Job Status Error Codes

When sending a fax on Cleo's Streem Fax system you will receive a Confirmation Email at the completion of the job. This Confirmation Email will give you a status of the fax. The fax will be Successful or contain an error code, meaning that it did not complete successfully.

If the fax is not successful, the Streem system will display an error code that is passed from the Dialogic Brooktrout Communication board. The following is a list of the error codes and descriptions.

We have given more information on Codes 301 to 349 since these are the most common codes. In addition we have included the information from Dialogic Brooktrout which is somewhat terse and contains terminology that is somewhat difficult to understand if you are not familiar with T1 Communications protocol.

Final Call Progress Results

Code	Description	Solution
301	Normal busy; remote end busy (off-hook).	Busy signal received after the maximum number of retries, resend the fax at a later time.
302	Normal busy; remote end busy (off-hook). Used instead of 301 in certain countries.	Busy signal received after the maximum number of retries, resend the fax at a later time.
303	Reorder or fast busy; indicates that telephone company trunk lines are busy; on PBXs, indicates no available outside lines.	No available outside lines. Try dialing the number from another phone. If this works contact your support team to assist in checking for problems with the line.
304	Recall dial tone detected; signal generated when calling another party while already connected to one or more parties (for example, conference calling, call waiting).	Number dialed is not a fax number. Try dialing the number from another phone to verify the number is a fax number.
305	Confirmation tone; automated equipment acknowledges successful completion of caller requested feature (for example, call forwarding). This is not G2 confirmation tone (CFR2).	This indicates there is a problem with the line, switch, or card. Try dialing the number from another phone to verify the number. Contact your support team.
306	This result is reserved and should never occur.	Contact your support team.
316	Answer (probable human) detected; does not match any other expected call progress signal patterns.	
317	Remote end answered call; can occur immediately after a break in the ring-back cycle; like HUMAN, does not match any other call	Number dialed is not a fax number. Try dialing the number from another phone to verify the number is a fax number.

	progress signal patterns, but is marked by silence.	
318	Dial tone detected; usually indicates the dialing sequence did not break dial tone.	This occurs when you did not access an outside line. Could be an invalid number or dialing configuration in Streem. Verify the number is correct. Contact your support team.
324	In VOICE mode, after dialing, no signal detected during the silence timeout. In ANSWER mode, no fax CNG tone detected after answering a call.	Try dialing the number from another phone to verify the number is a fax number. Could be a problem with the line, switch, or card. Contact your support team.
325	Indicates the remote end was ringing but did not answer. In fax mode, this result occurs after the ced_timeout (default: 40 secs) has expired and the line continues to ring (You can adjust the value of these time-out parameters in the *btcall.cfg* configuration file).	No answer. Try dialing the number from another phone to verify the number is a fax number.
326	Group 2 fax machine detected; remote machine is capable of sending and receiving G2 facsimiles only.	This is a problem with the line, switch, or card. Contact your support team.
327	Intercept tone detected; remote end originating failure; invalid telephone number or class of service restriction. With the ISDN TR1034, this can also indicate a datalink mis-match (ptp or pmp).	Possible bad number or phone service is down. Try dialing the number from another phone to verify the number is a fax number. If number is a valid fax number then it could be a problem with the line, switch, or card. Contact your support team.
328	After dialing the number, no energy detected on the line for the wait_for_ced time-out period; possible dead line.	The line is down. Try dialing the number from another phone to verify the number is a fax number. Contact your support team for additional assistance.
329	Vacant tone detected; remote originating failure; invalid telephone number.	Possible bad number. Try dialing the number from another phone to verify the number is a fax number.
330	Reorder tone detected; end office (PBX) or carrier originating failure.	Possible problem with the line coming into the Server. This will normally be a fast busy signal. Try dialing the number from another phone to verify the number.
331	No circuit detected; end office or carrier originating failure, possible dead line.	No line is detected which could be a problem with the line, switch, or card. Contact your support team for additional assistance.
339	Fax machine detected; usually a fax CED tone, but also fax V.21 signals when the remote machine does not send a CED tone before it sends the fax protocol information.	Called a fax machine but it did not send the proper protocol. Could be a problem with the fax machine that is receiving the fax. Resend the fax.
340	An error occurred due to an unknown cause	Error is unknown. Resend the fax. If it fails again contact your support team.
348	By enabling call progress on an ISDN D channel, one of the following values is in the second byte of the FIFO buffer: 4: CALL_PROCEEDING: Call is proceeding normally. 5: CALL_ALERTING: Ringback detected; remote end is ringing. 6: CALL_CONNECTED: Call is connected. 7: CALL_DISCONNECTED: Call was disconnected.	Problem with the line or switch. Contact your support team.
349	Indicates that a call collision occurred on the ISDN line.	Indicates there is a call going out on the same line as a call coming in. Problem with the line or switch. Contact your support team.

Dialogic Brooktrout Hangup Codes

This appendix explains the codes returned when a disconnect occurs. It has the following sections:

Hangup codes identify disconnections that have occurred and the reasons for these. For example, these codes can be returned because a loss of loop current or a serious error occurred that the API needs to res.status = BT_STATUS_ERROR_HANGUP res.line_status contains a hangup code. The hangup codes are grouped according to classification (usually by T.30 protocol phase). The code values are in decimal format.

Hangup codes identify disconnections that have occurred and the reasons for these. For example, these codes can be returned because a loss of loop current or a serious error occurred that the API needs to report to the applications.

When:
res.status = BT_STATUS_ERROR_HANGUP

res.line_status contains a hangup code. The hangup codes are grouped according to classification (usually by T.30 protocol phase). The code values are in decimal format.

This appendix explains the code types as follows:

The fax protocol itself has a diverse set of precisely identified failure reasons. The ITU-T (previously CCITT) T.30 specification describes this fax protocol, and Brooktrout recommends that you obtain a copy of it to gain a better understanding of both the protocol and the failure conditions that generate the hangup codes listed and described in this appendix. You can obtain a copy of ITU-T T.30 fax protocol from:

http://www.itu.int

Call Placement Codes

Value 0
Hangup Code HNG_NORMAL_XMIT
Description Normal and proper end of connection. While this value is considered by the firmware to be a successful fax transmit result, if it occurs in conjunction with BT_STATUS_ERROR_HANGUP, it still indicates that an error has occurred.

Value 1
Hangup Code HNG_RNG_DET
Description Ring detected without a successful handshake.

Value 2
Hangup Code HNG_ABORT
Description Call Aborted.

Value 3
Hangup Code HNG_NO_LOOP_CURRENT
Description No loop current or A/B signaling bits.

Value 4
Hangup Code HNG_ISDN_DISCONNECT
Description ISDN disconnection.

Transmit Phase A Codes

Value 11
Hangup Code HNG_T1_TIMEOUT
Description No answer, T.30 T1 timeout.

Transmit Phase B Codes

Value 20
Hangup Code HNG_XMITB_TIMEOUT
Description Unspecified transmit Phase B error.

Value 21
Hangup Code HNG_XMITB_NORM
Description Remote cannot receive or send.

Value 22
Hangup Code HNG_XMITB_MISC
Description COMREC error, Phase B transmit.

Value 23
Hangup Code HNG_XMITB_COMREC_VCNR
Description COMREC invalid command received.

Value 24
Hangup Code HNG_XMITB_SE
Description RSPREC error.

Value 25
Hangup Code HNG_XMITB_DCS_FTC
Description DCS sent three times without response.

Value 26
Hangup Code HNG_XMITB_DIS_FTC
Description DIS/DTC received three times; DCS not recognized.

Value 27
Hangup Code HNG_XMITB_TRAINFAIL
Description Failure to train.

Value 28
Hangup Code HNG_XMITB_RSPREC_VCNR
Description RSPREC invalid response received.

Value 29
Hangup Code HNG_XMITB_COMREC_DCN
Description DCN received in COMREC.

Value 30
Hangup Code HNG_XMITB_RSPREC_DCN
Description DCN received in RSPREC.

Value 33
Hangup Code HNG_PHASEB_INCOMPAT_FMT
Description Incompatible fax formats, for example, a page width mismatch.

Value 34
Hangup Code HNG_XMITB_INVAL_DMACNT
Description Invalid DMA count specified for transmitter.

Value 35
Hangup Code HNG_XMITB_FTM_NOECM
Description Binary File Transfer specified, but ECM not enabled on transmitter.

Value 36
Hangup Code HNG_XMITB_INCMP_FTM
Description Binary File Transfer mode specified, but not supported by receiver.

Value 37
Hangup Code HNG_XMITB_INCMP_EFF
Description Remote does not support EFF page options required by host.

Value 38
Hangup Code HNG_XMITB_NOEFF
Description Remote does not support EFF page coding.

Transmit Phase D Codes

Value 40
Hangup Code HNG_XMITD_RR_NORES
Description No response to RR after three tries.

Value 41
Hangup Code HNG_XMITD_CTC_NORES
Description No response to CTC, or response was not CTR.

Value 42
Hangup Code HNG_XMITD_T5TO_RR
Description T5 time out since receiving first RNR.

Value 43
Hangup Code HNG_XMITD_NOCONT_NSTMSG
Description Do not continue with next message after receiving ERR.

Value 44
Hangup Code HNG_XMITD_ERRRES_EOREOP
Description ERR response to EOR-EOP or EOR-PRI-EOP.

Value 45
Hangup Code HNG_XMITD_RTN_DCN
Description Transmitted DCN after receiving RTN.

Value 46
Hangup Code HNG_XMITD_PPR_EOR
Description EOR-MPS, EOR-EOM, EOR-NULL, EOR-PRI-MPS, or EOR-PRI-EOM sent after fourth PPR received.

Value 51
Hangup Code HNG_XMITD_SE
Description RSPREC error.

Value 52
Hangup Code HNG_XMITD_MPS_FTC
Description No response to MPS, repeated three times.

Value 53
Hangup Code HNG_XMITD_MPS_VCNR
Description Invalid response to MPS.

Value 54
Hangup Code HNG_XMITD_EOP_FTC
Description No response to EOP repeated three times.

Value 55
Hangup Code HNG_XMITD_EOP_VCNR
Description Invalid response to EOP.

Value 56
Hangup Code HNG_XMITD_EOM_FTC
Description No response to EOM, repeated three times.

Value 57
Hangup Code HNG_XMITD_EOM_VCNR
Description Invalid response to EOM.

Value 60
Hangup Code HNG_XMITD_RSPREC_DCN

Description DCN received in RSPREC.

Value 61
Hangup Code HNG_XMITD_PPSNULL_NORES
Description No response received after third try for PPS-NULL.

Value 62
Hangup Code HNG_XMITD_PPSMPS_NORES
Description No response received after third try for PPS-MPS.

Value 63
Hangup Code HNG_XMITD_PPSEOP_NORES
Description No response received after third try for PPS-EOP.

Value 64
Hangup Code HNG_XMITD_PPSEOM_NORES
Description No response received after third try for PPS-EOM.

Value 65
Hangup Code HNG_XMITD_EORNULL_NORES
Description No response received after third try for EOR-NULL.

Value 66
Hangup Code HNG_XMITD_EORMPS_NORES
Description No response received after third try for EOR-MPS.

Value 67
Hangup Code HNG_XMITD_EOREOP_NORES
Description No response received after third try for EOR-EOP.

Value 68
Hangup Code HNG_XMITD_EOREOM_NORES
Description No response received after third try for EOR-EOM.

Receive Phase B Codes

Value 70
Hangup Code HNG_RCVB_TIMEOUT
Description Unspecified receive Phase B error.

Value 71
Hangup Code HNG_RCVB_SE
Description RSPREC error.

Value 72
Hangup Code HNG_RCVB_MISC
Description COMREC error.

Value 73
Hangup Code HNG_T2_PNOTREC
Description T.30 T2 timeout, expected page not received.

Value 74
Hangup Code HNG_RCVB_T1_TIMEOUT
Description T.30 T1 timeout after EOM received.

Value 75
Hangup Code HNG_NORMAL_RCV

Description DCN received in COMREC. While this value is considered by the firmware to be a successful fax receive result, if it occurs in conjunction with BT_STATUS_ERROR_HANGUP, it still indicates that an error has occurred.

Value 76
Hangup Code HNG_RCVB_RSPREC_DCN
Description DCN received in RSPREC.

Value 77
Hangup Code HNG_T2_TIMEOUT
Description T.30 T2 timeout, expected page received.

Value 78
Hangup Code HNG_RCVB_INVAL_DMACNT
Description Invalid DMA count specified for receiver.

Value 79
Hangup Code HNG_RCVB_FTM_NOECM
Description Binary File Transfer specified, but ECM not supported by receiver.

Receive Phase D Codes

Value 101
Hangup Code HNG_RCVD_SE_VCNR
Description RSPREC invalid response received.

Value 102
Hangup Code HNG_RCVD_COMREC_VCNR
Description COMREC invalid response received.

Value 103
Hangup Code HNG_RCVD_T3TO_NORES
Description T3 timeout; no local response for remote voice interrupt.

Value 104
Hangup Code HNG_RCVD_T2TO
Description T2 timeout; no command received after responding RNR.

Value 105
Hangup Code HNG_RCVD_DCN_COMREC
Description DCN received for command received.

Value 106
Hangup Code HNG_RCVD_COMREC_ERR
Description Command receive error.

Value 107
Hangup Code HNG_RCVD_BLKCT_ERR
Description Receive block count error in ECM mode.

Value 108
Hangup Code HNG_RCVD_PGCT_ERR
Description Receive page count error in ECM mode.

Value 109
Hangup Code HNG_RCVD_EOR
Description EOR received in phase D.

Value 110
Hangup Code HNG_RCVD_RNRTO
Description Timeout while repeating RNR.

Phase C Codes

Value 150
Hangup Code HNG_RCVC_EOL_TIMEOUT
Description No EOL received in a 5-second period.

Value 151
Hangup Code HNG_RCVC_BAD_MMR
Description Bad MMR data received from remote.

Miscellaneous Codes

Value 240
Hangup Code HNG_INTERRUPT_ACK
Description No interrupt acknowledge, timeout.

Value 241
Hangup Code HNG_COMM_FAULT
Description Loop current still present while playing recorder tone after timeout.

Value 242
Hangup Code HNG_T30_HOLDUP
Description T.30 holdup timeout.

Value 243
Hangup Code HNG_HOLDUP_DCN
Description DCN received from host in receive holdup section for FAX PAD mode.

Value 244
Hangup Code HNG_HOLDUP_DCN_NON_FPAD
Description DCN received from host in receive holdup section for non-FAX PAD mode.

API-Created Codes

Value 500
Hangup Code HNG_ERROR_INTERRUPT
Description An error interrupt occurred, indicating a problem with the channel too severe to continue. The value of the error interrupt can be obtained with the LINE_ERROR_INTR macro.

Value 501
Hangup Code HNG_INTERRUPT_OVERRUN
Description The application was unable to process incoming interrupts/commands fast enough, and information was lost. See LINE_INTR_OVERRUN in *Macros* section of *Volume 1, Chapter 6.*

Value 502
Hangup Code HNG_UNEXPECTED_IRSDONE
Description The channel generated an unexpected 03 (reset done) or 7F interrupt, indicating the existence of a firmware or hardware problem.

Value 503
Hangup Code HNG_IOCTL_ERROR
Description An API command to the driver returned an error value, indicating that the driver or the operating system detected an error.

Value 504
Hangup Code HNG_OVERLAY_DLOAD_ERR
Description Error reported at termination of fax overlay download.

Value 505
Hangup Code HNG_MAX_TIMEOUT
Description Maximum timeout exceeded. This code occurs when the user configuration file parameter max_timeout has been enabled and the specified timeout has expired

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