

MTAS Fault Codes Catalogue

MTAS

FAULTS CATALOGUE

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1 Introduction

This document describes the fault codes that are generated by MTAS.

1.1 Prerequisites

This section states needed prerequisites.

1.1.1 Documents

Before starting any procedure in this document, ensure that the following documents are available:

- *Managed Object Model (MOM)*.

1.2 Index

All included interfaces and protocols are listed in Table 1, with links for quick access to specific sections.

Table 1 Included Interfaces and Protocols

Protocol	Interface and Section
SIP	ISC and Ma on SIP, Section 2.1 ISC and Ma Interfaces on page 3.
SIP	Pw on SIP, Section 2.2 Pw Interface on page 23.





2 Fault Codes Catalogue

This section describes the fault codes generated by MTAS.

2.1 ISC and Ma Interfaces

ISC is the IMS interface between S-CSCF and MTAS. Ma is the interface between I-CSCF and MTAS.

Both of these interfaces use only the SIP protocol.

SIP fault codes generated by MTAS for the ISC and Ma interfaces are listed in Table 2. Fault codes received by MTAS on these interfaces are forwarded transparently, but are not included in the table.

MTAS is transparent for received SIP reason phrases, except for 503 that is converted to 500.

For more information, refer to *MTAS Interface to CSCF (ISC, Ma, Pw)*.

2.1.1 INVITE Method Fault Codes

Table 2 SIP Fault Codes Generated By MTAS for the ISC and Ma Interfaces

400	Bad request		
	Additional Indication	Cause	Corrective Action
		Request contains Refer-To header field with multiple or malformed syntax.	No action.
		Request contains SIP header field with malformed syntax.	No action.
		Request contains session description with malformed syntax.	No action.
	Warning: Number translation failed Warning: Number Normalization failed	Number Normalization failed.	Check the Number Normalization configuration.
		ST AS rejects a PBX originating or terminating call request because of an invalid INVITE.	No action.
	Warning: Bad Request-Uri	ST AS rejects a call request because of invalid request-uri is a non-E.164 number.	No action
	Warning: Inconsistent new PIN code in supplementary service code command	MMTel Supplementary Service Code (SCC) service could not accept the new PIN because of failed verification.	No action.
	Warning: Incorrect supplementary service code command	MMTel Supplementary Service Code (SCC) service did not recognize the SSC code.	No action.

**Table 2 SIP Fault Codes Generated By MTAS for the ISC and Ma Interfaces**

	Warning: Invalid barring program number in OCB supplementary service code command	MMTel Supplementary Service Code (SCC) service could not accept the selected barring program category because it is not defined.	No action.
	Warning: Invalid character in supplementary service code command	MMTel Supplementary Service Code (SCC) service detected a disallowed character in the SSC.	No action.
	Warning: Invalid new PIN length in supplementary service code command	MMTel Supplementary Service Code (SCC) service rejected the new PIN.	No action.
	Warning: Invalid Recent Call selected in supplementary service code command	MMTel Supplementary Service Code (SCC) service could not activate the MCID or Dynamic Black List service because there is no recent call data.	No action.
	Warning: Invalid request for hold	MMTel AS 3-party (3PTY) service rejects the request because it is faulty.	No action.
	Warning: Invalid ringing time in CFNR supplementary service code command	MMTel Supplementary Service Code (SCC) service could not set the new ringing time because the parameter was not valid.	No action.
	Warning: Missing required information to determine served user.	ST AS could not determine served user in SIP request.	No action
	Warning: New destination number too long in supplementary service code command	MMTel Supplementary Service Code (SCC) service did not accept the new diversion target.	No action.
	Warning: No previous destination configured	MMTel Supplementary Service Code (SCC) service could not activate the diversion service because the diversion target has not been set previously.	No action.
	Warning: No rule to deactivate, target mismatch	MMTel Supplementary Service Code (SCC) service could not deactivate a non-existing rule.	No action.
	Warning: User attempting to divert to self	MMTel Supplementary Service Code (SCC) service could not activate diversion service because the target is own number.	No action.
	Warning: Wrong PIN in supplementary service code command	MMTel Supplementary Service Code (SCC) service could not validate the PIN.	No action.
403	Forbidden		
	Additional Indication	Cause	Corrective Action
	Warning: User is not a member of Closed User Group (CUG) Warning: CUG: Requested facility not implemented	MMTel AS Closed User Group (CUG) rejects the request because of one of these conditions: <ul style="list-style-type: none"> • The user is not a member of the CUG. • Requested facility is not implemented. 	
	Warning: MDUCAC: Simultaneous use limit exceeded – fixed device Warning: MDUCAC: Simultaneous use limit exceeded – mobile device	MDUCAC rejects the request because the limit for simultaneous use is exceeded.	No action.



Table 2 SIP Fault Codes Generated By MTAS for the ISC and Ma Interfaces

	Warning: ECT: Call is in conference Warning: ECT: Media type mismatch	MMTel Explicit Comm. Transfer (ECT) is initiated in an invalid state or after successful transfer when the user performs an operation that is not allowed. One of these conditions apply: <ul style="list-style-type: none"> The user wants to connect two calls with no common media, for example an audio-only call and a video-only call. The session between the transferor and the transfer target is not active. The session between the transferor and the transferee is not put on HOLD. One or both of the participants are participating in a conference call. After successful transfer, the subscriber wants to add a new media type to the session. After successful transfer, the subscriber wants to invite the session to a conference. 	No action.
		ST generates this message when the: <ul style="list-style-type: none"> User A do not belong to the PBX, or P-Asserted-IdentityI is missing, or PAI is a SIP URI and not equal to the content of P-Served-User warning header set to "Asserted identity is outside the PBX number range+ <the value of the PSU>" 	No action
		ST generates this message when the: <ul style="list-style-type: none"> User A do not belong to the PBX, or PAI is missing, or PAI is a SIP URI and not equal to the content of P-Served-User warning header set to "Asserted identity is outside the PBX number range+ <the value of the PSU>" 	No action
	Warning: No valid authenticated identity	Validation fails because the PAI header is missing in the INVITE request.	No action
	Warning: Administrative state is locked	MMTel AS Call Return (CR) Service is started but its administrative state is locked.	No action.
	Warning: Asserted identity is outside the PBX number range + < the value of the PSU >	ST AS rejects a request because A-user validation fails for a PBX originating Call, static mode.	No action
	Warning: At least one 3PTY participant in the URI list is not put on HOLD by the 3PTY originator	MMTel AS 3-party (3PTY) service rejects the request because all participants in the URI list must first be put on HOLD by the originator.	No action.
	Warning: Call return is not activated by the operator	MMTel AS Call Return (CR) Service is started but the service not provisioned for the user by the operator.	No action.
	Warning: Carrier is no configured on the node	MMTel Carrier Select Rn (CSRn) service rejects the request because of undefined carrier chosen by user.	No action.
	Warning: Carrier Select validation failed	MMTel Supplementary Service Code (SCC) service failed because of undefined carrier.	No action.
	Warning: CarrierSelect is not enabled for subscriber	MMTel Carrier Select (CS) service is not provisioned for the user by the operator.	No action.

**Table 2 SIP Fault Codes Generated By MTAS for the ISC and Ma Interfaces**

	Warning: CarrierSelectRn is not enabled for subscriber	MMTel Carrier Select Rn (CSRn) service is not provisioned for the user by the operator.	No action.
	Warning: CarrierSelectRn , Carrier selection not allowed	MMTel Carrier Select Rn (CSRn) service is not unlocked on the node by the operator.	No action.
	Warning: CarrierSelectRn , Carrier selection not allowed for test numbers	MMTel Carrier Select Rn (CSRn) service is not allowed for numbers with empty carrier ID.	No action.
	Warning: CIC present but no tel URI found for subscriber	MMTel Carrier Select (CS) service rejects the request because of undefined CIC.	No action.
	Warning: Communication Details error	MMTel Supplementary Service Code (SCC) service failed to execute MCID service successfully because of communication error toward CDS.	No action.
	Warning: Conference is not activated by operator	MMTel AS Ad-hoc conference (CONF) service rejects the request because the service is not provisioned for the user by the operator.	No action.
	Warning: Default carrier is not configured on the node	MMTel Carrier Select Rn (CSRn) service rejects the request because of missing configuration for default carrier.	Check the CSRn service configuration.
	Warning: Dialed String Analysis failed	Request contains request URI that could not be normalized.	No action.
	Warning: Dynamic Black List full	MMTel Supplementary Service Code (SCC) service failed to add a number to Dynamic Black List because it is full.	No action.
	Warning: Failed to extract URI list	MMTel AS 3-party (3PTY) service rejects the request because the URI list could not be extracted.	No action.
	Warning: Failed to find corresponding sessions	MMTel AS 3-party (3PTY) service rejects the request because it refers to sessions that do not (no longer) exist.	No action.
	Warning: Generic Parse error of URI list	Number Normalization rejects the request because of faulty syntax in recipient list.	No action.
	Warning: Generic Parse error of URI list	MMTel AS Ad-hoc conference (CONF) service rejects the request because of faulty syntax in recipient list.	No action.
	Warning: Invalid Multi-Subscriber Number identity in supplementary service code	Subscriber Number identity in the received SCC code is invalid.	No action.
	Warning: License not granted for Dynamic Black List	MMTel Supplementary Service Code (SCC) service is not provisioned for the user by the operator.	No action.
	Warning: Multi-Subscriber Number service is not available to user	MMTel AS Supplementary Service Codes (SCC) service rejects the request because the Subscriber Number identity in the received SCC code is not matching the user.	No action.
	Warning: No CallReturn License Granted	MMTel AS Call Return (CR) Service is started but no valid Call Return license exists.	Consider upgrading with a license.
	Warning: No more participants allowed in a conference	MMTel AS Ad-hoc conference (CONF) service rejects the request because the maximum supported conference size was reached.	No action.
	Warning: No more participants allowed in conference because of license capacity exceeded	MMTel AS Ad-hoc conference (CONF) service rejects the request because the conference license capacity has been reached.	Consider upgrading your capacity license.
	Warning: No more participants allowed in conference without a valid license	MMTel AS Ad-hoc conference (CONF) service rejects the request because the maximum licensed conference size was reached.	Consider upgrading license limits.



Table 2 SIP Fault Codes Generated By MTAS for the ISC and Ma Interfaces

	Warning: No P-Asserted-Identity header	MMTel AS Ad-hoc conference (CONF) service rejects the request because of missing mandatory header.	No action.
	Warning: No valid media streams found	MMTel AS Supplementary Service Codes (SCC) service failed (to play announcement) because of no valid media streams present in the offered media session.	No action.
	Warning: One session already in multiparty call	MMTel AS 3-party (3PTY) service rejects the request because the user is already engaged in a multiparty call.	No action.
	Warning: PBX is blocked by operator	ST AS rejects an originating or terminating PBX call because the PBX has been blocked by the operator.	No action
	Warning: Precondition requirements not fulfilled - 100rel tag not present in Require or Supported headers / Precondition requirements not fulfilled - precondition tag not present in Require or Supported headers / Precondition requirements not fulfilled - inactive did not change on confirmation / Precondition requirements not fulfilled - degradation of preconditions in UPDATE not allowed	MMTel Supplementary Service Code (SCC) service failed because of conditions not fulfilled for playing an announcement.	No action.
	Warning: Pull not supported for ECT	Served user has tried to pull an ECT session.	No action
	Warning: Pull not supported for incompatible SDP	SDP offer in the Pull request has no common media with the established session (or no SDP at all).	No action
	Warning: Pull not supported, session is not in established state.	Call Pull is not allowed while the target session is not in an established state. The user can try again later.	No action.
	Warning: Pull not supported for this media type.	Call Pull is not allowed when offered media contains a text stream.	No action.
	Warning: Pull not supported for calls to a service number.	Call Pull is not allowed when the target session is set up with OSN, NSN, location-based short code or national short code.	No action.
	Warning: Pull not supported for diverted session by other party.	Call Pull is not allowed if the pulled session has been diverted by the other party, that is, not the pulling user.	This call pull policy can be disabled.
	Warning: Pull not supported for diverted session.	Call Pull is not allowed for session diverted by the pulling user.	No action.
	Warning: Pull not supported for 3PTY session.	Call Pull is not allowed for sessions involved in a 3PTY call.	No action.
	Warning: Pull not supported because of node configuration issue.	Call Pull is not allowed because admin state of the STOD service is not enabled.	Check if admin state of the STOD service can be enabled.
	Warning: Call pull is not activated by operator.	Call Pull is not allowed because valid STOD license is missing.	Install valid STOD service license.
	Warning: Pull not supported for session put on hold by the served user	Served user has tried to pull the session that is already put on-hold by the served user.	This call pull policy can be disabled.
	Warning: Pull not supported, STOD license not granted	STOD license not granted.	No action

**Table 2 SIP Fault Codes Generated By MTAS for the ISC and Ma Interfaces**

	Warning: Pull not supported, STOD not provisioned	STOD administrative state locked or STOD service not enabled in Service Data.	No action
	Warning: Pull not supported, there is no session to transfer	Served user does not have any established MMTel session.	No action
	Warning: Pull not supported, too many active sessions	Served user has more than one MMTel session.	No action
	Warning: Pull not supported for a roaming mobile user	The Served User has tried to pull a session while roaming, but the roaming user is not allowed to make outgoing calls by an OCB rule.	No action.
	Warning: Pull not supported for Conference Creator	The Served User as the Conference Creator has tried to pull an Ad-hoc Conference session	No action.
	Warning: Recipient-list entry not accepted	MMTel Carrier Select (CS) service rejects the request because it contains recipient-list.	No action.
	Warning: Recipient-list includes unsupported method	MMTel AS Ad-hoc conference (CONF) service rejects the request with recipient list using unsupported uri-list method.	No action.
	Warning: SDP for 3PTY Invite is not allowed to contain other streams than audio or video	MMTel AS 3-party (3PTY) service rejects the request because media offer for a 3PTY call can only contain audio or video streams.	No action.
	Warning: SDP of 3pty re-INVITE contains more media streams	MMTel AS 3-party (3PTY) service rejects the request because the 3PTY request adds new media streams.	No action.
	Warning: SDP of 3pty re-INVITE contains more media streams	MMTel AS 3-party (3PTY) service rejects the request because the user attempted to add media lines in this request for 3PTY call.	No action.
	Warning: Selected Recent Call data not available for Dynamic Black List	MMTel Supplementary Service Code (SCC) service failed because no MCID data is available to add to Dynamic Black List.	No action.
	Warning: Selected Recent Call data not available for MCID	MMTel Supplementary Service Code (SCC) service failed because recent called data for MCID is not available.	No action.
	Warning: Service data is null	MMTel AS Call Return (CR) Service rejects the request because of fault in users service data.	No action.
	Warning: <Supplementary service> is locked by the operator	MMTel Supplementary Service Code (SCC) service failed to execute the <Supplementary service> because it is not unlocked by the operator.	No action.
	Warning: <Supplementary service> is not available to user	MMTel Supplementary Service Code (SCC) service could not activate the requested <Supplementary service> because it is not provisioned for the user by the operator.	No action.
	Warning: The service is suppressed	MMTel AS 3-party (3PTY) service rejects the request because at least one participant uses FSFS service to suppress 3-party service.	No action.
	Warning: Three party is not activated by operator	MMTel AS 3-party (3PTY) service rejects the request because the user started the service without having a subscription.	No action.
	Warning: Too many entries in recipient-list body	MMTel AS Ad-hoc conference (CONF) service rejects the request because of recipient list with too many list items.	No action.
	Warning: Too many entries in recipient-list body	ST Communication Barring (CB) service rejects the request because of recipient list with too many list items.	No action
	Warning: Unsupported diversion to conference Mix	MMTel AS Ad-hoc conference (CONF) service rejects the request because diversion to conference is not supported.	No action.



Table 2 SIP Fault Codes Generated By MTAS for the ISC and Ma Interfaces

	Warning: User attempting to divert to a barred number	MMTel Supplementary Service Code (SCC) service could not set the requested diversion target because it is barred.	No action.
406	Not Acceptable		
	Additional Indication	Cause	Corrective Action
		It is not possible to contact the Charging System and the charging backup procedure fails and the charging profile is not set to continue free of charge.	Check configuration and status of links to the charging system.
	Warning: No ICBS data found in <code>mtasCommonDataAccNetwTypeAccInfoApplSpecificData</code> for the matching MOC	MMTel AS Japanese Charging service could not find Interconnection Charge Billing System (ICBS) data configured for the network access from the location information of the subscriber, and <code>mtasJcFailureAction</code> was configured to terminate (0). Access network configuration is located in <code>MtasCommonDataAccNetwTypeAccInfo</code> and <code>mtasCommonDataAccNetwTypeAccInfoApplSpecificData</code> MOCs.	Check configuration of network access information.
	Warning: No location information could be found for the subscriber and therefore no lookup for ICBS can be performed	MMTel AS Japanese Charging service could not determine the location of the user. Location information must be provided for users with Japanese charging.	No action.
	Warning: No matching Managed Object Class (MOC) <code>MtasCommonDataAccNetwTypeAccInfo</code> is matching the location information of the subscriber	MMTel AS Japanese Charging service cannot match the location of the subscriber with configured access networks. Access network configuration is located in <code>MtasCommonDataAccNetwTypeAccInfo</code> and <code>mtasCommonDataAccNetwTypeAccInfoApplSpecificData</code> MOCs.	Check configuration of network access information.
	Warning: Unsupported Media Change	MMTel AS Ad-hoc conference (CONF) service rejects during creation or when participants are added/removed because of session description error during media renegotiation.	No action.
	Warning: Unsupported Media Mix	MMTel AS Ad-hoc conference (CONF) service rejects during creation or when participants are added/removed because of errors in session description.	No action.
408	Request Timeout		
	Additional Indication	Cause	Corrective Action
		Request has not received a final response within the allowed time and timed out.	No action.
		ST AS rejects the request because no reply timer has expired when trying to set up a call to or from a PBX user.	No action
		ST AS rejects the request because the access timer expires for a PBX terminating call.	No action
	Warning: Precondition requirements not fulfilled - precondition negotiation timeout from server	Request including a precondition timed out.	No action.
416	Unsupported URI Scheme		
	Additional Indication	Cause	Corrective Action
	Warning: Pure SIP URI not allowed to T-SDS	Request to T-SDS service is expected to be a tel URI or a SIP URI with embedded number.	No action.
420	Bad Extension		
	Additional Indication	Cause	Corrective Action



Table 2 SIP Fault Codes Generated By MTAS for the ISC and Ma Interfaces

		"199" option-tag is included in the Require and Proxy-Require, or both, header fields of the dialog establishment request.	No action.
	Warning: Preconditions are not supported by FCD in non-transparent mode.	MMTel AS Flexible Communication Distribution (FCD) service rejects the request because it requires preconditions. Preconditions are not supported by this service in non-transparent mode.	No action.
	Warning: Recipient-list only supported in initial INVITE requests	MMTel AS Ad-hoc conference (CONF) service rejects re-INVITE request with recipient-list.	No action.
421	Extension Required		
	Additional Indication	Cause	Corrective Action
		Request does not support required extensions.	No action.
422	Session Interval Too Small		
	Additional indication	Cause	Corrective action
		Session expiry interval indicated in the request was smaller than the configured minimum value.	Check configuration of session expiry interval.
433	Anonymity Disallowed		
	Additional Indication	Cause	Corrective Action
	Warning: served user has ACR activated	MMTel Comm. Barring (CB) service rejects the request because of Communication Barring of the served user. Barring of anonymous communication (ACR) was activated.	No action.
		ST Communication Barring (CB) service rejects the request because of Communication Barring of the served user. Barring of anonymous communication (ACR) was activated.	No action
480	Temporarily Unavailable		
	Additional Indication	Cause	Corrective Action
		A PBX terminating call, static mode is rejected by the PBX with an error response that is included in the route Access profile and if there is a match ST AS sends a 480 error response to the caller.	No action
	Warning: Served user is not registered and Mmt terminating unregistered behavior is set to trigger on initial INVITE	Request is rejected because the served user is not registered and the unregistered behavior (mtasMmtTermUnregBehavior CM) is set to 0=Trigger on initial INVITE.	No action.
	Warning: Any of the participants rejected the invitation to 3PTY call	MMTel AS Ad-hoc conference (CONF) service rejects the request coming in service GUARD state.	No action.
	Warning: Call Return (CR) service rejects the request because no saved call exists or the saved call was private	MMTel AS Ad-hoc conference (CONF) service rejects the request because it is closing down (participants are only leaving).	No action.
	Warning: Flexible Communication Distribution is unsuccessful	MMTel AS Flexible Communication Distribution (FCD) service rejects the request when all targets reported have reported error responses.	No action.
		ST AS rejects the request because it is a call to or from an unregistered PBX.	No action
		ST AS rejects the request because of a DIAMETER failure.	Check configuration and status of links to the charging system.



Table 2 SIP Fault Codes Generated By MTAS for the ISC and Ma Interfaces

	Warning: Pull not supported because of subscriber state.	Call Pull is not allowed when the user is in Emergency Callback Window state.	This call pull policy can be disabled.
	Warning: No Route available for PBX terminating call	ST AS fails to select a route for a terminating PBX call.	Check provisioning of routes for the PBX.
	Warning: No Route available for PBX terminating call	Unsuccessful parsing of reg-state data in a failover situation.	No action
	Warning: Ro rejected	Online Charging System (OCS) rejected the terminating session. SIP response code is configurable by <code>mtasChargingProfileTermRoRejectCode</code> CM setting.	No action.
	Warning: Too many diversions	ST Communication Diversion (CDIV) service detected that diversion occurred too many times for this request. This could indicate loop in diversion settings. The maximum number of diversions permitted for each communication is a service provider option by ST AS configuration.	No action.
	Warning: Northbound Call Control (NCC) service rejects the request during call setup because of CAP stack error	MMTel AS Northbound Call Control (NCC) service rejects the request during call setup because of CAP stack error, for example TCAP abort, expiration of CAP Tssf timer, or received CAP Release Call (RC) operation when the default call handling in the served NCC transparent data of the user is set to "release".	No action.
481 Call/Transaction Does Not Exist			
	Additional Indication	Cause	Corrective Action
		Request could not be identified as part of any known dialog. It is applicable on re-INVITE.	No action.
482 Loop Detected			
	Additional Indication	Cause	Corrective Action
	Warning: Call Diversion Loop Detected	MMTel AS Multi Media Telephony service rejects the request because a call diversion loop is detected based on the served Public User Identity (PUI) of the user and the information received in the History-Info header.	No action.
483 Too Many Hops			
	Additional Indication	Cause	Corrective Action
		Max-Forward header field is equal 0.	Check for routing loops in the core network.
486 Busy Here			
	Additional Indication	Cause	Corrective Action
	Warning: User Call Admission Control limits are reached for the terminating session	MMTel AS User Call Admission Control (UCAC) service rejects the request because of reached limits for the terminating session.	No action.
	Warning: MDUCAC: Total call limit exceeded – fixed device Warning: MDUCAC: Total call limit exceeded – mobile device Warning: MDUCAC: Simultaneous use limit exceeded – fixed device Warning: MDUCAC: Simultaneous use limit exceeded – mobile device	MDUCAC rejects the request because of the total call limit is exceeded. MDUCAC rejects the request because of the limit for simultaneous use is exceeded.	No action.

**Table 2 SIP Fault Codes Generated By MTAS for the ISC and Ma Interfaces**

	Warning: Communication Completion cannot handle a new call	MMTel AS Comm. Completion (CC) service cannot handle a new call.	No action.
	Warning: FCD: Too many invocations Warning: Flexible Communication Distribution is unsuccessful	MMTel AS Flexible Communication Distribution (FCD) service rejects the request when all targets have reported 486 Busy Here, or when any target reported Busy Everywhere configured in <code>mtasFcdBusyEverywhereResponses</code> CM setting and <code>mtasFcdBusyEverywhereBehavior</code> is set to 0, or when at least one FCD target has reported back 486 Busy Here, and the other FCD targets have reported 5xx or 6xx answers.	No action.
		ST Call Admission Control (CAC) service rejects the request because of reached PBX limit for the terminating session.	No action
		ST Communication Barring (CB) service rejects the request because of Communication Barring of the served user. Outgoing Communication Barring (OCB) subfunction determined to bar the diverted leg.	No action
487	Request Terminated		
	Additional Indication	Cause	Corrective Action
		Request was cancelled before the final response on this dialog.	No action.
488	Not Acceptable Here		
	Additional Indication	Cause	Corrective Action
	Warning: Multiple recipient-list bodies not supported	The request does not support Request URI with multiple recipient list.	No action.
	Warning: Non-audio media not accepted	Request contains non-audio media in the session description, but MMTel Multimedia license is not installed.	No action. Consider procuring MMTel Multimedia license.
	Warning: SDP missing or not valid	MMTel AS Supplementary Service Codes (SCC) service tries to play an announcement, but the offered session description is faulty.	No action.
	Warning: SDP answer missing	Ring Back Tone (RBT) service rejects the request because of session description error during media renegotiation.	No action.
491	Request Pending		
	Additional Indication	Cause	Corrective Action
		Request is received while another request is being processed. This can occur because of crossing of signaling messages.	No action.
	Warning: ECT: Call is in conference	MMTel Explicit Comm. Transfer (ECT) service received this request while the subscriber is part of a conference.	No action.
	Warning: Request in invalid state	MMTel AS 3-party (3PTY) service rejects this request from the 3PTY originator because a participant put the session on hold.	No action.
500	Internal Server Error		
	Additional Indication	Cause	Corrective Action



Table 2 SIP Fault Codes Generated By MTAS for the ISC and Ma Interfaces

		ST AS receives a rejection (4xx-5xx) or no answer when attempting to poll the S-CSCF for registration state in an ST AS failover procedure after receiving a PBX originating or terminating call including a PSU header indicating the registration state as <code>registered</code> . ST AS then rejects the PBX originating or terminating call with a <code>500</code> error response.	No action.
	Warning: Hotline number is not valid for creation of a SIP address	MMTel Hotline Number service received a hotline number that is not valid for creation of a SIP address.	
		Unexpected response was received from external systems or because of internal processing error.	Contact MTAS support.
	Warning: Could not retrieve PBX registration set	IRS Pull failed.	No action.
	Warning: Error in UserData	MMTel AS Ad-hoc conference (CONF) service rejects the request because of error in service or user service data. This does not happen if the service data was validated by XDMS.	Contact support.
	Warning: MTAS external fault	MMTel AS Supplementary Service Codes (SCC) service rejected the request because of unspecified error during communication with an MRFP.	Check MRFP signaling or contact MTAS support.
	Warning: MTAS internal fault	MMTel AS Supplementary Service Codes (SCC) service rejected the request because the SSC code detected in Request-URI does not match the SSC configuration, or it failed to verify precondition or failed to modify the SDP.	Contact MTAS support.
	Warning: Number Normalization failed	MMTel AS Supplementary Service Codes (SCC) service rejected the request because of unspecified error in the Number Normalization.	Check configuration of the Number Normalization or contact MTAS support.
	Warning: Unable to generate test number	MMTel Carrier Select Rn (CSRn) rejects the request because of internal error.	No action.
501	Not Implemented		
	Additional Indication	Cause	Corrective Action
		Request is received on the PSI port, but it is not a request for conference.	Check IFC configuration in the HSS.
502	Bad Gateway		
	Additional Indication	Cause	Corrective Action
	Warning: Dialed String Analysis failed Warning: Number translation failed Warning: Number Normalization failed	Number Normalization service failed.	No action.
	Warning: Contact header field is not a TEL or SIP URI in Call Deflection response Warning: No Contact header is present in Call Deflection response	MMTel AS Communication Diversion (CDIV) service rejected the request because Contact header field is not a TEL or SIP URI or no Contact header is stored.	No action.
		ST AS Communication Diversion (CDIV) service rejected a Call Deflection request (SIP 302) because the Contact header was missing or the Contact header field was not a TEL or SIP URI.	No action.
503	Service Unavailable		



Table 2 SIP Fault Codes Generated By MTAS for the ISC and Ma Interfaces

	Additional Indication	Cause	Corrective Action
		P-Charging-Vector header field is mandatory.	Check the charging configuration.
		P-Charging-Addresses header field indicates CDF hosts that are deactivated in configuration.	Check configuration and status of charging links.
		Request is rejected because of MTAS administrative state being locked.	No action.
		Request is rejected because of system being in overload.	No action.
		The Request-uri is faulty.	No action
	Warning: Conference NotificationService is deactivated by operator	MMTel AS Ad-hoc conference (CONF) service rejects the request when the warning header is "Conference NotificationService is deactivated" by operator the service can be activated. (I do not understand this.	No action.
	Warning: Invalid or missing license	Request is rejected because of a missing license or expired time-limited license. The identity of the license is specified by the accompanying alarm.	Verify the license indicated by the node alarm.
	Warning: Invalid or missing license	The ST AS Capacity License does not exist or is not valid.	Verify the license indicated by the node alarm.
	Warning: Maximum number of subscriber data records reached	Maximum number of service records that can be cached in the node is exceeded.	No action or check the node configuration.
	Warning: Missing indication of IMS communication service support	Feature tag missing or faulty.	No action.
	Warning: Recipient-list use disallowed	MMTel AS Ad-hoc conference (CONF) service rejects the request because use of recipient list was disallowed by the operator.	No action.
	Warning: ST AS administrative state is locked	The ST AS administrative state is "locked" or "shuttingdown".	No action.
603	Decline		
	Additional Indication	Cause	Corrective Action
		MMTel AS Communication Barring (CB) rejects the request because of outgoing barred communication of the served user or barred diverted communication or barred incoming communication.	No action.
	Warning: Barred Media	MMTel AS Communication Barring (CB) rejects the request because of barred media.	No action.
	Warning: Declined by the FCD target	MMTel AS Flexible Communication Distribution (FCD) rejects the request when any target reported Busy Everywhere configured in <code>mtasFcdBusyEverywhereResponses CM</code> setting and <code>mtasFcdBusyEverywhereBehavior</code> is set to 1.	No action.
	Warning: Declined by third party	Parlay 3PCC service failed to connect the call because of rejection from the third party.	No action.
		ST Communication Barring (CB) rejects the request because of outgoing barred communication of the served user or barred diverted communication or barred incoming communication.	No action
	Warning: MDUCAC: Total call limit is exceeded – fixed device	MDUCAC rejects the request because of the total call limit is exceeded.	No action.



Table 2 SIP Fault Codes Generated By MTAS for the ISC and Ma Interfaces

606	Not Acceptable		
	Additional Indication	Cause	Corrective Action
	Warning: User Call Admission Control limits are reached for the ongoing incoming or outgoing session	MMTel AS User Call Admission Control (UCAC) service rejects the request because of limits reached for the ongoing incoming or the ongoing outgoing session.	No action.
	Warning: MDUCAC: Total call limit is exceeded – mobile device	MDUCAC rejects the request because of the total call limit is exceeded.	No action.
	Warning: Account activation in progress	Request is rejected because account activation is in progress. This applies to re-INVITE.	No action.
	Warning: Maximum number of parallel sessions reached	Request is rejected because the limit for maximum number of parallel sessions.	No action.
	Warning: Non-audio media not accepted	Request from communication originator without any audio stream is rejected.	No action.
	Warning: SDP missing or not valid	MMTel AS Supplementary Service Codes (SCC) service rejects the request because of invalid media type in media offer.	No action.
	Warning: Too many media streams	Request contains too many media streams in session description. The media streams limit is not configurable.	No action.
	Warning: Too many media streams	ST AS rejects the call request or media modification request of an established media session because concurrent active media lines exceed the limit in the SDP-Offer.	No action
		ST Call Admission Control (CAC) service rejects the request because of reached PBX limit for the ongoing incoming or the ongoing outgoing session.	No action
		The initial INVITE does not contain a P-Charging-Function-Addresses header, or contains a P-Charging-Function-Addresses header that does not contain a CDF address or an ECF address, and there is no locally default configured CDF address.	No action
		The initial INVITE does not contain P-Charging-Vector header and the mtasChargingProfileCntFreeChrg configuration parameter is disabled.	No action
		The Charging Server rejects a credit request by returning a message-level or service-level result code indicating 'User Unknown' (5030).	No action
		The Charging Server rejects a credit request by returning a 1xxx or 2xxx message-level or service-level result code other than 2001.	No action
		The Charging Server rejects a credit request by returning a 3xxx, 4xxx, or 5xxx message-level or service-level result code other than 4010, 4011, 4012 and 5030, and the failure handling action is Terminate.	No action

2.1.2 UPDATE Method Fault Codes

The UPDATE method fault codes are listed in Table 3.

Table 3 UPDATE Method Fault Codes

400	Bad request		
	Additional Indication	Cause	Corrective Action
	Warning: Invalid request for hold	MMTel AS 3-party (3PTY) service rejects the request because it is faulty.	No action.
403	Forbidden		
	Additional Indication	Cause	Corrective Action
	Warning: ECT: Call is in conference Warning: ECT: Media type mismatch	MMTel Explicit Comm. Transfer (ECT) rejects the request after successful transfer when the user performs an operation that is not allowed, as in the following cases: <ul style="list-style-type: none"> • After successful transfer, the subscriber wants to invite the session to a conference. • After successful transfer, the subscriber wants to add a new media type to the session. 	No action.
	Warning: Early UPDATE not allowed	MMTel AS Ad-hoc conference (CONF) service rejects the early UPDATE request to a conference.	No action.
406	Not Acceptable		
	Additional Indication	Cause	Corrective Action
	Warning: Unsupported media change	MMTel AS Ad-hoc conference (CONF) service rejects during creation or when participants are added/removed because of session description error during media renegotiation.	
408	Request Timeout		
	Additional Indication	Cause	Corrective Action
	Warning: Precondition requirements not fulfilled - precondition negotiation timeout from server	Request including a precondition timed out.	No action.
420	Bad Extension		
	Additional Indication	Cause	Corrective Action
	Warning: Recipient-list only supported in initial INVITE requests	MMTel AS Ad-hoc conference (CONF) service rejects this request with recipient-list.	No action.
488	Not Acceptable Here		
	Additional Indication	Cause	Corrective Action
		Request is received on an early dialog that is terminated.	No action.
491	Request Pending		
	Additional Indication	Cause	Corrective Action
	Warning: Request in invalid state	MMTel AS 3-party (3PTY) service rejects this request from the 3PTY originator because a participant put the session on hold.	No action.
606	Not Acceptable		
	Additional Indication	Cause	Corrective Action
	Warning: User Call Admission Control limits are reached for the outgoing sessions	MMTel AS User Call Admission Control (UCAC) service rejects the request because of limits reached for the outgoing sessions.	No action.



Table 3 UPDATE Method Fault Codes

	Warning: Too many media streams	ST AS rejects the media modification request because concurrent active media lines exceed the limit in the SDP-Offer.	No action.
		The Charging Server rejects a credit request by returning a message-level or service-level result code indicating 'User Unknown' (5030).	No action.
		The Charging Server rejects a credit request by returning a 1xxx or 2xxx message-level or service-level result code other than 2001.	No action.
		The Charging Server rejects a credit request by returning a 3xxx, 4xxx, or 5xxx message-level or service-level result code other than 4010, 4011, 4012 and 5030, and the failure handling action is 'Terminate'.	No action

2.1.3 REFER Method Fault Codes

The REFER method fault codes are listed in Table 4.

Table 4 REFER Method Fault Codes

403	Forbidden		
	Additional Indication	Cause	Corrective Action
	Warning: Invalid refer method	MMTel Ad-hoc Conference (CONF) service rejects the request because there is no outgoing dialog corresponding to the REFER(BYE).	
	Warning: REFER is not allowed from this side	MMTel Ad-hoc Conference (CONF) service rejects the request because it is not coming from the Conference Creator.	
	Warning: REFER outside session is not allowed	Request is not supported outside a dialog.	No action.
	Warning: ECT: Cannot transfer a call in conference. Warning: ECT: Media type mismatch. Warning: ECT: Transfer cannot be complete because the session is not put on hold. Warning: The ECT service is suppressed. Warning: ECT is not activated by operator	MMTel Explicit Comm. Transfer (ECT) is initiated in an invalid state. One of these conditions apply: <ul style="list-style-type: none"> The user wants to connect two calls with no common media, for example, an audio-only call and a video-only call. The session between the transferor and the transfer target is not active. The session between the transferor and the transferee is not put on HOLD. One or both of the participants are participating in a conference call. 	No action.
		MMTel Ad-hoc Conference (CONF) service rejects the request to remove a participant because it is not participating in the conference.	No action.
406	Not Acceptable		
	Additional Indication	Cause	Corrective Action
	Warning: Faulty replaces headers	MMTel AS Ad-hoc conference (CONF) service rejects the request because of faulty Replaces header.	No action.
	Warning: Invalid refer method (tel URI and method=INVITE not allowed)	MMTel AS Ad-hoc conference (CONF) service rejects the request to faulty refer-method.	No action.

Table 4 *REFER Method Fault Codes*

408	Request Timeout		
	Additional Indication	Cause	Corrective Action
	Warning: Precondition requirements not fulfilled - precondition negotiation timeout from server	Request including a precondition timed out.	No action.
420	Bad Extension		
	Additional Indication	Cause	Corrective Action
	Warning: Recipient-list only supported in initial INVITE requests	MMTel AS Ad-hoc conference (CONF) service rejects this request with recipient-list.	No action.
481	Call/Transaction Does Not Exist		
	Additional Indication	Cause	Corrective Action
	Warning: Refer dialog does not exist	MMTel AS Ad-hoc conference (CONF) service rejects the request because of referred dialog does not exist.	
488	Not Acceptable Here		
	Additional Indication	Cause	Corrective Action
		Request could not be identified as part of any known dialog.	No action.
	Warning: Invalid refer method (tel URI and method=INVITE not allowed)	MMTel Ad-hoc Conference (CONF) service rejects the request because of bad syntax. Tel URI and method=INVITE is not supported for SIP REFER.	No action.
500	Internal Server Error		
	Additional Indication	Cause	Corrective Action
	Warning: REFER received in illegal state	MMTel Ad-hoc Conference (CONF) service rejects the request because of unexpected message sequence.	Contact support.
501	Not Implemented		
	Additional Indication	Cause	Corrective Action
	Warning: Invalid refer method	MMTel Ad-hoc Conference (CONF) service rejects the request.	
503	Service Unavailable		
	Additional Indication	Cause	Corrective Action
		Request is rejected because of system being in overload.	No action.

2.1.4 SUBSCRIBE Method Fault Codes

The SUBSCRIBE method fault codes are listed in Table 5.

Table 5 *SUBSCRIBE Method Fault Codes*

400	Bad request		
	Additional Indication	Cause	Corrective Action
	Warning: Missing event header	Request is faulty because it is missing the event header.	No action.



Table 5 SUBSCRIBE Method Fault Codes

	Warning: No contact address in contact header Failed to get contact header No contact header available	Request is faulty because of missing or incorrect Contact header field.	No action.
403	Forbidden		
	Additional Indication	Cause	Corrective Action
		Request outside session is not allowed.	No action.
		Request contains bad syntax.	No action.
		The node or the MMTel AS rejects the re-SUBSCRIBE request because its administrative state is set to "Locked" by the operator.	No action.
	Warning: Conference NotificationService is deactivated by operator	MMTel AS Ad-hoc Conference service (CONF) rejects the request because it is deactivated by operator.	
	Warning: Dialog Event Notifier service is locked	The Dialog Event Notifier service administrative state is set to "Locked" by the operator.	No action.
	Warning: Dialog Event Notifier service is not provisioned.	Request is rejected because the Dialog Event Notifier service is not provisioned or was removed from provisioning.	No action.
489	Bad Event		
	Additional Indication	Cause	Corrective Action
	Warning: Event ID has changed Event change not permitted	MMTel Call Completion (CC) service rejects the request because of incorrect event ID.	No action.
500	Internal Service Error		
	Additional Indication	Cause	Corrective Action
	Warning: Node is overloaded.	The node rejects the subscription due to overload situation.	No action.
501	Not Implemented		
	Additional Indication	Cause	Corrective Action
	Warning: not supported Accept Header	MMTel Ad-hoc Conference (CONF) service rejects the request.	No action.
503	Service unavailable		
	Additional Indication	Cause	Corrective Action
		Request is rejected because of a missing license or expired time-limited license. The identity of the license is specified by the accompanying alarm.	Verify the license indicated by the node alarm.
	Warning: Node is shutting down	The node rejects the request because the node administrative state is set to "shuttingdown" or "locked".	No action.
	Warning: MMTel AS is gracefully shutting down	The MMTel AS rejects the request because the MMTel AS administrative state is set to "shuttingdown".	No action.
	Warning: MMTel AS is forced locked	The MMTel AS rejects the request because the MMTel AS administrative state is set to "locked".	No action.
606	Not Acceptable		



Table 5 SUBSCRIBE Method Fault Codes

	Additional Indication	Cause	Corrective Action
	Warning: Number of subscription sessions exceeds the allowed limit	The subscription is rejected due to max number of subscription sessions exceeded.	No action.

2.1.5 REGISTER Method Fault Codes

The REGISTER method fault codes are listed in Table 6.

Table 6 REGISTER Method Fault Codes

400	Bad Request		
	Additional Indication	Cause	Corrective Action
		ST AS rejects a Registration request because the message body is missing or do not contain a Register and a Response message, or the REGISTER in the body contains more than one contact.	No action.
	Warning: Expires missing or invalid	Expires header field is not present.	Check configuration for S-CSCF or contact S-CSCF support.
	Warning: MIME body message/sip content not sufficient	ST AS could not parse the MIME body of the SIP REGISTER.	
	Warning: MIME body message/sip content not sufficient	The Contact Data cannot be fetched from the body of 3rd-party REGISTER for some reason (for example, the body or a part of it is missing or broken).	Check Initial Filtering Criteria (IFC) configuration for S-CSCF or contact S-CSCF support.
	Warning: SCC-AS requires enabled <code>mtasSubsDataCacheContactData</code> to work properly	Service Centralization and Continuity Application Server (SCC-AS) requires caching contact data for device handling to be enabled.	Enable <code>mtasSubsDataCacheContactData</code> CM setting.
403	Forbidden		
	Additional Indication	Cause	Corrective Action
		Request for registration on MMTel terminating port is forbidden.	Check IFC configuration in the HSS.
	Warning: Missing Unique Media feature tag: + <unique media feature tag to search for (default: +sip.instance)>	ST AS could not find unique media feature tag in SIP REGISTER.	No action.
	Warning: Registered route is not provisioned	Registered route does not exist in provisioned service data.	No action.
500	Internal Server Error		
	Additional Indication	Cause	Corrective Action
		ST AS rejects a Registration request because the IRS data is not available.	No action.
501	Not Implemented		
	Additional Indication	Cause	Corrective Action
	Warning: not supported Accept Header	Request is rejected because of system being in overload.	No action.



Table 6 REGISTER Method Fault Codes

503	Service Unavailable		
	Additional Indication	Cause	Corrective Action
	Warning: Invalid or missing license	The ST AS Capacity License does not exist or is not valid.	Verify the license indicated by the node alarm.
	Warning: ST AS administrative state is locked	The ST AS administrative state is “locked” or “shuttingdown”.	No action.

2.1.6 PUBLISH Method Fault Codes

The PUBLISH method fault codes are listed in Table 7.

Table 7 PUBLISH Method Fault Codes

403	Forbidden		
	Additional Indication	Cause	Corrective Action
		Request is rejected because the MMTel Administration state is locked.	Check IFC configuration in the HSS.

2.1.7 OPTIONS Method Fault Codes

The OPTIONS method fault codes are listed in Table 8.

Table 8 OPTIONS Method Fault Codes

403	Forbidden		
	Additional Indication	Cause	Corrective Action
		Request is rejected when it is not allowed on confirmed dialogs.	No action.
		Request syntax is invalid.	No action.
420	Bad Extension		
	Additional Indication	Cause	Corrective Action
	Warning: recipient-list only supported in initial INVITE requests	Request with recipient list is only allowed in INVITE request.	No action.
503	Service Unavailable		
	Additional Indication	Cause	Corrective Action
		Request is rejected because of system being in overload.	No action.

2.1.8 NOTIFY Method Fault Codes

The NOTIFY method fault codes are listed in Table 9.

*Table 9 NOTIFY Method Fault Codes*

403	Forbidden		
	Additional Indication	Cause	Corrective Action
		Request syntax is invalid.	No action.

2.1.9 BYE Method Fault Codes

The BYE method fault codes are listed in Table 10.

Table 10 BYE Method Fault Codes

403	Forbidden		
	Additional Indication	Cause	Corrective Action
		Request could not be identified as part of any known dialog.	No action.
480	mtasFunctionMaxSessionDuration exceeded		
	Additional Indication	Cause	Corrective Action
		Session duration has exceeded mtasFunctionMaxSessionDuration.	Check mtasFunctionMaxSessionDuration configuration.
480	unstable session terminated		
	Additional Indication	Cause	Corrective Action
		Session deemed to be in an invalid state.	No action.

2.1.10 Unsupported Method Fault Codes

The Unsupported method fault codes are listed in Table 11.

Table 11 Unsupported Method Fault Codes

501	Not Implemented		
	Additional Indication	Cause	Corrective Action
		SIP method in this request is not supported by MTAS.	Check IFC configuration in HSS.

2.1.11 Ma on SIP

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2.1.12 Mr on SIP

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2.2 Pw Interface

Pw is an interface between MTAS and a Presence Server (Watcher AS).

This interface uses only the SIP protocol.

For more information about the Pw, refer to *MTAS Interface to CSCF (ISC, Ma, Pw)*.

2.2.1 PUBLISH Method Fault Codes

The fault codes for the Pw on SIP are listed in Table 12.

Table 12 SIP Fault Codes Generated By MTAS for the Pw Interface

400	Bad Request		
	Additional Indication	Cause	Corrective Action
		MMTel Comm. Completion (CC) service rejects the request because of invalid body.	No action.
		Request is rejected when it is not allowed on confirmed dialogs.	No action.
403	Bad Extension		
	Additional Indication	Cause	Corrective Action
		Request is rejected because the MMTel Administration state is locked.	No action.
481	Subscription Does Not Exist		
	Additional Indication	Cause	Corrective Action
		Request could not be identified as part of any known dialog.	No action.
489	Bad Event		
	Additional Indication	Cause	Corrective Action
		MTAS generates this message with Allow-Events: presence header included, when MTAS receives a message containing an unrecognized event.	No action.
	Event package not supported.	Event package indicated in the received SIP NOTIFY is not supported.	Check if admin state of service handling this event type can be enabled.

2.3 CAI3G

This section describes fault codes for the CAI3G.

2.3.1 CAI3G on CAI3G

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2.4 H.248

This section describes fault codes for the H.248.

2.4.1 Mp on H.248

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2.5 Diameter

This section describes fault codes for the Diameter.

2.5.1 Dh on Diameter

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2.5.2 Sh on Diameter

-

2.5.3 Ro on Diameter

-

2.5.4 Rf on Diameter

-

2.5.5 CDS on Diameter

-

2.6 XCAP

This section describes fault codes for the XCAP.

2.6.1 Ut on XCAP

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2.7 SOAP

This section describes fault codes for the SOAP.

2.7.1 CNS on SOAP

-

2.7.2 Px on SOAP

-

2.7.3 NameDb on SOAP

-

2.8 SNMP

This section describes fault codes for the SNMP.

2.9 SSH

This section describes fault codes for the SSH.

2.10 CORBA

This section describes fault codes for the CORBA.

2.11 SFTP

This section describes fault codes for the SFTP.

2.12 LDAPS

This section describes fault codes for the LDAPS.

2.13 HTTPS

This section describes fault codes for the HTTPS.



2.14 DNS

This section describes fault codes for the DNS.

2.14.1 DNS on DNS

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