[MS-OCER]:
Client Error Reporting Protocol

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Revision Summary

Date	Revision History	Revision Class	Comments
11/29/2007	0.1		Initial version
01/07/2008	0.2		Updated based on feedback
04/04/2008	0.1		Initial version
04/25/2008	0.2		Updated based on feedback
06/27/2008	1.0		Updated and revised the technical content.
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07/13/2009	2.03	Major	Revised and edited the technical content
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Date	Revision History	Revision Class	Comments
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10/30/2014	4.5	Minor	Clarified the meaning of the technical content.

Table of Contents

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 1.8, 2, and 3 of this specification are normative and can contain the terms MAY, SHOULD, MUST, MUST NOT, and SHOULD NOT as defined in [RFC2119]. Sections 1.5 and 1.9 are also normative but do not contain those terms. All other sections and examples in this specification are informative.

1.1   Glossary

The following terms are defined in [MS-OFCGLOS]:

101 Progress Report
200 OK
Active Directory
aggregation
Application Sharing Multipoint Control Unit (ASMCU)
Augmented Backus-Naur Form (ABNF)
call park service (CPS)
container
Content-Type header
federated partner
federated user
federation
fully qualified domain name (FQDN)
Hypertext Transfer Protocol (HTTP)
INVITE
mailbox
read-only mode
REGISTER
remote procedure call (RPC)
server
SERVICE
Session Initiation Protocol (SIP)
Simple Mail Transfer Protocol (SMTP)
SIP message
SIP protocol client
SIP request
SIP response
SIP response code
SOAP
subscriber
subscription
tenant
Voice over IP (VoIP)
website
XML element
XML schema

The following terms are specific to this document:

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.

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).

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.

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

References to Microsoft Open Specification documents do not include a publishing year because links are to the latest version of the documents, which are updated frequently. References to other documents include a publishing year when one is available.

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. 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, http://www.rfc-editor.org/rfc/rfc2119.txt

[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

[MS-OFCGLOS] Microsoft Corporation, "Microsoft Office Master Glossary".

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

1.3   Overview

This protocol is an extension of the original **Session Initiation Protocol (SIP)**. This protocol defines a protocol for the SIP **server** (2) 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 (2).

The diagnostics headers define a protocol for the SIP server (2) 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 (2) problems. Protocol client error handling of received diagnostic codes is explained in section 9 and section 10.

The SIP server (2) 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 (2) 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 (2) 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 (2) 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 (2) 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 (2) 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 (2) to the SIP protocol client.

The SIP server (2) 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 (2) can contain information that is private or of sensitive nature for the enterprise, such as information about SIP servers (2) 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 (2) SHOULD<2> add one **ms-diagnostics** header to a SIP response sent to the SIP protocol client.

- The SIP server (2) 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 (2).

- The SIP server (2) 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)** (1) or the IP address of the SIP server (2) 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 (2) 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 (2) 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 (2) "sip.contoso.com" was not able to route the message or call to the peer server (2) "sip.fabrikam.com" because the peer refused the attempt to connect. This could happen if the peer server (2) was not accepting incoming connections.

In the preceding example:

▪ **ErrorId** = 1007.

▪ **Source** = "sip.contoso.com" is the server (2) that reported the error.

- **Reason** = "Temporarily cannot route" implies that this server (2), sip.contoso.com, cannot route messages and calls temporarily to the destination server (2).

- 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 (2) 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 (2) 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 (2).

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 (2) 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 (2). The primitives are defined as an **XML element** that is sent to the SIP server (2) 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 (2) 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 (2) 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 (2) 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 (2) to report errors or troubleshooting information and allows SIP protocol clients to report errors to the SIP server (2).

The SIP server (2) 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 (2) 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 (2) for the request. If the original request fails, the SIP protocol client can report this error to the SIP server (2).

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 (2) 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 (2) before reporting an error. This is done by sending a **REGISTER** request to the SIP server (2), 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="602306092a864886f71201020201011100ffffffffacf4c0cc079745a3a3ad52e7fdb50f6a"
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 (2). 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 (2) SHOULD send a 200 OK to the SIP protocol client if the SERVICE request is successfully processed.

The SIP server (2) 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 (2) 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 (2) 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 (2) 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 (2).

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 (2).

```
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=d1efe7a825;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+BoIbrg0tkFgAACP8w
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="0100000000908f0a57c23ab742032bdb"
Content-Type: application/sdp
Content-Length: …
```

The SIP server (2) sends a 100 Trying response to the SIP protocol client.

```
SIP/2.0 100 Trying
Authentication-Info: NTLM rspauth="0100000000000000518D88E842032BDB", srand="D63E551B",
snum="970", opaque="08E69302", qop="auth", targetname="server.contoso.com ", realm="SIP
Communications Service"
From: <sip:alice@contoso.com>;tag=d1efe7a825;epid=d08da2d0b3
To: <sip:bob@contoso.com;user=phone>
Call-ID: f5290007af32443f8a82daa76c934880
```

The SIP server (2) 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=d1efe7a825;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 (2) 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=d1efe7a825;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="d1efe7a825"
           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>
```

```
        <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.c
ontoso.com:5061";appName="OutboundRouting"
                </diagHeader>
            </progressReport>
        </progressReports>
    </error>
</reportError>
```

The SIP server (2) sends a 200 OK response to indicate that an error reporting request is processed successfully.

```
SIP/2.0 200 OK
Authentication-Info: NTLM rspauth="0100000000000000509A9A9142032BDB", 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: 110a447676494d158ed66cee1de73f61
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 (2) could contain information that is private or of a sensitive nature for the enterprise, such as information about a SIP server (2) 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
<?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 Lync Server 2010 and Lync Server 2013

The tables in this section list the **ErrorIDs** per subcomponent for Microsoft Lync Server 2010 and Microsoft Lync Server 2013. For a snapshot of **ErrorIDs** that existed in Microsoft Office Communications Server 2007 and Microsoft Office Communications Server 2007 R2, see section 8.

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 (2) 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.
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

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		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 (2) and Access **Edge Server** for the current release.

ErrorId	Header	SIP Request, Response	Reason string
1000	ms-diagnostics	Response	Final handshake failed.
1001	ms-diagnostics	Response	From URI not authorized to communicate with public IM providers.
1002	ms-	Response	From URI not authorized to communicate with federated

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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 fully qualified domain name (FQDN) (1) that matches a different routing rule.
1026	ms-diagnostics	Response	Domain resolved by DNS SRV to multiple fully qualified domain names (FQDN) (1) 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 (2) and cannot be used for Request URI routing.
1031	ms-diagnostics	Response	The server (2) could not contact the authentication authority (DC).
1032	ms-diagnostics	Response	Message diversion user domain traffic type does not match To user domain.
1033	ms-diagnostics	Response	Previous hop server (2) 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 (2) .
1039	ms-diagnostics	Response	Failed to complete TLS negotiation with a peer server (2) .
1040	ms-	Response	Connection to a peer server (2) failed.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		
1041	ms-diagnostics	Response	Peer server (2) 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 (2) .
1047	ms-diagnostics	Response	Failed to complete TLS negotiation with a federated peer server (2) .
1048	ms-diagnostics	Response	Connection to a federated peer server (2) failed.
1049	ms-diagnostics	Response	Federated peer server (2) pool is out of service.
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 (2) .
1055	ms-diagnostics	Response	Failed to complete TLS negotiation with a shared address space federated peer server (2) .
1056	ms-diagnostics	Response	Connection to a shared address space federated peer server (2) 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.

ErrorId	Header	SIP Request, Response	Reason string
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	Federation (2) 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.
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.

7.3   Presence

The following table lists the **Presence ErrorIds**, numbered 2000 – 2999, generated by the Lync front-end server (2) for the current release.

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

ErrorId	Header	SIP Request, Response	Reason string
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	**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.

ErrorId	Header	SIP Request, Response	Reason string
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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: 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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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.
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 **RPC**.
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.

ErrorId	Header	SIP Request, Response	Reason string
2150	ms-diagnostics	Response	MWINotify must have the same SIP 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 **tenant** 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.
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 **Hypertext Transfer Protocol (HTTP)** request.
2168	ms-	Response	Internal Error: Failed to process contact's subscription HTTP

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		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 **mailbox** 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 **Simple Mail Transfer Protocol (SMTP)** 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.
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-	Response	Specified REGISTER dialog does not exist.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		
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.

7.4 Conferencing

The following table lists the conferencing **ErrorIds**, numbered 3000 – 3999, generated by the Lync front-end server (2) 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-	Response	Failed to parse the C3P request.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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-	Response	Anonymous access is not allowed.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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-	Response	Internal Error: Anonymous AuthorizeAndDispatch failed.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		
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 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.

ErrorId	Header	SIP Request, Response	Reason string
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.
3118	ms-diagnostics-public	Request	Participant removed.
3119	ms-diagnostics-public	Request	Participant denied.

ErrorId	Header	SIP Request, Response	Reason string
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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 identifer.
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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-	Response	Conference directory home pool inconsistency.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		
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.
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.

7.5 Lync front-end server

The following table lists the Lync front-end server (2) **ErrorIds**, numbered 4000 – 4999, for the current release.

ErrorId	Header	SIP Request, Response	Reason string
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
4032	ms-diagnostics	Response	Error trying to get Session-Expires header.
4033	ms-diagnostics	Response	To User not authorized for federation (2).
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-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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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.

ErrorId	Header	SIP Request, Response	Reason 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 (2).
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 (2) 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 Request, Response	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 fully qualified domain name (FQDN) (1) in route set.
4101	ms-diagnostics	Response	Internal Error: Failed to resolve ES GRUU.
4102	ms-diagnostics	Response	Internal Error: Malformed server (2) GRUU.
4103	ms-diagnostics	Response	Internal Error: Failed to determine server (2) 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.

ErrorId	Header	SIP Request, Response	Reason string
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.
4125	ms-diagnostics	Response	Internal Error: Error executing sproc - native failure.
4126	ms-diagnostics	Response	Internal Error: GetEndpointThrottlingContext failed.

ErrorId	Header	SIP Request, Response	Reason string
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 (2) is busy.
4131	ms-diagnostics	Response	Server (2) is busy – Request rejected by database queue throttling mechanism.
4132	ms-diagnostics	Response	Server (2) 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.
4142	ms-diagnostics-public	Request	User moved.
4143	ms-diagnostics	Response	Bad phone number.
4144	ms-diagnostics	Response	Database communication link is down.

ErrorId	Header	SIP Request, Response	Reason string
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	HTTP 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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
4213	ms-diagnostics	Response	Internal Error: Request is incorrectly targeted at the ICR.
4214	ms-diagnostics	Response	Tenant **Federation** (2) 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) (1) from URL.
4219	ms-diagnostics	Response	Authentication took too long.

ErrorId	Header	SIP Request, Response	Reason string
4220	ms-diagnostics	Response	Failed to get remote fully qualified domain name (FQDN) (1) 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 (2) pool has been failed over to its backup.
4231	ms-diagnostics	Response	Internal error while trying to route via ICR.
4232	ms-diagnostics	Response	Pool Manager indicates that there are no servers (2) 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 (2).
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.

ErrorId	Header	SIP Request, Response	Reason string
4239	ms-diagnostics	Response	Internal error while trying to set ms-routing-phase header.
4240	ms-diagnostics-public	Response	Server (2) 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 (2) 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.
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-	Response	Internal Error: Failed to determine if from URI is phone.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		
4258	ms-diagnostics	Response	A quorum of servers (2) 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 (2), but is currently in **read-only mode**. This is a transient condition during Failover/Failback.
4263	ms-diagnostics	Response	User is homed on this server (2) 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 (2) 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 (2) 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.
4266	ms-diagnostics	Response	User is homed on this server (2) 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 (2) 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 (2) or pool, which cannot serve user services requests.
4270	ms-diagnostics	Response	Failed to parse ms-subnet header.

7.6 Lync server API and applications

The following table lists the Lync server (2) API and applications **ErrorIds**, numbered 5000 – 5999, for the current release.

ErrorId	Header	SIP Request, Response	Reason string
5000	ms-diagnostics	Response	One or more critical applications are not running.

ErrorId	Header	SIP Request, Response	Reason string
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.
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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 (2) 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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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-	Response	INVITE request does not have gruu/sipinstance/epid.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		

7.8 Audio video conferencing

The following table lists the audio video conferencing **ErrorIds**, numbered 7000 – 7999, generated by the Lync AV conferencing server (2) for the current release.

ErrorId	Header	SIP Request, Response	Reason string
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.
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.

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ErrorId	Header	SIP Request, Response	Reason string
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.
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.

7.9 Audio video edge authentication

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

ErrorId	Header	SIP Request, Response	Reason string
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 (2) **ErrorIds**, numbered 10000 – 10999, for the current release.

ErrorId	Header	SIP Request, Response	Reason string
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-	Response	Proxy did not return a response.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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 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-	Response	Gateway responded with 486 Busy Here.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		
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.
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 (2) for the current release.

ErrorId	Header	SIP Request, Response	Reason string
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.
12018	ms-diagnostics	Response	Analog device configured on an unknown gateway.
12019	ms-	Response	Unexpected error occurred while proxying request to

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		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.

7.12   VoIP inbound routing

The following table lists the VoIP inbound routing **ErrorIds**, numbered 13000 – 13999, generated by the Lync front-end server (2) for the current release.

ErrorId	Header	SIP Request, Response	Reason string
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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.

7.13   VoIP translation service

The following table lists the VoIP translation service **ErrorIds**, numbered 14000 – 14999, generated by the Lync front-end server (2) for the current release.

ErrorId	Header	SIP Request, Response	Reason string
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.

ErrorId	Header	SIP Request, Response	Reason string
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 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 (2) for the current release.

ErrorId	Header	SIP Request, Response	Reason string
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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-	Response	Unexpected non-audio multi-part SDP request targeted to

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		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.

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 (2) and Access Edge Server for the current release.

ErrorId	Header	SIP Request, Response	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 (2) 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.

ErrorId	Header	SIP Request, Response	Reason string
17003	ms-diagnostics	Response	Declined with URL.
17004	ms-diagnostics	Response	Allowed with URL.

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
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.
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

ErrorId	Header	SIP Request, Response	Reason String
			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 (2) **ErrorIds**, numbered 20000 – 20999, for the current release.

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

ErrorId	Header	SIP Request, Response	Reason string
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
21020	ms-diagnostics	Response	Server internal error. The conference was deactivated because the idle conference timer expired.

7.20 Unified communications managed API

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

ErrorId	Header	SIP Request, Response	Reason string
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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-	Response	No message received handler.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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-	Response	Conversation state is not valid to perform escalation.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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-	Response	No recognized available media types.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		
24113	ms-diagnostics	Response	Call park accept operation failed.

7.21   Inter cluster routing

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

ErrorId	Header	SIP Request, Response	Reason string
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.

ErrorId	Header	SIP Request, Response	Reason string
25015	ms-diagnostics	Response	Unexpected error occurred while processing the request.
25016	ms-diagnostics	Response	Unexpected error occurred while routing the request.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
28009	ms-diagnostics	Response	Internal error while processing pin authentication or authorization.
28010	ms-	Response	Certificate negotiation failed.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		
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.
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-	Response	Authentication type not allowed.

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		
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.
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-	Response	The user is not signed in with WS Federation Passive

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		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.
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.

7.23   Conference auto attendant

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

ErrorId	Header	SIP Request, Response	Reason string
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.
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-	Response	Call terminated by remote before any conference

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
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-	Response	The call was terminated without specific diagnostic

ErrorId	Header	SIP Request, Response	Reason string
	diagnostics		information.

7.24 Conference announcement service

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

ErrorId	Header	SIP Request, Response	Reason string
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.
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.

ErrorId	Header	SIP Request, Response	Reason string
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.

7.25 Call park service

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

ErrorId	Header	SIP Request, Response	Reason string
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.

ErrorId	Header	SIP Request, Response	Reason string
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.
35017	ms-diagnostics	Response	Retrieve action failed since the parked call couldn't be transferred.

7.26 Client Error Reporting

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

ErrorId	Header	SIP Request, Response	Reason string
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. For **ErrorIDs** that exist in Microsoft Lync Server 2010 and Microsoft Lync Server 2013, see section 7.

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 (2) 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.

ErrorId	Header	SIP Request, Response	Reason
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.
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 fully qualified domain name (FQDN) (1) that matches a different routing rule.<8>
1026	ms-diagnostics	Response	Domain resolved by DNS SRV to multiple FQDNs (1) 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 (2) for releases prior to the most current release.

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

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ErrorId	Header	SIP Request, Response	Reason
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.
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.

ErrorId	Header	SIP Request, Response	Reason
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.
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.

ErrorId	Header	SIP Request, Response	Reason
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.
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.

ErrorId	Header	SIP Request, Response	Reason
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.
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.

ErrorId	Header	SIP Request, Response	Reason
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.
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 (2) 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.
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.

ErrorId	Header	SIP Request, Response	Reason
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.

ErrorId	Header	SIP Request, Response	Reason
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.

ErrorId	Header	SIP Request, Response	Reason
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.
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.<19>
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-	Response	Internal Error: InitializeParams for ConfInfoContext failed.

ErrorId	Header	SIP Request, Response	Reason
	diagnostics		
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.
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.

ErrorId	Header	SIP Request, Response	Reason
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]
3113	ms-	Request	Conference terminated – deleted.

ErrorId	Header	SIP Request, Response	Reason
	diagnostics-public		
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]

ErrorId	Header	SIP Request, Response	Reason
3129	ms-diagnostics	Response	Failed to process P-Session-On-Behalf-Of header.<23>
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 (2) **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.
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.

ErrorId	Header	SIP Request, Response	Reason
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.
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 federation (2).
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-	Response	SIP enabled entity is not found in database.

ErrorId	Header	SIP Request, Response	Reason
	diagnostics		
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 - 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-	Response	Bad event.

ErrorId	Header	SIP Request, Response	Reason
	diagnostics		
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 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.

ErrorId	Header	SIP Request, Response	Reason
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-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.
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-	Response	Internal Error: ResolveGRUUFromRoute failed.

ErrorId	Header	SIP Request, Response	Reason
	diagnostics		
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 FQDN (1) 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.
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.

ErrorId	Header	SIP Request, Response	Reason
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.
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-	Response	SQL deadlock encountered.

ErrorId	Header	SIP Request, Response	Reason
	diagnostics		
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.<41>
4141	ms-diagnostics-public	Request	Deregistered: User disabled.
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>

ErrorId	Header	SIP Request, Response	Reason
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	HTTP 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 (2) 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 (2) 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.
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.

ErrorId	Header	SIP Request,Response	Reason String
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 (2) for releases prior to the most current release.

This table follows the product behavior described in this footnote <58>.

ErrorId	Header	SIP Request,Response	Reason
7000	ms-diagnostics/ms-diagnostics-public	Response	Maximum number of meetings exceeded - server is too busy.
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-	Response	The SIP INVITE request with the protocol

ErrorId	Header	SIP Request,Response	Reason
	diagnostics-public		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.
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.

ErrorId	Header	SIP Request,Response	Reason
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.
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.

ErrorId	Header	SIP Request, Response	Reason
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 (2) **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.

ErrorId	Header	SIP Request,Response	Reason
10007	ms-diagnostics	Request	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	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-	Request	This call leg has been replaced.

ErrorId	Header	SIP Request,Response	Reason
	diagnostics		
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 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.

ErrorId	Header	SIP Request,Response	Reason
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.
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.

ErrorId	Header	SIP Request,Response	Reason
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 Informantion.
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-	Response	Gateway responded with 487 Request Terminated.

ErrorId	Header	SIP Request,Response	Reason
	diagnostics		
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.
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 (2) 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.
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 (2) for releases prior to the most current release.

ErrorId	Header	SIP Request,Response	Reason
13000	ms-diagnostics	Response	Call to self loop.
13001	ms-	Response	The routing rules did not result in a suitable final

ErrorId	Header	SIP Request,Response	Reason
	diagnostics		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 (2) 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.

ErrorId	Header	SIP Request,Response	Reason
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 (2) 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.
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 (2) 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.

ErrorId	Header	SIP Request,Response	Reason
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 (2) 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.<65>

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 (2) **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>
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-	Response	Rejected session (principal not provisioned).<88>

ErrorId	Header	SIP Request,Response	Reason
	diagnostics		
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.
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.

ErrorId	Header	SIP Request,Response	Reason
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-	Request	No transaction handler.

ErrorId	Header	SIP Request,Response	Reason
	diagnostics		
24031	ms-diagnostics	Request	No transaction.
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.

ErrorId	Header	SIP Request,Response	Reason
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.
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-	Request	Unsupported extension headers.

ErrorId	Header	SIP Request,Response	Reason
	diagnostics		
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 Lync 2010 and Lync 2013

This section applies to Microsoft Lync 2010 and Microsoft Lync 2013. Refer to section 10 for 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 (2) 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 (2) 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** (1) 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 (2).

- **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 *[user name]* because the service is not available.		Server internal error.
IM	1	*[user name]* 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 *[user name]* to the meeting because network is busy.		Insufficient bandwidth to establish session. Do not attempt re-route.

Mode	Error ID	Error Message	Additional Information	Diagnostic reason
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.
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	Cannot route to destination domain.

Mode	Error ID	Error Message	Additional Information	Diagnostic reason
			organization and is not federated with your company. Or, the meeting information may be incorrect. Please contact your support team with this information.	
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.
IM	1005	This message was not delivered to [user name] 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	[user name] did not receive your sharing invitation.	[user name] 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 [user name].	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	Unable to resolve DNS SRV record.

Mode	Error ID	Error Message	Additional Information	Diagnostic reason
			your support team with this information.	
Conference	1008	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.	Unable to resolve DNS SRV record.
IM	1008	This message was not delivered to [user name] 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.		Unable to resolve DNS SRV record.
Sharing	1008	[user name] did not receive your sharing invitation.	[user name] 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 [user name].	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 [user	The address is incorrect or	No match for domain

Mode	Error ID	Error Message	Additional Information	Diagnostic reason
		name].	this person is outside your company and not federated. Please contact your support team with this information.	in DNS SRV results.
IM	1009	This message was not delivered to *[user name]* 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	*[user name]* did not receive your sharing invitation.	*[user name]* 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 *[user name]*.	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	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.

Mode	Error ID	Error Message	Additional Information	Diagnostic reason
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 meeting organizer for more information.	The organizer policy is not configured or is 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.

Mode	Error ID	Error Message	Additional Information	Diagnostic reason
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. This usually indicates a misconfiguration.
Conference	3113	A presenter has ended the meeting.		Conference terminated – deleted.
Conference	3114	The meeting ended		Conference

Mode	Error ID	Error Message	Additional Information	Diagnostic reason
		because the hosts have left.		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 [user name] 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.

Mode	Error ID	Error Message	Additional Information	Diagnostic reason
Conference	3181	Meeting permissions are preventing you from joining.	The permissions set for this meeting require you to end your 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.	Rich join is not allowed for lobby bypassed 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 *[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 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 *[user name]*. Try again later.		Request timed out.
IM	5001	This message may not have been delivered to *[user name]* 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 *[user name]*. Try again later.		Request was sent to Callee Client but it timed out.

Mode	Error ID	Error Message	Additional Information	Diagnostic reason
IM	5026	This message may not have been delivered to *[user name]* because there was no response from the server.		Request was sent to Callee Client but it timed out.
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	*[user name]* could not be reached and this message was not delivered:		SIP request send failed.
Conference	6001	*[user name]* did not respond to the invitation.		Request time-out.
IM	6001	*[user name]* could not be reached and this message was not delivered:		Request time-out.
IM	6002	*[user name]* could not be reached and this message was not delivered:		Dialog/Transaction does not exist.
IM	6004	The message was not delivered. *[user name]* is signed in to a device that cannot receive messages.		Media type is not supported.
IM	6005	This message was not delivered to *[user name]* because the service is not available:		Invite session is not set up.
IM	6006	This message was not delivered to *[user name]* because the service is not available:		MCU is shutting down.
IM	6007	This message was not delivered to *[user name]* because the service is not available:		Conference URI not present in request.
IM	6008	This message was not delivered to *[user name]* because the service is not available:		Conference represented by a conference URI does not exist.
IM	6009	This message was not		Message has

Mode	Error ID	Error Message	Additional Information	Diagnostic reason
		delivered to *[user name]* because it is too large:		exceeded maximum allowed length.
IM	6010	You are not authorized to send messages to *[user name]*. This message was not delivered:		Authorization failure.
IM	6011	*[user name]* could not be found and this message was not delivered:		User not found.
IM	6012	*[user name]* 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 *[user name]* because the service is not available:		Conference is terminated.
IM	6014	This message was not delivered to *[user name]* because the service is not available:		Unexpected INVITE or reINVITE request.
IM	6015	This message was not delivered to *[user name]* because this type of content could not be received:		SDP is not acceptable.
IM	6017	This message was not delivered to *[user name]* because it is too large:		INFO body has exceeded maximum allowed length.
IM	6024	*[user name]* 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.

Mode	Error ID	Error Message	Additional Information	Diagnostic reason
Voice	7013	Cannot connect to the online meeting.	The conferencing requires content encryption to join the meeting. Contact your support team with this information.	SRTP-encrypted media 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	*[user name]* cannot be reached and may be offline.		The routing rules did not result in a final response.
Voice	13002	*[user name]* 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 *[user name]* 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		Target rejected call because of bandwidth

Mode	Error ID	Error Message	Additional Information	Diagnostic reason
		meeting.		congestion.
Conference	13010	Cannot add [user name] to the meeting because network is busy.		Target rejected call 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 [user name].	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: 1+(555) 555-0123 (555) 555-0123 9+1+(555) 555-0123 011+ 12 34 56 78 99 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 [user name] because the message contents are restricted by policy. For		Policy disallows message contents.

Mode	Error ID	Error Message	Additional Information	Diagnostic reason
		more information, contact your system administrator.		
Sharing	21002	Attendees not allowed to share in this conference.		Attendees cannot share in 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	Orbit not found.

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Mode	Error ID	Error Message	Additional Information	Diagnostic reason
			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, 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	*[user name]* cannot be reached.	This person is using an application that does not support this type of meeting.
Conference	404	*[user name]* 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 *[user name]* expired.	
Conference	410	*[user name]* 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

Mode	Error Id	Error Message	Additional Information
			and try again.
Conference	415	*[user name]* cannot be reached.	This person is using an application that does not support this type of meeting.
Conference	480	*[user name]* cannot be reached and may be offline.	
Conference	482	*[user name]* cannot be reached because of conferencing service issues.	
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	

Mode	Error Id	Error Message	Additional Information
		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.	
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.	

Mode	Error Id	Error Message	Additional Information
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 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.

Mode	Error Id	Error Message	Additional 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.	
Voice	480	Cannot complete the transfer.	Call was not transferred because *[user name]* cannot be reached and may be offline.
Voice	480	Video was not accepted.	
Voice	481	Cannot complete the transfer.	Call was not transferred because *[user name]* 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. Examples of valid dialing formats: 1+(555) 555-0123 (555) 555-0123 9+1+(555) 555-0123 011+ 12 34 56 78 99 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.

Mode	Error Id	Error Message	Additional Information
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 support team with this information.
Voice	486	[user name] is in another call.	
Voice	486	Cannot complete the transfer.	Call was not transferred because [user name] 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	[user name] cannot answer this call.	
Voice	488	Cannot complete the transfer.	Call was not transferred because [user name] does not have an audio device set up to accept calls.
Voice	491	[user name] is in another call.	
Voice	491	Cannot complete the transfer.	Call was not transferred because [user name] 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 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	[user name] is in another call.	
Voice	600	Cannot complete the transfer.	Call was not transferred because [user name] is in another call.
Voice	603	[user name] did not answer.	Call was not completed because [user name] 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	[user name] did not answer.	Call was not completed because [user name] did not answer at this time. Try your call

Mode	Error Id	Error Message	Additional Information
			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	*[user name]* is set to Do Not Disturb.	
Voice	606	Cannot complete the transfer.	Call was not transferred because *[user name]* 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	*[user name]* 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 *[user name]* to the meeting because network is busy.	
Conference	371	The network is busy. Cannot join the meeting.	
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.

Mode	Error Id	Error Message	Additional Information
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.
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 *[error ID]* (source ID 243). Troubleshooting information is available online, including best practices for using <product name>.
Conference	*[user name]* cannot be reached.	When contacting your support team, reference error identifier *[error ID]* (source ID 243). Troubleshooting information is available online, including best practices for using <product name>.
IM	The following message was not delivered to *[user name]*:	
Sharing	An error occurred while sharing content.	When contacting your support team, reference error identifier *[error ID]* (source ID 243). 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 *[error ID]* (source ID 243). Troubleshooting information is available online, 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). 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). 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). 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). 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
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

Error ID										
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
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	

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Error ID										
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	

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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. Refer to section 9 for Microsoft Lync 2010 and Microsoft Lync 2013.

Disclaimer: The following information is being provided to help the reader understand the SIP protocol client experience based on SIP server (2) 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 (2) 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 (1) 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 (2).

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 *[user name]* because the service is not available:	Server internal error.
IM	1		*[user name]* could not be reached and this message was not delivered:	Service unavailable.
IM	1003		*[user name]* could not be found and this message was not delivered:	User does not exist.
Conference	1003		Cannot invite *[user name]* to join this conference. This person could not be found in the address book.	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	1008	Cannot locate *[user name]*.	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 *[user name]* to join this conference. This person could not be found in the address book.	Unable to resolve DNS SRV record.

Mode	Error ID	Summary string	Descriptive string	Diagnostic reason
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: *[error ID]*)	Unable to resolve DNS SRV record.
IM	1008		*[user name]* 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. (ID: *[error ID]*)	Conference doesn't allow anonymous users.
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	The conferencing service did not	No MCU is available

Mode	Error ID	Summary string	Descriptive string	Diagnostic reason
		connect to the conference.	respond. Wait and then try again. If you still cannot connect, contact your system administrator with this information. (ID: [error ID])	via the MCU factor.y
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 more information.	Maximum participant count for this meeting 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 [user name] 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: [error ID])	Multiple users associated with the source phone number.
Voice	4009	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])	Multiple users associated with the destination phone number.
Conference	5001		Cannot invite [user name] to join this conference. This person cannot be reached at this time.	Request timed-out.
IM	6000		[user name] could not be reached and this message was not delivered:	Service unavailable.
IM	6001		[user name] could not be reached and this message was not delivered:	Request timeout.
IM	6002		[user name] could not be reached and this message was not delivered:	Dialog/Transaction does not exist.

Mode	Error ID	Summary string	Descriptive string	Diagnostic reason
IM	6004		*[user name]* 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 *[user name]* because the service is not available:	Invite session is not setup.
IM	6006		This message was not delivered to *[user name]* because the service is not available:	MCU is shutting down.
IM	6007		This message was not delivered to *[user name]* because the service is not available:	Conference URI in request is not found.
IM	6008		This message was not delivered to *[user name]* because the service is not available:	Conference represented by a conference URI does not exist.
IM	6009		This message was not delivered to *[user name]* because it is too large:	Message has exceeded maximum allowed length.
IM	6010		You are not authorized to send messages to *[user name]*; this message was not delivered:	Authorization failure.
IM	6011		*[user name]* could not be found and this message was not delivered:	User not found.
IM	6012		*[user name]* 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 *[user name]* because the service is not available:	Conference is terminated.
IM	6014		This message was not delivered to *[user name]* because the service is not available:	Unexpected (re)invite request.
IM	6015		This message was not delivered to *[user name]* because this type of content could not be received:	SDP is not acceptable.
IM	6017		This message was not delivered to *[user name]* because it is too large:	Info body has exceeded maximum allowed length.
IM	6024		*[user name]* 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 conferencing service does not	Cannot support media

Mode	Error ID	Summary string	Descriptive string	Diagnostic reason
		the conference.	support the type of content encryption you are using. Contact your system administrator for more information. (ID: *[error ID]*)	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: *[error ID]*)	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: *[error ID]*)	SRTP-encrypted media required to join.
Voice	13002	*[user name]* is unavailable.	*[user name]* 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: *[error ID]*)	Unable to find an exact match in the rules set.
IM	16002		This message was not delivered to *[user name]* because the message contents are restricted by policy. Contact your system administrator for more information. (ID: *[error ID]*)	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 *[user name]* because one or more recipients are offline.
IM	486		This message was not delivered to *[user name]* because one or more recipients are offline.
IM	503		*[user name]* could not be reached and this message was not delivered.
IM	408		This message was not delivered to *[user name]* because there was no response from the server.

Mode	Error Id	Summary string	Descriptive string
IM	415		*[user name]* is signed in to a device that cannot receive messages; this message was not delivered.
IM	500		This message was not delivered to *[user name]* because the service is not available.
IM	513		This message was not delivered to *[user name]* because it is too large.
IM	488		*[user name]* is signed in to a device that cannot receive messages; this message was not delivered.
IM	404		*[user name]* could not be found and this message was not delivered.
IM	488		This message was not delivered to *[user name]* because this type of content could not be received.
IM	481		*[user name]* 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: *[error ID]*)
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: *[error ID]*)
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: *[error ID]*)
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: *[error ID]*)
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: *[error ID]*)
Conference	486		Cannot invite *[user name]* to join this conference. This person is not available at this time. Try again later.
Conference	404		Cannot invite *[user name]* to join this conference. This person could not be found in the address book.
Conference	410		Cannot invite *[user name]* to join this conference. This person could not be found in the address book.
Conference	604		Cannot invite *[user name]* to join this conference. This person could not be found in the address book.
Conference	480		Cannot invite *[user name]* to join this conference.

Mode	Error Id	Summary string	Descriptive string
			This person could not be reached and may be offline.
Conference	500		Cannot invite *[user name]* to join this conference. There was a problem with the service.
Conference	502		Cannot invite *[user name]* to join this conference. There was a problem with the service.
Conference	482		Cannot invite *[user name]* to join this conference. There was a problem with the service.
Conference	483		Cannot invite *[user name]* to join this conference. There was a problem with the service.
Voice	486	*[user name]* is busy.	*[user name]* is in another call.
Voice	491	*[user name]* is busy.	*[user name]* is in another call.
Voice	600	*[user name]* is busy.	*[user name]* is in another call.
Voice	603	*[user name]* is unavailable.	Call was not completed because *[user name]* is unavailable at this time. Try your call again later.
Voice	605	*[user name]* is unavailable.	Call was not completed because *[user name]* is unavailable at this time. Try your call again later.
Voice	415	*[user name]* cannot answer call.	*[user name]* does not have computer audio set up to accept calls.
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	Call was not completed because *[user name]* is

Mode	Error Id	Summary string	Descriptive string
		unavailable.	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.
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: *[error ID]*)
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: *[error ID]*)
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: *[error ID]*)
Voice	402		Call cannot be transferred because there is a problem with the account. Contact your system administrator with this information. (ID: *[error ID]*)
ApplicationSharing	408		%3 could not be started because the application failed to start in time.
Conference	408		Cannot invite *[user name]* to join this conference.

Mode	Error Id	Summary string	Descriptive string
			This person took too long to respond.
Conference	603		Cannot invite *[user name]* to join this conference. This person is not available or does not want to be disturbed.
Conference	606		Cannot invite *[user name]* 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 *[user name]* because one or more recipients do not want to be disturbed.
Voice	391	*[user name]* is unavailable.	*[user name]* does not want to be disturbed at this time.
Conference	391		Cannot invite *[user name]* to join this conference. This person does not want to be disturbed.
Voice	308	Incompatible security setting.	The call could not be completed because security levels do not match.
Conference	304		Cannot invite *[user name]* 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
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	

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Error ID										
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	
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	

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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 released service packs:

- 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 2013

Exceptions, if any, are noted below. If a service pack or Quick Fix Engineering (QFE) number appears with the product version, behavior changed in that service pack or QFE. The new behavior also applies to subsequent service packs of the product 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: Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<9> Section 8.2: Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<10> Section 8.2: 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.

<35> Section 8.4: Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<36> Section 8.4: Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<37> Section 8.4: Office Communications Server 2007, Office Communicator 2007: This behavior is not supported.

<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.

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<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 the [MS-OCER] protocol document between the July 2014 and October 2014 releases. Changes are classified as New, Major, Minor, Editorial, or No change.

The revision class **New** means that a new document is being released.

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 or functionality.

- The removal of a document from the documentation set.

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 **Editorial** means that the formatting in the technical content was changed. Editorial changes apply to grammatical, formatting, and style issues.

The revision class **No change** means that no new technical changes were introduced. Minor editorial and formatting changes may have been made, but the technical content of the document is identical to the last released version.

Major and minor changes can be described further using the following change types:

- New content added.

- Content updated.

- Content removed.

- New product behavior note added.

- Product behavior note updated.

- Product behavior note removed.

- New protocol syntax added.

- Protocol syntax updated.

- Protocol syntax removed.

- New content added due to protocol revision.

- Content updated due to protocol revision.

- Content removed due to protocol revision.

- New protocol syntax added due to protocol revision.

- Protocol syntax updated due to protocol revision.

- Protocol syntax removed due to protocol revision.

- Obsolete document removed.

Editorial changes are always classified with the change type **Editorially updated.**

Some important terms used in the change type descriptions are defined as follows:

- **Protocol syntax** refers to data elements (such as packets, structures, enumerations, and methods) as well as interfaces.

- **Protocol revision** refers to changes made to a protocol that affect the bits that are sent over the wire.

The changes made to this document are listed in the following table. For more information, please contact dochelp@microsoft.com.

Section	Tracking number (if applicable) and description	Major change (Y or N)	Change type
2.2.1.1 ms-diagnostics Header	Specified the source-param and the reason-param as required.	N	Content updated.
2.2.1.2 ms-diagnostics-public Header	Specified the reason-param as required.	N	Content updated.
7.5 Lync front-end server	Updated title to match section context.	N	Editorially updated.
7.6 Lync server API and applications	Updated title to match section context.	N	Editorially updated.
7.10 Lync mediation server	Updated title to match section context.	N	Editorially updated.
9 Appendix D: Client Display of Received Diagnostic Codes for Lync 2010 and Lync 2013	Updated title to include Lync 2013.	N	Editorially updated.
9 Appendix D: Client Display of Received Diagnostic Codes for Lync 2010 and Lync 2013	Updated title to include Lync 2013.	N	Content updated.

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