174           | ms-diagnostics        | Response   | Internal Error: Failed to determine the primary and backup pools to handle the request. |
| 4175           | ms-diagnostics        | Response   | Internal Error: Failed to read from the published certificate reader.                   |
| 4176           | ms-diagnostics        | Response   | Internal Error: Failed to get the UserServices pool from Context.                       |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 4177           | ms-diagnostics | Response   | Internal Error: Failed while invoking UPRP command GetPublishedCert.                            |
| 4178           | ms-diagnostics | Response   | Invalid or Unknown Service Pool Type.   |
| 4179           | ms-diagnostics | Response   | User homed on W13 Pool. Cert Auth is not possible.  |
| 4180           | ms-diagnostics | Response   | Failed to determine the primary pool to handle request. This could be a temporary issue.        |
| 4181           | ms-diagnostics | Response   | The health information of the primary pool is being evaluated. This could be a temporary issue. |
| 4182           | ms-diagnostics | Response   | GetSubscriptionVersioning failed.   |
| 4183           | ms-diagnostics | Response   | Failed to determine the deployment location to handle request.                                  |
| 4184           | ms-diagnostics | Response   | Internal Error: Failed to redirect request.   |
| 4185           | ms-diagnostics | Response   | Internal Error: Failed to get the ms-split-domain-information header.                           |
| 4186           | ms-diagnostics | Response   | Internal Error: Failed to set the ms-split-domain-information header.                           |
| 4187           | ms-diagnostics | Response   | Failed to cache publications on registrar.  |
| 4188           | ms-diagnostics | Response   | Failed to determine the Delegator's Pool for authorization.                                     |
| 4189           | ms-diagnostics | Response   | User object is not configured properly.   |
| 4190           | ms-diagnostics | Response   | Failed to determine the user's pool to process request.   |
| 4191           | ms-diagnostics | Response   | Internal Error: Failed while invoking SPROC GetPublishedCert.                                   |
| 4192           | ms-diagnostics | Response   | RtcUpdateEndpoint sproc failed.   |
| 4193           | ms-diagnostics | Response   | UpdateEndpoint HTTP request failed.   |
| 4194           | ms-diagnostics | Response   | Failed to get traffic type from the ms-split-domain-information header.                         |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 4195           | ms-diagnostics | Response   | Internal Error: Failed to delete the ms-split-domain-information header.                          |
| 4196           | ms-diagnostics | Response   | From or target user pool or deployment assignment is incompatible with split-domain traffic type. |
| 4197           | ms-diagnostics | Response   | MWI Notify body parse failure.  |
| 4198           | ms-diagnostics | Response   | Not a valid SIP URI in the From or To header.   |
| 4199           | ms-diagnostics | Response   | Multiple users associated with the target phone number.   |
| 4200           | ms-diagnostics | Response   | SIP Identity is required for Delegate Authorization.  |
| 4201           | ms-diagnostics | Response   | SIP Identity required for processing this request.  |
| 4202           | ms-diagnostics | Response   | Internal Error: Failed to add P-Asserted-Identity header.   |
| 4203           | ms-diagnostics | Response   | The SIP URI in the From and To header are not identical.  |
| 4204           | ms-diagnostics | Response   | The SIP URI in the From and To header contains a user portion which is not allowed.               |
| 4205           | ms-diagnostics | Response   | From User Policy is not found.  |
| 4206           | ms-diagnostics | Response   | To User Policy is not found.  |
| 4207           | ms-diagnostics | Response   | External Access Policy processing failed.   |
| 4208           | ms-diagnostics | Response   | Internal Error: Failed processing contact header.   |
| 4209           | ms-diagnostics | Response   | Internal Error: Failed processing Expires header.   |
| 4210           | ms-diagnostics | Response   | Internal Error: Failed to get the content of a header.  |
| 4211           | ms-diagnostics | Response   | Internal Error: Failed to read from the endpoint reader.  |
| 4212           | ms-diagnostics | Response   | Internal Error: Failed to send response.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 4213           | ms-diagnostics | Response   | Internal Error: Request is incorrectly targeted at the ICR.  |
| 4214           | ms-diagnostics | Response   | Tenant Federation Configuration Processing failed.   |
| 4215           | ms-diagnostics | Response   | MWI Notify for legacy user cannot be processed.  |
| 4216           | ms-diagnostics | Response   | An internal error occurred while User Services was processing the request.   |
| 4217           | ms-diagnostics | Response   | Internal Error: Failed to get user portion from URI.   |
| 4218           | ms-diagnostics | Response   | Internal Error: Failed to get fully qualified domain name (FQDN) from URL.   |
| 4219           | ms-diagnostics | Response   | Authentication took too long.  |
| 4220           | ms-diagnostics | Response   | Failed to get remote fully qualified domain name (FQDN) from the ms-split-domain-info header.                          |
| 4221           | ms-diagnostics | Response   | Failed to get home route from the ms-split-domain-info header.   |
| 4222           | ms-diagnostics | Response   | Cannot redirect user to the deployment location pointed to by SRV record.  |
| 4223           | ms-diagnostics | Response   | Deployment location loop detected: request arrived from the deployment location of the target user.                    |
| 4224           | ms-diagnostics | Response   | Cannot route request to the home pool of the From user because From user is not homed in this deployment.              |
| 4225           | ms-diagnostics | Response   | Cannot route request from home deployment of target user without pre-populated destination route.                      |
| 4226           | ms-diagnostics | Response   | Certificate authentication is not allowed for users homed on remote deployments.                                       |
| 4227           | ms-diagnostics | Response   | Dialog Routeset Update required.   |
| 4228           | ms-diagnostics | Response   | User Services Pool is unavailable as backend database failover is in progress.   |
| 4229           | ms-diagnostics | Response   | This user is either failing over or failing back to another server, and User Store has been locked for the transition. |
| 4320           | ms-diagnostics | Response   | Server pool has been failed over to its backup.  |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>   |
|----------------|-----------------------|------------|--|
| 4231           | ms-diagnostics        | Response   | Internal error while trying to route via ICR.  |
| 4232           | ms-diagnostics        | Response   | Pool Manager indicates that there are no servers available to process this request.  |
| 4233           | ms-diagnostics        | Response   | Presence and Conferencing services are not available because the User Store is down or the connectivity to datacenter has been lost. |
| 4234           | ms-diagnostics        | Response   | Internal error while trying to find backup server.   |
| 4235           | ms-diagnostics        | Response   | Internal error while trying to send the request to director in correct forest.   |
| 4236           | ms-diagnostics        | Response   | Internal error while trying to get the director for remote forest.   |
| 4237           | ms-diagnostics        | Response   | Internal error while trying to get ms-routing-phase header.  |
| 4238           | ms-diagnostics        | Response   | Internal error while trying to delete ms-routing-phase header.   |
| 4239           | ms-diagnostics        | Response   | Internal error while trying to set ms-routing-phase header.  |
| 4240           | ms-diagnostics-public | Response   | Server has detected a loop.  |
| 4241           | ms-diagnostics-public | Response   | Subscription is being terminated because contact has been moved to another pool.   |
| 4242           | ms-diagnostics        | Response   | Internal error during Lookup User operation.   |
| 4243           | ms-diagnostics        | Response   | Lookup User failed to find a server to perform authorization.  |
| 4244           | ms-diagnostics        | Response   | User Group is not registered with Pool Manager.  |
| 4245           | ms-diagnostics        | Response   | Pool state is being reconfigured. This is a transient condition.   |
| 4246           | ms-diagnostics        | Response   | Failed to proxy request to owning FE.  |
| 4247           | ms-diagnostics        | Response   | Request was proxied to owning FE but it timed-out.   |
| 4248           | ms-diagnostics        | Response   | Failed to Execute Query Resource Data sproc.   |

| ErrorId | Header         | SIP      | Reason string  |
|---------|----------------|----------|--|
| 4249    | ms-diagnostics | Response | Resource is in a remote deployment, but no destination available.  |
| 4250    | ms-diagnostics | Response | Cannot route request from a deployment that is not a home deployment of the destination user.  |
| 4251    | ms-diagnostics | Response | Transport error while executing a replication command.   |
| 4252    | ms-diagnostics | Response | Backup Store is unavailable.   |
| 4253    | ms-diagnostics | Response | Internal error while executing a replication command.  |
| 4254    | ms-diagnostics | Response | Time-out without final response.   |
| 4255    | ms-diagnostics | Response | Request cannot have a non-empty body.  |
| 4256    | ms-diagnostics | Response | Internal Error: Failed to get FROM URI string.   |
| 4257    | ms-diagnostics | Response | Internal Error: Failed to determine if from URI is phone.  |
| 4258    | ms-diagnostics | Response | A quorum of servers is not available to commit this operation.   |
| 4259    | ms-diagnostics | Response | Contact list is rolled back from Exchange.   |
| 4260    | ms-diagnostics | Response | Primary pool is being failed over to its backup and hence User Store is locked for the transition.   |
| 4261    | ms-diagnostics | Response | Pool is now failing back and hence User Store is locked for the transition.  |
| 4262    | ms-diagnostics | Response | User is homed on this server, but is currently in <b>read-only mode</b> . This is a transient condition during Failover/Failback.  |
| 4263    | ms-diagnostics | Response | User is homed on this server but is currently in read-only mode due to lack of write quorum. This is a transient condition during Failover/Failback.   |
| 4264    | ms-diagnostics | Response | User is homed on this server but is currently in read-only mode due to pending reconfiguration. This is a transient condition during Failover/Failback.  |
| 4265    | ms-diagnostics | Response | User is homed on this server but is currently in read-only mode . The FE was demoted, but it hasn't received a notification with the address of the new primary. This is a transient condition during Failover/Failback. |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 4266           | ms-diagnostics | Response   | User is homed on this server but is currently in read-only mode. This is a transient condition during Failover/Failback.                      |
| 4267           | ms-diagnostics | Response   | User is homed on this server but is in read-only mode as Backup Store is unavailable. This is a transient condition during Failover/Failback. |
| 4268           | ms-diagnostics | Response   | Delegate operation not allowed as delegate and delegator are in different deployments.  |
| 4269           | ms-diagnostics | Response   | The request is targeted to registrar-only server or pool, which cannot serve user services requests.  |
| 4270           | ms-diagnostics | Response   | Failed to parse ms-subnet header.   |
| 4272           | ms-diagnostics | Response   | Backend database communication link is down.  |
| 4273           | ms-diagnostics | Response   | The routing target is no longer served by this pool or its backup.  |
| 4274           | ms-diagnostics | Response   | Internal Error: Failed to set the Route header with edge-route parameter.   |
| 4275           | ms-diagnostics | Response   | Internal Error: Failed to parse client certificate's Issuer information.  |
| 4279           | ms-diagnostics | Response   | Client certificate's subject name has unexpected value.   |
| 4281           | ms-diagnostics | Response   | Target is moving away   |

## 7.6 Lync server API and applications

The following table lists the Lync **server** API and applications **ErrorIds**, numbered 5000 – 5999, for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>                               |
|----------------|----------------|------------------------------|--|
| 5000           | ms-diagnostics | Response                     | One or more critical applications are not running. |
| 5001           | ms-diagnostics | Response                     | Request Timed-out.                                 |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>   |
|----------------|-----------------------|------------|--|
| 5002           | ms-diagnostics        | Response   | Request was cancelled.   |
| 5003           | ms-diagnostics        | Response   | Internal processing failure.   |
| 5004           | ms-diagnostics        | Response   | Failed parsing the incoming request.   |
| 5005           | ms-diagnostics        | Response   | The application specified an invalid request-uri.  |
| 5006           | ms-diagnostics        | Response   | Failed when constructing the outgoing request.   |
| 5007           | ms-diagnostics        | Response   | Failed processing a contact entry.   |
| 5008           | ms-diagnostics        | Response   | The application specified an invalid static forwarding URL.  |
| 5009           | ms-diagnostics-public | Response   | Bye/Ack is being sent on receipt of 200 as the Invite transaction has been canceled.                 |
| 5010           | ms-diagnostics-public | Response   | Application is canceling a client transaction for which a 2XX was received, sending Bye/Ack instead. |
| 5011           | ms-diagnostics-public | Response   | ACK is being generated on receipt of a 487 canceled response for an INVITE forked by application.    |
| 5012           | ms-diagnostics-public | Response   | ACK is being generated on receipt of a failure final response for an INVITE forked by application.   |
| 5013           | ms-diagnostics-public | Response   | ACK is being generated as the Invite transaction timed-out.  |
| 5014           | ms-diagnostics-public | Response   | BYE/ACK for client transaction on receipt of a 2XX response on another client transaction.           |
| 5015           | ms-diagnostics-public | Response   | BYE/ACK for client transaction on receipt of a 6XX response on another client transaction.           |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>   |
|----------------|-----------------------|------------|--|
| 5016           | ms-diagnostics-public | Response   | ACK is being generated on receipt of a failure final response for an INVITE forked by application. |
| 5017           | ms-diagnostics-public | Response   | Client initiated Cancel.   |
| 5018           | ms-diagnostics-public | Response   | Cancel sent as original INVITE timed-out.  |
| 5019           | ms-diagnostics-public | Response   | Cancel sent as original INVITE received 2XX response from another fork.                            |
| 5020           | ms-diagnostics-public | Response   | Cancel sent as original INVITE received 6XX response from another fork.                            |
| 5021           | ms-diagnostics-public | Response   | Cancel sent as original INVITE received final non-2XX/non-6XX response from another fork.          |
| 5022           | ms-diagnostics-public | Response   | Cancel sent as INVITE client transaction timed-out.  |
| 5023           | ms-diagnostics-public | Response   | Cancel sent as INVITE client transaction was in ringing state for too long.                        |
| 5024           | ms-diagnostics-public | Response   | Cancel sent by application for INVITE client transaction.  |
| 5025           | ms-diagnostics-public | Response   | Cancel sent by application for INVITE client transaction.  |
| 5026           | ms-diagnostics-public | Response   | The request was sent to the callee's client endpoints but no further response was received.        |
| 5027           | ms-diagnostics-public | Response   | Response handler threw an exception.   |

## 7.7 IM conferencing

The following table lists the IM conferencing ErrorIds, numbered 6000 – 6999, generated by the Lync front-end **server** for the current release.

| ErrorId | Header         | SIP Request, Response | Reason string  |
|---------|----------------|-----------------------|--|
| 6000    | ms-diagnostics | Response              | Service unavailable.                                       |
| 6001    | ms-diagnostics | Response              | Request timeout.   |
| 6002    | ms-diagnostics | Response              | Dialog/Transaction does not exist.                         |
| 6003    | ms-diagnostics | Response              | Unsupported out of dialog request.                         |
| 6004    | ms-diagnostics | Response              | Media type is not supported.                               |
| 6005    | ms-diagnostics | Response              | Invite session is not setup.                               |
| 6006    | ms-diagnostics | Response              | MCU is shutting down.                                      |
| 6007    | ms-diagnostics | Response              | Conference URI in request is not found.                    |
| 6008    | ms-diagnostics | Response              | Conference represented by a conference URI does not exist. |
| 6009    | ms-diagnostics | Response              | Message has exceeded maximum allowed length.               |
| 6010    | ms-diagnostics | Response              | Authorization failure.                                     |
| 6011    | ms-diagnostics | Response              | User not found.  |
| 6012    | ms-diagnostics | Response              | Participant is not expected to be incoming.                |
| 6013    | ms-diagnostics | Response              | Conference is terminated.                                  |
| 6014    | ms-diagnostics | Response              | Unexpected (re)invite request.                             |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 6015           | ms-diagnostics | Response   | SDP is not acceptable.   |
| 6016           | ms-diagnostics | Response   | Unsupported request type.  |
| 6017           | ms-diagnostics | Response   | Info body has exceeded maximum allowed length.                           |
| 6018           | ms-diagnostics | Response   | Invite session is disconnected.  |
| 6019           | ms-diagnostics | Response   | Dialog does not exist.   |
| 6020           | ms-diagnostics | Response   | Failed to process session timer.   |
| 6021           | ms-diagnostics | Response   | Ack was not received from the client.                                    |
| 6022           | ms-diagnostics | Response   | Invite dialog was terminated.  |
| 6023           | ms-diagnostics | Response   | User was deleted.  |
| 6024           | ms-diagnostics | Response   | Message does not contain a format acceptable to the client.              |
| 6025           | ms-diagnostics | Response   | Require header has an unsupported SIP extension.                         |
| 6026           | ms-diagnostics | Response   | Bye sent because the conference was deleted.                             |
| 6027           | ms-diagnostics | Response   | Bye sent because of an error response to a request on the INVITE dialog. |
| 6028           | ms-diagnostics | Response   | Bye sent because there was no update before the session timer expired.   |
| 6029           | ms-diagnostics | Response   | Bye sent because of an error in processing the INVITE response.          |
| 6030           | ms-diagnostics | Response   | INVITE request does not have gruu/sipinstance/epid.                      |
| 6031           | ms-diagnostics | Response   | IM MCU is muted and therefore not accepting IM messages.                 |

## 7.8 Audio video conferencing

The following table lists the audio video conferencing **ErrorIds**, numbered 7000 – 7999, generated by the Lync AV conferencing **server** for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>   |
|----------------|----------------|------------------------------|--|
| 7000           | ms-diagnostics | Response                     | Maximum number of meetings exceeded - server is too busy.                |
| 7001           | ms-diagnostics | Response                     | NAT/Firewall traversal service not available.                            |
| 7002           | ms-diagnostics | Response                     | The specified conference does not exist.                                 |
| 7003           | ms-diagnostics | Response                     | The SIP INVITE request with the client timed out.                        |
| 7004           | ms-diagnostics | Response                     | The AV MCU supports only 'Content-Type: application/sdp' offer/answers.  |
| 7005           | ms-diagnostics | Response                     | The request is malformed or unexpected at this time.                     |
| 7006           | ms-diagnostics | Response                     | Conference not provisioned for this user.                                |
| 7007           | ms-diagnostics | Response                     | Replacing existing user is not allowed.                                  |
| 7008           | ms-diagnostics | Response                     | Error parsing SDP.   |
| 7009           | ms-diagnostics | Response                     | IPv6 connection address not supported.                                   |
| 7010           | ms-diagnostics | Response                     | Error parsing SDP: Missing or invalid connection address.                |
| 7011           | ms-diagnostics | Response                     | Error parsing SDP: Unrecognized or incompatible media transport profile. |
| 7012           | ms-diagnostics | Response                     | Cannot support media encryption required by client.                      |
| 7013           | ms-diagnostics | Response                     | SRTP-encrypted media required to join.                                   |
| 7014           | ms-diagnostics | Response                     | Error parsing SDP: Invalid ICE transport candidates.                     |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason string</b>   |
|----------------|-----------------------|------------|--|
| 7015           | ms-diagnostics        | Response   | Cannot change SRTP encryption key.                                   |
| 7016           | ms-diagnostics        | Response   | Call cannot start on hold.   |
| 7017           | ms-diagnostics        | Response   | Cannot modify media while call on hold.                              |
| 7018           | ms-diagnostics        | Response   | Error parsing SDP: invalid RTP or RTCP port value.                   |
| 7019           | ms-diagnostics        | Response   | Error parsing SDP: invalid number of media.                          |
| 7020           | ms-diagnostics        | Response   | Error parsing SDP: mismatched or out-of-order media.                 |
| 7021           | ms-diagnostics        | Response   | Error parsing SDP: client must provide only one SRTP encryption key. |
| 7022           | ms-diagnostics        | Response   | Cannot support any media offered by client.                          |
| 7023           | ms-diagnostics        | Response   | Client declined all media.   |
| 7024           | ms-diagnostics        | Response   | Failure negotiating SRTP encryption for media.                       |
| 7025           | ms-diagnostics        | Response   | Internal server error creating media for user.                       |
| 7026           | ms-diagnostics        | Response   | Failed to establish media connection with client.                    |
| 7027           | ms-diagnostics        | Response   | The media connection with the client was lost.                       |
| 7028           | ms-diagnostics        | Response   | Requested custom route not allowed by policy.                        |
| 7029           | ms-diagnostics        | Response   | Server is busy.  |
| 7030           | ms-diagnostics-public | Request    | User is replaced.  |
| 7031           | ms-diagnostics-public | Request    | Audio-Video Conferencing Service is shutting down.                   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 7032           | ms-diagnostics | Response   | Encountered errors sending SIP message.   |
| 7033           | ms-diagnostics | Response   | The client is attempting to join another endpoint that has not been provisioned.      |
| 7034           | ms-diagnostics | Response   | User removed from conference.   |
| 7035           | ms-diagnostics | Response   | User removed because of conference ending.  |
| 7036           | ms-diagnostics | Response   | Media Connectivity Issues in call.  |
| 7037           | ms-diagnostics | Response   | Media stack diagnostics info.   |
| 7038           | ms-diagnostics | Response   | Conference is being shut down.  |
| 7039           | ms-diagnostics | Response   | SIP transaction is currently pending.   |
| 7040           | ms-diagnostics | Response   | Received unrecoverable failure response for SIP transaction.                          |
| 7041           | ms-diagnostics | Response   | All media instances have been declined by client and server.                          |
| 7042           | ms-diagnostics | Response   | Server internal error in AV MCU.  |
| 7043           | ms-diagnostics | Response   | Terminating app invite dialog.  |
| 7044           | ms-diagnostics | Response   | Requested AddUser not allowed by policy.  |
| 7045           | ms-diagnostics | Response   | Terminating SIP response from remote endpoint did not contain diagnostic information. |
| 7046           | ms-diagnostics | Response   | AV MCU Join Time Information.   |
| 7047           | ms-diagnostics | Response   | Requested source not available.   |
| 7048           | ms-diagnostics | Response   | Requested AddConference not allowed by policy.  |

## 7.9 Audio video edge authentication

The following table lists the audio video edge authentication **ErrorIds**, numbered 9000 – 9999, for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>      |
|----------------|----------------|------------------------------|---------------------------|
| 9000           | ms-diagnostics | Response                     | Request is malformed.     |
| 9001           | ms-diagnostics | Response                     | Request is too large.     |
| 9002           | ms-diagnostics | Response                     | Internal server error.    |
| 9003           | ms-diagnostics | Response                     | Not supported.            |
| 9004           | ms-diagnostics | Response                     | Server busy.              |
| 9005           | ms-diagnostics | Response                     | Timeout.                  |
| 9006           | ms-diagnostics | Response                     | Request is forbidden.     |
| 9007           | ms-diagnostics | Response                     | Ok.                       |
| 9008           | ms-diagnostics | Response                     | Version not supported.    |
| 9009           | ms-diagnostics | Response                     | Other failure.            |
| 9010           | ms-diagnostics | Response                     | Unsupported message type. |
| 9011           | ms-diagnostics | Response                     | Unsupported content type. |
| 9012           | ms-diagnostics | Response                     | Draining.                 |
| 9013           | ms-diagnostics | Response                     | Not a trusted server.     |

## 7.10 Lync mediation server

The following table lists the Lync mediation **server ErrorIds**, numbered 10000 – 10999, for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>  |
|----------------|----------------|------------------------------|---|
| 10000          | ms-diagnostics | Response                     | Gateway returned a SIP failure code.                                  |
| 10001          | ms-diagnostics | Response                     | Gateway did not respond in a timely manner (timeout).                 |
| 10002          | ms-diagnostics | Response                     | Gateway did not return a response.                                    |
| 10003          | ms-diagnostics | Response                     | Proxy returned a SIP failure code.                                    |
| 10004          | ms-diagnostics | Response                     | Proxy did not respond in a timely manner (timeout).                   |
| 10005          | ms-diagnostics | Response                     | Proxy did not return a response.                                      |
| 10006          | ms-diagnostics | Response                     | Proxy side media negotiation failed.                                  |
| 10007          | ms-diagnostics | Response                     | Proxy side media stream timeout.                                      |
| 10008          | ms-diagnostics | Response                     | Incoming request has invalid parameters.                              |
| 10009          | ms-diagnostics | Response                     | Mediation Server is shutting down.                                    |
| 10010          | ms-diagnostics | Response                     | Gateway side media negotiation failed.                                |
| 10011          | ms-diagnostics | Response                     | Media Gateway side stream timeout.                                    |
| 10012          | ms-diagnostics | Response                     | Call rejected because the Mediation Server is in draining mode.       |
| 10013          | ms-diagnostics | Response                     | Gateway peer in inbound call is not found in topology document.       |
| 10014          | ms-diagnostics | Response                     | An internal exception received while processing the incoming request. |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 10015          | ms-diagnostics | Response   | Processing another INVITE with replace request.                            |
| 10016          | ms-diagnostics | Response   | Mediation Server global health threshold has been exceeded.                |
| 10017          | ms-diagnostics | Response   | Mediation Server does not support INVITE with Join.                        |
| 10018          | ms-diagnostics | Response   | The MIME in offer is invalid.  |
| 10019          | ms-diagnostics | Response   | No application/sdp content found in the incoming MIME body.                |
| 10020          | ms-diagnostics | Response   | Cannot process INVITE with replace because call leg is not in valid state. |
| 10021          | ms-diagnostics | Response   | Cannot find call leg to replace.   |
| 10022          | ms-diagnostics | Response   | Exception with received INVITE with replaces.                              |
| 10023          | ms-diagnostics | Response   | From header is incorrectly formatted.                                      |
| 10024          | ms-diagnostics | Response   | To header is incorrectly formatted.  |
| 10025          | ms-diagnostics | Response   | Gateway peer in outbound call is not found in topology document.           |
| 10026          | ms-diagnostics | Response   | This call leg has been replaced.   |
| 10027          | ms-diagnostics | Response   | Normal termination response from gateway after the call was established.   |
| 10028          | ms-diagnostics | Response   | Unexpected call termination from gateway side.                             |
| 10029          | ms-diagnostics | Response   | Call leg has been redirected.  |
| 10030          | ms-diagnostics | Response   | Terminating call leg because the end-to-end call was shut down.            |
| 10031          | ms-diagnostics | Response   | Call rejected because the Mediation Server service is paused.              |
| 10032          | ms-diagnostics | Response   | Media diagnostic information.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 10033          | ms-diagnostics | Response   | Cannot process re-INVITE because call leg is not in valid state.   |
| 10034          | ms-diagnostics | Response   | Proxy SIP dialog recovery has failed.  |
| 10035          | ms-diagnostics | Response   | TLS negotiation failed with the Mediation Server next hop peer.  |
| 10036          | ms-diagnostics | Response   | Cannot process refer because call leg is not in valid state.   |
| 10037          | ms-diagnostics | Response   | Normal termination response from gateway before the call was established.  |
| 10038          | ms-diagnostics | Response   | No application/sdp or applicable application/gw-sdp content found in the incoming INVITE.                                      |
| 10039          | ms-diagnostics | Response   | Outbound call is directed to Mediation Server but is not replacing an existing call.   |
| 10040          | ms-diagnostics | Response   | Unexpected call termination from gateway side, ITU-T Q.850 Cause resource unavailable class.                                   |
| 10041          | ms-diagnostics | Response   | Unexpected call termination from gateway side, ITU-T Q.850 Cause service or option unavailable class.                          |
| 10042          | ms-diagnostics | Response   | Unexpected call termination from gateway side, ITU-T Q.850 Cause service or option not implemented class.                      |
| 10043          | ms-diagnostics | Response   | Unexpected call termination from gateway side, ITU-T Q.850 Cause invalid message (for example a parameter out of range) class. |
| 10044          | ms-diagnostics | Response   | Unexpected call termination from gateway side, ITU-T Q.850 Cause protocol error (for example an unknown message) class.        |
| 10045          | ms-diagnostics | Response   | Unexpected call termination from gateway side, ITU-T Q.850 Cause interworking class.   |
| 10046          | ms-diagnostics | Response   | Unexpected call termination from gateway side, outside ITU-T Q.850 Cause definition.   |
| 10047          | ms-diagnostics | Response   | Unexpected call termination from gateway side; request has an unexpected reason header or cause code format.                   |
| 10400          | ms-diagnostics | Response   | Gateway responded with 400 Bad Request.  |
| 10401          | ms-diagnostics | Response   | Gateway responded with 401 Unauthorized.   |
| 10402          | ms-diagnostics | Response   | Gateway responded with 402 Payment Required.   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>                                      |
|----------------|----------------|------------|---|
| 10403          | ms-diagnostics | Response   | Gateway responded with 403 Forbidden.                     |
| 10404          | ms-diagnostics | Response   | Gateway responded with 404 Not Found (User Not Found).    |
| 10405          | ms-diagnostics | Response   | Gateway responded with 405 Method Not Allowed.            |
| 10406          | ms-diagnostics | Response   | Gateway responded with 406 Client Not Acceptable.         |
| 10407          | ms-diagnostics | Response   | Gateway responded with 407 Proxy Authentication Required. |
| 10408          | ms-diagnostics | Response   | Gateway responded with 408 Request Timeout.               |
| 10409          | ms-diagnostics | Response   | Gateway responded with 409 Conflict.                      |
| 10410          | ms-diagnostics | Response   | Gateway responded with 410 Gone.                          |
| 10412          | ms-diagnostics | Response   | Gateway responded with 412 Conditional Request Failed.    |
| 10413          | ms-diagnostics | Response   | Gateway responded with 413 Request Entity Too Large.      |
| 10414          | ms-diagnostics | Response   | Gateway responded with 414 Request URI Too Long.          |
| 10415          | ms-diagnostics | Response   | Gateway responded with 415 Unsupported Media Type.        |
| 10416          | ms-diagnostics | Response   | Gateway responded with 416 Unsupported URI Scheme.        |
| 10417          | ms-diagnostics | Response   | Gateway responded with 417 Unknown Resource Priority.     |
| 10420          | ms-diagnostics | Response   | Gateway responded with 420 Bad Extension.                 |
| 10421          | ms-diagnostics | Response   | Gateway responded with 421 Extension Required.            |
| 10422          | ms-diagnostics | Response   | Gateway responded with 422 Session Interval Too Small.    |
| 10423          | ms-diagnostics | Response   | Gateway responded with 423 Interval Too Brief.            |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 10424          | ms-diagnostics | Response   | Gateway responded with 424 Bad Location Information.        |
| 10428          | ms-diagnostics | Response   | Gateway responded with 428 Use Identity Header.             |
| 10429          | ms-diagnostics | Response   | Gateway responded with 429 Provide Referrer Identity.       |
| 10433          | ms-diagnostics | Response   | Gateway responded with 433 Anonymity Disallowed.            |
| 10436          | ms-diagnostics | Response   | Gateway responded with 436 Bad Identity Info.               |
| 10437          | ms-diagnostics | Response   | Gateway responded with 437 Unsupported Certificate.         |
| 10438          | ms-diagnostics | Response   | Gateway responded with 438 Invalid Identity Header.         |
| 10480          | ms-diagnostics | Response   | Gateway responded with 480 Temporarily Unavailable.         |
| 10481          | ms-diagnostics | Response   | Gateway responded with 481 Call Transaction Does Not Exist. |
| 10482          | ms-diagnostics | Response   | Gateway responded with 482 Loop Detected.                   |
| 10483          | ms-diagnostics | Response   | Gateway responded with 483 Too Many Hops.                   |
| 10484          | ms-diagnostics | Response   | Gateway responded with 484 Address Incomplete.              |
| 10485          | ms-diagnostics | Response   | Gateway responded with 485 Ambiguous.                       |
| 10486          | ms-diagnostics | Response   | Gateway responded with 486 Busy Here.                       |
| 10487          | ms-diagnostics | Response   | Gateway responded with 487 Request Terminated.              |
| 10488          | ms-diagnostics | Response   | Gateway responded with 488 Not Acceptable Here.             |
| 10489          | ms-diagnostics | Response   | Gateway responded with 489 Bad Event.                       |
| 10491          | ms-diagnostics | Response   | Gateway responded with 491 Request Pending.                 |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 10493          | ms-diagnostics | Response   | Gateway responded with 493 Undecipherable.   |
| 10494          | ms-diagnostics | Response   | Gateway responded with 494 Security Agreement Required.                                    |
| 10495          | ms-diagnostics | Response   | Gateway responded with 409 Conflict with ITU-T Q.850 Cause code 98 Message Not Compatible. |
| 10500          | ms-diagnostics | Response   | Gateway responded with 500 Server Internal Error.  |
| 10501          | ms-diagnostics | Response   | Gateway responded with 501 Not Implemented.  |
| 10502          | ms-diagnostics | Response   | Gateway responded with 502 Bad Gateway.  |
| 10503          | ms-diagnostics | Response   | Gateway responded with 503 Service Unavailable.  |
| 10504          | ms-diagnostics | Response   | Gateway responded with 504 Server Time out.  |
| 10505          | ms-diagnostics | Response   | Gateway responded with 505 Version Not Supported.  |
| 10600          | ms-diagnostics | Response   | Gateway responded with 600 Busy Everywhere.  |
| 10603          | ms-diagnostics | Response   | Gateway responded with 603 Decline.  |
| 10604          | ms-diagnostics | Response   | Gateway responded with 604 Does Not Exist Anywhere.  |
| 10606          | ms-diagnostics | Response   | Gateway responded with 606 Server Not Acceptable.  |

## 7.11 VoIP outbound routing

The following table lists the **Voice over IP (VoIP)** outbound routing **ErrorIds**, numbered 12000 – 12999, generated by the Lync front-end **server** for the current release.

| <b>ErrorId</b> | <b>Header</b> | <b>SIP Request, Response</b> | <b>Reason string</b> |
|----------------|---------------|------------------------------|----------------------|
|----------------|---------------|------------------------------|----------------------|

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 12000          | ms-diagnostics | Response   | Routes available for this request but no available gateway at this point.     |
| 12001          | ms-diagnostics | Response   | User Policy does not contain phone route usage.                               |
| 12002          | ms-diagnostics | Response   | Phone number not valid or too large.  |
| 12003          | ms-diagnostics | Response   | Inconsistent internal state.  |
| 12004          | ms-diagnostics | Response   | No route found.   |
| 12005          | ms-diagnostics | Response   | Error parsing policy for this user.   |
| 12006          | ms-diagnostics | Response   | Trying next hop.  |
| 12007          | ms-diagnostics | Response   | Could not parse flags in ms-application-via header for outbound call routing. |
| 12008          | ms-diagnostics | Response   | PSTN Toll Bypass disallowed.  |
| 12009          | ms-diagnostics | Response   | PSTN Toll Bypass disallowed for Referrer.                                     |
| 12010          | ms-diagnostics | Response   | From URI does not match caller URI.   |
| 12011          | ms-diagnostics | Response   | Request body does not conform to schema.                                      |
| 12012          | ms-diagnostics | Response   | Number of callee URIs exceeded max limit.                                     |
| 12013          | ms-diagnostics | Response   | Conference dial outs from Anonymous users disallowed.                         |
| 12014          | ms-diagnostics | Response   | The Service identifier does not exist or is misconfigured.                    |
| 12015          | ms-diagnostics | Response   | The target type for vacant number entry is unknown.                           |
| 12016          | ms-diagnostics | Response   | The redirect request from Call park service is invalid.                       |
| 12017          | ms-diagnostics | Response   | Error occurred while routing to analog device.                                |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 12018          | ms-diagnostics | Response   | Analog device configured on an unknown gateway.  |
| 12019          | ms-diagnostics | Response   | Unexpected error occurred while proxying request to home pool of Referred-by.  |
| 12020          | ms-diagnostics | Response   | Unexpected error occurred while processing request for non-uc enabled caller.  |
| 12021          | ms-diagnostics | Response   | Unexpected error occurred while processing request.  |
| 12022          | ms-diagnostics | Response   | Unexpected error occurred while routing request, invalid or missing ms-icr-orig-req-uri header.  |
| 12023          | ms-diagnostics | Response   | Unexpected error occurred while routing request based on deployment locator of Referred-by.  |
| 12024          | ms-diagnostics | Response   | Unexpected error occurred; Hybrid voice service request received for invalid user.   |
| 12025          | ms-diagnostics | Response   | Voice policy disallows call forwarding or simul ring to external numbers.  |
| 12028          | ms-diagnostics | Response   | The call is not allowed due to Location based routing restrictions.  |
| 12029          | ms-diagnostics | Response   | The user is not authorized to call the specified number from this location or none of the routes have a valid gateway configured.                            |
| 12030          | ms-diagnostics | Response   | The user is not authorized to call international numbers.  |
| 12031          | ms-diagnostics | Response   | The request was proxied to the home of the referrer user.  |
| 12032          | ms-diagnostics | Response   | The user is not authorized to make outbound call. Check user's policy which might be preventing the caller to make outbound call. e.g., OnlineDialOutPolicy. |

## 7.12 VoIP inbound routing

The following table lists the **VoIP** inbound routing **ErrorIds**, numbered 13000 – 13999, generated by the Lync front-end **server** for the current release.

| <b>ErrorId</b> | <b>Header</b> | <b>SIP Request, Response</b> | <b>Reason string</b> |
|----------------|---------------|------------------------------|----------------------|
|----------------|---------------|------------------------------|----------------------|

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 13000          | ms-diagnostics | Response   | Call to self loop.  |
| 13001          | ms-diagnostics | Response   | The routing rules did not result in a suitable final response.                                  |
| 13002          | ms-diagnostics | Response   | The routing rules did not result in a final response.   |
| 13003          | ms-diagnostics | Response   | The request contains a header that is not formatted as expected.                                |
| 13004          | ms-diagnostics | Response   | Request was proxied to one or more registered endpoints.  |
| 13005          | ms-diagnostics | Response   | Request was proxied to one or more additional targets.  |
| 13006          | ms-diagnostics | Response   | Request forwarded, any previous branches cancelled.   |
| 13007          | ms-diagnostics | Response   | Request was proxied to an application.  |
| 13008          | ms-diagnostics | Response   | Diagnostic headers removed for privacy.   |
| 13009          | ms-diagnostics | Response   | No endpoints registered in Backup registrar.  |
| 13010          | ms-diagnostics | Response   | Target rejected call because of bandwidth congestion.   |
| 13011          | ms-diagnostics | Response   | Failed to dispatch request. This is an overload condition.                                      |
| 13012          | ms-diagnostics | Response   | No Routable Endpoints.  |
| 13013          | ms-diagnostics | Response   | No route for requested endpoint.  |
| 13014          | ms-diagnostics | Response   | The routing rules did not result in a final response and callee is not enabled for UM.          |
| 13015          | ms-diagnostics | Response   | The routing rules did not result in a final response for PSTN caller and non-UM enabled callee. |
| 13016          | ms-diagnostics | Response   | The routing rules did not result in a final response for App Invite.                            |
| 13017          | ms-diagnostics | Response   | The routing rules did not result in a final response for conference dial-out.                   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 13018          | ms-diagnostics | Response   | The client transaction has been cancelled.  |
| 13019          | ms-diagnostics | Response   | The client transaction has timed out.   |
| 13020          | ms-diagnostics | Response   | An unexpected error occurred while routing request.   |
| 13021          | ms-diagnostics | Response   | Trusted application routing invoked for an application that is not co-located.  |
| 13022          | ms-diagnostics | Response   | The request from PSTN gateway could not be routed as it is restricted based on location.                              |
| 13023          | ms-diagnostics | Response   | The routing rules did not result in a final response. One or more endpoints were skipped due to location restriction. |
| 13024          | ms-diagnostics | Response   | Redirected to anonymize the pstn caller's Caller ID depending upon user's callingLineIdentity policy.                 |

### 7.13 VoIP translation service

The following table lists the **VoIP** translation service **ErrorIds**, numbered 14000 – 14999, generated by the Lync front-end **server** for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>                       |
|----------------|----------------|------------------------------|--|
| 14000          | ms-diagnostics | Response                     | Unknown error occurred in translation app. |
| 14001          | ms-diagnostics | Response                     | Phone number is too long.                  |
| 14002          | ms-diagnostics | Response                     | Called number not found.                   |
| 14003          | ms-diagnostics | Response                     | Profile name not found in request URI.     |
| 14004          | ms-diagnostics | Response                     | An unexpected exception occurred.          |
| 14005          | ms-diagnostics | Response                     | Could not find profile in internal lookup. |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>                                       |
|----------------|----------------|------------|--|
| 14006          | ms-diagnostics | Response   | Unable to find a potentially matching regex.               |
| 14007          | ms-diagnostics | Response   | Regex replace failure.                                     |
| 14008          | ms-diagnostics | Response   | Not a phone number.  |
| 14009          | ms-diagnostics | Response   | Tx phone number too long.                                  |
| 14010          | ms-diagnostics | Response   | Unable to find an exact match in the rules set.            |
| 14011          | ms-diagnostics | Response   | Called number translated.                                  |
| 14012          | ms-diagnostics | Response   | Dialstring phone context used; no translation done.        |
| 14013          | ms-diagnostics | Response   | A default Dial Plan has not been configured for this pool. |

## 7.14 VoIP Exchange UM service

The following table lists the **VoIP** Exchange UM service **ErrorIds**, numbered 15000 – 15999, generated by the Lync front-end **server** for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>                |
|----------------|----------------|------------------------------|-------------------------------------|
| 15000          | ms-diagnostics | Response                     | User properties not readable.       |
| 15001          | ms-diagnostics | Response                     | Unexpected exception sending to UM. |
| 15002          | ms-diagnostics | Response                     | Unable to determine dial plan.      |
| 15003          | ms-diagnostics | Response                     | Dial plan is unknown.               |
| 15004          | ms-diagnostics | Response                     | Dial plan has no servers.           |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request.</b> | <b>Reason string</b>   |
|----------------|----------------|---------------------|--|
| 15005          | ms-diagnostics | Response            | UM server 302 with wrong contact count.  |
| 15006          | ms-diagnostics | Response            | UM server sent unexpected 302 response.  |
| 15007          | ms-diagnostics | Response            | UM server did not respond to request.  |
| 15008          | ms-diagnostics | Response            | Routing to UM for Subscriber Access.   |
| 15009          | ms-diagnostics | Response            | Routing to UM for Auto-Attendant.  |
| 15010          | ms-diagnostics | Response            | Routing to UM for voice mail deposit.  |
| 15011          | ms-diagnostics | Response            | Attempting PSTN rerouting.   |
| 15012          | ms-diagnostics | Response            | PSTN re-routing is either not enabled, or not fully configured.  |
| 15013          | ms-diagnostics | Response            | No Hosted Voicemail Policy could be found for the user.  |
| 15014          | ms-diagnostics | Response            | Hosted Voicemail Policy assigned to the user is not fully configured. Destination or Organization might be null. |
| 15015          | ms-diagnostics | Response            | ExUM Routing Application is in an unexpected state.  |
| 15016          | ms-diagnostics | Response            | Phone number is not properly configured for the AA/SA contact object.  |
| 15017          | ms-diagnostics | Response            | Exchange Server did not respond in time.   |
| 15018          | ms-diagnostics | Response            | Client transaction cancelled before final response from Exchange.  |
| 15019          | ms-diagnostics | Response            | Client transaction terminated before final response from Exchange.   |
| 15020          | ms-diagnostics | Response            | Too many 303 redirects.  |
| 15021          | ms-diagnostics | Response            | No contact header in 303 redirect.   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request.</b> | <b>Reason string</b>   |
|----------------|----------------|---------------------|--|
| 15022          | ms-diagnostics | Response            | Invalid contact header in 303 redirect.  |
| 15023          | ms-diagnostics | Response            | Re-directing request to the destination in 303.                                    |
| 15024          | ms-diagnostics | Response            | Unexpected non-audio single-part SDP request targeted to voicemail routing.        |
| 15025          | ms-diagnostics | Response            | Unexpected non-audio multi-part SDP request targeted to voicemail routing.         |
| 15026          | ms-diagnostics | Response            | Unexpected non-audio non-SDP request targeted to voicemail routing.                |
| 15027          | ms-diagnostics | Response            | Unexpected dispatch failure.   |
| 15028          | ms-diagnostics | Response            | Target User is not Um Enabled.   |
| 15029          | ms-diagnostics | Response            | No diagnostic information found.   |
| 15030          | ms-diagnostics | Response            | Failed to route to Exchange Server.  |
| 15031          | ms-diagnostics | Response            | Exchange Server returned invalid redirection response.                             |
| 15032          | ms-diagnostics | Response            | Re-directing request to the destination in 302.                                    |
| 15033          | ms-diagnostics | Response            | Failed to route call from public IM network to Exchange Unified Messaging servers. |
| 15034          | ms-diagnostics | Response            | Failed to route to Exchange Unified Messaging server.                              |
| 15039          | ms-diagnostics | Response            | Failed to route to Exchange server mail box not enabled.                           |

## 7.15 Intelligent IM filter

The following table lists the intelligent IM filter **ErrorIds**, numbered 16000 – 16999, and generated by the Lync front-end **server** and Access **Edge Server** for the current release.

| <b>ErrorId</b> | <b>Header</b> | <b>SIP Request, Response</b> | <b>Reason string</b> |
|----------------|---------------|------------------------------|----------------------|
|----------------|---------------|------------------------------|----------------------|

| ErrorId | Header         | SIP      | Reason string                      |
|---------|----------------|----------|------------------------------------|
| 16000   | ms-diagnostics | Response | Server overloaded.                 |
| 16001   | ms-diagnostics | Response | Invalid request.                   |
| 16002   | ms-diagnostics | Response | Policy disallows message contents. |

### 7.16 Protocol client version filter

The following table lists the protocol client version filter **ErrorIds**, numbered 17000 – 17999, generated by the Lync front-end **server** and Access **Edge Server** for the current release.

| ErrorId | Header         | SIP Request, Response | Reason string                               |
|---------|----------------|-----------------------|---|
| 17000   | ms-diagnostics | Response              | Server overloaded.                          |
| 17001   | ms-diagnostics | Response              | Invalid request.                            |
| 17002   | ms-diagnostics | Response              | Invalid client version.                     |
| 17003   | ms-diagnostics | Response              | Declined with URL.                          |
| 17004   | ms-diagnostics | Response              | Allowed with URL.                           |
| 17005   | ms-diagnostics | Response              | Internal error when processing the request. |

### 7.17 User PIN service

The following table lists the user PIN service **ErrorIds**, numbered 18000 – 18999, for the current release.

| ErrorId | Header | SIP Request, Response | Reason String |
|---------|--------|-----------------------|---------------|
|---------|--------|-----------------------|---------------|

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP</b> | <b>Reason String</b>  |
|----------------|-----------------------|------------|---|
| 18000          | ms-diagnostics-public | Response   | Pin cannot contain non-numeric characters.                      |
| 18001          | ms-diagnostics-public | Response   | Pin cannot be comprised of consecutive digits.                  |
| 18002          | ms-diagnostics-public | Response   | Pin cannot be comprised of the same digit.                      |
| 18003          | ms-diagnostics-public | Response   | Pin does not meet length requirements.                          |
| 18004          | ms-diagnostics-public | Response   | Pin matches a previously used pin.                              |
| 18005          | ms-diagnostics-public | Response   | Pin matches phone number or extension.                          |
| 18006          | ms-diagnostics-public | Response   | No user policy found for the user.                              |
| 18007          | ms-diagnostics        | Response   | Pin exceeds maximum length requirements.                        |
| 18008          | ms-diagnostics        | Response   | Unexpected dispatch failure.                                    |
| 18009          | ms-diagnostics        | Response   | Service cannot process response messages.                       |
| 18010          | ms-diagnostics        | Response   | Service received invalid message.                               |
| 18011          | ms-diagnostics        | Response   | Unexpected error encountered while recording validation result. |
| 18012          | ms-diagnostics        | Response   | Unexpected error encountered while executing UnlockPin sproc.   |
| 18013          | ms-diagnostics        | Response   | Unexpected error encountered while executing GetPinInfo sproc.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason String</b>   |
|----------------|----------------|------------|--|
| 18014          | ms-diagnostics | Response   | Internal Error: Could not extract bytes from secure string.                    |
| 18015          | ms-diagnostics | Response   | Unexpected error encountered while executing SetPin sproc.                     |
| 18016          | ms-diagnostics | Response   | Unexpected error encountered while executing GetUserPolicyAndSetPinInfo sproc. |
| 18017          | ms-diagnostics | Response   | Unexpected error encountered while generating hash for pin.                    |
| 18018          | ms-diagnostics | Response   | Unexpected error encountered while executing ResolveUser sproc.                |
| 18019          | ms-diagnostics | Response   | Unexpected error encountered while getting bytes from secure string.           |
| 18020          | ms-diagnostics | Response   | No policy assignment string for the user.                                      |
| 18021          | ms-diagnostics | Response   | Failed to forward request to another FE.                                       |
| 18022          | ms-diagnostics | Response   | User has been temporarily locked out.  |
| 18023          | ms-diagnostics | Response   | Permanent lockout count for the user is near or at the maximum value.          |
| 18024          | ms-diagnostics | Response   | User Pin is permanently locked and needs to be reset.                          |

## 7.18 Group chat server

The following table lists the group chat **server ErrorIds**, numbered 20000 – 20999, for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>          |
|----------------|----------------|------------------------------|-------------------------------|
| 20000          | ms-diagnostics | Response                     | Chat service busy.            |
| 20001          | ms-diagnostics | Response                     | Could not initialize session. |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>                          |
|----------------|----------------|------------|---|
| 20002          | ms-diagnostics | Response   | Missing participant information.              |
| 20003          | ms-diagnostics | Response   | Rejected session.                             |
| 20004          | ms-diagnostics | Response   | Start handling new session failed.            |
| 20005          | ms-diagnostics | Response   | End handling new session failed.              |
| 20006          | ms-diagnostics | Response   | Unknown session.                              |
| 20007          | ms-diagnostics | Response   | Chat service error.                           |
| 20008          | ms-diagnostics | Response   | Rejected session (inbound queue is full).     |
| 20009          | ms-diagnostics | Response   | Rejected session (no more endpoints allowed). |
| 20010          | ms-diagnostics | Response   | Rejected session (principal not provisioned). |
| 20011          | ms-diagnostics | Response   | Rejected message (inbound queue is full).     |

## 7.19 Application sharing MCU

The following table lists the **Application Sharing Multipoint Control Unit (ASMCU) ErrorIds**, numbered 21000 – 21999, for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>  |
|----------------|----------------|------------------------------|---|
| 21000          | ms-diagnostics | Response                     | New sharer joined conference.                                   |
| 21001          | ms-diagnostics | Response                     | Policy does not permit application sharing for this conference. |
| 21002          | ms-diagnostics | Response                     | Attendees cannot share in this conference.                      |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 21003          | ms-diagnostics | Response   | The media connection with the client timed out.  |
| 21004          | ms-diagnostics | Response   | A presenter has started sharing content.   |
| 21005          | ms-diagnostics | Response   | This user has joined the conference from another endpoint.                                       |
| 21006          | ms-diagnostics | Response   | The RDP connection failed to establish.  |
| 21007          | ms-diagnostics | Response   | User removed due to conference ending.   |
| 21008          | ms-diagnostics | Response   | The Application Sharing Conferencing Service is shutting down.                                   |
| 21009          | ms-diagnostics | Response   | Media stack diagnostics info.  |
| 21010          | ms-diagnostics | Response   | Conference not provisioned for this user.  |
| 21011          | ms-diagnostics | Response   | The non-trusted user is not allowed to join with the specified SDP.                              |
| 21012          | ms-diagnostics | Response   | The media connection with the client was disconnected.   |
| 21014          | ms-diagnostics | Response   | The SIP connection with the client was lost.   |
| 21015          | ms-diagnostics | Response   | User removed from conference.  |
| 21017          | ms-diagnostics | Response   | Port allocation failed.  |
| 21018          | ms-diagnostics | Response   | Server internal error in ASMCU.  |
| 21019          | ms-diagnostics | Response   | The specified conference does not exist.   |
| 21020          | ms-diagnostics | Response   | Server internal error. The conference was deactivated because the idle conference timer expired. |
| 21021          | ms-diagnostics | Response   | ASMCU Join Time Information.   |
| 21022          | ms-diagnostics | Response   | The client tried to negotiate both sharer and viewer.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 21023          | ms-diagnostics | Response   | ASMCU Fallback Time Information.   |
| 21024          | ms-diagnostics | Response   | The VBSS conference is falling back to RDP.  |
| 21025          | ms-diagnostics | Response   | The RDP stream could not be established during fallback.   |
| 21026          | ms-diagnostics | Response   | The VBSS conference is falling back to RDP because a client that does not support VBSS has joined. |

## 7.20 Unified communications managed API

The following table lists the unified communications managed API ErrorIds, numbered 24000 – 24999, for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>   |
|----------------|----------------|------------------------------|--|
| 24000          | ms-diagnostics | Response                     | Error parsing SDP.   |
| 24001          | ms-diagnostics | Response                     | Error parsing SDP: Missing or invalid connection address.                |
| 24002          | ms-diagnostics | Response                     | Error parsing SDP: Unrecognized or incompatible media transport profile. |
| 24003          | ms-diagnostics | Response                     | Error parsing SDP: invalid number of media.                              |
| 24004          | ms-diagnostics | Response                     | Error parsing SDP: mismatched or out-of-order media.                     |
| 24005          | ms-diagnostics | Response                     | Error parsing SDP: only one SRTP encryption key is expected.             |
| 24006          | ms-diagnostics | Response                     | Error parsing SDP: Invalid ICE transport candidates.                     |
| 24007          | ms-diagnostics | Response                     | Error parsing SDP: IPv6 connection address not supported.                |
| 24008          | ms-diagnostics | Response                     | Error parsing SDP: Cannot support media encryption required by client.   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 24009          | ms-diagnostics | Response   | Error parsing SDP: Failure negotiating SRTP encryption for media.            |
| 24010          | ms-diagnostics | Response   | Error parsing SDP: SRTP-encrypted media required to establish connection.    |
| 24011          | ms-diagnostics | Response   | Error parsing SDP: Cannot change SRTP encryption parameters.                 |
| 24012          | ms-diagnostics | Response   | Error parsing SDP: Cannot support any media offered by client.               |
| 24013          | ms-diagnostics | Response   | Error parsing SDP: Client declined all media.                                |
| 24014          | ms-diagnostics | Response   | An internal error occurred creating media for local endpoint.                |
| 24015          | ms-diagnostics | Response   | Failed to establish media connection with client.                            |
| 24016          | ms-diagnostics | Response   | The media connection with the remote endpoint was lost (RTP stream timeout). |
| 24017          | ms-diagnostics | Response   | The media session was terminated because of a SIP/SDP renegotiation failure. |
| 24018          | ms-diagnostics | Response   | Conference escalation is not supported by application.                       |
| 24019          | ms-diagnostics | Response   | Remote participant mismatch.   |
| 24020          | ms-diagnostics | Response   | Message Throttling is in effect.   |
| 24021          | ms-diagnostics | Response   | Conversation is terminating or terminated.                                   |
| 24022          | ms-diagnostics | Response   | Media type is already taken by another call.                                 |
| 24023          | ms-diagnostics | Response   | Decline because of presence.   |
| 24024          | ms-diagnostics | Response   | Call termination because of successful transfer.                             |
| 24025          | ms-diagnostics | Response   | No application handler for media type.                                       |
| 24026          | ms-diagnostics | Response   | Call establishment timed out.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 24027          | ms-diagnostics | Response   | Conference invitation handling is not supported by the application. |
| 24028          | ms-diagnostics | Response   | Endpoint is in draining mode.                                       |
| 24029          | ms-diagnostics | Response   | Message is not verified by endpoint.                                |
| 24030          | ms-diagnostics | Response   | No transaction handler.   |
| 24031          | ms-diagnostics | Response   | No transaction handler.   |
| 24032          | ms-diagnostics | Response   | No component handler.   |
| 24033          | ms-diagnostics | Response   | No component handler.   |
| 24034          | ms-diagnostics | Response   | No message received handler.  |
| 24035          | ms-diagnostics | Response   | Event header is missing in registration notify.                     |
| 24036          | ms-diagnostics | Response   | Endpoint is terminating or terminated.                              |
| 24037          | ms-diagnostics | Response   | Incoming Re-Invite transaction timed out.                           |
| 24038          | ms-diagnostics | Response   | Incoming non-Invite transaction timed out.                          |
| 24039          | ms-diagnostics | Response   | No offer answer negotiator found.                                   |
| 24040          | ms-diagnostics | Response   | Request pending.  |
| 24041          | ms-diagnostics | Response   | No message received handler.  |
| 24042          | ms-diagnostics | Response   | No session received handler.  |
| 24043          | ms-diagnostics | Response   | Request is already terminated.                                      |
| 24044          | ms-diagnostics | Response   | Bad content type.   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 24045          | ms-diagnostics | Response   | Null or empty content type.   |
| 24046          | ms-diagnostics | Response   | Remote session is invalid.  |
| 24047          | ms-diagnostics | Response   | Session timer expired.  |
| 24048          | ms-diagnostics | Response   | Session connection timer expired.                                   |
| 24049          | ms-diagnostics | Response   | Request received on bad call leg.                                   |
| 24050          | ms-diagnostics | Response   | Session timer value is too small.                                   |
| 24051          | ms-diagnostics | Response   | Unable to create session.   |
| 24052          | ms-diagnostics | Response   | Incoming subscription is not supported.                             |
| 24053          | ms-diagnostics | Response   | Event header is missing, cannot be parsed or is not supported.      |
| 24054          | ms-diagnostics | Response   | Provisional acknowledgement does not match any pending provisional. |
| 24055          | ms-diagnostics | Response   | No dialog information found in the request.                         |
| 24056          | ms-diagnostics | Response   | Extension method in the request is not supported.                   |
| 24057          | ms-diagnostics | Response   | No session refer received handler.                                  |
| 24058          | ms-diagnostics | Response   | Internal error occurred.  |
| 24059          | ms-diagnostics | Response   | Endpoint is already terminated.                                     |
| 24060          | ms-diagnostics | Response   | Incoming message is badly formatted.                                |
| 24061          | ms-diagnostics | Response   | Route set recovery retries failed.                                  |
| 24062          | ms-diagnostics | Response   | Joining the conference lobby is not supported.                      |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 24063          | ms-diagnostics | Response   | Timed out while waiting in the lobby.                                     |
| 24064          | ms-diagnostics | Response   | Escalation to a conference failed.  |
| 24065          | ms-diagnostics | Response   | Re-establishing sessions with server.                                     |
| 24066          | ms-diagnostics | Response   | Unable to dial-in to the AV MCU.  |
| 24067          | ms-diagnostics | Response   | Mcu is rolling over.  |
| 24068          | ms-diagnostics | Response   | Acknowledgement wait operation timed out.                                 |
| 24069          | ms-diagnostics | Response   | Unsupported extension headers.  |
| 24070          | ms-diagnostics | Response   | No escalation invitation in invite data.                                  |
| 24071          | ms-diagnostics | Response   | Escalation invitation has no \"available\" or \"additional\" media types. |
| 24072          | ms-diagnostics | Response   | Remote participant mismatch.  |
| 24073          | ms-diagnostics | Response   | Conversation state is not valid to perform escalation.                    |
| 24074          | ms-diagnostics | Response   | Call signaling session disconnected.                                      |
| 24075          | ms-diagnostics | Response   | Call park operation failed.   |
| 24076          | ms-diagnostics | Response   | Call session is being terminated because of successful escalation.        |
| 24077          | ms-diagnostics | Response   | Invalid MimeProcessor result.   |
| 24078          | ms-diagnostics | Response   | Unsupported media types.  |
| 24079          | ms-diagnostics | Response   | Failed to parse incoming INVITE.  |
| 24080          | ms-diagnostics | Response   | Conversation auto termination.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 24081          | ms-diagnostics | Response   | Endpoint termination.   |
| 24082          | ms-diagnostics | Response   | Conference termination.   |
| 24083          | ms-diagnostics | Response   | Message was received out of dialog.   |
| 24084          | ms-diagnostics | Response   | Unable to update conversation properties.                                       |
| 24085          | ms-diagnostics | Response   | Application has not registered for call message received handler.               |
| 24086          | ms-diagnostics | Response   | Call is terminating or has terminated.  |
| 24087          | ms-diagnostics | Response   | Message was not handled by the MCU proxy entity.                                |
| 24088          | ms-diagnostics | Response   | Media provider returned an invalid answer.                                      |
| 24089          | ms-diagnostics | Response   | Media provider returned an invalid offer.                                       |
| 24090          | ms-diagnostics | Response   | Initial offer answer exchange has not completed.                                |
| 24091          | ms-diagnostics | Response   | Unable to find the call to replace based on the value from the replaces header. |
| 24092          | ms-diagnostics | Response   | Call to be replaced does not support replaces capability.                       |
| 24093          | ms-diagnostics | Response   | Conference invitation is not supported by this endpoint.                        |
| 24094          | ms-diagnostics | Response   | Conference invitation is not allowed in the current conversation state.         |
| 24095          | ms-diagnostics | Response   | Incoming invite type is not known.  |
| 24096          | ms-diagnostics | Response   | Unable to route the incoming invite to a valid conversation.                    |
| 24097          | ms-diagnostics | Response   | Unexpected exception occurred during processing of incoming invite.             |
| 24098          | ms-diagnostics | Response   | Outgoing Invite transaction timed out.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 24099          | ms-diagnostics | Response   | SDP-less reinvite not supported.   |
| 24100          | ms-diagnostics | Response   | General diagnostic information.  |
| 24101          | ms-diagnostics | Response   | Local additional diagnostics information.  |
| 24102          | ms-diagnostics | Response   | Remote side did not provide any diagnostics information.   |
| 24103          | ms-diagnostics | Response   | Remote side did not provide any diagnostics information in the conference document.  |
| 24104          | ms-diagnostics | Response   | Refer request parsing failed.  |
| 24105          | ms-diagnostics | Response   | Refer request was received on a secondary session.   |
| 24106          | ms-diagnostics | Response   | Media was cancelled by user action.  |
| 24107          | ms-diagnostics | Response   | Conference invitation termination due to successful completion.  |
| 24108          | ms-diagnostics | Response   | Conference invitation accept failed.   |
| 24109          | ms-diagnostics | Response   | Conference invitation delivery failed.   |
| 24110          | ms-diagnostics | Response   | Outbound conference invitation timer expired.  |
| 24111          | ms-diagnostics | Response   | Session timer could not be refreshed because of an expected failure.   |
| 24112          | ms-diagnostics | Response   | No recognized available media types.   |
| 24113          | ms-diagnostics | Response   | Call park accept operation failed.   |
| 24114          | ms-diagnostics | Response   | Back to back call escalation failed.   |
| 24115          | ms-diagnostics | Response   | User does not want to be disturbed.  |
| 24116          | ms-diagnostics | Response   | The request was rejected because the application did not respond to the incoming call and it was not the preferred endpoint. |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 24117          | ms-diagnostics | Response   | The get presence operation failed.  |
| 24118          | ms-diagnostics | Response   | Application accepts invitations via static registration only.                 |
| 24119          | ms-diagnostics | Response   | Application did not register an auto accept handler.                          |
| 24120          | ms-diagnostics | Response   | Primary session is being terminated on successful back to back escalation.    |
| 24121          | ms-diagnostics | Response   | Primary session is being terminated prematurely before call escalation.       |
| 24122          | ms-diagnostics | Response   | Remote did not provide a delivery notification within the time out period.    |
| 24123          | ms-diagnostics | Response   | Remote provided a failure delivery notification for one or more participants. |
| 24124          | ms-diagnostics | Response   | Conversation is being terminated on replication failure.                      |
| 24125          | ms-diagnostics | Response   | IM delivery was delayed.  |
| 24126          | ms-diagnostics | Response   | Supplementary information to understand IM failure.                           |
| 24127          | ms-diagnostics | Response   | Aborting pending IM message because flow is terminated.                       |
| 24128          | ms-diagnostics | Response   | Bandwidth estimation algorithm negotiation failure.                           |
| 24129          | ms-diagnostics | Response   | External file transfer not allowed.   |
| 24130          | ms-diagnostics | Response   | Multiple calls of the same modality are not allowed.                          |

## 7.21 Inter cluster routing

The following table lists the Inter cluster routing **ErrorIds**, numbered 25000 – 25999, for the current release.

| <b>ErrorId</b> | <b>Header</b> | <b>SIP Request, Response</b> | <b>Reason string</b> |
|----------------|---------------|------------------------------|----------------------|
|----------------|---------------|------------------------------|----------------------|

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>                                    |
|----------------|----------------|------------|---|
| 25000          | ms-diagnostics | Response   | Retrying via PSTN because of WAN outage.                |
| 25001          | ms-diagnostics | Response   | Retrying via PSTN because of bandwidth congestion.      |
| 25002          | ms-diagnostics | Response   | Routing to best pool.                                   |
| 25003          | ms-diagnostics | Response   | Invalid or missing original request URI.                |
| 25004          | ms-diagnostics | Response   | PSTN retry disallowed by policy.                        |
| 25005          | ms-diagnostics | Response   | Invalid from user voice Policy.                         |
| 25006          | ms-diagnostics | Response   | Attempt to route to Primary registrar timed out.        |
| 25007          | ms-diagnostics | Response   | Attempt to route to Backup registrar timed out.         |
| 25008          | ms-diagnostics | Response   | Attempting to route to Primary Pool.                    |
| 25009          | ms-diagnostics | Response   | Attempting to route to Backup Pool.                     |
| 25010          | ms-diagnostics | Response   | Primary Pool is currently unavailable.                  |
| 25011          | ms-diagnostics | Response   | Backup Pool is currently unavailable.                   |
| 25012          | ms-diagnostics | Response   | Unexpected ICR targeted request received.               |
| 25013          | ms-diagnostics | Response   | Unexpected ICR dispatch failure.                        |
| 25014          | ms-diagnostics | Response   | Attempt to route to Best pool timed out.                |
| 25015          | ms-diagnostics | Response   | Unexpected error occurred while processing the request. |
| 25016          | ms-diagnostics | Response   | Unexpected error occurred while routing the request.    |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>                                   |
|----------------|----------------|------------|--|
| 25017          | ms-diagnostics | Response   | Unexpected error occurred while processing a response. |
| 25018          | ms-diagnostics | Response   | Client transaction timed out.                          |
| 25019          | ms-diagnostics | Response   | Client transaction cancelled.                          |
| 25020          | ms-diagnostics | Response   | Client transaction terminated.                         |

## 7.22 Web auth

The following table lists the **Web auth ErrorIds**, numbered 28000 – 28999, for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>   |
|----------------|----------------|------------------------------|--|
| 28000          | ms-diagnostics | Response                     | User is not SIP enabled.   |
| 28001          | ms-diagnostics | Response                     | Internal error while processing Windows authentication or authorization. |
| 28002          | ms-diagnostics | Response                     | The phone number or extension is invalid.                                |
| 28003          | ms-diagnostics | Response                     | The pin is invalid.  |
| 28004          | ms-diagnostics | Response                     | The phone number is ambiguous.   |
| 28005          | ms-diagnostics | Response                     | The pin is not set.  |
| 28006          | ms-diagnostics | Response                     | The pin is expired.  |
| 28007          | ms-diagnostics | Response                     | The account is locked.   |
| 28008          | ms-diagnostics | Response                     | The account is disabled.   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 28009          | ms-diagnostics | Response   | Internal error while processing pin authentication or authorization.   |
| 28010          | ms-diagnostics | Response   | Certificate negotiation failed.  |
| 28011          | ms-diagnostics | Response   | The certificate is expired.  |
| 28012          | ms-diagnostics | Response   | The certificate is invalid.  |
| 28013          | ms-diagnostics | Response   | The certificate is not found.  |
| 28014          | ms-diagnostics | Response   | User was not found when queried in database.   |
| 28015          | ms-diagnostics | Response   | Internal error while processing OCS-signed certificate authentication or authorization.                          |
| 28016          | ms-diagnostics | Response   | Invalid canary ticket.   |
| 28017          | ms-diagnostics | Response   | Live ID token signing key cannot be resolved. Check that token is obtained from appropriate Live ID environment. |
| 28018          | ms-diagnostics | Response   | Live ID token produced with incorrect site policy.   |
| 28019          | ms-diagnostics | Response   | Live ID token identity is not associated with a user account.  |
| 28020          | ms-diagnostics | Response   | No valid security token.   |
| 28021          | ms-diagnostics | Response   | Unsupported security token type.   |
| 28022          | ms-diagnostics | Response   | No valid subject statement.  |
| 28023          | ms-diagnostics | Response   | No valid message security.   |
| 28024          | ms-diagnostics | Response   | Failed authentication.   |
| 28025          | ms-diagnostics | Response   | No valid security principal.   |
| 28026          | ms-diagnostics | Response   | No valid security identity.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 28027          | ms-diagnostics | Response   | No valid message security.   |
| 28028          | ms-diagnostics | Response   | Live ID token encryption key cannot be resolved. Check that token is obtained for this site in appropriate Live ID environment.            |
| 28029          | ms-diagnostics | Response   | Authentication type not allowed.   |
| 28030          | ms-diagnostics | Response   | Internal error while processing usernametoken authentication or authorization.   |
| 28031          | ms-diagnostics | Response   | Invalid web ticket request.  |
| 28032          | ms-diagnostics | Response   | The web ticket is invalid.   |
| 28033          | ms-diagnostics | Response   | The web ticket has expired.  |
| 28034          | ms-diagnostics | Response   | Proof web tickets are only valid at the same web server and site where they were requested.  |
| 28035          | ms-diagnostics | Response   | The SIP URI in the claim type requirements of the web ticket request does not match the SIP URI associated with the presented credentials. |
| 28036          | ms-diagnostics | Response   | The identity in the renewed ticket does not match presented credentials.   |
| 28037          | ms-diagnostics | Response   | The AppliesTo element of web ticket request points to a different web server or site.  |
| 28038          | ms-diagnostics | Response   | Unsupported token type in web ticket request.  |
| 28039          | ms-diagnostics | Response   | Unsupported key type in web ticket request.  |
| 28040          | ms-diagnostics | Response   | Invalid Timestamp element in security header.  |
| 28041          | ms-diagnostics | Response   | Timestamp is outside of allowed time skew range.   |
| 28042          | ms-diagnostics | Response   | Too many outstanding requests for a single user.   |
| 28043          | ms-diagnostics | Response   | Too many outstanding requests from anonymous users for a single conference.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 28044          | ms-diagnostics | Response   | Too many outstanding requests for a single application.  |
| 28045          | ms-diagnostics | Response   | Internal throttling error.   |
| 28046          | ms-diagnostics | Response   | The password has expired.  |
| 28047          | ms-diagnostics | Response   | The account is disabled.   |
| 28048          | ms-diagnostics | Response   | The user is not signed in with WS Federation Passive credentials.  |
| 28049          | ms-diagnostics | Response   | WS Federation Passive credentials present but could not be read. Trying silent authentication with existing credentials. |
| 28050          | ms-diagnostics | Response   | WS Federation Passive ticket expired.  |
| 28051          | ms-diagnostics | Response   | WS Federation Passive ticket is not valid.   |
| 28052          | ms-diagnostics | Response   | Bad Gateway.   |
| 28053          | ms-diagnostics | Response   | Unexpected content-type from WCF proxy target.   |
| 28054          | ms-diagnostics | Response   | Internal Error in WCF proxy operation. See trace logs for details.   |
| 28055          | ms-diagnostics | Response   | The OAuth token is invalid.  |
| 28056          | ms-diagnostics | Response   | The OAuth token has expired.   |
| 28057          | ms-diagnostics | Response   | The OAuth token has invalid audience.  |
| 28058          | ms-diagnostics | Response   | The OAuth token has unknown tenant.  |
| 28059          | ms-diagnostics | Response   | The OAuth token has no user claims.  |
| 28060          | ms-diagnostics | Response   | The OAuth token is not valid for the trust level.  |
| 28061          | ms-diagnostics | Response   | Internal error while processing OAuth token authentication or authorization.   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 28062          | ms-diagnostics | Response   | The user's tenant does not match the tenant from the OAuth token.                                |
| 28063          | ms-diagnostics | Response   | WS Federation Passive ticket does not contain the required claims. Please contact administrator. |
| 28064          | ms-diagnostics | Response   | Multiple users found in AD for given PUID/SID.   |
| 28065          | ms-diagnostics | Response   | Supplied conference URI is not valid.  |
| 28066          | ms-diagnostics | Response   | User has not been assigned to a home server in this deployment.                                  |
| 28067          | ms-diagnostics | Response   | Policy prevents request from being proxied.  |
| 28068          | ms-diagnostics | Response   | HTTP proxy is unable to communicate with the next hop.   |
| 28069          | ms-diagnostics | Response   | Internal Error in HTTP proxy operation.  |
| 28070          | ms-diagnostics | Response   | Service does not allow a cross domain request from this origin.                                  |
| 28071          | ms-diagnostics | Response   | Request for a web ticket landed on a server that does not provide web tickets.                   |
| 28072          | ms-diagnostics | Response   | The ticket presented could not be verified, a new ticket is required.                            |
| 28073          | ms-diagnostics | Response   | he credentials presented expire shortly, resend fresh credentials.                               |
| 28074          | ms-diagnostics | Response   | Failed to lookup user domain.  |
| 28075          | ms-diagnostics | Response   | User credentials and SIP URI in web ticket claim do not match.                                   |
| 28076          | ms-diagnostics | Response   | The soap message received is invalid.  |
| 28077          | ms-diagnostics | Response   | Invalid Audience in the web ticket.  |
| 28079          | ms-diagnostics | Response   | The Http Origin header does not match the origin in the auth token.                              |
| 28080          | ms-diagnostics | Response   | No authentication method configured for the URL in the request.                                  |

## 7.23 Conference auto attendant

The following table lists the conference auto attendant **ErrorIds**, numbered 33000 – 33999, for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>             |
|----------------|----------------|------------------------------|----------------------------------|
| 33000          | ms-diagnostics | Response                     | Invalid language.                |
| 33001          | ms-diagnostics | Response                     | Invalid conference ID.           |
| 33002          | ms-diagnostics | Response                     | Three invalid conference IDs.    |
| 33003          | ms-diagnostics | Response                     | Invalid conference state.        |
| 33004          | ms-diagnostics | Response                     | Three invalid passcodes.         |
| 33005          | ms-diagnostics | Response                     | User authentication error.       |
| 33006          | ms-diagnostics | Response                     | Unexpected authentication error. |
| 33007          | ms-diagnostics | Response                     | Holding pen time-out.            |
| 33008          | ms-diagnostics | Response                     | Holding pen unexpected error.    |
| 33009          | ms-diagnostics | Response                     | Lobby time-out.                  |
| 33010          | ms-diagnostics | Response                     | Leader has kicked out the user.  |
| 33011          | ms-diagnostics | Response                     | Lobby is full.                   |
| 33012          | ms-diagnostics | Response                     | Unexpected lobby error.          |
| 33013          | ms-diagnostics | Response                     | Time-out waiting for input.      |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 33014          | ms-diagnostics | Response   | Connection error with Focus when joining conference.                    |
| 33015          | ms-diagnostics | Response   | Missing conference endpoint.  |
| 33016          | ms-diagnostics | Response   | Supervised transfer is not supported.                                   |
| 33017          | ms-diagnostics | Response   | Caller must support Replaces header.                                    |
| 33018          | ms-diagnostics | Response   | Call terminated by remote before conference state.                      |
| 33019          | ms-diagnostics | Response   | Call terminated by remote before any conference identifier was entered. |
| 33020          | ms-diagnostics | Response   | Call terminated by remote after one conference identifier attempt.      |
| 33021          | ms-diagnostics | Response   | Call terminated by remote after two conference identifier attempt.      |
| 33022          | ms-diagnostics | Response   | Call terminated by remote after three conference identifier attempt.    |
| 33023          | ms-diagnostics | Response   | Call terminated by remote before authentication.                        |
| 33024          | ms-diagnostics | Response   | Call terminated by remote after one authentication attempt.             |
| 33025          | ms-diagnostics | Response   | Call terminated by remote after two authentication attempt.             |
| 33026          | ms-diagnostics | Response   | Call terminated by remote after three authentication attempt.           |
| 33027          | ms-diagnostics | Response   | Call terminated by remote while in the lobby.                           |
| 33028          | ms-diagnostics | Response   | Call terminated by remote while in the holding pen.                     |
| 33029          | ms-diagnostics | Response   | Call terminated by remote while transferring to another pool.           |
| 33030          | ms-diagnostics | Response   | Call terminated by remote while transferring to the conference.         |
| 33031          | ms-diagnostics | Response   | Successfully connected.   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>   |
|----------------|----------------|------------|--|
| 33032          | ms-diagnostics | Response   | The incoming call for the primary CO is rejected.                  |
| 33033          | ms-diagnostics | Response   | The transferred call has invalid parameters.                       |
| 33034          | ms-diagnostics | Response   | Ms-Application-Aor header is not valid or missing.                 |
| 33035          | ms-diagnostics | Response   | Remote has successfully joined the conference.                     |
| 33036          | ms-diagnostics | Response   | Cannot transfer the call to the conference due to an AV MCU error. |
| 33037          | ms-diagnostics | Response   | Cannot transfer the call to the conference due to a focus error.   |
| 33038          | ms-diagnostics | Response   | Cannot transfer the call to another pool.                          |
| 33039          | ms-diagnostics | Response   | Call terminated by remote before any language was entered.         |
| 33040          | ms-diagnostics | Response   | Call terminated by remote while joining the conference.            |
| 33041          | ms-diagnostics | Response   | Call terminated by remote before any passcode was entered.         |
| 33042          | ms-diagnostics | Response   | Call terminated by remote while recording their name.              |
| 33043          | ms-diagnostics | Response   | Cannot resolve the conference identifier due to an internal error. |
| 33044          | ms-diagnostics | Response   | Cannot determine passcode requirements due to an internal error.   |
| 33045          | ms-diagnostics | Response   | Cannot accept call due to an internal error.                       |
| 33046          | ms-diagnostics | Response   | Cannot verify passcode due to an internal error.                   |
| 33047          | ms-diagnostics | Response   | Referred-By header is not valid or missing.                        |
| 33048          | ms-diagnostics | Response   | Transfer to another pool was successful.                           |
| 33051          | ms-diagnostics | Response   | Call terminated by remote before selecting leader authentication.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 33052          | ms-diagnostics | Response   | Call terminated by remote before organizer authentication.                |
| 33053          | ms-diagnostics | Response   | Call terminated by remote after one organizer authentication attempt.     |
| 33054          | ms-diagnostics | Response   | Call terminated by remote after two organizer authentication attempts.    |
| 33055          | ms-diagnostics | Response   | Call terminated by remote after three organizer authentication attempts.  |
| 33056          | ms-diagnostics | Response   | Unexpected organizer authentication error.                                |
| 33057          | ms-diagnostics | Response   | Certificate error with another server or service when joining conference. |
| 33058          | ms-diagnostics | Response   | Timeout encountered while trying to join the conference.                  |
| 33059          | ms-diagnostics | Response   | Cannot accept call due to bandwidth issues.                               |
| 33100          | ms-diagnostics | Response   | The call was terminated without specific diagnostic information.          |

## 7.24 Conference announcement service

The following table lists the conference announcement service **ErrorIds**, numbered 34000 – 34999, for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>          |
|----------------|----------------|------------------------------|-------------------------------|
| 34000          | ms-diagnostics | Response                     | Updating media routes failed. |
| 34001          | ms-diagnostics | Response                     | PVA internal error.           |
| 34002          | ms-diagnostics | Response                     | GVA internal error.           |
| 34003          | ms-diagnostics | Response                     | CAS internal error.           |

| ErrorId | Header         | SIP      | Reason string   |
|---------|----------------|----------|---|
| 34004   | ms-diagnostics | Response | No more subscription with Focus.  |
| 34005   | ms-diagnostics | Response | Cannot establish AV call. Time out.                                     |
| 34006   | ms-diagnostics | Response | Cannot establish AV call. Unexpected error.                             |
| 34007   | ms-diagnostics | Response | Cannot join conference.   |
| 34008   | ms-diagnostics | Response | Player cannot play audio.   |
| 34009   | ms-diagnostics | Response | PVA call was terminated by CAS.   |
| 34010   | ms-diagnostics | Response | GVA call was terminated by CAS.   |
| 34011   | ms-diagnostics | Response | PVA call cannot be initialized while waiting for GVA.                   |
| 34012   | ms-diagnostics | Response | Call was terminated by remote party.                                    |
| 34013   | ms-diagnostics | Response | Call was terminated by remote party.                                    |
| 34014   | ms-diagnostics | Response | Call was terminated by remote party.                                    |
| 34015   | ms-diagnostics | Response | No more subscription with AV MCU.                                       |
| 34016   | ms-diagnostics | Response | Call was terminated by remote party and we could not re-establish.      |
| 34017   | ms-diagnostics | Response | Call was terminated by remote party and we could not re-establish.      |
| 34018   | ms-diagnostics | Response | CAS app-invite dialog with AV MCU was terminated by remote party.       |
| 34019   | ms-diagnostics | Response | The call audio was terminated remotely while updating PVA media routes. |

## 7.25 Call park service

The following table lists the **call park service (CPS) ErrorIds**, numbered 35000 – 35999, for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>                            |
|----------------|----------------|------------------------------|---|
| 35000          | ms-diagnostics | Response                     | Orbit not found.                                |
| 35001          | ms-diagnostics | Response                     | General processing error.                       |
| 35002          | ms-diagnostics | Response                     | No more available orbits.                       |
| 35003          | ms-diagnostics | Response                     | Cannot un-park from outside of enterprise.      |
| 35004          | ms-diagnostics | Response                     | Park request time-out.                          |
| 35005          | ms-diagnostics | Response                     | Error accessing UCAS.                           |
| 35006          | ms-diagnostics | Response                     | Double park.                                    |
| 35007          | ms-diagnostics | Response                     | Invite with replaces error.                     |
| 35008          | ms-diagnostics | Response                     | Version not understood.                         |
| 35009          | ms-diagnostics | Response                     | Bad request.                                    |
| 35010          | ms-diagnostics | Response                     | Could not safe retrieve.                        |
| 35011          | ms-diagnostics | Response                     | Could not forward to parking server.            |
| 35012          | ms-diagnostics | Response                     | Parking server is in draining mode.             |
| 35013          | ms-diagnostics | Response                     | Park time expired. Terminating parkee call leg. |
| 35014          | ms-diagnostics | Response                     | Terminating dialog with parker.                 |
| 35015          | ms-diagnostics | Response                     | Park time expired. Terminating parkee call leg. |
| 35016          | ms-diagnostics | Response                     | There is no valid conversation to park a call.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP</b> | <b>Reason string</b>  |
|----------------|----------------|------------|---|
| 35017          | ms-diagnostics | Response   | Retrieve action failed since the parked call couldn't be transferred. |
| 35018          | ms-diagnostics | Response   | Group Pickup parked call queue is full.                               |
| 35019          | ms-diagnostics | Response   | Group Pickup database wrong version.                                  |
| 35020          | ms-diagnostics | Response   | Failed to accept the retrieving call.                                 |
| 35021          | ms-diagnostics | Response   | REFER to retriever failed.  |

## 7.26 Client Error Reporting

The following table lists the SIP-enabled endpoint report **ErrorIds**, numbered 51000 – 52999, for the current release.

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason string</b>   |
|----------------|----------------|------------------------------|--|
| 52169          | ms-diagnostics | Request                      | Cannot connect to Exchange Server.   |
| 52170          | ms-diagnostics | Request                      | Cannot get the contacts from the Exchange Server.  |
| 52171          | ms-diagnostics | Request                      | Cannot get user's contacts from the Exchange Server and there is no cache available, user sees an empty contacts list. |

## 8 Appendix C: Diagnostics Header Error Identifiers and Reason Values for Releases prior to Lync Server 2010

The tables in this section list the **ErrorIDs** per subcomponent for Microsoft Office Communications Server 2007 and Microsoft Office Communications Server 2007 R2.

### 8.1 MS-Diagnostic Public Errors

The following table lists the **ms-diagnostics** header (section [2.2.1.1](#)) **ErrorIDs** generated by Microsoft Office Communications Server (OCS) for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason                               |
|---------|----------------|-----------------------|--------------------------------------|
| 0       | ms-diagnostics | Response              | Server internal error.               |
| 1       | ms-diagnostics | Response              | Service unavailable.                 |
| 2       | ms-diagnostics | Response              | See response code and reason phrase. |
| 3       | ms-diagnostics | Response              | Invalid forwarding location.         |

### 8.2 SipStack

The following table lists the **SipStack ErrorIDs**, numbered 1000 – 1999, generated by the OCS front-end **server** and Access **Edge Server** for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason   |
|---------|----------------|-----------------------|--|
| 1000    | ms-diagnostics | Response              | Final handshake failed.  |
| 1001    | ms-diagnostics | Response              | From URI not authorized to communicate with public IM providers. |
| 1002    | ms-diagnostics | Response              | From URI not authorized to communicate with federated partners.  |
| 1003    | ms-diagnostics | Response              | User does not exist.   |
| 1004    | ms-diagnostics | Response              | Route set is no longer valid.                                    |
| 1005    | ms-diagnostics | Response              | Cannot route to destination domain.                              |
| 1006    | ms-diagnostics | Response              | Error routing on protocol client connection.                     |
| 1007    | ms-diagnostics | Response              | Temporarily cannot route.  |
| 1008    | ms-diagnostics | Response              | Unable to resolve DNS SRV record.                                |
| 1009    | ms-diagnostics | Response              | Conflicting SRV and host domains in DNS.                         |
| 1010    | ms-diagnostics | Response              | Certificate trust with next-hop server could not be established. |

| ErrorId | Header         | SIP Request, Response | Reason   |
|---------|----------------|-----------------------|--|
| 1011    | ms-diagnostics | Response              | ms-diagnostics header not provided by previous hop.  |
| 1012    | ms-diagnostics | Response              | From URI is not authorized to communicate with users outside the enterprise.   |
| 1013    | ms-diagnostics | Response              | Significant time skew detected during authentication.  |
| 1014    | ms-diagnostics | Response              | Unable to resolve DNS A record.  |
| 1015    | ms-diagnostics | Response              | Cannot route from message source domain.   |
| 1016    | ms-diagnostics | Response              | Message asserted domain traffic type does not match source domain.   |
| 1017    | ms-diagnostics | Response              | Cannot route from external domain to external domain on external edge.   |
| 1018    | ms-diagnostics | Response              | Parsing failure.   |
| 1019    | ms-diagnostics | Response              | Referred-By header parameters are not valid.   |
| 1020    | ms-diagnostics | Response              | Identity of the referrer could not be verified with the ms-identity parameter.   |
| 1021    | ms-diagnostics | Response              | Integrity of the referrer information could not be verified with the ms-identity-cookie parameter.                                   |
| 1022    | ms-diagnostics | Response              | Cannot process routing destination.  |
| 1023    | ms-diagnostics | Response              | The destination domain of the message resolved to a peer of an incompatible type.  |
| 1024    | ms-diagnostics | Response              | Message boss (on-behalf-of) domain traffic type does not match source domain. <7>  |
| 1025    | ms-diagnostics | Response              | Allowed partner domain resolved by DNS SRV to a <b>fully qualified domain name (FQDN)</b> that matches a different routing rule. <8> |
| 1026    | ms-diagnostics | Response              | Domain resolved by DNS SRV to multiple FQDNs that match different routing rules. <9>   |
| 1027    | Ms-diagnostics | Response              | Cannot route this type of SIP request to or from federated partners. <10>  |

### 8.3 Presence

The following table lists the presence ErrorIds, numbered 2000 – 2999, generated by the OCS front-end server for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason                              |
|---------|----------------|-----------------------|-------------------------------------|
| 2000    | ms-diagnostics | Response              | Prompted subscriber does not exist. |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP Request, Response</b> | <b>Reason</b>   |
|----------------|-----------------------|------------------------------|---|
| 2001           | ms-diagnostics        | Response                     | Contact does not exist.   |
| 2002           | ms-diagnostics        | Response                     | Group does not exist.   |
| 2003           | ms-diagnostics        | Response                     | Category publication failed - Cannot overwrite read only publication. |
| 2004           | ms-diagnostics        | Response                     | Subscriber is not authorized to subscribe.                            |
| 2005           | ms-diagnostics        | Response                     | The user in the FROM URI is not found.                                |
| 2006           | ms-diagnostics        | Response                     | Container member limit exceeded.                                      |
| 2007           | ms-diagnostics        | Response                     | Contact limit exceeded.   |
| 2008           | ms-diagnostics        | Response                     | Group limit exceeded.   |
| 2009           | ms-diagnostics        | Response                     | Contact extension too large.  |
| 2010           | ms-diagnostics        | Response                     | Category size limit exceeded.   |
| 2011           | ms-diagnostics-public | Response                     | Delivery context per subscriber limit exceeded.                       |
| 2012           | ms-diagnostics        | Response                     | Category subscription limit exceeded.                                 |
| 2013           | ms-diagnostics-public | Response                     | msrtc-event-categories extension required.                            |
| 2014           | ms-diagnostics-public | Response                     | Subscription dialog does not exist.                                   |
| 2015           | ms-diagnostics        | Response                     | Duplicate group name.   |
| 2016           | ms-diagnostics-public | Response                     | New subscription is required.   |
| 2017           | ms-diagnostics        | Response                     | Registration expired or unknown.                                      |
| 2018           | ms-diagnostics-public | Response                     | com.microsoft.msrtc.presence extension required.                      |
| 2019           | ms-diagnostics        | Response                     | Report error service is not available.                                |
| 2020           | ms-diagnostics        | Response                     | Request URI not equal to To URI.                                      |
| 2021           | ms-diagnostics        | Response                     | Missing GRUU endpoint.  |
| 2022           | ms-diagnostics        | Response                     | Contact: * must only be used when Expires.                            |
| 2023           | ms-diagnostics        | Response                     | Missing +sip.instance in contact.                                     |
| 2024           | ms-diagnostics        | Response                     | Badly formed +sip.instance in contact.                                |
| 2025           | ms-diagnostics        | Response                     | Mismatched +sip.instance and epid identifiers.                        |
| 2026           | ms-diagnostics        | Response                     | Error while parsing subscribe body.                                   |
| 2027           | ms-diagnostics        | Response                     | The URI is a GRUU for valid server role but version is too low.       |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason</b>  |
|----------------|----------------|------------------------------|--|
| 2028           | ms-diagnostics | Response                     | GetNormalizedResponseExpires failed.                             |
| 2029           | ms-diagnostics | Response                     | Permission does not exist.                                       |
| 2030           | ms-diagnostics | Response                     | Invalid permission.  |
| 2031           | ms-diagnostics | Response                     | Non Zero expires value or ToTag present for a polling subscribe. |
| 2032           | ms-diagnostics | Response                     | Category publication failed - Category name is not registered.   |
| 2033           | ms-diagnostics | Response                     | Aggregation request contains invalid data.                       |
| 2034           | ms-diagnostics | Response                     | Subscribe presence verification failed.                          |
| 2035           | ms-diagnostics | Response                     | Directory search authorization denied.                           |
| 2036           | ms-diagnostics | Response                     | Presence change authorization denied.                            |
| 2037           | ms-diagnostics | Response                     | ACL change authorization denied.                                 |
| 2038           | ms-diagnostics | Response                     | BatchSubscribe cannot have To and From different.                |
| 2039           | ms-diagnostics | Response                     | Contact change authorization denied.                             |
| 2040           | ms-diagnostics | Response                     | Containers change authorization denied.                          |
| 2041           | ms-diagnostics | Response                     | Subscribers change authorization denied.                         |
| 2042           | ms-diagnostics | Response                     | Service authorization denied.                                    |
| 2043           | ms-diagnostics | Response                     | Rejecting third party registration.                              |
| 2044           | ms-diagnostics | Response                     | Publication version out of date.                                 |
| 2045           | ms-diagnostics | Response                     | Container version out of date.                                   |
| 2046           | ms-diagnostics | Response                     | Contact version out of date.                                     |
| 2047           | ms-diagnostics | Response                     | Permission version out of date.                                  |
| 2048           | ms-diagnostics | Response                     | Duplicate instance specified.                                    |
| 2049           | ms-diagnostics | Response                     | Duplicate container specified.                                   |
| 2050           | ms-diagnostics | Response                     | Permission limit exceeded.                                       |
| 2051           | ms-diagnostics | Response                     | User search filter limit exceeded.                               |
| 2052           | ms-diagnostics | Response                     | Presence document too large.                                     |
| 2053           | ms-diagnostics | Response                     | User information document too large.                             |
| 2054           | ms-diagnostics | Response                     | Server GRUU allowed only for msrtc-event-categories subscribe.   |
| 2055           | ms-diagnostics | Response                     | Proxy-Require not supported.                                     |
| 2056           | ms-diagnostics | Response                     | adhoclist not supported for this event.                          |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP Request, Response</b> | <b>Reason</b>   |
|----------------|-----------------------|------------------------------|---|
| 2057           | ms-diagnostics-public | Response                     | GRUU registration required because user is in rich mode.              |
| 2058           | ms-diagnostics        | Response                     | msrtc-event-categories subscription not allowed for this target URI.  |
| 2059           | ms-diagnostics        | Response                     | Max subs per user limit reached.                                      |
| 2060           | ms-diagnostics        | Response                     | Add/Delete operation not supported without Create.                    |
| 2061           | ms-diagnostics        | Response                     | Subscribe refresh attempted without existing dialog.                  |
| 2062           | ms-diagnostics        | Response                     | Dialog exists for another endpoint.                                   |
| 2063           | ms-diagnostics        | Response                     | SetPresence is not allowed without registration.                      |
| 2064           | ms-diagnostics        | Response                     | adhoclist is not supported without Supported: eventlist.              |
| 2065           | ms-diagnostics        | Response                     | Batch Subscribe is not allowed without registration.                  |
| 2066           | ms-diagnostics        | Response                     | Batch Subscribe is not allowed without cached registration.           |
| 2067           | ms-diagnostics        | Response                     | Legacy operation not allowed.   |
| 2068           | ms-diagnostics        | Response                     | Legacy provisioning subscription is not allowed for UC enabled users. |
| 2069           | ms-diagnostics        | Response                     | Internal Error: ProcessSubscribe failed.                              |
| 2070           | ms-diagnostics        | Response                     | Internal Error: CheckRequireHeaders failed.                           |
| 2071           | ms-diagnostics        | Response                     | Internal Error: ProcessRegister failed.                               |
| 2072           | ms-diagnostics        | Response                     | Internal Error: Failed to serialize route information.                |
| 2073           | ms-diagnostics        | Response                     | Internal Error: Failed to execute registration sproc.                 |
| 2074           | ms-diagnostics        | Response                     | Internal Error: Register ValidateAndPreprocessRequest failed.         |
| 2075           | ms-diagnostics        | Response                     | Internal Error: Register request processing failed.                   |
| 2076           | ms-diagnostics        | Response                     | Internal Error: Failed to execute deregistration sproc.               |
| 2077           | ms-diagnostics        | Response                     | Internal Error: Failed to read AuthorizationReader rowset.            |
| 2078           | ms-diagnostics        | Response                     | Internal Error: GetAggregateState failed.                             |
| 2079           | ms-diagnostics        | Response                     | Internal Error: GenerateMsrtcPresenceDocFromTemplate failed.          |
| 2080           | ms-diagnostics        | Response                     | Internal Error: CreateUserPresenceDocument failed.                    |
| 2081           | ms-diagnostics        | Response                     | Internal Error: Error creating SOAP document.                         |
| 2082           | ms-diagnostics        | Response                     | Internal Error: Internal error occurred during service request.       |
| 2083           | ms-diagnostics        | Response                     | Internal Error: Internal error occurred during register request.      |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason</b>   |
|----------------|----------------|------------------------------|---|
| 2084           | ms-diagnostics | Response                     | Internal Error: Unable to retrieve Action from sproc rowset.                |
| 2085           | ms-diagnostics | Response                     | Internal Error: ProcessAggregationInitial failed.                           |
| 2086           | ms-diagnostics | Response                     | Internal Error: Unable to generate self categories document.                |
| 2087           | ms-diagnostics | Response                     | Internal Error: SerializePublish Data failed.                               |
| 2088           | ms-diagnostics | Response                     | Internal Error: ActionContactInfoReader rowset reading failed.              |
| 2089           | ms-diagnostics | Response                     | Internal Error: GenerateRLMIDocument failed.                                |
| 2090           | ms-diagnostics | Response                     | Internal Error: CreateAndSetRLMIDocRootProperties failed.                   |
| 2091           | ms-diagnostics | Response                     | Internal Error: GetBatchSubChildResult failed.                              |
| 2092           | ms-diagnostics | Response                     | Internal Error: AddRLMIResourceEntry failed.                                |
| 2093           | ms-diagnostics | Response                     | Internal Error: GenerateAndSendWPendingDocument failed.                     |
| 2094           | ms-diagnostics | Response                     | Internal Error: GenerateAndSendPromptedSubscriberList failed.               |
| 2095           | ms-diagnostics | Response                     | Internal Error: GetUserInfo for presence failed.                            |
| 2096           | ms-diagnostics | Response                     | Internal Error: GetAggregateState for presence failed.                      |
| 2097           | ms-diagnostics | Response                     | Internal Error: GenerateBSubMIME failed.                                    |
| 2098           | ms-diagnostics | Response                     | Internal Error: SubscribePresenceResultReader rowset reading failed.        |
| 2099           | ms-diagnostics | Response                     | Internal Error: ParseLegacyInteropState failed.                             |
| 2100           | ms-diagnostics | Response                     | Internal Error: GenerateCpimPresenceDoc failed.                             |
| 2101           | ms-diagnostics | Response                     | Internal Error: SubscribePendingPresenceResultReader rowset reading failed. |
| 2102           | ms-diagnostics | Response                     | Internal Error: CreateWPendingDocument failed.                              |
| 2103           | ms-diagnostics | Response                     | Internal Error: SubscribePermissionResultReader rowset reading failed.      |
| 2104           | ms-diagnostics | Response                     | Internal Error: CreateFullACLsDocument failed.                              |
| 2105           | ms-diagnostics | Response                     | Internal Error: GetSubscribeSelfResult rowset reading failed.               |
| 2106           | ms-diagnostics | Response                     | Internal Error: UpdateRpSubscriptionTable failed.                           |
| 2107           | ms-diagnostics | Response                     | Internal Error: CreateRoamingDataDocument failed.                           |
| 2108           | ms-diagnostics | Response                     | Internal Error: SubscribeContactResultReader rowset reading failed.         |
| 2109           | ms-diagnostics | Response                     | Internal Error: CreateFullContactsDocument failed.                          |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason</b>  |
|----------------|----------------|------------------------------|--|
| 2110           | ms-diagnostics | Response                     | Internal Error: SubscribeProvisioningResultReader rowset reading failed.                         |
| 2111           | ms-diagnostics | Response                     | Internal Error: CreateProvisioningDocument failed.   |
| 2112           | ms-diagnostics | Response                     | Internal Error: TryFormatPolicy failed.  |
| 2113           | ms-diagnostics | Response                     | Internal Error: FormatProvisioningGroup failed.  |
| 2114           | ms-diagnostics | Response                     | Internal Error: Could not extract the fixed pool properties.                                     |
| 2115           | ms-diagnostics | Response                     | Internal Error: Substitution for SIP App URI list failed.  |
| 2116           | ms-diagnostics | Response                     | Internal Error: Provisioning GenerateEndElement failed.  |
| 2117           | ms-diagnostics | Response                     | Internal Error: Legacy subscription was called as a result of a rich subscription and it failed. |
| 2118           | ms-diagnostics | Response                     | Internal Error: GenerateCategoriesDocument failed.   |
| 2119           | ms-diagnostics | Response                     | Internal Error: RpSubscribeResultReader rowset reading failed.                                   |
| 2120           | ms-diagnostics | Response                     | Internal Error: DeleteRpSubscriptionTableEntry failed.   |
| 2121           | ms-diagnostics | Response                     | Internal Error: Adding the RLMI doc failed.  |
| 2122           | ms-diagnostics | Response                     | Internal Error: AppendCategoriesDoc failed.  |
| 2123           | ms-diagnostics | Response                     | Internal Error: Closing Mime doc failed.   |
| 2124           | ms-diagnostics | Response                     | Directory search data server down.   |
| 2125           | ms-diagnostics | Response                     | Directory search connect error.  |
| 2126           | ms-diagnostics | Response                     | Directory search operation cancelled.  |
| 2127           | ms-diagnostics | Response                     | Directory server busy.   |
| 2128           | ms-diagnostics | Response                     | Publisher lock request failed.   |
| 2129           | ms-diagnostics | Response                     | Publisher lock request timed out.  |
| 2130           | ms-diagnostics | Response                     | Publisher lock request cancelled.  |
| 2131           | ms-diagnostics | Response                     | Publisher lock request deadlocked.   |
| 2132           | ms-diagnostics | Response                     | Publisher computation lock is currently held by someone else.                                    |
| 2133           | ms-diagnostics | Response                     | GetPresence functionality disabled.  |
| 2134           | ms-diagnostics | Response                     | Active directory operation timed out.  |
| 2135           | ms-diagnostics | Response                     | Aggregation request timed out.   |
| 2136           | ms-diagnostics | Response                     | Aggregation request failed.  |
| 2137           | ms-diagnostics | Response                     | Error report too large.  |
| 2138           | ms-diagnostics | Response                     | Publication data too large.  |

| ErrorId | Header                | SIP Request, Response | Reason   |
|---------|-----------------------|-----------------------|--|
| 2139    | ms-diagnostics-public | Request               | Terminating old subscription because new subscription dialog took over the previous one.<11> |
| 2140    | ms-diagnostics-public | Response              | The specified delegate relation does not exist.<12>  |
| 2141    | ms-diagnostics        | Response              | Delegate version is out of date.<13>   |
| 2142    | ms-diagnostics        | Response              | Operation is not authorized for this delegate.<14>   |
| 2143    | ms-diagnostics        | Response              | Delegate operation is invalid.<15>   |
| 2144    | ms-diagnostics        | Response              | User bound publication requires at least one endpoint.<16>                                   |
| 2145    | ms-diagnostics        | Response              | Delegate limit exceeded.<17>   |
| 2146    | ms-diagnostics-public | Request               | Server handling the subscription is not reachable via RPC.<18>                               |

## 8.4 Conferencing

The following table lists the conferencing ErrorIds, numbered 3000 – 3999, generated by the OCS front-end **server** for releases prior to the most current release.

| ErrorId | Header                | SIP Request, Response | Reason   |
|---------|-----------------------|-----------------------|--|
| 3000    | ms-diagnostics        | Response              | Bad From in C3P request.                                       |
| 3001    | ms-diagnostics        | Response              | Bad To in C3P request.   |
| 3002    | ms-diagnostics        | Response              | Invalid target user.   |
| 3003    | ms-diagnostics        | Response              | The conference-entity supplied in the C3P request is invalid.  |
| 3004    | ms-diagnostics-public | Response              | The requested C3P command is not implemented.                  |
| 3005    | ms-diagnostics        | Response              | The request cannot target a MCU.                               |
| 3006    | ms-diagnostics        | Response              | Failed to parse the C3P request.                               |
| 3007    | ms-diagnostics        | Response              | AddUser C3P blob invalid.                                      |
| 3008    | ms-diagnostics        | Response              | Access Method or Auth Method in C3P request is not acceptable. |
| 3009    | ms-diagnostics        | Response              | Malformed endpoint entity.                                     |
| 3010    | ms-diagnostics        | Response              | Bad request without Session-Timer extension.                   |
| 3011    | ms-diagnostics        | Response              | Failed to process Ms-Mcu-Contact header.                       |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP Request, Response</b> | <b>Reason</b>   |
|----------------|-----------------------|------------------------------|---|
| 3012           | ms-diagnostics        | Response                     | Invalid conference URI.   |
| 3013           | ms-diagnostics        | Response                     | Invalid MCU URI.  |
| 3014           | ms-diagnostics        | Response                     | Failed authorization.   |
| 3015           | ms-diagnostics        | Response                     | This meeting does not allow 3rd-party dial-out by attendees.                  |
| 3016           | ms-diagnostics        | Response                     | The supplied role is invalid.   |
| 3017           | ms-diagnostics        | Response                     | Unknown presenter dial-out by attendees is not allowed.                       |
| 3018           | ms-diagnostics        | Response                     | One or more joining methods are invalid. Exactly one method can be specified. |
| 3019           | ms-diagnostics        | Response                     | Forbidden destination for anonymous user.                                     |
| 3020           | ms-diagnostics        | Response                     | Anonymous user targeting non-focus or non-MCU conference URI.                 |
| 3021           | ms-diagnostics        | Response                     | The destination is not a conference URI, anonymous users are not authorized.  |
| 3022           | ms-diagnostics        | Response                     | Anonymous user targeting server without focus.                                |
| 3023           | ms-diagnostics        | Response                     | Anonymous user unAuthorized.  |
| 3024           | ms-diagnostics        | Response                     | Anonymous user failed to authorize.   |
| 3025           | ms-diagnostics        | Response                     | Anonymous user not authorized.  |
| 3026           | ms-diagnostics        | Response                     | Conference doesn't allow anonymous users.                                     |
| 3027           | ms-diagnostics-public | Response                     | User not allowed in closed conference.  |
| 3028           | ms-diagnostics        | Response                     | Anonymous access disabled globally.   |
| 3029           | ms-diagnostics        | Response                     | Anonymous user trying to establish SA multiple times.                         |
| 3030           | ms-diagnostics        | Response                     | GetConferenceKeyHash failed.  |
| 3031           | ms-diagnostics        | Response                     | GetConferenceKeyHash timeout.   |
| 3032           | ms-diagnostics-public | Response                     | Conference does not exist.  |
| 3033           | ms-diagnostics        | Response                     | The C3P transaction timed-out.  |
| 3034           | ms-diagnostics        | Response                     | Request received with no prior INVITE join Dialog.                            |
| 3035           | ms-diagnostics        | Response                     | BYE without To Tag; dialog that does not exist, Rejecting with 481.           |
| 3036           | ms-diagnostics        | Response                     | Subscribe refresh for unknown dialog.   |
| 3037           | ms-diagnostics        | Response                     | Conference dialog does not exist.   |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP Request, Response</b> | <b>Reason</b>   |
|----------------|-----------------------|------------------------------|---|
| 3038           | ms-diagnostics        | Response                     | Info request received for unknown dialog - no To Tag.               |
| 3039           | ms-diagnostics        | Response                     | Update request received for unknown dialog.                         |
| 3040           | ms-diagnostics-public | Response                     | Conference is not active.   |
| 3041           | ms-diagnostics        | Response                     | Unknown participant.  |
| 3042           | ms-diagnostics        | Response                     | INVITE Join dialog is not active.                                   |
| 3043           | ms-diagnostics        | Response                     | The organizer policy is not configured or is invalid.               |
| 3044           | ms-diagnostics        | Response                     | Anonymous access is not allowed.                                    |
| 3045           | ms-diagnostics        | Response                     | The supplied media-type is invalid.                                 |
| 3046           | ms-diagnostics        | Response                     | MCU does not support dial-in via SIP INVITE.                        |
| 3047           | ms-diagnostics        | Response                     | User already authorized. Operation not allowed.                     |
| 3048           | ms-diagnostics        | Response                     | Internal Error: The response received from the MCU was unparseable. |
| 3049           | ms-diagnostics        | Response                     | Internal Error: SerializeDialogID failed.                           |
| 3050           | ms-diagnostics        | Response                     | Internal Error: Conf Leave sproc failed.                            |
| 3051           | ms-diagnostics        | Response                     | Internal Error: IsKeepAliveEnabled Call failed.                     |
| 3052           | ms-diagnostics        | Response                     | Internal Error: GetContentString failed.                            |
| 3053           | ms-diagnostics        | Response                     | Internal Error: SerializeDialogContext failed.                      |
| 3054           | ms-diagnostics        | Response                     | Internal Error: Failed to prepare for stateful processing.          |
| 3055           | ms-diagnostics        | Response                     | Internal Error: ConfJoinSproc failed.                               |
| 3056           | ms-diagnostics        | Response                     | Internal Error: Failed to process join activation result.           |
| 3057           | ms-diagnostics        | Response                     | Internal Error: ConfJoinResultReader failed.                        |
| 3058           | ms-diagnostics        | Response                     | Internal Error: GetConfLeaveResultReader failed.                    |
| 3059           | ms-diagnostics        | Response                     | Internal Error: ConstructConfUri failed.                            |
| 3060           | ms-diagnostics        | Response                     | Internal Error: Failed to schedule ConfMessageDispatcherSproc.      |
| 3061           | ms-diagnostics        | Response                     | Internal Error: Failed to get preprocess result rowset.             |
| 3062           | ms-diagnostics        | Response                     | Internal Error: getMcu failed.                                      |
| 3063           | ms-diagnostics        | Response                     | Internal Error: Send AddUser Command failed.                        |
| 3064           | ms-diagnostics        | Response                     | Internal Error: Invalid MCU Contact Information received.           |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason</b>  |
|----------------|----------------|------------------------------|--|
| 3065           | ms-diagnostics | Response                     | Internal Error: ConfSubSproc failed.                                   |
| 3066           | ms-diagnostics | Response                     | Internal Error: ConfSubscribeResultReader failed.                      |
| 3067           | ms-diagnostics | Response                     | Internal Error: GenerateConferenceRosterDoc failed.                    |
| 3068           | ms-diagnostics | Response                     | Internal Error: Subscribe Rowset ActionReader failed.                  |
| 3069           | ms-diagnostics | Response                     | Internal Error: ConfUpdateParticipantExpiration sproc failed.          |
| 3069           | ms-diagnostics | Response                     | Internal Error: ConfUpdateParticipant sproc failed. <a href="#">19</a> |
| 3070           | ms-diagnostics | Response                     | Internal Error: GetAuthenticationInfo failed.                          |
| 3071           | ms-diagnostics | Response                     | Internal Error: Cached Confuri not found in anonymous user SA.         |
| 3072           | ms-diagnostics | Response                     | Internal Error: Anonymous user challenge failed.                       |
| 3073           | ms-diagnostics | Response                     | Internal Error: VerifyConfDigestCredentials failed.                    |
| 3074           | ms-diagnostics | Response                     | Internal Error while handling conferencing requests.                   |
| 3075           | ms-diagnostics | Response                     | Internal Error: InitializeParams for ConfInfoContext failed.           |
| 3076           | ms-diagnostics | Response                     | Internal Error: Failed to generate C3P response.                       |
| 3077           | ms-diagnostics | Response                     | Internal Error: IntializeParams for ConfInvite failed.                 |
| 3078           | ms-diagnostics | Response                     | Internal Error: ProcessConfJoinInvite failed.                          |
| 3079           | ms-diagnostics | Response                     | Internal Error: ProcessConfMediaInvite failed.                         |
| 3080           | ms-diagnostics | Response                     | Internal Error: AddUser failed.  |
| 3081           | ms-diagnostics | Response                     | Internal Error: Failed to Construct CallInfo header.                   |
| 3082           | ms-diagnostics | Response                     | Internal Error: ForwardRequestStatefully failed.                       |
| 3083           | ms-diagnostics | Response                     | Internal Error: Anonymous AuthorizeAndDispatch failed.                 |
| 3084           | ms-diagnostics | Response                     | Internal Error: Anonymous Authorize failed.                            |
| 3085           | ms-diagnostics | Response                     | Internal Error: InitializeParams for ConfServiceContext failed.        |
| 3086           | ms-diagnostics | Response                     | Internal Error: Failed to construct C3P error response.                |
| 3087           | ms-diagnostics | Response                     | Internal Error: Failed to get certificate information.                 |
| 3088           | ms-diagnostics | Response                     | Internal Error: ProcessConfSubscribe failed.                           |
| 3089           | ms-diagnostics | Response                     | Internal Error: IntializeParams for ConfSubscribe failed.              |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason</b>   |
|----------------|----------------|------------------------------|---|
| 3090           | ms-diagnostics | Response                     | Internal Error: InitializeParams for ConfUpdate failed.   |
| 3091           | ms-diagnostics | Response                     | Internal Error: ProcessConfUpdate failed.   |
| 3092           | ms-diagnostics | Response                     | Internal Error: ConfQueryKeySproc failed.   |
| 3093           | ms-diagnostics | Response                     | Internal Error: Query Conference Key rowset not found.  |
| 3094           | ms-diagnostics | Response                     | Internal Error: GetKeyHashFromRemoteFocus failed.   |
| 3095           | ms-diagnostics | Response                     | Internal Error: ComputeUserCredHash failed.   |
| 3096           | ms-diagnostics | Response                     | Focus Logic not implemented.  |
| 3097           | ms-diagnostics | Response                     | No MCU is available via the MCU factory.  |
| 3098           | ms-diagnostics | Response                     | No MCU factory available.   |
| 3099           | ms-diagnostics | Response                     | The requested media is not configured for this conference.  |
| 3100           | ms-diagnostics | Response                     | Maximum participant count for this meeting has been exceeded.   |
| 3101           | ms-diagnostics | Response                     | Batching is not supported.  |
| 3102           | ms-diagnostics | Response                     | Invalid MCU information supplied.   |
| 3103           | ms-diagnostics | Response                     | Invalid endpoint count in the message.  |
| 3104           | ms-diagnostics | Response                     | The requested command requires that target user must be different from the source.                                      |
| 3105           | ms-diagnostics | Response                     | The target user is not active and hence the requested command cannot be completed.                                      |
| 3106           | ms-diagnostics | Response                     | The C3P message is parsable but it has one or more invalid elements or attributes that are not allowed in this context. |
| 3107           | ms-diagnostics | Response                     | C3P internal error.   |
| 3108           | ms-diagnostics | Response                     | MCU is unreachable.   |
| 3109           | ms-diagnostics | Response                     | The request was sent to the MCU but the C3P transaction timed out.  |
| 3110           | ms-diagnostics | Response                     | The MCU rejected addConference request. This usually indicates a misconfiguration.                                      |
| 3111           | ms-diagnostics | Response                     | MCU allocation is in progress. The request needs to be retried.   |
| 3112           | ms-diagnostics | Response                     | Focus factory URI in To is not valid for the From user.   |
| 3112           | ms-diagnostics | Response                     | From user is not authorized to use this focus factory. <20>   |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP Request, Response</b> | <b>Reason</b>  |
|----------------|-----------------------|------------------------------|--|
| 3113           | ms-diagnostics-public | Request                      | Conference terminated – deleted.   |
| 3114           | ms-diagnostics-public | Request                      | Conference terminated - enterprise user absent.                                  |
| 3115           | ms-diagnostics-public | Request                      | Conference terminated – inactivity.  |
| 3116           | ms-diagnostics-public | Request                      | Conference terminated - organizer ended session.                                 |
| 3117           | ms-diagnostics-public | Request                      | Conference terminated - organizer was taken offline.                             |
| 3118           | ms-diagnostics-public | Request                      | Participant removed.   |
| 3119           | ms-diagnostics-public | Request                      | Participant denied.  |
| 3120           | ms-diagnostics-public | Request                      | Participant expired.   |
| 3121           | ms-diagnostics        | Response                     | The supplied media-type is not provisioned for the conference.                   |
| 3122           | ms-diagnostics        | Response                     | The C3P request sent to the MCU failed.  |
| 3123           | ms-diagnostics-public | Request                      | Previous Subscription dialog being terminated.                                   |
| 3124           | ms-diagnostics-public | Request                      | Subscription dialog being terminated - meeting size exceeded.                    |
| 3125           | ms-diagnostics-public | Response                     | Conference has expired and hence cannot be activated.                            |
| 3126           | ms-diagnostics-public | Response                     | Unauthorized - The user does not have the privilege for the requested operation. |
| 3127           | ms-diagnostics        | Response                     | An operation that violates the Trusted User Policy was attempted.<21>            |
| 3128           | ms-diagnostics        | Response                     | Invalid session-on-behalf-of entity.<22>   |
| 3129           | ms-diagnostics        | Response                     | Failed to process P-Session-On-Behalf-Of header.<23>                             |

| ErrorId | Header         | SIP Request, Response | Reason  |
|---------|----------------|-----------------------|---|
| 3130    | ms-diagnostics | Response              | Failed to validate the contact header.<24>  |
| 3131    | ms-diagnostics | Response              | Internal Error: ConfPreprocessForForDispatchToMcu sproc failed.<25>   |
| 3132    | ms-diagnostics | Response              | Internal Error: DeSerializeDialogContext failed.<26>  |
| 3133    | ms-diagnostics | Response              | Internal Error: Failed to retrieve the results of PreprocessForDispatchToMcu.<27>                               |
| 3134    | ms-diagnostics | Response              | Invalid Certificate in the request.<28>   |
| 3135    | ms-diagnostics | Response              | Referred in C3P request is not acceptable in the current context.<29>   |
| 3136    | ms-diagnostics | Response              | Failed to route request to the MCU.<30>   |
| 3137    | ms-diagnostics | Response              | MCU has not published a routable SIP URI.<31>   |
| 3138    | ms-diagnostics | Response              | The requested conference subject exceeds the maximum length.<32>  |
| 3139    | ms-diagnostics | Response              | There are no active conference directories assigned to this pool.<33>   |
| 3140    | ms-diagnostics | Response              | Failed allocating PSTN meeting id.<34>  |
| 3141    | ms-diagnostics | Response              | Could not find a conference directory to match the given id.<35>  |
| 3142    | ms-diagnostics | Response              | The identifier could not be matched to a unique conference directory. This is a server configuration error.<36> |
| 3143    | ms-diagnostics | Response              | Timeout connecting to authoritative conference directory server.<37>  |
| 3144    | ms-diagnostics | Response              | Failure connecting to authoritative conference directory server.<38>  |
| 3145    | ms-diagnostics | Response              | The meeting identifier was invalid and could not be decoded.<39>  |
| 3146    | ms-diagnostics | Response              | Failed to call resolve conference sproc.<40>  |

## 8.5 OCS front-end server

The following table lists the OCS front-end **server ErrorIds**, numbered 4000 – 4999, for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason                 |
|---------|----------------|-----------------------|------------------------|
| 4000    | ms-diagnostics | Response              | User services default. |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP Request, Response</b> | <b>Reason</b>  |
|----------------|-----------------------|------------------------------|--|
| 4001           | ms-diagnostics        | Response                     | XML parse failure.   |
| 4002           | ms-diagnostics        | Response                     | Multiple users associated with the source phone number.                  |
| 4003           | ms-diagnostics-public | Response                     | From URI not enabled for remote access.                                  |
| 4004           | ms-diagnostics-public | Response                     | Credentials provided are not authorized to act as specified from URI.    |
| 4005           | ms-diagnostics        | Response                     | Destination URI either not enabled for SIP or does not exist.            |
| 4006           | ms-diagnostics        | Response                     | User not found in pool.  |
| 4007           | ms-diagnostics        | Response                     | Resource is unknown in this deployment.                                  |
| 4008           | ms-diagnostics        | Response                     | Input data too large - One of the parameters to the sproc exceeds limit. |
| 4009           | ms-diagnostics        | Response                     | Multiple users associated with the destination phone number.             |
| 4010           | ms-diagnostics        | Response                     | Missing endpoint identifier.   |
| 4011           | ms-diagnostics        | Response                     | Epid not present.  |
| 4012           | ms-diagnostics        | Response                     | Epid too long.   |
| 4013           | ms-diagnostics        | Response                     | content type header does not match the expected content-type.            |
| 4014           | ms-diagnostics        | Response                     | Content-type is not present.   |
| 4015           | ms-diagnostics        | Response                     | Missing or badly formed instance information in GRUU.                    |
| 4016           | ms-diagnostics        | Response                     | Missing event header.  |
| 4017           | ms-diagnostics        | Response                     | AOR in GRUU is not owned by the message source.                          |
| 4018           | ms-diagnostics        | Response                     | No Contact header present.   |
| 4019           | ms-diagnostics        | Response                     | Multiple event header present.   |
| 4020           | ms-diagnostics        | Response                     | Invalid ToTag received.  |

| ErrorId | Header         | SIP Request, Response | Reason   |
|---------|----------------|-----------------------|--|
| 4021    | ms-diagnostics | Response              | Body is empty.   |
| 4022    | ms-diagnostics | Response              | GetBody failed.  |
| 4023    | ms-diagnostics | Response              | GetAcceptID failed.  |
| 4024    | ms-diagnostics | Response              | Invalid To URL   |
| 4025    | ms-diagnostics | Response              | Invalid DisplayName.   |
| 4026    | ms-diagnostics | Response              | Could not get the event header.  |
| 4027    | ms-diagnostics | Response              | RequestUri contains a non-blank user name.                                       |
| 4028    | ms-diagnostics | Response              | Multiple user-agent header present.  |
| 4029    | ms-diagnostics | Response              | A header is present multiple times which is not allowed.                         |
| 4030    | ms-diagnostics | Response              | Multiple require headers not supported.  |
| 4031    | ms-diagnostics | Response              | Error trying to get Min-SE header.   |
| 4032    | ms-diagnostics | Response              | Error trying to get Session-Expires header.                                      |
| 4033    | ms-diagnostics | Response              | To User not authorized for <b>federation</b> .                                   |
| 4034    | ms-diagnostics | Response              | To User not authorized for public cloud access.                                  |
| 4035    | ms-diagnostics | Response              | Phone identity is not authorized - associated user entity not found in database. |
| 4036    | ms-diagnostics | Response              | SIP enabled entity is not found in database.                                     |
| 4037    | ms-diagnostics | Response              | AuthorizeUser for SIP or phone identity failed.                                  |
| 4038    | ms-diagnostics | Response              | AuthorizeIdentities for SIP or phone identity failed.                            |
| 4039    | ms-diagnostics | Response              | User does not have any routable endpoints.                                       |
| 4040    | ms-diagnostics | Response              | Not Acceptable -- Unknown MIME type in Accept header.                            |
| 4041    | ms-            | Response              | Dialog identifier conflict.  |

| <b>ErrorId</b> | <b>Header</b>         | <b>SIP Request, Response</b> | <b>Reason</b>   |
|----------------|-----------------------|------------------------------|---|
|                | diagnostics           |                              |   |
| 4042           | ms-diagnostics        | Response                     | Input data too large - DB column length violation.                                      |
| 4043           | ms-diagnostics        | Response                     | DB Type Conversion error.   |
| 4044           | ms-diagnostics        | Response                     | DB Column Conversion over flow.   |
| 4045           | ms-diagnostics        | Response                     | Invalid Require header.   |
| 4046           | ms-diagnostics        | Response                     | Invalid combination of require headers present.   |
| 4047           | ms-diagnostics        | Response                     | Unknown Require header.   |
| 4048           | ms-diagnostics        | Response                     | Expires value too small.  |
| 4049           | ms-diagnostics        | Response                     | Target is either disabled or moving away.   |
| 4050           | ms-diagnostics-public | Response                     | From User is either disabled or moving away.  |
| 4051           | ms-diagnostics        | Response                     | Endpoint is not registered.   |
| 4052           | ms-diagnostics        | Response                     | Cached route does not match.  |
| 4053           | ms-diagnostics        | Response                     | Too many contact headers.   |
| 4054           | ms-diagnostics        | Response                     | Min-SE value is too high.   |
| 4055           | ms-diagnostics        | Response                     | Bad event.  |
| 4056           | ms-diagnostics        | Response                     | Internal Error: IsTokenPresentInHeader call failed.                                     |
| 4057           | ms-diagnostics        | Response                     | Internal Error: Handle Errors sproc failed.   |
| 4058           | ms-diagnostics        | Response                     | Internal Error: Failed to check the authorization flags - GetAuthenticationInfo failed. |
| 4059           | ms-diagnostics        | Response                     | Internal Error: DbStore Authorization sproc failed.                                     |
| 4060           | ms-diagnostics        | Response                     | Internal Error: Failed to check the authorization flags - IsAuthorized failed.          |
| 4061           | ms-diagnostics        | Response                     | Internal Error: Internal server error when processing Subscription request.             |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason</b>  |
|----------------|----------------|------------------------------|--|
| 4062           | ms-diagnostics | Response                     | Internal Error: Failed to check the authorization flags - FillAuthenticationInfo failed. |
| 4063           | ms-diagnostics | Response                     | Internal Error: Failed to get GetExternalSource.   |
| 4064           | ms-diagnostics | Response                     | Internal Error: Failed to get GetSourceNetwork.  |
| 4065           | ms-diagnostics | Response                     | Internal Error: Failed to get authorization protocol.                                    |
| 4066           | ms-diagnostics | Response                     | Internal Error: Failed to attach routing context.  |
| 4067           | ms-diagnostics | Response                     | Internal Error: Failed to get authorization user identity.                               |
| 4068           | ms-diagnostics | Response                     | Internal Error: Failed to get identity authorization requirements.                       |
| 4069           | ms-diagnostics | Response                     | Internal Error: Failed to get asserted identity string.                                  |
| 4070           | ms-diagnostics | Response                     | Internal Error: Failed to queue an authorization message.                                |
| 4071           | ms-diagnostics | Response                     | Internal Error: MessageDispatcher failed.  |
| 4072           | ms-diagnostics | Response                     | Internal Error: Failed to get the home server.   |
| 4073           | ms-diagnostics | Response                     | Internal Error: Unexpected external source.  |
| 4074           | ms-diagnostics | Response                     | Internal Error: Failed to generate the challenge.  |
| 4075           | ms-diagnostics | Response                     | Internal Error: Failed to check the destination path.                                    |
| 4076           | ms-diagnostics | Response                     | Internal Error: Failed to check for FROM server role.                                    |
| 4077           | ms-diagnostics | Response                     | Internal Error: Failed to do route set optimization failed.                              |
| 4078           | ms-diagnostics | Response                     | Internal Error: Failed to get the sender information.                                    |
| 4079           | ms-diagnostics | Response                     | Internal Error: Failed to get the From header information.                               |
| 4080           | ms-diagnostics | Response                     | Internal Error: Failed to get the P-Asserted-Identity header.                            |
| 4081           | ms-diagnostics | Response                     | Internal Error: Failed to get the To header information.                                 |
| 4082           | ms-            | Response                     | Internal Error: Failed to get TO URI string.   |

| ErrorId | Header         | SIP Request, Response | Reason  |
|---------|----------------|-----------------------|---|
|         | diagnostics    |                       |   |
| 4083    | ms-diagnostics | Response              | Internal Error: Failed to initialize FROM TO information.                 |
| 4084    | ms-diagnostics | Response              | Internal Error: Failed to select request target.                          |
| 4085    | ms-diagnostics | Response              | Internal Error: Failed to determine if request URI is phone.              |
| 4086    | ms-diagnostics | Response              | Internal Error: Failure while checking options responseRequired.          |
| 4087    | ms-diagnostics | Response              | Internal Error: Identity AOR and From header don't match.                 |
| 4088    | ms-diagnostics | Response              | Internal Error: Failed to set the Request URI.                            |
| 4089    | ms-diagnostics | Response              | Internal Error: Failed to check for TO server role.                       |
| 4090    | ms-diagnostics | Response              | Internal Error: Failed to get request URI.                                |
| 4091    | ms-diagnostics | Response              | Internal Error: Failed to get user@host from GRUU.                        |
| 4092    | ms-diagnostics | Response              | Internal Error: Failed to queue a message dispatcher request.             |
| 4093    | ms-diagnostics | Response              | Internal Error: GetCachedEndpointInfo failed.                             |
| 4094    | ms-diagnostics | Response              | Internal Error: ResolveGRUUFromRoute failed.                              |
| 4095    | ms-diagnostics | Response              | Internal Error: Failed to set display name in from header.                |
| 4096    | ms-diagnostics | Response              | Internal Error: Failed to set display name in P-Asserted-Identity header. |
| 4097    | ms-diagnostics | Response              | Internal Error: Failed to Restore Contact Entry.                          |
| 4098    | ms-diagnostics | Response              | Internal Error: Failed to set user data.                                  |
| 4099    | ms-diagnostics | Response              | Internal Error: Failed to validate GRUU contacts.                         |
| 4100    | ms-diagnostics | Response              | Internal Error: Failed to find <b>FQDN</b> in route set.                  |
| 4101    | ms-diagnostics | Response              | Internal Error: Failed to resolve ES GRUU.                                |
| 4102    | ms-diagnostics | Response              | Internal Error: Malformed server GRUU.                                    |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason</b>  |
|----------------|----------------|------------------------------|--|
| 4103           | ms-diagnostics | Response                     | Internal Error: Failed to determine server peer name.          |
| 4104           | ms-diagnostics | Response                     | Internal Error: Failed to determine if internal peer is an FE. |
| 4105           | ms-diagnostics | Response                     | Internal Error: Failed to get Call-Id.                         |
| 4106           | ms-diagnostics | Response                     | Internal Error: Failed to get From Tag.                        |
| 4107           | ms-diagnostics | Response                     | Internal Error: Failed to get To Tag.                          |
| 4108           | ms-diagnostics | Response                     | Internal Error: Error trying to get Supported header.          |
| 4109           | ms-diagnostics | Response                     | Internal Error: Failed to get content type header.             |
| 4110           | ms-diagnostics | Response                     | Internal Error: GetExpiryTimes failed.                         |
| 4111           | ms-diagnostics | Response                     | Internal Error: GenerateRandomTag failed.                      |
| 4112           | ms-diagnostics | Response                     | Internal Error: Failed to get displayname.                     |
| 4113           | ms-diagnostics | Response                     | Internal Error: XML generation failed.                         |
| 4114           | ms-diagnostics | Response                     | Internal Error: Out of memory.                                 |
| 4115           | ms-diagnostics | Response                     | Internal Error: GetGenericParameter failed.                    |
| 4116           | ms-diagnostics | Response                     | Internal Error: GetUserAtHost failed.                          |
| 4117           | ms-diagnostics | Response                     | Internal Error: SetDestinationInRequestURI failed.             |
| 4118           | ms-diagnostics | Response                     | Internal Error: AttachEndpointRoutingContextIfNeeded failed.   |
| 4119           | ms-diagnostics | Response                     | Internal Error: GetEndpointRoute sproc failed.                 |
| 4120           | ms-diagnostics | Response                     | Internal Error: IntializeParameters failed.                    |
| 4121           | ms-diagnostics | Response                     | Internal Error: GetQueryResourceAuthorizationInfo failed.      |
| 4122           | ms-diagnostics | Response                     | Internal Error: XML construction failed.                       |
| 4123           | ms-            | Response                     | Internal Error: Failed to convert to UNICODE.                  |

| ErrorId | Header                | SIP Request, Response | Reason  |
|---------|-----------------------|-----------------------|---|
|         | diagnostics           |                       |   |
| 4124    | ms-diagnostics        | Response              | Internal Error: Error executing sproc - execution failure.  |
| 4125    | ms-diagnostics        | Response              | Internal Error: Error executing sproc - native failure.   |
| 4126    | ms-diagnostics        | Response              | Internal Error: GetEndpointThrottlingContext failed.  |
| 4127    | ms-diagnostics        | Response              | Service Unavailable -- Functionality not implemented.   |
| 4128    | ms-diagnostics        | Response              | GetEndpointRouteComplete failed.  |
| 4129    | ms-diagnostics        | Response              | Service Unavailable -- Too many outstanding requests in Pool.   |
| 4130    | ms-diagnostics        | Response              | Server is busy.   |
| 4131    | ms-diagnostics        | Response              | Server is busy - Request rejected by database queue throttling mechanism.                                   |
| 4132    | ms-diagnostics        | Response              | Server is busy - Request rejected by endpoint throttling mechanism.   |
| 4133    | ms-diagnostics        | Response              | SQL deadlock encountered.   |
| 4134    | ms-diagnostics        | Response              | Database operation timeout. This can happen because of too many requests that require database interaction. |
| 4135    | ms-diagnostics        | Response              | Internal Error: Failed to process incoming App Via Header.  |
| 4136    | ms-diagnostics        | Response              | Internal Error: Failed to commit outgoing App Via Header.   |
| 4137    | ms-diagnostics        | Response              | Supported headers parse failure.  |
| 4138    | ms-diagnostics        | Response              | C3Pversion of the request is unsupported.   |
| 4139    | ms-diagnostics        | Response              | Internal Error: Initializing the batched polling subscribe request failed.                                  |
| 4140    | ms-diagnostics-public | Request               | Deregistered: User logged out.  |
| 4140    | ms-diagnostics-public | Request               | User Logged out. <a href="#">&lt;41&gt;</a>   |
| 4141    | ms-diagnostics-public | Request               | Deregistered: User disabled.  |

| ErrorId | Header                | SIP Request, Response | Reason   |
|---------|-----------------------|-----------------------|--|
| 4141    | ms-diagnostics-public | Request               | User disabled.<42>   |
| 4142    | ms-diagnostics-public | Request               | Deregistered: User moved.  |
| 4142    | ms-diagnostics-public | Request               | User moved.<43>  |
| 4143    | ms-diagnostics        | Response              | Bad phone number.  |
| 4144    | ms-diagnostics        | Response              | Database communication link is down.   |
| 4145    | ms-diagnostics        | Response              | Internal Error: Failed to get session-on-behalf-of authorization requirements.<44> |
| 4146    | ms-diagnostics        | Response              | Internal Error: Failed to get the session-on-behalf-of header.<45>                 |
| 4147    | ms-diagnostics        | Response              | AuthorizeSessionOnBehalfOf for delegate failed.<46>                                |
| 4148    | ms-diagnostics        | Response              | Internal Error: Failed to read from the authorized delegate reader.<47>            |
| 4149    | ms-diagnostics        | Response              | Delegator is not found in the deployment.<48>                                      |
| 4150    | ms-diagnostics        | Response              | P-Session-On-Behalf-Of header has parameters that are disallowed.<49>              |
| 4151    | ms-diagnostics        | Response              | <b>HTTP</b> Authorization for P-Session-On-Behalf-Of header failed.<50>            |
| 4152    | ms-diagnostics        | Response              | Remote authorization of delegate failed.<51>                                       |
| 4153    | ms-diagnostics        | Response              | Remote authorization of delegate timed out.<52>                                    |
| 4154    | ms-diagnostics        | Response              | Endpoint is registered with a FrontEnd that is unavailable or has restarted.<53>   |

## 8.6 OCS server API and applications

The following table lists the OCS **server** API and applications **ErrorIds**, numbered 5000 – 5999, for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason  |
|---------|----------------|-----------------------|---|
| 5000    | ms-diagnostics | Response              | One or more critical applications are not running.              |
| 5001    | ms-diagnostics | Response              | Request timed out.  |
| 5002    | ms-diagnostics | Response              | Request was cancelled.  |
| 5003    | ms-diagnostics | Response              | Internal processing failure.                                    |
| 5004    | ms-diagnostics | Response              | Failed parsing the incoming request.                            |
| 5005    | ms-diagnostics | Response              | The application specified an invalid request-URI.<54>           |
| 5006    | ms-diagnostics | Response              | Failed when constructing the outgoing request.<55>              |
| 5007    | ms-diagnostics | Response              | Failed processing a contact entry.<56>                          |
| 5008    | ms-diagnostics | Response              | The application specified an invalid static forwarding URL.<57> |

## 8.7 IM conferencing

The following table lists the IM conferencing ErrorIds, numbered 6000 – 6999, generated by the OCS front-end **server** for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason String  |
|---------|----------------|-----------------------|--|
| 6000    | ms-diagnostics | Response              | Service unavailable.                                       |
| 6001    | ms-diagnostics | Response              | Request timeout.   |
| 6002    | ms-diagnostics | Response              | Dialog/Transaction does not exist.                         |
| 6003    | ms-diagnostics | Response              | Unsupported out of dialog request.                         |
| 6004    | ms-diagnostics | Response              | Media type is not supported.                               |
| 6005    | ms-diagnostics | Response              | Invite session is not setup.                               |
| 6006    | ms-diagnostics | Response              | MCU is shutting down.                                      |
| 6007    | ms-diagnostics | Response              | Conference URI in request is not found.                    |
| 6008    | ms-diagnostics | Response              | Conference represented by a conference URI does not exist. |
| 6009    | ms-diagnostics | Response              | Message has exceeded maximum allowed length.               |
| 6010    | ms-diagnostics | Response              | Authorization failure.                                     |
| 6011    | ms-diagnostics | Response              | User not found.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason String</b>   |
|----------------|----------------|------------------------------|--|
| 6012           | ms-diagnostics | Response                     | Participant is not expected to be incoming.                              |
| 6013           | ms-diagnostics | Response                     | Conference is terminated.  |
| 6014           | ms-diagnostics | Response                     | Unexpected (re)invite request.   |
| 6015           | ms-diagnostics | Response                     | SDP is not acceptable.   |
| 6016           | ms-diagnostics | Response                     | Unsupported request type.  |
| 6017           | ms-diagnostics | Response                     | Info body has exceeded maximum allowed length.                           |
| 6018           | ms-diagnostics | Response                     | Invite session is disconnected.  |
| 6019           | ms-diagnostics | Response                     | Dialog does not exist.   |
| 6020           | ms-diagnostics | Response                     | Failed to process session timer.   |
| 6021           | ms-diagnostics | Response                     | Ack was not received from the protocol client.                           |
| 6022           | ms-diagnostics | Response                     | Invite dialog was terminated.  |
| 6023           | ms-diagnostics | Response                     | User was deleted.  |
| 6024           | ms-diagnostics | Response                     | Message does not contain a format acceptable to the protocol client.     |
| 6025           | ms-diagnostics | Response                     | Require header has an unsupported SIP extension.                         |
| 6026           | ms-diagnostics | Response                     | Bye sent because the conference being deleted.                           |
| 6027           | ms-diagnostics | Response                     | Bye sent because of an Error response to a request on the Invite dialog. |
| 6028           | ms-diagnostics | Response                     | Bye sent as there was no update before the session timer expired.        |
| 6029           | ms-diagnostics | Response                     | Bye sent because of an error in processing the INVITE response.          |

## 8.8 Audio video conferencing

The following table lists the audio video conferencing **ErrorIds**, numbered 7000 – 7999, generated by the OCS AV conferencing **server** for releases prior to the most current release.

This table follows the product behavior described in this footnote [<58>](#).

| <b>ErrorId</b> | <b>Header</b>                        | <b>SIP Request, Response</b> | <b>Reason</b>   |
|----------------|--------------------------------------|------------------------------|---|
| 7000           | ms-diagnostics/ms-diagnostics-public | Response                     | Maximum number of meetings exceeded - server is too busy. |

| <b>ErrorId</b> | <b>Header</b>                        | <b>SIP Request, Response</b> | <b>Reason</b>  |
|----------------|--------------------------------------|------------------------------|--|
| 7001           | ms-diagnostics/ms-diagnostics-public | Response                     | NAT/Firewall traversal service not available.                            |
| 7002           | ms-diagnostics/ms-diagnostics-public | Response                     | The specified conference does not exist.                                 |
| 7003           | ms-diagnostics/ms-diagnostics-public | Response                     | The SIP INVITE request with the protocol client timed out.               |
| 7004           | ms-diagnostics/ms-diagnostics-public | Response                     | The AV MCU supports only 'Content-Type: application/sdp' offer/answers.  |
| 7005           | ms-diagnostics/ms-diagnostics-public | Response                     | The request is malformed or unexpected at this time.                     |
| 7006           | ms-diagnostics/ms-diagnostics-public | Response                     | Conference not provisioned for this user.                                |
| 7007           | ms-diagnostics/ms-diagnostics-public | Response                     | Replacing existing user is not allowed.                                  |
| 7008           | ms-diagnostics/ms-diagnostics-public | Response                     | Error parsing SDP.   |
| 7009           | ms-diagnostics/ms-diagnostics-public | Response                     | IPv6 connection address not supported.                                   |
| 7010           | ms-diagnostics/ms-diagnostics-public | Response                     | Error parsing SDP: Missing or invalid connection address.                |
| 7011           | ms-diagnostics/ms-diagnostics-public | Response                     | Error parsing SDP: Unrecognized or incompatible media transport profile. |
| 7012           | ms-diagnostics/ms-diagnostics-public | Response                     | Cannot support media encryption required by protocol client.             |

| <b>ErrorId</b> | <b>Header</b>                        | <b>SIP Request, Response</b> | <b>Reason</b>   |
|----------------|--------------------------------------|------------------------------|---|
| 7013           | ms-diagnostics/ms-diagnostics-public | Response                     | SRTP-encrypted media required to join.  |
| 7014           | ms-diagnostics/ms-diagnostics-public | Response                     | Error parsing SDP: Invalid ICE transport candidates.                          |
| 7015           | ms-diagnostics/ms-diagnostics-public | Response                     | Cannot change SRTP encryption key.  |
| 7016           | ms-diagnostics/ms-diagnostics-public | Response                     | Call cannot start on hold.  |
| 7017           | ms-diagnostics/ms-diagnostics-public | Response                     | Cannot modify media while call on hold.                                       |
| 7018           | ms-diagnostics/ms-diagnostics-public | Response                     | Error parsing SDP: invalid RTP or RTCP port value.                            |
| 7019           | ms-diagnostics/ms-diagnostics-public | Response                     | Error parsing SDP: invalid number of media.                                   |
| 7020           | ms-diagnostics/ms-diagnostics-public | Response                     | Error parsing SDP: mismatched or out-of-order media.                          |
| 7021           | ms-diagnostics/ms-diagnostics-public | Response                     | Error parsing SDP: protocol client must provide only one SRTP encryption key. |
| 7022           | ms-diagnostics/ms-diagnostics-public | Response                     | Cannot support any media offered by protocol client.                          |
| 7023           | ms-diagnostics/ms-diagnostics-public | Response                     | Protocol client declined all media.   |
| 7024           | ms-diagnostics/ms-diagnostics-public | Response                     | Failure negotiating SRTP encryption for media.                                |

| <b>ErrorId</b> | <b>Header</b>                        | <b>SIP Request, Response</b> | <b>Reason</b>  |
|----------------|--------------------------------------|------------------------------|--|
| 7025           | ms-diagnostics/ms-diagnostics-public | Response                     | Internal server error creating media for user.                                   |
| 7026           | ms-diagnostics/ms-diagnostics-public | Response                     | Failed to establish media connection with protocol client.                       |
| 7027           | ms-diagnostics/ms-diagnostics-public | Response                     | The media connection with the protocol client was lost.                          |
| 7028           | ms-diagnostics/ms-diagnostics-public | Response                     | Requested custom route not allowed by policy.<59>                                |
| 7029           | ms-diagnostics/ms-diagnostics-public | Response                     | Server is busy.  |
| 7030           | ms-diagnostics/ms-diagnostics-public | Request                      | User is replaced.  |
| 7031           | ms-diagnostics/ms-diagnostics-public | Request                      | Audio-Video Conferencing Service is shutting down.                               |
| 7032           | ms-diagnostics/ms-diagnostics-public | Response                     | Encountered errors sending SIP message.  |
| 7033           | ms-diagnostics/ms-diagnostics-public | Response                     | The client is attempting to join another endpoint that has not been provisioned. |
| 7034           | ms-diagnostics/ms-diagnostics-public | Response                     | User removed from conference.  |
| 7035           | ms-diagnostics/ms-diagnostics-public | Response                     | User removed because of conference ending.                                       |
| 7036           | ms-diagnostics/ms-diagnostics-public | Response                     | Media Connectivity Issues in Call.   |

## 8.9 Audio video edge authentication

The following table lists the audio video edge authentication **ErrorIds**, numbered 9000 – 9999, for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason  |
|---------|----------------|-----------------------|---|
| 9000    | ms-diagnostics | Response              | Request was malformed.  |
| 9001    | ms-diagnostics | Response              | Request was Too large. The number of credentialsRequest in the request exceed the number specified in the schema. |
| 9002    | ms-diagnostics | Response              | Internal server error.  |
| 9003    | ms-diagnostics | Response              | Not supported.  |
| 9004    | ms-diagnostics | Response              | Server busy.  |
| 9005    | ms-diagnostics | Response              | Timeout.  |
| 9006    | ms-diagnostics | Response              | Request was forbidden.  |
| 9008    | ms-diagnostics | Response              | Version mismatch.   |
| 9009    | ms-diagnostics | Response              | Other failure.  |
| 9010    | ms-diagnostics | Response              | Unsupported message type. Only SERVICE requests are allowed.  |
| 9011    | ms-diagnostics | Response              | Unsupported content type header.  |

## 8.10 OCS mediation server

The following table lists the OCS mediation **server ErrorIds**, numbered 10000 – 10999, for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason   |
|---------|----------------|-----------------------|--|
| 10000   | ms-diagnostics | Response              | Gateway returned a SIP failure code.                   |
| 10001   | ms-diagnostics | Response              | Gateway did not respond in a timely manner (time-out). |
| 10002   | ms-diagnostics | Response              | Gateway did not return a response.                     |
| 10003   | ms-diagnostics | Response              | Proxy returned a SIP failure code.                     |
| 10004   | ms-diagnostics | Response              | Proxy did not respond in a timely manner (time-out).   |
| 10005   | ms-diagnostics | Response              | Proxy did not return a response.                       |
| 10006   | ms-diagnostics | Response              | Proxy side Media negotiation failed.                   |
| 10007   | ms-diagnostics | Request               | Proxy side media stream timeout.                       |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason</b>  |
|----------------|----------------|------------------------------|--|
| 10008          | ms-diagnostics | Response                     | Incoming request has invalid parameters.                                   |
| 10009          | ms-diagnostics | Response                     | Mediation Server is shutting down.   |
| 10010          | ms-diagnostics | Response                     | Gateway side Media negotiation failed.                                     |
| 10011          | ms-diagnostics | Request                      | Media Gateway side stream time-out.  |
| 10012          | ms-diagnostics | Response                     | Call rejected because Mediation Server is in draining mode.                |
| 10013          | Ms-diagnostics | Response                     | Gateway peer in inbound call is not found in topology document.            |
| 10014          | Ms-diagnostics | Response                     | An internal exception received while processing the incoming request.      |
| 10015          | Ms-diagnostics | Response                     | Processing another INVITE with replaces request.                           |
| 10016          | Ms-diagnostics | Response                     | Mediation Server global health threshold has been exceeded.                |
| 10017          | Ms-diagnostics | Response                     | Mediation Server does not support INVITE with Join.                        |
| 10018          | Ms-diagnostics | Response                     | The MIME in offer is invalid.  |
| 10019          | Ms-diagnostics | Response                     | No application/sdp content found in the incoming MIME body.                |
| 10020          | Ms-diagnostics | Response                     | Cannot process INVITE with replace because call leg is not in valid state. |
| 10021          | Ms-diagnostics | Response                     | Cannot find call leg to replace.   |
| 10022          | Ms-diagnostics | Response                     | Exception with received INVITE with replaces.                              |
| 10023          | Ms-diagnostics | Response                     | From header is incorrectly formatted.                                      |
| 10024          | Ms-diagnostics | Response                     | To header is incorrectly formatted.  |
| 10025          | Ms-diagnostics | Response                     | Gateway peer in outbound call is not found in topology document.           |
| 10026          | Ms-diagnostics | Request                      | This call leg has been replaced.   |
| 10027          | Ms-diagnostics | Request                      | Normal termination response from gateway after the call was established.   |
| 10028          | Ms-diagnostics | Request                      | Unexpected call termination from gateway side.                             |
| 10029          | Ms-diagnostics | Response                     | Call leg has been redirected.  |
| 10030          | Ms-diagnostics | Request                      | Terminating call leg because the end to end call was shut down.            |
| 10031          | Ms-diagnostics | Response                     | Call rejected because the Mediation Server service is paused.              |
| 10032          | Ms-diagnostics | Request                      | Media diagnostic information.  |
| 10033          | Ms-diagnostics | Response                     | Cannot process reINVITE because call leg is not in valid                   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason</b>  |
|----------------|----------------|------------------------------|--|
|                |                |                              | state.   |
| 10034          | Ms-diagnostics | Request                      | Proxy SIP dialog recovery has failed.  |
| 10035          | Ms-diagnostics | Response                     | TLS negotiation failed with the Mediation Server next hop peer.  |
| 10036          | Ms-diagnostics | Response                     | Cannot process refer because call leg is not in valid state.   |
| 10037          | Ms-diagnostics | Request                      | Normal termination response from gateway before the call was established.  |
| 10038          | Ms-diagnostics | Response                     | No application/sdp or applicable application/gw-sdp content found in the incoming INVITE.                                  |
| 10039          | Ms-diagnostics | Response                     | Outbound call is directed to Mediation Server but is not replacing an existing call.                                       |
| 10040          | Ms-diagnostics | Request                      | Unexpected call termination from gateway side, ITU-T Q.850 Cause resource unavailable class.                               |
| 10041          | Ms-diagnostics | Request                      | Unexpected call termination from gateway side, ITU-T Q.850 Cause service or option unavailable class.                      |
| 10042          | Ms-diagnostics | Request                      | Unexpected call termination from gateway side, ITU-T Q.850 Cause service or option not implemented class.                  |
| 10043          | Ms-diagnostics | Request                      | Unexpected call termination from gateway side, ITU-T Q.850 Cause invalid message, such as a parameter out of range, class. |
| 10044          | Ms-diagnostics | Request                      | Unexpected call termination from gateway side, ITU-T Q.850 Cause protocol error, such as an unknown message, class.        |
| 10045          | Ms-diagnostics | Request                      | Unexpected call termination from gateway side, ITU-T Q.850 Cause interworking class.                                       |
| 10046          | Ms-diagnostics | Request                      | Unexpected call termination from gateway side, outside ITU-T Q.850 Cause definition.                                       |
| 10047          | Ms-diagnostics | Request                      | Unexpected call termination from gateway side, request has an unexpected reason header or cause code format.               |
| 10400          | Ms-diagnostics | Response                     | Gateway responded with 400 Bad Request.  |
| 10401          | Ms-diagnostics | Response                     | Gateway responded with 401 Unauthorized.   |
| 10402          | Ms-diagnostics | Response                     | Gateway responded with 402 Payment Required.   |
| 10403          | Ms-diagnostics | Response                     | Gateway responded with 403 Forbidden.  |
| 10404          | Ms-diagnostics | Response                     | Gateway responded with 404 Not Found (User Not Found).   |
| 10405          | Ms-diagnostics | Response                     | Gateway responded with 405 Method Not Allowed.   |
| 10406          | Ms-diagnostics | Response                     | Gateway responded with 406 Client Not Acceptable.  |
| 10407          | Ms-diagnostics | Response                     | Gateway responded with 407 Proxy Authentication Required.  |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason</b>   |
|----------------|----------------|------------------------------|---|
| 10408          | Ms-diagnostics | Response                     | Gateway responded with 408 Request Timeout.                 |
| 10409          | Ms-diagnostics | Response                     | Gateway responded with 409 Conflict.                        |
| 10410          | Ms-diagnostics | Response                     | Gateway responded with 410 Gone.                            |
| 10412          | Ms-diagnostics | Response                     | Gateway responded with 412 Conditional Request Failed.      |
| 10413          | Ms-diagnostics | Response                     | Gateway responded with 413 Request Entity Too Large.        |
| 10414          | Ms-diagnostics | Response                     | Gateway responded with 414 Request URI Too Long.            |
| 10415          | Ms-diagnostics | Response                     | Gateway responded with 415 Unsupported Media Type.          |
| 10416          | Ms-diagnostics | Response                     | Gateway responded with 416 Unsupported URI Scheme.          |
| 10417          | Ms-diagnostics | Response                     | Gateway responded with 417 Unknown Resource Priority.       |
| 10420          | Ms-diagnostics | Response                     | Gateway responded with 420 Bad Extension.                   |
| 10421          | Ms-diagnostics | Response                     | Gateway responded with 421 Extension Required.              |
| 10422          | Ms-diagnostics | Response                     | Gateway responded with 422 Session Interval Too Small.      |
| 10423          | Ms-diagnostics | Response                     | Gateway responded with 423 Interval Too Brief.              |
| 10424          | Ms-diagnostics | Response                     | Gateway responded with 424 Bad Location Information.        |
| 10428          | Ms-diagnostics | Response                     | Gateway responded with 428 Use Identity Header.             |
| 10429          | Ms-diagnostics | Response                     | Gateway responded with 429 Provide Referrer Identity.       |
| 10433          | Ms-diagnostics | Response                     | Gateway responded with 433 Anonymity Disallowed.            |
| 10436          | Ms-diagnostics | Response                     | Gateway responded with 436 Bad Identity Information.        |
| 10437          | Ms-diagnostics | Response                     | Gateway responded with 437 Unsupported Certificate.         |
| 10438          | Ms-diagnostics | Response                     | Gateway responded with 438 Invalid Identity Header.         |
| 10480          | Ms-diagnostics | Response                     | Gateway responded with 480 Temporarily Unavailable.         |
| 10481          | Ms-diagnostics | Response                     | Gateway responded with 481 Call Transaction Does Not Exist. |
| 10482          | Ms-diagnostics | Response                     | Gateway responded with 482 Loop Detected.                   |
| 10483          | Ms-diagnostics | Response                     | Gateway responded with 483 Too Many Hops.                   |
| 10484          | Ms-diagnostics | Response                     | Gateway responded with 484 Address Incomplete.              |
| 10485          | Ms-diagnostics | Response                     | Gateway responded with 485 Ambiguous.                       |
| 10486          | Ms-diagnostics | Response                     | Gateway responded with 486 Busy Here.                       |
| 10487          | Ms-diagnostics | Response                     | Gateway responded with 487 Request Terminated.              |
| 10488          | Ms-diagnostics | Response                     | Gateway responded with 488 Not Acceptable Here.             |
| 10489          | Ms-diagnostics | Response                     | Gateway responded with 489 Bad Event.                       |

| ErrorId | Header         | SIP Request, Response | Reason   |
|---------|----------------|-----------------------|--|
| 10491   | Ms-diagnostics | Response              | Gateway responded with 491 Request Pending.  |
| 10493   | Ms-diagnostics | Response              | Gateway responded with 493 Undecipherable.   |
| 10494   | Ms-diagnostics | Response              | Gateway responded with 494 Security Agreement Required.                                    |
| 10495   | Ms-diagnostics | Response              | Gateway responded with 409 Conflict with ITU-T Q.850 Cause code 98 Message Not Compatible. |
| 10500   | Ms-diagnostics | Response              | Gateway responded with 500 Server Internal Error.  |
| 10501   | Ms-diagnostics | Response              | Gateway responded with 501 Not Implemented.  |
| 10502   | Ms-diagnostics | Response              | Gateway responded with 502 Bad Gateway.  |
| 10503   | Ms-diagnostics | Response              | Gateway responded with 503 Service Unavailable.  |
| 10504   | Ms-diagnostics | Response              | Gateway responded with 504 Server Time out.  |
| 10505   | Ms-diagnostics | Response              | Gateway responded with 505 Version Not Supported.  |
| 10513   | Ms-diagnostics | Response              | Gateway responded with 513 Message Too Large.  |
| 10580   | Ms-diagnostics | Response              | Gateway responded with 580 Precondition Failure.   |
| 10600   | Ms-diagnostics | Response              | Gateway responded with 600 Busy Everywhere.  |
| 10603   | Ms-diagnostics | Response              | Gateway responded with 603 Decline.  |
| 10604   | Ms-diagnostics | Response              | Gateway responded with 604 Does Not Exist Anywhere.  |
| 10606   | Ms-diagnostics | Response              | Gateway responded with 606 Server Not Acceptable.  |

## 8.11 VoIP outbound routing

The following table lists the **VoIP** outbound routing **ErrorIds**, numbered 12000 – 12999, generated by the OCS front-end **server** for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason  |
|---------|----------------|-----------------------|---|
| 12000   | ms-diagnostics | Response              | Routes available for this request but no available gateway at this point. |
| 12001   | ms-diagnostics | Response              | User Policy does not contain phone route usage.                           |
| 12002   | ms-diagnostics | Response              | Phone number not valid or too large.                                      |
| 12003   | ms-diagnostics | Response              | Inconsistent internal state.  |
| 12004   | ms-diagnostics | Response              | No route found.   |
| 12005   | ms-diagnostics | Response              | Error parsing policy for this user.                                       |

| ErrorId | Header         | SIP Request, Response | Reason  |
|---------|----------------|-----------------------|---|
| 12006   | ms-diagnostics | Response              | Trying next hop.  |
| 12007   | ms-diagnostics | Response              | Could not parse flags in ms-application-via header for outbound call routing. |
| 12008   | ms-diagnostics | Response              | PSTN Toll Bypass disallowed.<60>  |
| 12009   | ms-diagnostics | Response              | PSTN Toll Bypass disallowed for Referrer.<61>                                 |
| 12010   | ms-diagnostics | Response              | From URI does not match caller URI.<62>                                       |
| 12011   | ms-diagnostics | Response              | Request body does not conform to schema.<63>                                  |
| 12012   | ms-diagnostics | Response              | Number of callee URIs exceeded max limit.<64>                                 |

## 8.12 VoIP inbound routing

The following table lists the **VoIP** inbound routing **ErrorIds**, numbered 13000 – 13999, generated by the OCS front-end **server** for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason   |
|---------|----------------|-----------------------|--|
| 13000   | ms-diagnostics | Response              | Call to self loop.   |
| 13001   | ms-diagnostics | Response              | The routing rules did not result in a suitable final response.   |
| 13002   | ms-diagnostics | Response              | The routing rules did not result in a final response.            |
| 13003   | ms-diagnostics | Response              | The request contains a header that is not formatted as expected. |
| 13004   | ms-diagnostics | Response              | Request was proxied to one or more registered endpoints.         |
| 13005   | ms-diagnostics | Response              | Request was proxied to one or more additional targets.           |
| 13006   | ms-diagnostics | Response              | Request forwarded, any previous branches cancelled.              |
| 13007   | ms-diagnostics | Response              | Request was proxied to an application.                           |
| 13008   | ms-diagnostics | Response              | Diagnostic headers removed for privacy.                          |

## 8.13 VoIP translation service

The following table lists the **VoIP** translation service **ErrorIds**, numbered 14000 – 14999, generated by the OCS front-end **server** for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason  |
|---------|----------------|-----------------------|---|
| 14000   | ms-diagnostics | Response              | Unknown error occurred in translation app.                        |
| 14001   | ms-diagnostics | Response              | Phone number is too long.   |
| 14002   | ms-diagnostics | Response              | Called number not found.  |
| 14003   | ms-diagnostics | Response              | Profile name not found in request URI.                            |
| 14004   | ms-diagnostics | Response              | An unexpected exception occurred.                                 |
| 14005   | ms-diagnostics | Response              | Could not find profile in internal lookup.                        |
| 14006   | ms-diagnostics | Response              | Unable to find a potentially matching regex.                      |
| 14007   | ms-diagnostics | Response              | Regex replace failure.  |
| 14008   | ms-diagnostics | Response              | Not a phone number.   |
| 14009   | ms-diagnostics | Response              | Tx phone number too long.   |
| 14010   | ms-diagnostics | Response              | Unable to find an exact match in the rules set.                   |
| 14011   | ms-diagnostics | Response              | Called Number translated.   |
| 14012   | ms-diagnostics | Response              | Dialstring phone context used no translation done.                |
| 14013   | ms-diagnostics | Response              | A default location profile has not been configured for this pool. |

## 8.14 VoIP Exchange UM service

The following table lists the **VoIP** Exchange UM service **ErrorIds**, numbered 15000 – 15999, generated by the OCS front-end **server** for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason                                  |
|---------|----------------|-----------------------|---|
| 15000   | ms-diagnostics | Response              | User properties not readable.           |
| 15001   | ms-diagnostics | Response              | Unexpected exception sending to UM.     |
| 15002   | ms-diagnostics | Response              | Unable to determine dial plan.          |
| 15003   | ms-diagnostics | Response              | Dial plan is unknown.                   |
| 15004   | ms-diagnostics | Response              | Dial plan has no servers.               |
| 15005   | ms-diagnostics | Response              | UM server 302 with wrong contact count. |
| 15006   | ms-diagnostics | Response              | UM server sent unexpected 302 response. |
| 15007   | ms-diagnostics | Response              | UM server did not respond to request.   |
| 15008   | ms-diagnostics | Response              | Routing to UM for Subscriber Access.    |

| ErrorId | Header         | SIP Request, Response | Reason                                |
|---------|----------------|-----------------------|---------------------------------------|
| 15009   | ms-diagnostics | Response              | Routing to UM for Auto-Attendant.     |
| 15010   | ms-diagnostics | Response              | Routing to UM for voice mail deposit. |

### 8.15 Intelligent IM filter

The following table lists the intelligent IM filter **ErrorIds**, numbered 16000 – 16999, generated by the OCS front-end **server** and Access **Edge Server** for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason                             |
|---------|----------------|-----------------------|------------------------------------|
| 16000   | ms-diagnostics | Response              | Server over loaded.                |
| 16001   | ms-diagnostics | Response              | Invalid request.                   |
| 16002   | ms-diagnostics | Response              | Policy disallows message contents. |

### 8.16 Protocol client version filter

The following table lists the protocol client version filter **ErrorIds**, numbered 17000 – 17999, generated by the OCS front-end **server** and Access **Edge Server** for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason                                       |
|---------|----------------|-----------------------|--|
| 17000   | ms-diagnostics | Response              | Server overloaded.                           |
| 17001   | ms-diagnostics | Response              | Invalid request.                             |
| 17002   | ms-diagnostics | Response              | Invalid protocol client version.             |
| 17003   | ms-diagnostics | Response              | Declined with URL.                           |
| 17004   | ms-diagnostics | Response              | Allowed with URL. <a href="#">&lt;65&gt;</a> |

### 8.17 Metrics

The following table lists the metrics **ErrorIds**, numbered 11000 – 11999, for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason  |
|---------|----------------|-----------------------|---|
| 11000   | ms-diagnostics | Response              | URI validation failed.<66>  |
| 11001   | ms-diagnostics | Response              | The report type or version is not supported.<67>                          |
| 11002   | ms-diagnostics | Response              | The metrics report contains one or more invalid values.<68>               |
| 11003   | ms-diagnostics | Response              | The metrics report was rejected because of schema validation failure.<69> |
| 11004   | ms-diagnostics | Response              | Only the SIP SERVICE method is supported.<70>                             |
| 11005   | ms-diagnostics | Response              | The content type is not supported.<71>                                    |
| 11006   | ms-diagnostics | Response              | The report body exceeded the maximum allowed size.<72>                    |
| 11007   | ms-diagnostics | Response              | QoE is not enabled.<73>   |

### 8.18 User PIN service

The following table lists the user PIN service **ErrorIds**, numbered 18000 – 18999, for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason   |
|---------|----------------|-----------------------|--|
| 18000   | ms-diagnostics | Response              | Pin cannot contain non-numeric characters.<74>     |
| 18001   | ms-diagnostics | Response              | Pin cannot be comprised of consecutive digits.<75> |
| 18002   | ms-diagnostics | Response              | Pin cannot be comprised of the same digit.<76>     |
| 18003   | ms-diagnostics | Response              | Pin does not meet length requirements.<77>         |

### 8.19 Group chat server

The following table lists the group chat **server ErrorIds**, numbered 20000 – 20999, for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason                               |
|---------|----------------|-----------------------|--------------------------------------|
| 20000   | ms-diagnostics | Response              | Chat service busy.<78>               |
| 20001   | ms-diagnostics | Response              | Could not initialize session.<79>    |
| 20002   | ms-diagnostics | Response              | Missing participant information.<80> |
| 20003   | ms-diagnostics | Response              | Rejected session.<81>                |

| ErrorId | Header         | SIP Request, Response | Reason  |
|---------|----------------|-----------------------|---|
| 20004   | ms-diagnostics | Response              | Start handling new session failed.<82>            |
| 20005   | ms-diagnostics | Response              | End handling new session failed.<83>              |
| 20006   | ms-diagnostics | Response              | Unknown session.<84>                              |
| 20007   | ms-diagnostics | Response              | Chat service error.<85>                           |
| 20008   | ms-diagnostics | Response              | Rejected session (inbound queue is full).<86>     |
| 20009   | ms-diagnostics | Response              | Rejected session (no more endpoints allowed).<87> |
| 20010   | ms-diagnostics | Response              | Rejected session (principal not provisioned).<88> |
| 20011   | ms-diagnostics | Response              | Rejected message (inbound queue is full).<89>     |

## 8.20 Application sharing MCU

The following table lists the **ASMCU ErrorIds**, numbered 21000 – 21999, for releases prior to the most current release.

| ErrorId | Header                | SIP Request, Response | Reason                            |
|---------|-----------------------|-----------------------|-----------------------------------|
| 21000   | ms-diagnostics-public | Response              | New sharer joined conference.<90> |

## 8.21 Unified communications managed API

The following table lists the unified communications managed API **ErrorIds**, numbered 24000 – 24999, for releases prior to the most current release.

| ErrorId | Header         | SIP Request, Response | Reason   |
|---------|----------------|-----------------------|--|
| 24000   | ms-diagnostics | Response              | Error parsing SDP.   |
| 24001   | ms-diagnostics | Response              | Error parsing SDP: Missing or invalid connection address.                |
| 24002   | ms-diagnostics | Response              | Error parsing SDP: Unrecognized or incompatible media transport profile. |
| 24003   | ms-diagnostics | Response              | Error parsing SDP: invalid number of media.                              |
| 24004   | ms-diagnostics | Response              | Error parsing SDP: mismatched or out-of-order media.                     |
| 24005   | ms-diagnostics | Response              | Error parsing SDP: only one SRTP encryption key is expected.             |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason</b>   |
|----------------|----------------|------------------------------|---|
| 24006          | ms-diagnostics | Response                     | Error parsing SDP: Invalid ICE transport candidates.                            |
| 24007          | ms-diagnostics | Response                     | Error parsing SDP: IPv6 connection address not supported.                       |
| 24008          | ms-diagnostics | Response                     | Error parsing SDP: Cannot support media encryption required by protocol client. |
| 24009          | ms-diagnostics | Response                     | Error parsing SDP: Failure negotiating SRTP encryption for media.               |
| 24010          | ms-diagnostics | Response                     | Error parsing SDP: SRTP-encrypted media required to establish connection.       |
| 24011          | ms-diagnostics | Response                     | Error parsing SDP: Cannot change SRTP encryption parameters.                    |
| 24012          | ms-diagnostics | Response                     | Error parsing SDP: Cannot support any media offered by protocol client.         |
| 24013          | ms-diagnostics | Response                     | Error parsing SDP: Protocol client declined all media.                          |
| 24014          | ms-diagnostics | Response                     | An internal error occurred creating media for local endpoint.                   |
| 24015          | ms-diagnostics | Request                      | Failed to establish media connection with protocol client.                      |
| 24016          | ms-diagnostics | Request                      | The media connection with the remote endpoint was lost (RTP stream time-out).   |
| 24017          | ms-diagnostics | Request                      | The media session was terminated because of a SIP/SDP renegotiation failure.    |
| 24018          | ms-diagnostics | Request                      | Conference escalation is not supported by application.                          |
| 24019          | ms-diagnostics | Request                      | Remote participant mismatch.  |
| 24020          | ms-diagnostics | Request                      | Message Throttling is in effect.  |
| 24021          | ms-diagnostics | Request                      | Conversation is terminating or terminated.                                      |
| 24022          | ms-diagnostics | Request                      | Media type is already taken by another call.                                    |
| 24023          | ms-diagnostics | Request                      | User's current presence state does not allow incoming calls.                    |
| 24024          | ms-diagnostics | Request                      | Call termination because of a successful transfer.                              |
| 24025          | ms-diagnostics | Request                      | No application handler for media type.  |
| 24026          | ms-diagnostics | Request                      | Call establishment timed out.   |
| 24027          | ms-diagnostics | Request                      | Conference invitation handling is not supported by the application.             |
| 24028          | ms-diagnostics | Request                      | Endpoint is in draining mode.   |
| 24029          | ms-diagnostics | Request                      | Message is not verified by endpoint.  |
| 24030          | ms-diagnostics | Request                      | No transaction handler.   |
| 24031          | ms-diagnostics | Request                      | No transaction.   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason</b>  |
|----------------|----------------|------------------------------|--|
| 24032          | ms-diagnostics | Request                      | handlerNo component handler.   |
| 24033          | ms-diagnostics | Request                      | No component handler.  |
| 24034          | ms-diagnostics | Request                      | No message received handler.   |
| 24035          | ms-diagnostics | Request                      | Event header is missing in registration notify.                      |
| 24036          | ms-diagnostics | Request                      | Endpoint is terminating or terminated.                               |
| 24037          | ms-diagnostics | Request                      | Incoming Re-Invite transaction timed out.                            |
| 24038          | ms-diagnostics | Request                      | Incoming non-Invite transaction timed out.                           |
| 24039          | ms-diagnostics | Request                      | No offer answer negotiator found.                                    |
| 24040          | ms-diagnostics | Request                      | Request pending.   |
| 24041          | ms-diagnostics | Request                      | No message received handler.   |
| 24042          | ms-diagnostics | Request                      | No session received handler.   |
| 24043          | ms-diagnostics | Request                      | Request is already terminated.                                       |
| 24044          | ms-diagnostics | Request                      | Bad content type.  |
| 24045          | ms-diagnostics | Request                      | Null or empty content type.  |
| 24046          | ms-diagnostics | Request                      | Remote session is invalid.   |
| 24047          | ms-diagnostics | Request                      | Session timer expired.   |
| 24048          | ms-diagnostics | Request                      | Session connection timer expired.                                    |
| 24049          | ms-diagnostics | Request                      | Request received on bad call leg.                                    |
| 24050          | ms-diagnostics | Request                      | Session timer value is too small.                                    |
| 24051          | ms-diagnostics | Request                      | Unable to create session.  |
| 24052          | ms-diagnostics | Request                      | Incoming subscription is not supported.                              |
| 24053          | ms-diagnostics | Request                      | Event header is missing, cannot be parsed or is not supported.       |
| 24054          | ms-diagnostics | Request                      | Provisional acknowledgement does not match any pending provisionals. |
| 24055          | ms-diagnostics | Request                      | No dialog information found in the request.                          |
| 24056          | ms-diagnostics | Request                      | Extension method in the request is not supported.                    |
| 24057          | ms-diagnostics | Request                      | No session refer received handler.                                   |
| 24058          | ms-diagnostics | Request                      | Internal error occurred.   |
| 24059          | ms-diagnostics | Request                      | Endpoint is already terminated.                                      |
| 24060          | ms-diagnostics | Request                      | Incoming message is badly formatted.                                 |
| 24061          | ms-diagnostics | Request                      | Route set recovery retries failed.                                   |

| <b>ErrorId</b> | <b>Header</b>  | <b>SIP Request, Response</b> | <b>Reason</b>   |
|----------------|----------------|------------------------------|---|
| 24062          | ms-diagnostics | Request                      | Joining the conference lobby is not supported.                            |
| 24063          | ms-diagnostics | Request                      | Timed out while waiting in the lobby.                                     |
| 24064          | ms-diagnostics | Request                      | Escalation to a conference failed.  |
| 24065          | ms-diagnostics | Request                      | Re-establishing sessions with server.                                     |
| 24066          | ms-diagnostics | Request                      | Unable to dial-in to the AV MCU.  |
| 24067          | ms-diagnostics | Request                      | MCU is rolling over.  |
| 24068          | ms-diagnostics | Request                      | Acknowledgement wait operation timed out.                                 |
| 24069          | ms-diagnostics | Request                      | Unsupported extension headers.  |
| 24070          | ms-diagnostics | Request                      | No escalation invitation in invite data.                                  |
| 24071          | ms-diagnostics | Request                      | Escalation invitation has no \"available\" or \"additional\" media types. |
| 24072          | ms-diagnostics | Request                      | Remote participant mismatch.  |
| 24073          | ms-diagnostics | Request                      | Conversation state is not valid to perform escalation.                    |
| 24074          | ms-diagnostics | Request                      | Call signaling session disconnected.                                      |
| 24075          | ms-diagnostics | Request                      | Call park operation failed.   |
| 24076          | ms-diagnostics | Request                      | Call session is being terminated because of a successful escalation.      |
| 24077          | ms-diagnostics | Request                      | Invalid MimeProcessor result.   |
| 24078          | ms-diagnostics | Request                      | Un supported media types.   |
| 24079          | ms-diagnostics | Request                      | Failed to parse incoming invite.  |
| 24080          | ms-diagnostics | Request                      | Conversation auto termination.  |
| 24081          | ms-diagnostics | Request                      | Endpoint termination.   |
| 24082          | ms-diagnostics | Request                      | Conference termination.   |
| 24083          | ms-diagnostics | Request                      | Message was received out of dialog.                                       |

## 9 Appendix D: Client Display of Received Diagnostic Codes for Releases subsequent to Lync 2010

This section applies to Microsoft Lync 2010, Microsoft Lync Client 2013/Skype for Business, Microsoft Skype for Business 2016, and Microsoft Skype for Business 2019.

Disclaimer: The following information is being provided to help the reader understand the **SIP protocol client** experience based on **SIP server** responses. This information is provided "as-is" and might become outdated or change over time. It is not intended to be a guide on how to implement a SIP protocol client, nor does it provide all information for what the SIP protocol client does in response to SIP server codes. It attempts to provide a view into related behavior regarding error codes, given the context of this document.

Following is a list of error strings that are displayed in the protocol client products listed in section [11](#) for many error IDs. A list of all error IDs is defined in section [7](#). The strings are grouped into the respective modes that a user can be participating in when the client receives the error.

### 9.1 Client Error Display and Logic

Communicator handles errors received in one of the following two ways:

1. **Handled Error:** If the error is handled, it displays a string to the end-user describing the error, possible causes of the error, and possible solutions.
2. **Unhandled Error:** If the error is not handled or is unknown, the protocol client displays one of several generic error messages, depending on the mode that a user was participating in when the error occurred.

#### 9.1.1 Error Handling Logic

The **SIP protocol client** can receive more than one error code at a single time or receive no diagnostic codes with each transaction. Therefore, the SIP protocol client uses a priority to evaluate which error codes are consumed and displayed to the user. That priority, with respect to the errors detailed within this document, is as follows:

1. Ms-diagnostic
2. **SIP** errors
3. SIP warning
4. Windows errors

### 9.2 Handled Error Display

The **SIP protocol client** has a set of strings to display depending upon the error code received and the mode of the user in which the error occurred. Where the string is displayed depends on the mode of the user.

1. If the error is during IM or file transfer, the error message is displayed in the IM area.
2. If the error occurs during an audio or audio/video call or during data collaboration, the error message is displayed in a notification area at the top of the conversation window. The notification area can display multiple error messages simultaneously, and all messages can be dismissed. Certain error messages have additional capabilities, including the following:
  1. **Additional information:** When the user clicks on the message text, additional information is displayed in a dialog box. The dialog box can include a link to a support **website** operated by the user's company or organization.

2. **Action buttons:** Buttons are displayed next to the message text that allow the user to perform actions that can help correct or recover from the error condition.

### 9.2.1 Modes

The same code can be sent for different operations in the **SIP protocol client**. The context of the mode being used is consulted to determine the type of string to display for the given context. In some cases the string displayed for the same error code can differ depending upon the mode that is used or the action that was performed within the mode. The protocol client shows errors in the following modes:

- **IM:** IM communication between two or more parties.
- **Voice:** Audio or audio/video communication between two parties.
- **Conference:** A variety of modes involving more than two parties in a conversation that are connected to a conferencing or application sharing **server**.
- **Sharing:** Content and application sharing.

### 9.2.2 MS-Diagnostic Errors

The following table details what string is displayed in the **SIP protocol client**, depending upon what ms-diagnostic error is received for a given mode.

Note that the following placeholder is used in these messages:

- *[user name]* is used in place of an actual user name.
- *[client name]* is used in place of the name of the SIP protocol client

| Mode       | Error ID | Error Message  | Additional Information   | Diagnostic reason   |
|------------|----------|--|--|---|
| IM         | 0        | This message was not delivered to <i>[user name]</i> because the service is not available. |  | Server internal error.  |
| IM         | 1        | <i>[user name]</i> could not be reached and this message was not delivered.                |  | Service unavailable.  |
| Conference | 4        | The network is busy. Cannot join the meeting.  |  | Insufficient bandwidth to establish session. Do not attempt re-route. |
| Conference | 4        | Cannot add <i>[user name]</i> to the meeting because network is busy.                      |  | Insufficient bandwidth to establish session. Do not attempt re-route. |
| Voice      | 4        | Could not complete the call because the network is busy. Try again later.                  |  | Insufficient bandwidth to establish session. Do not attempt re-route. |
| Voice      | 4        | Cannot complete the transfer.  | Transfer failed because the network is busy. Please try again later. | Insufficient bandwidth to establish session. Do not attempt re-route. |

| Mode       | Error ID | Error Message  | Additional Information  | Diagnostic reason   |
|------------|----------|--|---|---|
| Voice      | 4        | Could not add video because the network is busy. Try again later.                                    |   | Insufficient bandwidth to establish session. Do not attempt re-route. |
| Voice      | 5        | This call may take longer to connect because the network is busy. Some functionality may be reduced. | This call may take longer to connect because the network is busy. Some functionality may be reduced.  | Insufficient bandwidth to establish session. Attempt PSTN re-route.   |
| Conference | 1003     | This online meeting cannot be found.   | This online meeting cannot be found on the server. Please check the meeting identifier and try again.   | User does not exist.  |
| Conference | 1003     | [user name] cannot be found. Please check the address and try again.                                 |   | User does not exist.  |
| IM         | 1003     | [user name] could not be found and this message was not delivered:                                   |   | User does not exist.  |
| Voice      | 1003     | Cannot locate [user name].   | There may be an error in the address. Check the address and then try again.   | User does not exist.  |
| Voice      | 1003     | Cannot complete the transfer.  | This phone number or address is incorrect, or it is outside of your organization and is not federated with your company. Please contact your support team with this information.  | User does not exist.  |
| Conference | 1004     | [user name] did not respond to the invitation.   |   | Route set is no longer valid.   |
| Sharing    | 1004     | Sharing ended due to network issues. Try again later.  |   | Route set is no longer valid.   |
| Conference | 1005     | Cannot join this meeting from outside your organization.   | Cannot join the meeting because the meeting organizer is outside of your organization and is not federated with your company. Or, the meeting information may be incorrect. Please contact your support team with this information. | Cannot route to destination domain.                                   |
| Conference | 1005     | Cannot reach [user name].  | The address is incorrect or this person is outside your company and not federated. Please contact your support team with this information.  | Cannot route to destination domain.                                   |

| Mode       | Error ID | Error Message   | Additional Information  | Diagnostic reason                   |
|------------|----------|---|---|-------------------------------------|
| IM         | 1005     | This message was not delivered to <i>[user name]</i> because the address is outside of your organization and is not federated with your company, or the address is incorrect. Please contact your support team with this information. |   | Cannot route to destination domain. |
| Sharing    | 1005     | <i>[user name]</i> did not receive your sharing invitation.   | <i>[user name]</i> did not receive your sharing invitation because the address is incorrect or this person is outside your company and not federated. Please contact your support team with this information.                       | Cannot route to destination domain. |
| Voice      | 1005     | Cannot locate <i>[user name]</i> .  | This phone number or address is incorrect, or it is outside of your organization and is not federated with your company. Please contact your support team with this information.  | Cannot route to destination domain. |
| Sharing    | 1007     | Screen sharing cannot connect to the server now.  | Screen sharing cannot connect to the server now. Please wait and try again. If this issue continues, contact your support team with this information.   | Temporarily cannot route.           |
| Conference | 1008     | Cannot join this meeting from outside your organization.  | Cannot join the meeting because the meeting organizer is outside of your organization and is not federated with your company. Or, the meeting information may be incorrect. Please contact your support team with this information. | Unable to resolve DNS SRV record.   |
| Conference | 1008     | Cannot reach <i>[user name]</i> .   | The address is incorrect or this person is outside your company and not federated. Please contact your support team with this information.  | Unable to resolve DNS SRV record.   |
| IM         | 1008     | This message was not delivered to <i>[user name]</i> because the address is outside of your organization and is not federated with your company, or the address is incorrect. Please contact your support team with                   |   | Unable to resolve DNS SRV record.   |

| Mode       | Error ID | Error Message   | Additional Information   | Diagnostic reason                       |
|------------|----------|---|--|---|
|            |          | this information.   |  |   |
| Sharing    | 1008     | <i>[user name]</i> did not receive your sharing invitation.   | <i>[user name]</i> did not receive your sharing invitation because the address is incorrect or this person is outside your company and not federated. Please contact your support team with this information.                      | Unable to resolve DNS SRV record.       |
| Voice      | 1008     | Cannot locate <i>[user name]</i> .  | This phone number or address is incorrect, or it is outside of your organization and is not federated with your company. Please contact your support team with this information.   | Unable to resolve DNS SRV record.       |
| Voice      | 1008     | Cannot complete the transfer.   | This phone number or address is incorrect, or it is outside of your organization and is not federated with your company. Please contact your support team with this information.   | Unable to resolve DNS SRV record.       |
| Conference | 1009     | Cannot join this meeting from outside your organization.  | Cannot join the meeting because the meeting organizer is outside of your organization and is not federated with your company. Or the meeting information may be incorrect. Please contact your support team with this information. | No match for domain in DNS SRV results. |
| Conference | 1009     | Cannot reach <i>[user name]</i> .   | The address is incorrect or this person is outside your company and not federated. Please contact your support team with this information.   | No match for domain in DNS SRV results. |
| IM         | 1009     | This message was not delivered to <i>[user name]</i> because the address is outside of your organization and is not federated with your company, or the address is incorrect. Please contact your support team with this information. |  | No match for domain in DNS SRV results. |
| Sharing    | 1009     | <i>[user name]</i> did not receive your sharing invitation.   | <i>[user name]</i> did not receive your sharing invitation because the address is incorrect or this person is outside your company and not federated. Please contact your support team with this information.                      | No match for domain in DNS SRV results. |
| Voice      | 1009     | Cannot locate <i>[user</i>  | This phone number or address is  | No match for domain in                  |

| Mode       | Error ID | Error Message  | Additional Information   | Diagnostic reason                                   |
|------------|----------|--|--|---|
|            |          | <i>name</i> ].   | incorrect, or it is outside of your organization and is not federated with your company. Please contact your support team with this information.                                 | DNS SRV results.                                    |
| Voice      | 1009     | Cannot complete the transfer.  | This phone number or address is incorrect, or it is outside of your organization and is not federated with your company. Please contact your support team with this information. | No match for domain in DNS SRV results.             |
| Voice      | 1011     | The call could not be completed. Please try again later.             |  | Ms-diagnostics header not provided by previous hop. |
| Conference | 3026     | Cannot join the meeting as an anonymous attendee.                    | Cannot join the meeting because unauthenticated users are not allowed. Contact the meeting leader for more information.  | Conference does not allow anonymous users.          |
| Conference | 3027     | You do not have permission to join this meeting.                     | Cannot join the meeting because you do not have permission. Please contact the meeting leader for more information.  | User not allowed in closed conference.              |
| Conference | 3028     | Cannot join the meeting as an anonymous attendee.                    | Cannot join the meeting. Joining as an unauthenticated user is not supported. Contact your support team for more information.  | Anonymous access disabled globally.                 |
| Conference | 3032     | This online meeting cannot be found.                                 | This online meeting cannot be found on the server. Please check the meeting identifier and try again.  | Conference does not exist.                          |
| Conference | 3033     | The conferencing service did not respond. Please wait and try again. |  | The C3P transaction timed out.                      |
| Sharing    | 3033     | The conferencing service did not respond. Please wait and try again. |  | The C3P transaction timed out.                      |
| Conference | 3040     | The meeting you are trying to join has ended.                        | The meeting you are trying to join has ended or does not exist. Contact your support team with this information.   | Conference is not active.                           |
| Conference | 3041     | Cannot join the meeting due to user permissions.                     | The information provided to the conferencing service was incorrect, or you may not have permission to join the meeting. Contact your support team with this information.         | Unknown participant.                                |
| Conference | 3043     | Cannot join the meeting.   | The meeting is not configured to allow people to join. Contact the   | The organizer policy is not configured or is        |

| Mode       | Error ID | Error Message  | Additional Information  | Diagnostic reason  |
|------------|----------|--|---|--|
|            |          |  | meeting organizer for more information.   | invalid.   |
| Conference | 3044     | Cannot join the meeting as an anonymous attendee.                    | Cannot join the meeting because unauthenticated users are not allowed. Contact the meeting leader for more information.                               | Anonymous access is not allowed.                                   |
| Conference | 3097     | The conferencing service did not respond. Please wait and try again. |   | No MCU is available via the MCU factory.                           |
| IM         | 3097     | [user name] could not be reached and this message was not delivered: |   | No MCU is available via the MCU factory.                           |
| Sharing    | 3097     | Screen sharing cannot connect to the server now.                     | Screen sharing cannot connect to the server now. Please wait and try again. If this issue continues, contact your support team with this information. | No MCU is available via the MCU factory.                           |
| Voice      | 3097     | Call was unsuccessful.   | The conferencing service is not available. Please wait and try again. If this problem continues, contact your support team.                           | No MCU is available via the MCU factory.                           |
| Conference | 3098     | The conferencing service did not respond. Please wait and try again. |   | No MCU factory available.  |
| Conference | 3099     | Cannot connect to this type of online meeting.                       | This meeting is not configured to allow people to join. Contact the meeting organizer for more information.   | The requested media is not configured for this conference.         |
| Conference | 3100     | Meeting is full.   | Cannot connect to the meeting because it is full. Contact the meeting leader for more information.  | Maximum participant count for this meeting has been exceeded.      |
| Conference | 3100     | Cannot invite [user name] because the meeting is full.               |   | Maximum participant count for this meeting has been exceeded.      |
| Sharing    | 3108     | Screen sharing cannot connect to the server now.                     | Screen sharing cannot connect to the server now. Please wait and try again. If this issue continues, contact your support team with this information. | MCU is unreachable.  |
| Sharing    | 3109     | Screen sharing cannot connect to the server now.                     | Screen sharing cannot connect to the server now. Please wait and try again. If this issue continues, contact your support team with this information. | The request was sent to the MCU but the C3P transaction timed out. |
| Sharing    | 3110     | Sharing is disabled.   |   | The MCU rejected addConference request.                            |

| Mode       | Error ID | Error Message   | Additional Information  | Diagnostic reason  |
|------------|----------|---|---|--|
|            |          |   |   | This usually indicates a misconfiguration.                   |
| Conference | 3113     | A presenter has ended the meeting.  |   | Conference terminated – deleted.                             |
| Conference | 3114     | The meeting ended because the hosts have left.  |   | Conference terminated - Enterprise user absent.              |
| Conference | 3115     | This meeting was ended due to inactivity.   |   | Conference terminated – inactivity.                          |
| Conference | 3116     | A presenter has ended the meeting.  |   | Conference terminated - organizer ended session.             |
| Sharing    | 3116     | A presenter has ended the meeting.  |   | Conference terminated - organizer ended session.             |
| Conference | 3118     | You were removed from the meeting.  | A presenter has removed you from the meeting. For more information, please contact the meeting organizer or a presenter.                              | Participant removed.   |
| Sharing    | 3118     | You were removed from the meeting.  | A presenter has removed you from the meeting. For more information, please contact the meeting organizer or a presenter.                              | Participant removed.   |
| Conference | 3119     | You were not admitted into the meeting.   |   | Participant denied.  |
| Conference | 3120     | Call was disconnected.  | The call was disconnected because the audio ended. This can happen if there are delays in the network. Try logging out of                             | Participant session expired.                                 |
| IM         | 3122     | This message may not have been delivered to <i>[user name]</i> because there was no response from the server. |   | The C3P request sent to the MCU failed.                      |
| Sharing    | 3122     | Screen sharing cannot connect to the server now.  | Screen sharing cannot connect to the server now. Please wait and try again. If this issue continues, contact your support team with this information. | The C3P request sent to the MCU failed.                      |
| Conference | 3138     | The subject line is too long.   | The online meeting cannot be created because the subject is too long. Please shorten the subject and try again.                                       | The requested conference subject exceeds the maximum length. |
| Conference | 3181     | Meeting permissions are preventing you  | The permissions set for this meeting require you to end your  | Rich join is not allowed for lobby bypassed                  |

| Mode       | Error ID | Error Message   | Additional Information   | Diagnostic reason   |
|------------|----------|---|--|---|
|            |          | from joining.   | audio call before you can join by using the meeting link. Please hang up and then click the meeting link again. Once you have joined the meeting, you may call to join audio again if you need to. | user.   |
| Voice      | 4002     | Cannot complete the call.   | There is more than one contact with your phone number. If you cannot resolve this problem, contact your support team with this information.  | Multiple users associated with the source phone number.               |
| Voice      | 4004     | The provided credentials are not authorized by the server.  |  | Credentials provided are not authorized to act as specified from URI. |
| Voice      | 4009     | Cannot contact <i>[user name]</i> .   | There is more than one contact with the same phone number. Try calling again. If you still cannot complete the call, contact your support team with this information.                              | Multiple users associated with the destination phone number.          |
| Conference | 5001     | The conferencing service did not respond. Please wait and try again.  |  | Request timed out.  |
| Conference | 5001     | Cannot reach <i>[user name]</i> . Try again later.  |  | Request timed out.  |
| IM         | 5001     | This message may not have been delivered to <i>[user name]</i> because there was no response from the server. |  | Request timed out.  |
| Voice      | 5001     | Call was unsuccessful.  | The server timed out. Wait and try again. If the problem continues, contact your support team with this information.   | Request timed out.  |
| Conference | 5026     | The conferencing service did not respond. Please wait and try again.  |  | Request was sent to Callee Client but it timed out.                   |
| Conference | 5026     | Cannot reach <i>[user name]</i> . Try again later.  |  | Request was sent to Callee Client but it timed out.                   |
| IM         | 5026     | This message may not have been delivered to <i>[user name]</i> because there was no response from the         |  | Request was sent to Callee Client but it timed out.                   |

| Mode       | Error ID | Error Message  | Additional Information   | Diagnostic reason  |
|------------|----------|--|--|--|
|            |          | server.  |  |  |
| Voice      | 5026     | Call was unsuccessful.   | The server timed out. Wait and try again. If the problem continues, contact your support team with this information. | Request was sent to Callee Client but it timed out.        |
| IM         | 6000     | <i>[user name]</i> could not be reached and this message was not delivered:                              |  | SIP request send failed.                                   |
| Conference | 6001     | <i>[user name]</i> did not respond to the invitation.  |  | Request time-out.  |
| IM         | 6001     | <i>[user name]</i> could not be reached and this message was not delivered:                              |  | Request time-out.  |
| IM         | 6002     | <i>[user name]</i> could not be reached and this message was not delivered:                              |  | Dialog/Transaction does not exist.                         |
| IM         | 6004     | The message was not delivered. <i>[user name]</i> is signed in to a device that cannot receive messages. |  | Media type is not supported.                               |
| IM         | 6005     | This message was not delivered to <i>[user name]</i> because the service is not available:               |  | Invite session is not set up.                              |
| IM         | 6006     | This message was not delivered to <i>[user name]</i> because the service is not available:               |  | MCU is shutting down.                                      |
| IM         | 6007     | This message was not delivered to <i>[user name]</i> because the service is not available:               |  | Conference URI not present in request.                     |
| IM         | 6008     | This message was not delivered to <i>[user name]</i> because the service is not available:               |  | Conference represented by a conference URI does not exist. |
| IM         | 6009     | This message was not delivered to <i>[user name]</i> because it is too large:                            |  | Message has exceeded maximum allowed length.               |

| Mode       | Error ID | Error Message  | Additional Information  | Diagnostic reason   |
|------------|----------|--|---|---|
| IM         | 6010     | You are not authorized to send messages to <i>[user name]</i> . This message was not delivered:          |   | Authorization failure.                                      |
| IM         | 6011     | <i>[user name]</i> could not be found and this message was not delivered:                                |   | User not found.   |
| IM         | 6012     | <i>[user name]</i> could not be found and this message was not delivered:                                |   | Participant is not expected to be incoming.                 |
| IM         | 6013     | This message was not delivered to <i>[user name]</i> because the service is not available:               |   | Conference is terminated.                                   |
| IM         | 6014     | This message was not delivered to <i>[user name]</i> because the service is not available:               |   | Unexpected INVITE or reINVITE request.                      |
| IM         | 6015     | This message was not delivered to <i>[user name]</i> because this type of content could not be received: |   | SDP is not acceptable.                                      |
| IM         | 6017     | This message was not delivered to <i>[user name]</i> because it is too large:                            |   | INFO body has exceeded maximum allowed length.              |
| IM         | 6024     | <i>[user name]</i> cannot receive messages in the format you used. This message was not delivered:       |   | Message does not contain a format acceptable to the client. |
| Conference | 7012     | Cannot start the online meeting due to encryption issues.  | The conferencing service does not support the type of content encryption you are using. Contact your support team for more information. | Cannot support media encryption required by client.         |
| Voice      | 7012     | Cannot start the online meeting due to encryption issues.  | The conferencing service does not support the type of content encryption you are using. Contact your support team for more information. | Cannot support media encryption required by client.         |
| Voice      | 7013     | Cannot connect to  | The conferencing requires content encryption to join the meeting.   | SRTP-encrypted media  |

| Mode       | Error ID | Error Message  | Additional Information  | Diagnostic reason   |
|------------|----------|--|---|---|
|            |          | the online meeting.  | Contact your support team with this information.  | required to join.   |
| Voice      | 10006    | Cannot connect the call due to a server error. Please try again                              |   | Proxy-side media negotiation failed.                                      |
| Voice      | 10009    | The server is not responding or cannot be reached. Please try your call again later.         |   | Mediation server is shutting down.  |
| Voice      | 10400    | The call cannot be completed as dialed.  | The call cannot be completed as dialed. Verify the dialing rules for your organization and try again. | Gateway responded with 400 Bad Request.                                   |
| Voice      | 10503    | The server cannot forward the call. Please try again.  |   | Gateway responded with 503 Service Unavailable.                           |
| Voice      | 12000    | The call could not be completed. Please try again later.                                     | The call could not be completed because of a busy network. Please try again later.                    | Routes available for this request but no available gateway at this point. |
| Voice      | 12001    | Your organization does not support calling this number.                                      |   | User policy does not contain phone route usage.                           |
| Conference | 12013    | Conference does not permit unauthenticated users to join from or dial out to another device. |   | Conference dial outs from anonymous users disallowed.                     |
| Voice      | 12013    | Conference does not permit unauthenticated users to join from or dial out to another device. |   | Conference dial outs from anonymous users disallowed.                     |
| Conference | 13002    | <i>[user name]</i> cannot be reached and may be offline.                                     |   | The routing rules did not result in a final response.                     |
| Voice      | 13002    | <i>[user name]</i> is unavailable or may be offline.   |   | The routing rules did not result in a final response.                     |
| Voice      | 13002    | Cannot complete the transfer.  | Call was not transferred because <i>[user name]</i> cannot be reached and may be offline.             | The routing rules did not result in a final response.                     |
| Conference | 13010    | The network is busy. Cannot join the meeting.  |   | Target rejected call because of bandwidth congestion.                     |
| Conference | 13010    | Cannot add <i>[user</i>  |   | Target rejected call  |

| Mode       | Error ID | Error Message  | Additional Information  | Diagnostic reason                                     |
|------------|----------|--|---|---|
|            |          | <i>name</i> ] to the meeting because network is busy.  |   | because of bandwidth congestion.                      |
| Voice      | 13010    | Could not complete the call because the network is busy. Try again later.  |   | Target rejected call because of bandwidth congestion. |
| Voice      | 13010    | Cannot complete the transfer.  | Could not complete the call because the network is busy. Try again later.   | Target rejected call because of bandwidth congestion. |
| Voice      | 14005    | Unable to place call. Please check the number and try again.   |   | Could not find profile in internal lookup.            |
| Conference | 14010    | Call was not completed or has ended.   | Cannot complete the call. To correct this problem you may need to provide an area code, a number to access an outside phone line, or a number to dial long distance. If you cannot resolve this problem, your system administrator may need to change the geographic location on your user account or update the company dialing rules. | Unable to find an exact match in the rules set.       |
| Conference | 14010    | Cannot reach [ <i>user name</i> ].   | The address is incorrect or this person is outside your company and not federated. Please contact your support team with this information.  | Unable to find an exact match in the rules set.       |
| Voice      | 14010    | Please check the number and try again.   | The format of the number you dialed is not valid. Examples of valid dialing formats are as follows:<br>1+(555) 555-0123<br>(555) 555-0123<br>9+1+(555) 555-0123<br>011+ 12 34 56 78 99<br>If you continue to be unable to successfully make a call, please contact your support team.   | Unable to find an exact match in the rules set.       |
| IM         | 16002    | This message was not delivered to [ <i>user name</i> ] because the message contents are restricted by policy. For more information, contact your system administrator. |   | Policy disallows message contents.                    |
| Sharing    | 21002    | Attendees not allowed to share in  |   | Attendees cannot share in this conference.            |

| Mode    | Error ID | Error Message  | Additional Information  | Diagnostic reason  |
|---------|----------|--|---|--|
|         |          | this conference.   |   |  |
| Sharing | 21003    | Sharing failed to connect due to network issues. Try again later.                                    | Sharing failed to connect because of network issues. Try again later.   | The media connection with the client was lost.                             |
| Sharing | 21004    | This sharing has ended because another type of sharing has started.                                  |   | A presenter has started sharing content.                                   |
| Sharing | 21005    | Application sharing ended because you joined from another client.                                    |   | This user has joined the conference from another endpoint.                 |
| Sharing | 21006    | Application sharing failed because media failed to set up correctly.                                 |   | The RDP connection failed to establish.                                    |
| Sharing | 21007    | Application sharing ended because the application sharing conference has ended.                      |   | User removed because of conference ending.                                 |
| Sharing | 21008    | Application sharing ended because the server is shutting down.                                       |   | The Application Sharing Conferencing Service is shutting down.             |
| Sharing | 21012    | Sharing failed to connect due to network issues. Try again later.                                    | Sharing failed to connect because of network issues. Try again later.   | The media connection with the client was lost.                             |
| Voice   | 25001    | This call may take longer to connect because the network is busy. Some functionality may be reduced. | This call may take longer to connect because the network is busy. Some functionality may be reduced.  | Retrying via PSTN because of bandwidth congestion.                         |
| Voice   | 26014    | Cannot complete the call because you are no longer an agent for [user name].                         |   | User not authorized to make outbound call on behalf of the Response Group. |
| Voice   | 26019    | Service is temporarily unavailable.  |   | Response Group settings found but is not active.                           |
| Voice   | 35000    | No call is parked at this number.  | The number dialed is used for retrieving parked calls. No call is currently parked at this number. The call may have been retrieved or it may have ended. If not trying to retrieve a parked call or know that the parked call is still parked, | Orbit not found.   |

| Mode  | Error ID | Error Message                                       | Additional Information                 | Diagnostic reason  |
|-------|----------|---|--|--|
|       |          |   | please check the number and try again. |  |
| Voice | 35002    | Cannot park call right now. Please try again later. |  | No orbits are available.   |
| Voice | 35007    | Cannot park call right now. Please try again later. |  | Park request failed. Cannot establish a connection between the Call Park application and the parkee. |
| Voice | 35015    | The call was ended while it was on hold.            |  | Park time expired. terminating parkee call leg.  |

### 9.2.3 SIP Errors

The following table details what string is displayed in the **SIP protocol client**, depending upon what **SIP** error is received for a given mode.

| Mode       | Error Id | Error Message  | Additional Information   |
|------------|----------|--|--|
| Conference | 400      | <i>[user name]</i> cannot be reached.  | This person is using an application that does not support this type of meeting.                                  |
| Conference | 404      | <i>[user name]</i> cannot be found. Please check the address and try again.  |  |
| Conference | 404      | The meeting you are trying to join has ended.                                | The meeting you are trying to join has ended or does not exist. Contact your support team with this information. |
| Conference | 408      | The conferencing service did not respond. Please wait and try again.         |  |
| Conference | 408      | The invitation to <i>[user name]</i> expired.                                |  |
| Conference | 410      | <i>[user name]</i> cannot be found. Please check the address and try again.  |  |
| Conference | 413      | This online meeting cannot be found.   | This online meeting cannot be found on the server. Please check the meeting identifier and try again.            |
| Conference | 415      | <i>[user name]</i> cannot be reached.  | This person is using an application that does not support this type of meeting.                                  |
| Conference | 480      | <i>[user name]</i> cannot be reached and may be offline.                     |  |
| Conference | 482      | <i>[user name]</i> cannot be reached because of conferencing service issues. |  |

| <b>Mode</b> | <b>Error Id</b> | <b>Error Message</b>   | <b>Additional Information</b>  |
|-------------|-----------------|--|--|
| Conference  | 483             | [user name] cannot be reached because of conferencing service issues.  |  |
| Conference  | 486             | Cannot reach [user name]. Try again later.   |  |
| Conference  | 488             | [user name] cannot be reached.   | This person is using an application that does not support this type of meeting.  |
| Conference  | 488             | The meeting you are trying to join has ended.  | The meeting you are trying to join has ended or does not exist. Contact your support team with this information.   |
| Conference  | 500             | [user name] cannot be reached because of conferencing service issues.  |  |
| Conference  | 500             | A server error occurred. Please contact your support team.   |  |
| Conference  | 501             | Cannot invite [user name] to join this meeting.  | Cannot invite [user name] to join this meeting. This person is using a messaging application that does not support more than two participants in a conversation. |
| Conference  | 502             | [user name] cannot be reached because of conferencing service issues.  |  |
| Conference  | 504             | The conferencing service did not respond. Please wait and try again.   |  |
| Conference  | 603             | [user name] declined your invitation.  |  |
| Conference  | 603             | The conferencing service did not respond. Please wait and try again.   |  |
| Conference  | 604             | [user name] cannot be found. Please check the address and try again.   |  |
| Conference  | 605             | The conferencing service did not respond. Please wait and try again.   |  |
| Conference  | 606             | Cannot invite [user name] to join this meeting.  | Cannot invite [user name] to join this meeting. This person is using a messaging application that does not support more than two participants in a conversation. |
| IM          | 404             | [user name] cannot be found. Please check the address and try again.   |  |
| IM          | 404             | [user name] could not be found and this message was not delivered.   |  |
| IM          | 408             | This message may not have been delivered to [user name] because the server sent the message to this person but it timed out. |  |

| Mode    | Error Id | Error Message   | Additional Information  |
|---------|----------|---|---|
| IM      | 415      | The message was not delivered. [user name] is signed in to a device that cannot receive messages.         |   |
| IM      | 480      | This message was not delivered to [user name] because this person is unavailable or offline.              |   |
| IM      | 481      | [user name] could not be reached and this message was not delivered:                                      |   |
| IM      | 488      | [user name] cannot be reached.  | This person is using a device that does not support instant messaging.  |
| IM      | 488      | [user name] cannot receive instant messages at this time. Please try again later.                         |   |
| IM      | 488      | This message was not delivered to [user name] because this type of content could not be received.         |   |
| IM      | 500      | This message was not delivered to [user name] because the service is not available.                       |   |
| IM      | 503      | [user name] could not be reached and this message was not delivered.                                      |   |
| IM      | 513      | This message was not delivered to [user name] because it is too large.                                    |   |
| Sharing | 408      | Screen sharing did not start in time. Please try again.   |   |
| Sharing | 408      | The conferencing service did not respond. Please wait and try again.                                      |   |
| Sharing | 408      | The sharing invitation sent to [user name] has expired.   |   |
| Sharing | 415      | Sharing is not supported with this contact.   |   |
| Sharing | 415      | Sharing is not supported with this contact.   |   |
| Sharing | 480      | The sharing invitation cannot be sent to [user name].   | [user name] is offline or set to Do Not Disturb and will not receive your sharing invitation.   |
| Sharing | 486      | [user name] declined your sharing invitation.   |   |
| Sharing | 487      | The sharing session ended.  | The sharing session timed out or was ended by the person who started the session.   |
| Sharing | 488      | Some people did not respond to your sharing invitation. They may be using earlier versions of the client. | One or more people did not respond to your sharing invitation. They need to be running at least Microsoft Office Communicator 2007 R2, which is |

| Mode    | Error Id | Error Message   | Additional Information  |
|---------|----------|---|---|
|         |          |   | required to respond to sharing invitations and to participate in sharing sessions.  |
| Sharing | 501      | [user name] did not respond to your sharing invitation.   | [user name] did not respond to your sharing invitation because their server does not support desktop sharing.   |
| Sharing | 503      | Sharing couldn't be started because the server is busy. Please try again later.   |   |
| Sharing | 504      | Sharing couldn't be started because the server is busy. Please try again later.   |   |
| Sharing | 603      | [user name] declined your sharing invitation.   |   |
| Sharing | 603      | You have declined the invitation from [user name].  |   |
| Sharing | 606      | You can't share with this contact because his or her communications application isn't recognized by the server. Please contact your support team. |   |
| Voice   | 402      | Cannot complete the call.   | Call cannot be completed because there is a problem with the account. Contact your support team with this information.  |
| Voice   | 402      | Cannot complete the transfer.   | Call cannot be transferred because there is a problem with the account. Contact your support team with this information.  |
| Voice   | 404      | [user name] is not in service. Please check the number and try again.   |   |
| Voice   | 405      | Cannot complete the transfer.   | Cannot complete the transfer. Transfer is not supported for this call.  |
| Voice   | 408      | [user name] did not answer.   | Call was not completed because [user name] did not answer at this time. Try your call again later.  |
| Voice   | 408      | Cannot complete the transfer.   | Call was not transferred because the calling service did not respond. Wait and then try again. If the problem continues, contact your support team with this information. |
| Voice   | 415      | [user name] cannot answer this call.  | [user name] does not have an audio device set up to accept calls.   |
| Voice   | 415      | Cannot complete the transfer.   | Call was not transferred because [user name] does not have an audio device set up to accept calls.  |
| Voice   | 480      | [user name] is unavailable or may be offline.   |   |

| Mode  | Error Id | Error Message  | Additional Information  |
|-------|----------|--|---|
| Voice | 480      | Cannot complete the transfer.                            | Call was not transferred because <i>[user name]</i> cannot be reached and may be offline.   |
| Voice | 480      | Video was not accepted.                                  |   |
| Voice | 481      | Cannot complete the transfer.                            | Call was not transferred because <i>[user name]</i> cannot be reached and may be offline.   |
| Voice | 484      | Please check the number and try again.                   | The format of the number you dialed is not valid.<br>Examples of valid dialing formats:<br>1+(555) 555-0123<br>(555) 555-0123<br>9+1+(555) 555-0123<br>011+ 12 34 56 78 99<br>If you continue to be unable to successfully make a call, please contact your support team. |
| Voice | 485      | Cannot complete the transfer.                            | Call was not transferred because there is more than one contact with the same phone number. Try transferring again. If you still cannot complete the call, contact your support team with this information.   |
| Voice | 485      | Cannot contact <i>[user name]</i> .                      | There is more than one contact with the same phone number. Try calling again. If you still cannot complete the call, contact your support team with this information.   |
| Voice | 486      | <i>[user name]</i> is in another call.                   |   |
| Voice | 486      | Cannot complete the transfer.                            | Call was not transferred because <i>[user name]</i> is in another call.   |
| Voice | 487      | Call was unsuccessful.                                   | The calling service did not respond. Wait and then try again. If the problem continues, contact your support team with this information.  |
| Voice | 488      | <i>[user name]</i> cannot answer this call.              |   |
| Voice | 488      | Cannot complete the transfer.                            | Call was not transferred because <i>[user name]</i> does not have an audio device set up to accept calls.   |
| Voice | 491      | <i>[user name]</i> is in another call.                   |   |
| Voice | 491      | Cannot complete the transfer.                            | Call was not transferred because <i>[user name]</i> is in another call.   |
| Voice | 501      | Call failed. This type of call is unsupported.           |   |
| Voice | 503      | The call could not be completed. Please try again later. | The call could not be completed because of a busy network. Please try again   |

| Mode  | Error Id | Error Message                                | Additional Information   |
|-------|----------|--|--|
|       |          |  | later.   |
| Voice | 504      | Cannot complete the transfer.                | Call was not transferred because there was a problem with the calling service. Wait and then try again. If the problem continues, contact your support team with this information. |
| Voice | 504      | Operation was unsuccessful.                  | The calling service did not respond. Wait and then try again. If the problem continues, contact your support team with this information.   |
| Voice | 600      | <i>[user name]</i> is in another call.       |  |
| Voice | 600      | Cannot complete the transfer.                | Call was not transferred because <i>[user name]</i> is in another call.  |
| Voice | 603      | <i>[user name]</i> did not answer.           | Call was not completed because <i>[user name]</i> did not answer at this time. Try your call again later.  |
| Voice | 603      | Cannot complete the transfer.                | Call was not transferred because one of the participants is not available at this time.  |
| Voice | 605      | <i>[user name]</i> did not answer.           | Call was not completed because <i>[user name]</i> did not answer at this time. Try your call again later.  |
| Voice | 605      | Cannot complete the transfer.                | Call was not transferred because one of the participants is not available at this time.  |
| Voice | 606      | <i>[user name]</i> is set to Do Not Disturb. |  |
| Voice | 606      | Cannot complete the transfer.                | Call was not transferred because <i>[user name]</i> is set to Do Not Disturb.  |

#### 9.2.4 SIP Warning Errors

The following table details what string is displayed in the **SIP protocol client**, depending on what **SIP** warning error is received for a given mode.

| Mode       | Error Id | Error Message   | Additional Information  |
|------------|----------|---|---|
| Conference | 304      | <i>[user name]</i> cannot be reached.                                 | This person is using an application that does not support this type of meeting. |
| Conference | 370      | The network is busy. Cannot join the meeting.                         |   |
| Conference | 370      | Cannot add <i>[user name]</i> to the meeting because network is busy. |   |
| Conference | 371      | The network is busy. Cannot join the meeting.                         |   |

| Mode       | Error Id | Error Message   | Additional Information  |
|------------|----------|---|---|
| Conference | 371      | Cannot add [user name] to the meeting because network is busy.  |   |
| Conference | 391      | [user name] is on Do Not Disturb and cannot be reached.   |   |
| IM         | 309      | This message was not delivered to [user name] because the message contents are restricted by policy. For more information, contact your system administrator. |   |
| IM         | 391      | This message was not delivered to [user name] because this person does not want to be disturbed.  |   |
| Sharing    | 304      | Sharing is not supported with this contact.   |   |
| Sharing    | 391      | The sharing invitation cannot be sent to [user name].   | [user name] is offline or set to Do Not Disturb and will not receive your sharing invitation. |
| Sharing    | 391      | [user name] is set to Do Not Disturb.   |   |
| Voice      | 308      | Incompatible security setting.  | The call could not be completed because security levels do not match.                         |
| Voice      | 370      | Could not complete the call because the network is busy. Try again later.   |   |
| Voice      | 370      | Could not add video because the network is busy. Try again later.   |   |
| Voice      | 370      | Could not park the call because the network is busy.  |   |
| Voice      | 371      | Could not complete the call because the network is busy. Try again later.   |   |
| Voice      | 371      | Could not add video because the network is busy. Try again later.   |   |
| Voice      | 391      | [user name] is set to Do Not Disturb.   |   |

### 9.2.5 Windows Errors

The following table details what string is displayed in the **SIP protocol client**, depending upon what Windows error is received for a given mode.

| Mode       | Error ID | Summary string                        | Descriptive string   |
|------------|----------|---------------------------------------|--|
| Conference | 10053    | Cannot connect to the online meeting. | Cannot connect to the meeting because of a problem connecting to the server. If the problem continues, please contact your support team. |

| Mode    | Error ID | Summary string                                    | Descriptive string   |
|---------|----------|---|--|
| Sharing | 10053    | Cannot connect to the application sharing server. | Application sharing failed to start because of a network problem connecting to the server. If the problem continues, please contact your support team. |

### 9.3 Unhandled Error Display

For all errors not listed in previous sections, the protocol client displays one of several generic error messages, depending on the mode that a user was participating in when the error occurred.

1. If the error is during IM or file transfer, the error message is displayed in the IM area.
2. If the error occurs during an audio or audio/video call or during data collaboration, the generic error message is displayed in a notification area at the top of the conversation window. The notification area can display multiple error messages simultaneously, and all messages can be dismissed. If the user clicks on a generic error message, a dialog box is displayed with a hyperlink to a Microsoft Office.com Help page to assist in troubleshooting problems for the mode in which the error occurred.

#### 9.3.1 Generic Error Message Strings

All errors not listed in previous sections are treated generically with a link to the Web for help. The following table lists some of these errors.

Note that the following placeholders are used in these messages:

- *[user name]* is used in place of an actual user name.
- *[error ID]* is used in place of the actual error code.

| Mode       | Error Message   | Additional Information  |
|------------|---|---|
| Conference | An error occurred during the online meeting.                    | When contacting your support team, reference error identifier <i>[error ID]</i> (source ID 243).<br>Troubleshooting information is available online, including best practices for using <product name>. |
| Conference | <i>[user name]</i> cannot be reached.                           | When contacting your support team, reference error identifier <i>[error ID]</i> (source ID 243).<br>Troubleshooting information is available online, including best practices for using <product name>. |
| IM         | The following message was not delivered to <i>[user name]</i> : |   |
| Sharing    | An error occurred while sharing content.                        | When contacting your support team, reference error identifier <i>[error ID]</i> (source ID 243).<br>Troubleshooting information is available online, including best practices for using <product name>. |
| Sharing    | Screen sharing could not start because of an error. Try again.  | When contacting your support team, reference error identifier <i>[error ID]</i> (source ID 243).<br>Troubleshooting information is available online,  |

| Mode    | Error Message                        | Additional Information   |
|---------|--------------------------------------|--|
|         |                                      | including best practices for using <product name>.   |
| Sharing | A screen sharing error occurred.     | When contacting your support team, reference error identifier [error ID] (source ID 243).<br>Troubleshooting information is available online, including best practices for using <product name>. |
| Voice   | Call was not completed or has ended. | When contacting your support team, reference error identifier [error ID] (source ID 243).<br>Troubleshooting information is available online, including best practices for using <product name>. |
| Voice   | Cannot complete the transfer.        | When contacting your support team, reference error identifier [error ID] (source ID 243).<br>Troubleshooting information is available online, including best practices for using <product name>. |
| Other   | An error occurred.                   | When contacting your support team, reference error identifier [error ID] (source ID 243).<br>Troubleshooting information is available online, including best practices for using <product name>. |

### 9.3.2 Ms-Diagnostic Errors Not Handled

The following table lists some of the ms-diagnostic errors that are not handled by the **SIP protocol client**. When the SIP protocol client receives one of these error codes, it displays a generic error string.

| Error ID |      |      |      |      |      |      |      |       |       |       |
|----------|------|------|------|------|------|------|------|-------|-------|-------|
| 1000     | 2049 | 2119 | 3051 | 3134 | 4061 | 4131 | 7024 | 10421 | 14012 | 24033 |
| 1001     | 2050 | 2120 | 3052 | 3135 | 4062 | 4132 | 7025 | 10422 | 14013 | 24034 |
| 1002     | 2051 | 2121 | 3053 | 3136 | 4063 | 4133 | 7026 | 10423 | 15000 | 24035 |
| 1006     | 2052 | 2122 | 3054 | 3137 | 4064 | 4134 | 7027 | 10424 | 15001 | 24036 |
| 1010     | 2053 | 2123 | 3055 | 3139 | 4065 | 4135 | 7028 | 10428 | 15002 | 24037 |
| 1012     | 2054 | 2124 | 3056 | 3140 | 4066 | 4136 | 7029 | 10429 | 15003 | 24038 |
| 1013     | 2055 | 2125 | 3057 | 3141 | 4067 | 4137 | 7030 | 10433 | 15004 | 24039 |
| 1014     | 2056 | 2126 | 3058 | 3142 | 4068 | 4138 | 7031 | 10436 | 15005 | 24040 |
| 1015     | 2057 | 2127 | 3059 | 3143 | 4069 | 4139 | 7032 | 10437 | 15006 | 24041 |
| 1016     | 2058 | 2128 | 3060 | 3144 | 4070 | 4140 | 7033 | 10438 | 15007 | 24042 |
| 1017     | 2059 | 2129 | 3061 | 3145 | 4071 | 4140 | 7034 | 10480 | 15008 | 24043 |
| 1018     | 2060 | 2130 | 3062 | 3146 | 4072 | 4141 | 7035 | 10481 | 15009 | 24044 |
| 1019     | 2061 | 2131 | 3063 | 4000 | 4073 | 4141 | 7036 | 10482 | 15010 | 24045 |
| 1020     | 2062 | 2132 | 3064 | 4001 | 4074 | 4142 | 9000 | 10483 | 16000 | 24046 |

| Error ID |      |      |      |      |      |      |       |       |       |       |
|----------|------|------|------|------|------|------|-------|-------|-------|-------|
| 1021     | 2063 | 2133 | 3065 | 4003 | 4075 | 4142 | 9001  | 10484 | 16001 | 24047 |
| 1022     | 2064 | 2134 | 3066 | 4005 | 4076 | 4143 | 9002  | 10485 | 17000 | 24048 |
| 1023     | 2065 | 2135 | 3067 | 4006 | 4077 | 4144 | 9003  | 10486 | 17001 | 24049 |
| 1024     | 2066 | 2136 | 3068 | 4007 | 4078 | 4145 | 9004  | 10487 | 17002 | 24050 |
| 1025     | 2067 | 2137 | 3069 | 4008 | 4079 | 4146 | 9005  | 10488 | 17003 | 24051 |
| 1026     | 2068 | 2138 | 3069 | 4010 | 4080 | 4147 | 9006  | 10489 | 17004 | 24052 |
| 1027     | 2069 | 2139 | 3070 | 4011 | 4081 | 4148 | 9008  | 10491 | 18000 | 24053 |
| 2000     | 2070 | 2140 | 3071 | 4012 | 4082 | 4149 | 9009  | 10493 | 18001 | 24054 |
| 2001     | 2071 | 2141 | 3072 | 4013 | 4083 | 4150 | 9010  | 10494 | 18002 | 24055 |
| 2002     | 2072 | 2142 | 3073 | 4014 | 4084 | 4151 | 9011  | 10500 | 18003 | 24056 |
| 2003     | 2073 | 2143 | 3074 | 4015 | 4085 | 4152 | 10000 | 10501 | 20000 | 24057 |
| 2004     | 2074 | 2144 | 3075 | 4016 | 4086 | 4153 | 10001 | 10502 | 20001 | 24058 |
| 2005     | 2075 | 2145 | 3076 | 4017 | 4087 | 4154 | 10002 | 10504 | 20002 | 24059 |
| 2006     | 2076 | 2146 | 3077 | 4018 | 4088 | 5000 | 10003 | 10505 | 20003 | 24060 |
| 2007     | 2077 | 3000 | 3078 | 4019 | 4089 | 5002 | 10004 | 10513 | 20004 | 24061 |
| 2008     | 2078 | 3001 | 3079 | 4020 | 4090 | 5003 | 10005 | 10580 | 20005 | 24062 |
| 2009     | 2079 | 3002 | 3080 | 4021 | 4091 | 5004 | 10007 | 10600 | 20006 | 24063 |
| 2010     | 2080 | 3003 | 3081 | 4022 | 4092 | 5005 | 10008 | 10604 | 20007 | 24064 |
| 2011     | 2081 | 3004 | 3082 | 4023 | 4093 | 5006 | 10010 | 10606 | 20008 | 24065 |
| 2012     | 2082 | 3005 | 3083 | 4024 | 4094 | 5007 | 10011 | 11000 | 20009 | 24066 |
| 2013     | 2083 | 3006 | 3084 | 4025 | 4095 | 5008 | 10012 | 11001 | 20010 | 24067 |
| 2014     | 2084 | 3007 | 3085 | 4026 | 4096 | 6003 | 10013 | 11002 | 20011 | 24068 |
| 2015     | 2085 | 3008 | 3086 | 4027 | 4097 | 6016 | 10014 | 11003 | 21000 | 24069 |
| 2016     | 2086 | 3009 | 3087 | 4028 | 4098 | 6018 | 10015 | 11004 | 24000 | 24070 |
| 2017     | 2087 | 3010 | 3088 | 4029 | 4099 | 6019 | 10016 | 11005 | 24001 | 24071 |
| 2018     | 2088 | 3011 | 3089 | 4030 | 4100 | 6020 | 10017 | 11006 | 24002 | 24072 |
| 2019     | 2089 | 3012 | 3090 | 4031 | 4101 | 6021 | 10018 | 11007 | 24003 | 24073 |
| 2020     | 2090 | 3013 | 3091 | 4032 | 4102 | 6022 | 10019 | 12002 | 24004 | 24074 |
| 2021     | 2091 | 3014 | 3092 | 4033 | 4103 | 6023 | 10020 | 12003 | 24005 | 24075 |
| 2022     | 2092 | 3015 | 3093 | 4034 | 4104 | 6025 | 10021 | 12004 | 24006 | 24076 |
| 2023     | 2093 | 3016 | 3094 | 4035 | 4105 | 6026 | 10022 | 12005 | 24007 | 24077 |
| 2024     | 2094 | 3017 | 3095 | 4036 | 4106 | 6027 | 10023 | 12006 | 24008 | 24078 |
| 2025     | 2095 | 3018 | 3096 | 4037 | 4107 | 6028 | 10024 | 12007 | 24009 | 24079 |

| Error ID |      |      |      |      |      |      |       |       |       |       |
|----------|------|------|------|------|------|------|-------|-------|-------|-------|
| 2026     | 2096 | 3019 | 3101 | 4038 | 4108 | 6029 | 10025 | 12008 | 24010 | 24080 |
| 2027     | 2097 | 3020 | 3102 | 4039 | 4109 | 7000 | 10026 | 12009 | 24011 | 24081 |
| 2028     | 2098 | 3021 | 3103 | 4040 | 4110 | 7001 | 10027 | 12010 | 24012 | 24082 |
| 2029     | 2099 | 3022 | 3104 | 4041 | 4111 | 7002 | 10028 | 12011 | 24013 | 24083 |
| 2030     | 2100 | 3023 | 3105 | 4042 | 4112 | 7003 | 10029 | 12012 | 24014 |       |
| 2031     | 2101 | 3024 | 3106 | 4043 | 4113 | 7004 | 10030 | 13000 | 24015 |       |
| 2032     | 2102 | 3025 | 3107 | 4044 | 4114 | 7005 | 10401 | 13001 | 24016 |       |
| 2033     | 2103 | 3029 | 3111 | 4045 | 4115 | 7006 | 10402 | 13003 | 24017 |       |
| 2034     | 2104 | 3030 | 3112 | 4046 | 4116 | 7007 | 10403 | 13004 | 24018 |       |
| 2035     | 2105 | 3031 | 3112 | 4047 | 4117 | 7008 | 10404 | 13005 | 24019 |       |
| 2036     | 2106 | 3034 | 3117 | 4048 | 4118 | 7009 | 10405 | 13006 | 24020 |       |
| 2037     | 2107 | 3035 | 3121 | 4049 | 4119 | 7010 | 10406 | 13007 | 24021 |       |
| 2038     | 2108 | 3036 | 3123 | 4050 | 4120 | 7011 | 10407 | 13008 | 24022 |       |
| 2039     | 2109 | 3037 | 3124 | 4051 | 4121 | 7014 | 10408 | 14000 | 24023 |       |
| 2040     | 2110 | 3038 | 3125 | 4052 | 4122 | 7015 | 10409 | 14001 | 24024 |       |
| 2041     | 2111 | 3039 | 3126 | 4053 | 4123 | 7016 | 10410 | 14002 | 24025 |       |
| 2042     | 2112 | 3042 | 3127 | 4054 | 4124 | 7017 | 10412 | 14003 | 24026 |       |
| 2043     | 2113 | 3045 | 3128 | 4055 | 4125 | 7018 | 10413 | 14004 | 24027 |       |
| 2044     | 2114 | 3046 | 3129 | 4056 | 4126 | 7019 | 10414 | 14006 | 24028 |       |
| 2045     | 2115 | 3047 | 3130 | 4057 | 4127 | 7020 | 10415 | 14007 | 24029 |       |
| 2046     | 2116 | 3048 | 3131 | 4058 | 4128 | 7021 | 10416 | 14008 | 24030 |       |
| 2047     | 2117 | 3049 | 3132 | 4059 | 4129 | 7022 | 10417 | 14009 | 24031 |       |
| 2048     | 2118 | 3050 | 3133 | 4060 | 4130 | 7023 | 10420 | 14011 | 24032 |       |

## 10 Appendix E: Client Display of Received Diagnostic Codes for Releases prior to Lync 2010

This section applies to Microsoft Office Communicator 2007 and Microsoft Office Communicator 2007 R2.

Disclaimer: The following information is being provided to help the reader understand the **SIP protocol client** experience based on **SIP server** responses. This information is provided "as-is" and can become outdated or change over time. It is not intended to be a guide on how to implement a SIP protocol client, nor does it provide all the information about what the SIP protocol client does in response to SIP server codes. It attempts to provide a view into related behavior regarding error codes, given the context of this document.

The following subsections describe a list of error strings that are displayed in the protocol client products listed in section [11](#) for many error IDs. A list of all error IDs is in section [8](#). The strings are grouped into the respective modes that a user can be participating in when the protocol client receives the error.

### 10.1 Client Error Display and Logic

The protocol client handles errors received in a one of the following two ways:

1. **Handled Error:** If the error is handled, it displays a string to the end user describing the error.
2. **Unhandled Error:** If the error is not handled or is unknown, the protocol client displays a generic error message accompanied by a link to the Microsoft Office.com **website** for more help.

#### 10.1.1 Error Handling Logic

The **SIP protocol client** can receive more than one error code at a single time or receive no diagnostic codes with each transaction. Therefore, the SIP protocol client uses a priority to evaluate which error codes are consumed and displayed to the user. That priority, with respect to the errors detailed within this document, is as follows:

1. Ms-diagnostic
2. **SIP** Error
3. SIP Warning
4. Windows Errors

### 10.2 Handled Error Display

The protocol client has a set of strings to display for a given action that the user takes, depending upon the error code received. The **SIP protocol client** has two strings it can display. Where they are displayed depends on the mode of the user.

1. If the error is during IM, file transfer or data collaboration, the error message is written directly into the IM area itself.
2. If the error occurs during an audio or audio/video call, a summary string is displayed that replaces the audio/video controls. This can be dismissed or selected for more details.
3. If the summary string is selected, a descriptive string is also displayed in the IM area for more information. If the IM area is not visible, it is opened.

## 10.2.1 Modes

The same code can be sent for different operations in the **SIP protocol client**. The context of the mode being used is consulted to determine the type of string to display for the given context. The string displayed for the same error code can differ depending upon the mode that is used or the action that was performed within the mode. The protocol client shows errors in the following modes:

- **IM:** IM communication between two parties.
- **Voice:** Audio or audio/video communication between two parties.
- **Conference:** Any number of modes involving more than two participants in a conversation that are connected to a conferencing **server**.

## 10.2.2 MS-Diagnostic Errors

The following table details what string is displayed in the **SIP protocol client**, depending upon what ms-diagnostic error is received for a given mode.

There are two placeholder items in these tables:

*[user name]* is used in place of an actual user name.

*[error ID]* is used in place of the actual error code.

| Mode       | Error ID | Summary string                                   | Descriptive string   | Diagnostic reason                         |
|------------|----------|--|--|---|
| IM         | 0        |  | This message was not delivered to <i>[user name]</i> because the service is not available:   | Server internal error.                    |
| IM         | 1        |  | <i>[user name]</i> could not be reached and this message was not delivered:  | Service unavailable.                      |
| IM         | 1003     |  | <i>[user name]</i> could not be found and this message was not delivered:  | User does not exist.                      |
| Conference | 1003     |  | Cannot invite <i>[user name]</i> to join this conference. This person could not be found in the address book.  | User does not exist.                      |
| Voice      | 1003     | Cannot locate <i>[user name]</i> .               | There may be an error in the address. Check the address and then try again.  | User does not exist.                      |
| Voice      | 1008     | Cannot locate <i>[user name]</i> .               | There may be an error in the address. Check the address and then try again.  | Unable to resolve DNS SRV record.         |
| Conference | 1008     |  | Cannot invite <i>[user name]</i> to join this conference. This person could not be found in the address book.  | Unable to resolve DNS SRV record.         |
| Conference | 1008     | The conference you are trying to join has ended. | The conference you are trying to join has ended or does not exist. Contact your system administrator with this information. (ID: <i>[error ID]</i> ) | Unable to resolve DNS SRV record.         |
| IM         | 1008     |  | <i>[user name]</i> could not be found and this message was not delivered:  | Unable to resolve DNS SRV record.         |
| Conference | 3026     | Cannot join the conference.                      | Cannot join the conference because anonymous users are not allowed. Contact the conference leader for more information.                              | Conference doesn't allow anonymous users. |

| Mode       | Error ID | Summary string                                   | Descriptive string   | Diagnostic reason  |
|------------|----------|--|--|--|
|            |          |  | (ID: [error ID])   |  |
| Conference | 3027     | Cannot join the conference.                      | Cannot join the conference because you do not have permission to join. Contact the conference leader for more information. (ID: [error ID])  | User not allowed in closed conference.                     |
| Conference | 3028     | Cannot join the conference.                      | Cannot join the conference. Joining as an anonymous user is not supported. Contact your system administrator for more information. (ID: [error ID])  | Anonymous access disabled globally.                        |
| Conference | 3032     | The conference you are trying to join has ended. | The conference you are trying to join has ended or does not exist. Contact your system administrator with this information. (ID: [error ID])   | Conference does not exist.                                 |
| Conference | 3033     | Cannot connect to the conference.                | The conferencing service did not respond. Wait and then try again. If you still cannot connect, contact your system administrator with this information. (ID: [error ID])                            | The C3P transaction timed-out.                             |
| Conference | 3040     | The conference you are trying to join has ended. | The conference you are trying to join has ended or does not exist. Contact your system administrator with this information. (ID: [error ID])   | Conference is not active.                                  |
| Conference | 3041     | Cannot join the conference.                      | The information provided to the conferencing service was incorrect, or you may not have permission to join the conference. Contact your system administrator with this information. (ID: [error ID]) | Unknown participant.                                       |
| Conference | 3043     | Cannot join the conference.                      | The conference is not configured to allow people to join. Contact the conference leader for more information.  | The organizer policy is not configured or is invalid.      |
| Conference | 3044     | Cannot join the conference.                      | Cannot join the conference because anonymous users are not allowed. Contact the conference leader for more information. (ID: [error ID])   | Anonymous access is not allowed.                           |
| Conference | 3097     | Cannot connect to the conference.                | The conferencing service did not respond. Wait and then try again. If you still cannot connect, contact your system administrator with this information. (ID: [error ID])                            | No MCU is available via the MCU factory.                   |
| IM         | 3097     |  | [user name] could not be reached and this message was not delivered:   | No MCU is available via the MCU factory.                   |
| Conference | 3098     | Cannot connect to the conference.                | The conferencing service did not respond. Wait and then try again. If you still cannot connect, contact your system administrator with this information. (ID: [error ID])                            | No MCU factory available.                                  |
| Conference | 3099     | Cannot connect to this type of conference.       | The conference is not configured to allow people to join. Contact the conference leader for more information.  | The requested media is not configured for this conference. |
| Conference | 3100     | Conference is full.                              | Cannot connect to the conference because it is full. Contact the conference leader for   | Maximum participant count for this meeting                 |

| Mode       | Error ID | Summary string                      | Descriptive string   | Diagnostic reason  |
|------------|----------|-------------------------------------|--|--|
|            |          |                                     | more information.  | has been exceeded.   |
| Conference | 3118     | Removed from conference.            | The conference leader has removed you from the conference. Contact the leader for more information.  | Participant removed.   |
| IM         | 3122     |                                     | This message was not delivered to <i>[user name]</i> because there was no response from the server:  | The C3P request sent to the MCU failed.                      |
| Voice      | 4002     | Cannot complete the call.           | There is more than one contact with the same phone number. If you cannot resolve this problem, contact your system administrator with this information. (ID: <i>[error ID]</i> )                       | Multiple users associated with the source phone number.      |
| Voice      | 4009     | Cannot contact <i>[user name]</i> . | There is more than one contact with the same phone number. Try calling again. If you still cannot complete the call, contact your system administrator with this information. (ID: <i>[error ID]</i> ) | Multiple users associated with the destination phone number. |
| Conference | 5001     |                                     | Cannot invite <i>[user name]</i> to join this conference. This person cannot be reached at this time.  | Request timed-out.   |
| IM         | 6000     |                                     | <i>[user name]</i> could not be reached and this message was not delivered:  | Service unavailable.   |
| IM         | 6001     |                                     | <i>[user name]</i> could not be reached and this message was not delivered:  | Request timeout.   |
| IM         | 6002     |                                     | <i>[user name]</i> could not be reached and this message was not delivered:  | Dialog/Transaction does not exist.                           |
| IM         | 6004     |                                     | <i>[user name]</i> is signed in to a device that cannot receive messages; this message was not delivered:  | Media type is not supported.                                 |
| IM         | 6005     |                                     | This message was not delivered to <i>[user name]</i> because the service is not available:   | Invite session is not setup.                                 |
| IM         | 6006     |                                     | This message was not delivered to <i>[user name]</i> because the service is not available:   | MCU is shutting down.  |
| IM         | 6007     |                                     | This message was not delivered to <i>[user name]</i> because the service is not available:   | Conference URI in request is not found.                      |
| IM         | 6008     |                                     | This message was not delivered to <i>[user name]</i> because the service is not available:   | Conference represented by a conference URI does not exist.   |
| IM         | 6009     |                                     | This message was not delivered to <i>[user name]</i> because it is too large:  | Message has exceeded maximum allowed length.                 |
| IM         | 6010     |                                     | You are not authorized to send messages to <i>[user name]</i> ; this message was not delivered:  | Authorization failure.                                       |
| IM         | 6011     |                                     | <i>[user name]</i> could not be found and this message was not delivered:  | User not found.  |

| Mode       | Error ID | Summary string                     | Descriptive string   | Diagnostic reason  |
|------------|----------|------------------------------------|--|--|
| IM         | 6012     |                                    | <i>[user name]</i> could not be found and this message was not delivered:  | Participant is not expected to be incoming.                          |
| IM         | 6013     |                                    | This message was not delivered to <i>[user name]</i> because the service is not available:   | Conference is terminated.  |
| IM         | 6014     |                                    | This message was not delivered to <i>[user name]</i> because the service is not available:   | Unexpected (re)invite request.                                       |
| IM         | 6015     |                                    | This message was not delivered to <i>[user name]</i> because this type of content could not be received:   | SDP is not acceptable.   |
| IM         | 6017     |                                    | This message was not delivered to <i>[user name]</i> because it is too large:  | Info body has exceeded maximum allowed length.                       |
| IM         | 6024     |                                    | <i>[user name]</i> cannot receive messages in the format you used; this message was not delivered:   | Message does not contain a format acceptable to the protocol client. |
| Conference | 7012     | Cannot start the conference.       | The conferencing service does not support the type of content encryption you are using. Contact your system administrator for more information. (ID: <i>[error ID]</i> )   | Cannot support media encryption required by protocol client.         |
| Voice      | 7012     | Cannot start the conference.       | The conferencing service does not support the type of content encryption you are using. Contact your system administrator for more information. (ID: <i>[error ID]</i> )   | Cannot support media encryption required by protocol client.         |
| Voice      | 7013     | Cannot connect to the conference.  | The conferencing requires content encryption to join the conference. Contact your system administrator with this information. (ID: <i>[error ID]</i> )   | SRTP-encrypted media required to join.                               |
| Voice      | 13002    | <i>[user name]</i> is unavailable. | <i>[user name]</i> cannot be reached.  | The routing rules did not result in a final response.                |
| Voice      | 14010    | Cannot complete the call.          | To correct this problem you may need to provide an area code, a number to access an outside phone line, or a number to dial long distance. If you cannot resolve this problem, your system administrator may need to add a rule to normalize phone numbers. (ID: <i>[error ID]</i> ) | Unable to find an exact match in the rules set.                      |
| IM         | 16002    |                                    | This message was not delivered to <i>[user name]</i> because the message contents are restricted by policy. Contact your system administrator for more information. (ID: <i>[error ID]</i> )   | Policy disallows message contents.                                   |

### 10.2.3 SIP Errors

The following table details what string is displayed in the **SIP protocol client**, depending upon what **SIP** error is received for a given mode.

| Mode       | Error Id | Summary string                    | Descriptive string  |
|------------|----------|-----------------------------------|---|
| IM         | 480      |                                   | This message was not delivered to <i>[user name]</i> because one or more recipients are offline.  |
| IM         | 486      |                                   | This message was not delivered to <i>[user name]</i> because one or more recipients are offline.  |
| IM         | 503      |                                   | <i>[user name]</i> could not be reached and this message was not delivered.   |
| IM         | 408      |                                   | This message was not delivered to <i>[user name]</i> because there was no response from the server.   |
| IM         | 415      |                                   | <i>[user name]</i> is signed in to a device that cannot receive messages; this message was not delivered.   |
| IM         | 500      |                                   | This message was not delivered to <i>[user name]</i> because the service is not available.  |
| IM         | 513      |                                   | This message was not delivered to <i>[user name]</i> because it is too large.   |
| IM         | 488      |                                   | <i>[user name]</i> is signed in to a device that cannot receive messages; this message was not delivered.   |
| IM         | 404      |                                   | <i>[user name]</i> could not be found and this message was not delivered.   |
| IM         | 488      |                                   | This message was not delivered to <i>[user name]</i> because this type of content could not be received.  |
| IM         | 481      |                                   | <i>[user name]</i> could not be reached and this message was not delivered.   |
| Conference | 603      | Cannot connect to the conference. | The conferencing service did not respond. Wait and then try again. If you still cannot connect, contact your system administrator with this information. (ID: <i>[error ID]</i> ) |
| Conference | 605      | Cannot connect to the conference. | The conferencing service did not respond. Wait and then try again. If you still cannot connect, contact your system administrator with this information. (ID: <i>[error ID]</i> ) |
| Conference | 408      | Cannot connect to the conference. | The conferencing service did not respond. Wait and then try again. If you still cannot connect, contact your system administrator with this information. (ID: <i>[error ID]</i> ) |

| <b>Mode</b> | <b>Error Id</b> | <b>Summary string</b>                            | <b>Descriptive string</b>  |
|-------------|-----------------|--|--|
| Conference  | 488             | The conference you are trying to join has ended. | The conference you are trying to join has ended or does not exist. Contact your system administrator with this information. (ID: <i>[error ID]</i> ) |
| Conference  | 404             | The conference you are trying to join has ended. | The conference you are trying to join has ended or does not exist. Contact your system administrator with this information. (ID: <i>[error ID]</i> ) |
| Conference  | 486             |  | Cannot invite <i>[user name]</i> to join this conference. This person is not available at this time. Try again later.                                |
| Conference  | 404             |  | Cannot invite <i>[user name]</i> to join this conference. This person could not be found in the address book.  |
| Conference  | 410             |  | Cannot invite <i>[user name]</i> to join this conference. This person could not be found in the address book.  |
| Conference  | 604             |  | Cannot invite <i>[user name]</i> to join this conference. This person could not be found in the address book.  |
| Conference  | 480             |  | Cannot invite <i>[user name]</i> to join this conference. This person could not be reached and may be offline.                                       |
| Conference  | 500             |  | Cannot invite <i>[user name]</i> to join this conference. There was a problem with the service.  |
| Conference  | 502             |  | Cannot invite <i>[user name]</i> to join this conference. There was a problem with the service.  |
| Conference  | 482             |  | Cannot invite <i>[user name]</i> to join this conference. There was a problem with the service.  |
| Conference  | 483             |  | Cannot invite <i>[user name]</i> to join this conference. There was a problem with the service.  |
| Voice       | 486             | <i>[user name]</i> is busy.                      | <i>[user name]</i> is in another call.   |
| Voice       | 491             | <i>[user name]</i> is busy.                      | <i>[user name]</i> is in another call.   |
| Voice       | 600             | <i>[user name]</i> is busy.                      | <i>[user name]</i> is in another call.   |
| Voice       | 603             | <i>[user name]</i> is unavailable.               | Call was not completed because <i>[user name]</i> is unavailable at this time. Try your call again later.  |
| Voice       | 605             | <i>[user name]</i> is unavailable.               | Call was not completed because <i>[user name]</i> is unavailable at this time. Try your call again later.  |
| Voice       | 415             | <i>[user name]</i> cannot answer call.           | <i>[user name]</i> does not have computer audio set up to accept calls.  |

| <b>Mode</b> | <b>Error Id</b> | <b>Summary string</b>           | <b>Descriptive string</b>  |
|-------------|-----------------|---------------------------------|--|
| Voice       | 488             | [user name] cannot answer call. | [user name] cannot accept this type of call.   |
| Voice       | 606             | [user name] is unavailable.     | [user name] does not want to be disturbed at this time.  |
| Voice       | 480             | [user name] is unavailable.     | [user name] cannot be reached and may be offline.  |
| Voice       | 485             | Cannot contact [user name].     | There is more than one contact with the same phone number. Try calling again. If you still cannot complete the call, contact your system administrator with this information. (ID: [error ID]) |
| Voice       | 487             | Call was unsuccessful.          | There was a problem with the calling service. Wait and then try again. If the problem continues, contact your system administrator with this information. (ID: [error ID])                     |
| Voice       | 504             | Call was unsuccessful.          | There was a problem with the calling service. Wait and then try again. If the problem continues, contact your system administrator with this information. (ID: [error ID])                     |
| Voice       | 408             | [user name] is unavailable.     | Call was not completed because [user name] is unavailable at this time. Try your call again later.   |
| Voice       | 402             | Cannot complete the call.       | Call cannot be completed because there is a problem with the account. Contact your system administrator with this information. (ID: [error ID])  |
| Voice       | 486             |                                 | Call was not transferred because [user name] is in another call.   |
| Voice       | 491             |                                 | Call was not transferred because [user name] is in another call.   |
| Voice       | 600             |                                 | Call was not transferred because [user name] is in another call.   |
| Voice       | 603             |                                 | Call was not transferred because [user name] is not available at this time.  |
| Voice       | 605             |                                 | Call was not transferred because [user name] is not available at this time.  |
| Voice       | 415             |                                 | Call was not transferred because [user name] does not have computer audio set up to accept calls.  |
| Voice       | 488             |                                 | Call was not transferred because [user name] does not have computer audio set up to accept calls.  |
| Voice       | 606             |                                 | Call was not transferred because [user name] does not want to be disturbed.  |
| Voice       | 480             |                                 | Call was not transferred because [user name] cannot be reached and may be offline.   |

| Mode               | Error Id | Summary string | Descriptive string   |
|--------------------|----------|----------------|--|
| Voice              | 485      |                | Call was not transferred because there is more than one contact with the same phone number. Try transferring again. If you still cannot complete the call, contact your system administrator with this information. (ID: <i>[error ID]</i> ) |
| Voice              | 504      |                | Call was not transferred because there was a problem with the calling service. Wait and then try again. If the problem continues, contact your system administrator with this information. (ID: <i>[error ID]</i> )                          |
| Voice              | 408      |                | Call was not transferred because the calling service did not respond. Wait and then try again. If the problem continues, contact your system administrator with this information. (ID: <i>[error ID]</i> )                                   |
| Voice              | 402      |                | Call cannot be transferred because there is a problem with the account. Contact your system administrator with this information. (ID: <i>[error ID]</i> )  |
| ApplicationSharing | 408      |                | %3 could not be started because the application failed to start in time.   |
| Conference         | 408      |                | Cannot invite <i>[user name]</i> to join this conference. This person took too long to respond.  |
| Conference         | 603      |                | Cannot invite <i>[user name]</i> to join this conference. This person is not available or does not want to be disturbed.   |
| Conference         | 606      |                | Cannot invite <i>[user name]</i> to join this conference. This person is using a messaging application that does not support more than two participants in a conversation.   |

#### 10.2.4 SIP Warning Errors

The following table details what string is displayed in the **SIP protocol client**, depending upon what **SIP** warning error is received for a given mode.

| Mode       | Error Id | Summary string                     | Descriptive string   |
|------------|----------|------------------------------------|--|
| IM         | 391      |                                    | This message was not delivered to <i>[user name]</i> because one or more recipients do not want to be disturbed. |
| Voice      | 391      | <i>[user name]</i> is unavailable. | <i>[user name]</i> does not want to be disturbed at this time.   |
| Conference | 391      |                                    | Cannot invite <i>[user name]</i> to join this conference. This person does not want to be disturbed.             |

| Mode       | Error ID | Summary string                 | Descriptive string  |
|------------|----------|--------------------------------|---|
| Voice      | 308      | Incompatible security setting. | The call could not be completed because security levels do not match.   |
| Conference | 304      |                                | Cannot invite <i>[user name]</i> to join this conference. This person is active on a protocol client that does not support this type of conference. |

## 10.2.5 Windows Errors

The following table details what string is displayed in the **SIP protocol client**, depending upon what Windows error is received for a given mode.

| Mode       | Error ID | Summary string                    | Descriptive string  |
|------------|----------|-----------------------------------|---|
| Conference | 10053    | Cannot connect to the conference. | Cannot start the conference because of a problem connecting to the server. If the problem persists, please contact your system administrator. |

## 10.3 Unhandled Error Display

Unhandled errors are displayed with a basic string that indicates the error is unknown or generic. Those errors are accompanied by a hyperlink to Microsoft Office.com help to troubleshoot the issue. There might be a webpage specific to that given error identifier for reference.

### 10.3.1 Ms-Diagnostic Errors Not Handled

All errors not listed in previous sections are treated generically with a link to the web for Help. The following table lists some of these errors.

| Error ID |      |      |      |      |      |      |      |      |       |       |
|----------|------|------|------|------|------|------|------|------|-------|-------|
| 2        | 2027 | 2077 | 2127 | 3046 | 3096 | 4027 | 4077 | 4127 | 7022  | 15003 |
| 3        | 2028 | 2078 | 2128 | 3047 | 3101 | 4028 | 4078 | 4128 | 7023  | 15004 |
| 1000     | 2029 | 2079 | 2129 | 3048 | 3102 | 4029 | 4079 | 4129 | 7024  | 15005 |
| 1001     | 2030 | 2080 | 2130 | 3049 | 3103 | 4030 | 4080 | 4130 | 7025  | 15006 |
| 1002     | 2031 | 2081 | 2131 | 3050 | 3104 | 4031 | 4081 | 4131 | 7026  | 15007 |
| 1004     | 2032 | 2082 | 2132 | 3051 | 3105 | 4032 | 4082 | 4132 | 7027  | 15008 |
| 1005     | 2033 | 2083 | 2133 | 3052 | 3106 | 4033 | 4083 | 4133 | 10000 | 15009 |
| 1006     | 2034 | 2084 | 2134 | 3053 | 3107 | 4034 | 4084 | 4134 | 10001 | 15010 |
| 1007     | 2035 | 2085 | 2135 | 3054 | 3108 | 4035 | 4085 | 4135 | 10002 | 16000 |

| Error ID |      |      |      |      |      |      |      |      |       |       |
|----------|------|------|------|------|------|------|------|------|-------|-------|
| 1009     | 2036 | 2086 | 2136 | 3055 | 3109 | 4036 | 4086 | 4136 | 10003 | 16001 |
| 1010     | 2037 | 2087 | 2137 | 3056 | 3110 | 4037 | 4087 | 4137 | 10004 | 17000 |
| 1011     | 2038 | 2088 | 2138 | 3057 | 3111 | 4038 | 4088 | 4138 | 10005 | 17001 |
| 1012     | 2039 | 2089 | 2139 | 3058 | 3112 | 4039 | 4089 | 4139 | 10006 | 17002 |
| 1013     | 2040 | 2090 | 3000 | 3059 | 3113 | 4040 | 4090 | 4140 | 10007 | 17003 |
| 1014     | 2041 | 2091 | 3001 | 3060 | 3114 | 4041 | 4091 | 4141 | 10008 |       |
| 1015     | 2042 | 2092 | 3002 | 3061 | 3115 | 4042 | 4092 | 4142 | 10009 |       |
| 1016     | 2043 | 2093 | 3003 | 3062 | 3116 | 4043 | 4093 | 4143 | 10010 |       |
| 1017     | 2044 | 2094 | 3004 | 3063 | 3117 | 4044 | 4094 | 4144 | 10011 |       |
| 1018     | 2045 | 2095 | 3005 | 3064 | 3119 | 4045 | 4095 | 5000 | 12000 |       |
| 1019     | 2046 | 2096 | 3006 | 3065 | 3120 | 4046 | 4096 | 5002 | 12001 |       |
| 1020     | 2047 | 2097 | 3007 | 3066 | 3121 | 4047 | 4097 | 5003 | 12002 |       |
| 1021     | 2048 | 2098 | 3008 | 3067 | 3123 | 4048 | 4098 | 5004 | 12003 |       |
| 1022     | 2049 | 2099 | 3009 | 3068 | 3124 | 4049 | 4099 | 6003 | 12004 |       |
| 2000     | 2050 | 2100 | 3010 | 3069 | 3125 | 4050 | 4100 | 6016 | 12005 |       |
| 2001     | 2051 | 2101 | 3011 | 3070 | 3126 | 4051 | 4101 | 6018 | 12006 |       |
| 2002     | 2052 | 2102 | 3012 | 3071 | 4000 | 4052 | 4102 | 6019 | 12007 |       |
| 2003     | 2053 | 2103 | 3013 | 3072 | 4001 | 4053 | 4103 | 6020 | 13000 |       |
| 2004     | 2054 | 2104 | 3014 | 3073 | 4003 | 4054 | 4104 | 6021 | 13001 |       |
| 2005     | 2055 | 2105 | 3015 | 3074 | 4004 | 4055 | 4105 | 6022 | 13003 |       |
| 2006     | 2056 | 2106 | 3016 | 3075 | 4005 | 4056 | 4106 | 6023 | 13004 |       |
| 2007     | 2057 | 2107 | 3017 | 3076 | 4006 | 4057 | 4107 | 7000 | 13005 |       |
| 2008     | 2058 | 2108 | 3018 | 3077 | 4007 | 4058 | 4108 | 7001 | 13006 |       |
| 2009     | 2059 | 2109 | 3019 | 3078 | 4008 | 4059 | 4109 | 7002 | 13007 |       |
| 2010     | 2060 | 2110 | 3020 | 3079 | 4010 | 4060 | 4110 | 7003 | 13008 |       |
| 2011     | 2061 | 2111 | 3021 | 3080 | 4011 | 4061 | 4111 | 7004 | 14000 |       |
| 2012     | 2062 | 2112 | 3022 | 3081 | 4012 | 4062 | 4112 | 7005 | 14001 |       |
| 2013     | 2063 | 2113 | 3023 | 3082 | 4013 | 4063 | 4113 | 7006 | 14002 |       |
| 2014     | 2064 | 2114 | 3024 | 3083 | 4014 | 4064 | 4114 | 7007 | 14003 |       |
| 2015     | 2065 | 2115 | 3025 | 3084 | 4015 | 4065 | 4115 | 7008 | 14004 |       |
| 2016     | 2066 | 2116 | 3029 | 3085 | 4016 | 4066 | 4116 | 7009 | 14005 |       |
| 2017     | 2067 | 2117 | 3030 | 3086 | 4017 | 4067 | 4117 | 7010 | 14006 |       |

| Error ID |      |      |      |      |      |      |      |      |       |  |
|----------|------|------|------|------|------|------|------|------|-------|--|
| 2018     | 2068 | 2118 | 3031 | 3087 | 4018 | 4068 | 4118 | 7011 | 14007 |  |
| 2019     | 2069 | 2119 | 3034 | 3088 | 4019 | 4069 | 4119 | 7014 | 14008 |  |
| 2020     | 2070 | 2120 | 3035 | 3089 | 4020 | 4070 | 4120 | 7015 | 14009 |  |
| 2021     | 2071 | 2121 | 3036 | 3090 | 4021 | 4071 | 4121 | 7016 | 14011 |  |
| 2022     | 2072 | 2122 | 3037 | 3091 | 4022 | 4072 | 4122 | 7017 | 14012 |  |
| 2023     | 2073 | 2123 | 3038 | 3092 | 4023 | 4073 | 4123 | 7018 | 14013 |  |
| 2024     | 2074 | 2124 | 3039 | 3093 | 4024 | 4074 | 4124 | 7019 | 15000 |  |
| 2025     | 2075 | 2125 | 3042 | 3094 | 4025 | 4075 | 4125 | 7020 | 15001 |  |
| 2026     | 2076 | 2126 | 3045 | 3095 | 4026 | 4076 | 4126 | 7021 | 15002 |  |

## 11 Appendix F: Product Behavior

The information in this specification is applicable to the following Microsoft products or supplemental software. References to product versions include updates to those products.

- Microsoft Office Communications Server 2007
- Microsoft Office Communicator 2007
- Microsoft Office Communications Server 2007 R2
- Microsoft Office Communicator 2007 R2
- Microsoft Lync Server 2010
- Microsoft Lync 2010
- Microsoft Lync Server 2013
- Microsoft Lync Client 2013/Skype for Business
- Microsoft Skype for Business 2016
- Microsoft Skype for Business Server 2015
- Microsoft Skype for Business 2019
- Microsoft Skype for Business Server 2019
- Microsoft Skype for Business 2021
- Microsoft Skype for Business LTSC 2024
- Microsoft Skype for Business Server Subscription Edition

Exceptions, if any, are noted in this section. If an update version, service pack or Knowledge Base (KB) number appears with a product name, the behavior changed in that update. The new behavior also applies to subsequent updates unless otherwise specified. If a product edition appears with the product version, behavior is different in that product edition.

Unless otherwise specified, any statement of optional behavior in this specification that is prescribed using the terms "SHOULD" or "SHOULD NOT" implies product behavior in accordance with the SHOULD or SHOULD NOT prescription. Unless otherwise specified, the term "MAY" implies that the product does not follow the prescription.

[<1> Section 2.2.1](#): Office Communicator 2007, Office Communications Server 2007, Office Communicator 2007 R2, Office Communications Server 2007 R2: The **ms-diagnostics** header (section [2.2.1.1](#)) is not supported in CANCEL and BYE requests.

[<2> Section 2.2.1.1](#): Office Communicator 2007, Office Communications Server 2007, Office Communicator 2007 R2, Office Communications Server 2007 R2: The **ms-diagnostics** header (section 2.2.1.1) is not supported in CANCEL and BYE requests.

[<3> Section 2.2.1.1](#): Office Communicator 2007, Office Communications Server 2007, Office Communicator 2007 R2: The ms-diagnostics header is not supported in CANCEL and BYE requests.

[<4> Section 2.2.1.2](#): Office Communicator 2007, Office Communications Server 2007, Office Communicator 2007 R2, Office Communications Server 2007 R2: The ms-diagnostics-public header is not supported in CANCEL and BYE requests.

<5> [Section 3.1](#): Office Communicator 2007, Office Communications Server 2007, Office Communicator 2007 R2, Office Communications Server 2007 R2: The **ms-diagnostics** header (section 2.2.1.1) is not supported in CANCEL and BYE requests.

<6> [Section 5.1](#): Note that the Server Access **Edge Server**, which is deployed in the perimeter network for a Server deployment, removes **ms-diagnostics** header (section 2.2.1.1) from all SIP responses sent to federated partners and to unauthenticated users.

<7> [Section 8.2](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<8> [Section 8.2](#): 1 Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<9> [Section 8.2](#): 1 Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<10> [Section 8.2](#): 1 Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<11> [Section 8.3](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<12> [Section 8.3](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<13> [Section 8.3](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<14> [Section 8.3](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<15> [Section 8.3](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<16> [Section 8.3](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<17> [Section 8.3](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<18> [Section 8.3](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<19> [Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<20> [Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<21> [Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<22> [Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<23> [Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<24> [Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<25> Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<26> Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<27> Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<28> Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<29> Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<30> Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<31> Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<32> Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<33> Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<34> Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

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[<36> Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

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[<38> Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<39> Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<40> Section 8.4](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<41> Section 8.5](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<42> Section 8.5](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<43> Section 8.5](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<44> Section 8.5](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<45> Section 8.5](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<46> Section 8.5](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<47> Section 8.5](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<48> Section 8.5](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<49> Section 8.5](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<50> Section 8.5](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<51> Section 8.5](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<52> Section 8.5](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<53> Section 8.5](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<54> Section 8.6](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<55> Section 8.6](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<56> Section 8.6](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<57> Section 8.6](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<58> Section 8.8](#): Office Communications Server 2007, Office Communicator 2007: The value in the Header column is "ms-diagnostics" (except ErrorId 7030 which has the value "ms-diagnostic-public"). In relation to Knowledge Base Article 972773, July 2009 Quick Fix Engineering, the value in the header is "ms-diagnostics/ms-diagnostics-public". This QFE applies to Office Communications Server 2007 R2, Office Communicator 2007 R2.

[<59> Section 8.8](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<60> Section 8.11](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<61> Section 8.11](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<62> Section 8.11](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<63> Section 8.11](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<64> Section 8.11](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<65> Section 8.16](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<66> Section 8.17](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<67> Section 8.17](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<68> Section 8.17](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<69> Section 8.17](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<70> Section 8.17](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<71> Section 8.17](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<72> Section 8.17](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<73> Section 8.17](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<74> Section 8.18](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<75> Section 8.18](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<76> Section 8.18](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<77> Section 8.18](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<78> Section 8.19](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<79> Section 8.19](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<80> Section 8.19](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<81> Section 8.19](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<82> Section 8.19](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<83> Section 8.19](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<84> Section 8.19](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<85> Section 8.19](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<86> Section 8.19](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<87> Section 8.19](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<88> Section 8.19](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<89> Section 8.19](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

[<90> Section 8.20](#): Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

## 12 Change Tracking

This section identifies changes that were made to this document since the last release. Changes are classified as Major, Minor, or None.

The revision class **Major** means that the technical content in the document was significantly revised. Major changes affect protocol interoperability or implementation. Examples of major changes are:

- A document revision that incorporates changes to interoperability requirements.
- A document revision that captures changes to protocol functionality.

The revision class **Minor** means that the meaning of the technical content was clarified. Minor changes do not affect protocol interoperability or implementation. Examples of minor changes are updates to clarify ambiguity at the sentence, paragraph, or table level.

The revision class **None** means that no new technical changes were introduced. Minor editorial and formatting changes may have been made, but the relevant technical content is identical to the last released version.

The changes made to this document are listed in the following table. For more information, please contact [dochelp@microsoft.com](mailto:dochelp@microsoft.com).

| Section   | Description                         | Revision class |
|---|-------------------------------------|----------------|
| <a href="#">11</a> Appendix F: Product Behavior | Updated list of supported products. | Major          |

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