



RightFax - Deciphering the Resulting Status Codes in RightFax

Technical Article applies to:

RightFax
[General 7.x or Earlier 8.0 8.5 8.7 9.0 9.3 9.4 10.0]

Summary:

RightFax shows a status message for each fax in Faxutil and Webutil. To learn more about why a fax transmission may have failed, the fax history includes status codes that offer concise information. This Knowledge Base article helps to decipher these Resulting status codes.

Error Message:

Solution:

Often, with failed faxes, information on the failure can be found in the transmission record for the fax.

Resulting Status Codes:

RightFax shows the line status and the fax status for T.30 (PSTN) and T.38 (FOIP) fax transmissions. These status messages can be useful in analyzing fax errors and in helping to determine the nature of a failure (to assist with issue resolution).

However, these status messages, in conjunction with troubleshooting the telephony integration, can be useful in determining the nature of failures. As the success or failure of a fax transmission is entirely dependent on the telephony transport being used, these status messages can help to determine the underlying deficiency in end-to-end communication and can be used effectively to isolate an issue when combined with further troubleshooting and error reporting in the telephony network itself.

Interpreting the Resulting Status Codes:

The fax history shows a Resulting fax status code. Both the first and second sets of numbers are gathered by the Brooktrout API to report on the call progress (reflected in the first set of numbers before the semi-colon) and the fax progress (reflected in the second set of numbers after the semi-colon).

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Fax History
-- RFU4D74E0853A9A -----
1:41 PM 3/7/2011 Transmission Record
  Sent to: Steve McGrath
  Phone: 555-555-1234
  Billing information: ", "
  Remote ID:
  Unique ID: "RFU4D74E0853A9A"
  Elapsed time: 0 minutes, 10 seconds.
  Used channel 0 on server "KMFDM-E8E55E03E".
  No ANI data.
  No AOC data.
  Resulting status code (3/259; 0/0): Dial Er:no loop current
  No pages sent.
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A failure to send a fax using the server computer's telephony integration can be generally classified into one of these two categories.

Call Setup Failures

Call setup failures occur when a call cannot be successfully placed to a dialed number. The first set of numbers can be helpful in determining call setup failures. This is especially true with Analog, Analog DID, BRI, and T1 integrations. For FoIP (either TR1034 ethernet enabled fax boards or SR140 "Boardless" fax boards), the Wireshark Network capture utility is considerably more useful for troubleshooting call setup errors. See Knowledge Base article 16225488 for more information on gathering a Wireshark trace:

<https://knowledge.opentext.com/knowledge/llisapi.dll?func=ll&objId=16225488&objAction=ArticleView>

First Set of Numbers – Call Progress Status

The first set of numbers represents the RightFax call status and the call line status. The first number is typically zero ("0") and means that the call was placed. The second number can be found in Table 1 below.

Second Set of Numbers – Fax Progress Status

(This is generally where transmission failures are reflected.)

Transmission errors occur when a call is successfully placed from the fax server to the end point fax device (or from an end point sending device to the fax server), but the overall quality of the connection between the two end points is insufficient to convey the fax data effectively to or from the remote device.

The second set of numbers in the Resulting status code reflects the outcome of the fax transmission. This information does not yield any data about why a fax failed (that is, it does not indicate the specific reason why the communication between the two end points was unsuccessful). However, it does show what happened at the time that the fax failed.

For example, a Resulting status code of "0/339; 4/75" indicates that a DCN message was received from the remote device (a DCN is the signal sent from a t.30 device that states "I'm disconnecting"). This information indicates that the remote side terminated the call, but it does not indicate specifically why the remote side terminated the call. Therefore, since this information does not explain why the remote device terminated the call, it is more useful for identifying a behavior pattern, rather than for explaining the failure of an isolated fax call.

Table 1: RightFax Call Line Status

RightFax Call Line Status	Message in History	Status in Faxutil or Webutil
258	Dial Er: no dial tone	Error: No Dial Tone
259	Dial Er: no loop current	Error: Phonenumber Problem
260	Dial Er: local in use	Error: Line in Use
301	Normal Busy	Error: Busy
302	Normal Busy	Error: Busy
303	Fast Busy	Error: Busy
304	Recall Dial Tone	Error: Phonenumber Problem
305	Confirmation tone	Error: Unknown Error
306	Pulse	Error: Unknown Error
308	Ringing Detected	Error: No Answer
309	Double Ringing Detected	Error: No Answer
316	Answer (probably human)	Error: Human Answered
317	Answered, quiet followed	Error: Human Answered
318	Dial tone after dialing	Error: Phonenumber Problem
324	Silence, no signal or CNG	Error: Phonenumber Problem
325	Ringing, no answer	Error: No Answer
326	Group 2 Fax Machine	Error: G2 Fax Machine
327	Special Info Tone	Error: Phonenumber Problem
328	Dead line (after dialing)	Error: Human Answered
329	Vacant tone (invalid phone num?)	Error: Phonenumber Problem

330	Reorder tone (PBX/Carrier failure)	Error: Busy
331	No circuit tone (dead line?)	Error: Phoneline Problem
332	CNG fax tone detected	Error: Unknown Error
333	Remote off-hook	Error: Unknown Error
334	Special CP	Error: Unknown Error
339	Answer Tone Detected	Success

Table 2: Dialogic Status Types

Call Status	Dialogic Call Status	Description
0	BT_STATUS_OK	Normal return
2	BT_STATUS_ERROR	Error return
3	BT_STATUS_ERROR_DIAL	Dialing error
4	BT_STATUS_ERROR_HANGUP	Hangup error
5	BT_STATUS_USER_TERMINATED	User function caused termination
6	BT_STATUS_TIMEOUT	Timeout occurred
7	BT_STATUS_ALERT	Alert occurred

Table 3: Dialogic Return Codes from the Dialogic API Version 6.3

Dialogic Code	Value	Code	Description
BT_STATUS_ERROR	2/0	APIERR_UNCLASSIFIED	No further info provided.
BT_STATUS_ERROR	2/1	APIERR_FILEIO	File I/O error occurred.
BT_STATUS_ERROR	2/2	APIERR_FILEFORMAT	Bad file format.
BT_STATUS_ERROR	2/3	APIERR_BOARDCAPABILITY	Hardware or firmware does not support capability.
BT_STATUS_ERROR	2/4	APIERR_NOTCONNECTED	Channel not in proper state.
BT_STATUS_ERROR	2/5	APIERR_BADPARAMETER	Bad parameter value used.
BT_STATUS_ERROR	2/6	APIERR_MEMORY	Memory allocation error.
BT_STATUS_ERROR	2/7	APIERR_BADSTATE	The channel is not in a required state.
BT_STATUS_ERROR	2/8	APIERR_TOOSOON	Dialing was attempted too soon.
BT_STATUS_ERROR	2/9	APIERR_BUSY	Resource busy.

BT_STATUS_ERROR	2/10	APIERR_DRV_OPEN_ERROR	Driver open call failed, invalid channel or driver not correctly installed.
BT_STATUS_ERROR	2/11	APIERR_DRV_IOCTL_ERROR	Driver call failed.
BT_STATUS_ERROR	2/12	APIERR_VERSION	Incompatible driver version.
BT_STATUS_ERROR	2/13	APIERR_INVALID_PORT	Invalid port; faxinit probably not run correctly.
BT_STATUS_ERROR	2/14	APIERR_RINGING	Ringling during dialing attempt.
BT_STATUS_ERROR	2/15	APIERR_INFOPKT_NESTING	Indir infopkt nesting level too deep.
BT_STATUS_ERROR	2/16	APIERR_MAX_TAGS	Maximum number of TIFF tags exceeded.
BT_STATUS_ERROR	2/17	APIERR_LOCK_FAILED	An attempt to gain a lock failed.
BT_STATUS_ERROR	2/18	APIERR_INSUFF_BUFFER	Buffer size too small to receive data.
BT_STATUS_ERROR	2/19	APIERR_INVALID_DEST_ADDR	Destination address not found or invalid.
BT_STATUS_ERROR	2/20	APIERR_PACKET_CREATION	Packet or command creation error.
BT_STATUS_ERROR	2/21	APIERR_PACKET_PARSE	Packet or command parse error.
BT_STATUS_ERROR	2/22	APIERR_PACKET_SEND	Packet send error.
BT_STATUS_ERROR	2/23	APIERR_PACKET_RECEIVE	Packet receive error.
BT_STATUS_ERROR	2/24	APIERR_DATA	DATA encountered during command processing.
BT_STATUS_ERROR	2/25	APIERR_INVALID_BOARD_PARAM	Invalid parameter values received from firmware.
BT_STATUS_ERROR	2/26	APIERR_FIRMWARE_ERR_DETECTED	Firmware detected an error.
BT_STATUS_ERROR	2/27	APIERR_MODULE_REMOVED	Module was removed.
BT_STATUS_ERROR	2/28	APIERR_BOARD_NO_RESPONSE	Board not responding.
BT_STATUS_ERROR	2/29	APIERR_ASYNC_LP_ERR	Async_lp value error.
BT_STATUS_ERROR	2/30	APIERR_ASYNC_CONTEXT_ERR	Async context error.
BT_STATUS_ERROR	2/31	APIERR_DRV_RESOURCES	Driver out of resources.
BT_STATUS_ERROR	2/32	APIERR_MODULE_RESET_FAILURE	Module reset failure.
BT_STATUS_ERROR	2/33	APIERR_MODULE_I20_FAILURE	Module I20 enable failure.

BT_STATUS_ERROR	2/34	APIERR_MODULE_CONFIG_TIMEOUT	No valid response for module configuration.
BT_STATUS_ERROR_DIAL	3/257	DIAL_OK	Dialing completed successfully.
BT_STATUS_ERROR_DIAL	3/258	DIAL_NO_DIAL_TONE	No dial tone detected.
BT_STATUS_ERROR_DIAL	3/259	DIAL_NO_LOOP_CUR	No loop current detected.
BT_STATUS_ERROR_DIAL	3/260	DIAL_LOCAL_IN_USE	Local phone in use successfully.
BT_STATUS_ERROR_DIAL	3/261	DIAL_TRUNK_BUSY	Busy trunk line detected.
BT_STATUS_ERROR_DIAL	3/265	DIAL_SLOT_BUSY	T1 time slot busy.
BT_STATUS_ERROR_DIAL	3/266	DIAL_CALL_COLLISION	Ringing detected during dialing.
BT_STATUS_ERROR_DIAL	3/267	DIAL_NO_WINK	2nd or later wink missing for Feature Group D.
BT_STATUS_ERROR_HANGUP	4/0	HNG_NORMAL_XMIT	Normal and proper end of connection.
BT_STATUS_ERROR_HANGUP	4/1	HNG_RNG_DET	Ring detected without a successful handshake.
BT_STATUS_ERROR_HANGUP	4/2	HNG_ABORT	Call Aborted.
BT_STATUS_ERROR_HANGUP	4/3	HNG_NO_LOOP_CURRENT	No loop current or A/B signaling bits.
BT_STATUS_ERROR_HANGUP	4/4	HNG_ISDN_DISCONNECT	ISDN disconnection.
BT_STATUS_ERROR_HANGUP	4/11	HNG_T1_TIMEOUT	No answer, T.30 T1 timeout.
BT_STATUS_ERROR_HANGUP	4/20	HNG_XMITB_TIMEOUT	Unspecified transmit Phase B error.
BT_STATUS_ERROR_HANGUP	4/21	HNG_XMITB_NORM	Remote cannot receive or send.
BT_STATUS_ERROR_HANGUP	4/22	HNG_XMITB_MISC	COMREC error, Phase B transmit.
BT_STATUS_ERROR_HANGUP	4/23	HNG_XMITB_COMREC_VCNR	COMREC invalid command received.
BT_STATUS_ERROR_HANGUP	4/24	HNG_XMITB_SE	RSPREC error.
BT_STATUS_ERROR_HANGUP	4/25	HNG_XMITB_DCS_FTC	DCS send three times without response.
BT_STATUS_ERROR_HANGUP	4/26	HNG_XMITB_DIS_FTC	DIS/DTC received three times; DCS not recognized.
BT_STATUS_ERROR_HANGUP	4/27	HNG_XMITB_TRAINFAIL	Failure to train.
BT_STATUS_ERROR_HANGUP	4/28	HNG_XMITB_RSPREC_VCNR	RSPREC invalid response received.

BT_STATUS_ERROR_HANGUP	4/29	HNG_XMITB_COMREC_DCN	DCN (fax disconnect message) received in COMREC.
BT_STATUS_ERROR_HANGUP	4/30	HNG_XMITB_RSPREC_DCN	DCN received in RSPREC.
BT_STATUS_ERROR_HANGUP	4/33	HNG_PHASEB_INCOMPAT_FMT	Incompatible fax formats, for example, a page width mismatch.
BT_STATUS_ERROR_HANGUP	4/34	HNG_XMITB_INVALID_DMACNT	Invalid DMA count specified for transmitter.
BT_STATUS_ERROR_HANGUP	4/35	HNG_XMITB_FTM_NOECM	Binary File Transfer specified, but ECM not enabled on transmitter.
BT_STATUS_ERROR_HANGUP	4/36	HNG_XMITB_INCMP_FTM	Binary File Transfer mode specified, but not supported by receiver.
BT_STATUS_ERROR_HANGUP	4/40	HNG_XMITD_RR_NORES	No response to RR after three tries.
BT_STATUS_ERROR_HANGUP	4/41	HNG_XMITD_CTC_NORES	No response to CTC, or response was not CTR.
BT_STATUS_ERROR_HANGUP	4/42	HNG_XMITD_T5TO_RR	T5 time out since receiving first RNR.
BT_STATUS_ERROR_HANGUP	4/43	HNG_XMITD_NOCONT_NSTMSG	Do not continue with next message after receiving ERR.
BT_STATUS_ERROR_HANGUP	4/44	HNG_XMITD_ERRRES_EOREOP	ERR response to EOR-EOP or EOR-PRI-EOP.
BT_STATUS_ERROR_HANGUP	4/45	HNG_XMITD_RTN_DCN	Transmitted DCN after receiving RTN.
BT_STATUS_ERROR_HANGUP	4/46	HNG_XMITD_PPR_EOR	EOR-MPS, EOR-EOM, EOR-NULL, EOR-PRI-MPS, or EOR-PRI-EOM sent after fourth PPR received.
BT_STATUS_ERROR_HANGUP	4/51	HNG_XMITD_SE	RSPREC error.
BT_STATUS_ERROR_HANGUP	4/52	HNG_XMITD_MPS_FTC	No response to MPS, repeated three times.
BT_STATUS_ERROR_HANGUP	4/53	HNG_XMITD_MPS_VCNR	Invalid response to MPS.
BT_STATUS_ERROR_HANGUP	4/54	HNG_XMITD_EOP_FTC	No response to EOP repeated three times.
BT_STATUS_ERROR_HANGUP	4/55	HNG_XMITD_EOP_VCNR	Invalid response to EOP.

BT_STATUS_ERROR_HANGUP	4/56	HNG_XMITD_EOM_FTC	No response to EOM, repeated three times.
BT_STATUS_ERROR_HANGUP	4/57	HNG_XMITD_EOM_VCNR	Invalid response to EOM.
BT_STATUS_ERROR_HANGUP	4/60	HNG_XMITD_RSPREC_DCN	DCN received in RSPREC.
BT_STATUS_ERROR_HANGUP	4/61	HNG_XMITD_PPSNULL_NORES	No response received after third try for PPS-NULL.
BT_STATUS_ERROR_HANGUP	4/62	HNG_XMITD_PPSMPS_NORES	No response received after third try for PPS-MPS.
BT_STATUS_ERROR_HANGUP	4/63	HNG_XMITD_PPSEOP_NORES	No response received after third try for PPS-EOP.
BT_STATUS_ERROR_HANGUP	4/64	HNG_XMITD_PPSEOM_NORES	No response received after third try for PPS-EOM.
BT_STATUS_ERROR_HANGUP	4/65	HNG_XMITD_EORNULL_NORES	No response received after third try for EOR-NULL.
BT_STATUS_ERROR_HANGUP	4/66	HNG_XMITD_EORMPS_NORES	No response received after third try for EOR-MPS.
BT_STATUS_ERROR_HANGUP	4/67	HNG_XMITD_EOREOP_NORES	No response received after third try for EOR-EOP.
BT_STATUS_ERROR_HANGUP	4/68	HNG_XMITD_EOREOM_NORES	No response received after third try for EOR-EOM.
BT_STATUS_ERROR_HANGUP	4/70	HNG_RCVB_TIMEOUT	Unspecified receive Phase B error.
BT_STATUS_ERROR_HANGUP	4/71	HNG_RCVB_SE	RSPREC error.
BT_STATUS_ERROR_HANGUP	4/72	HNG_RCVB_MISC	COMREC error.
BT_STATUS_ERROR_HANGUP	4/73	HNG_T2_PNOTREC T.30	T2 timeout, expected page not received.
BT_STATUS_ERROR_HANGUP	4/74	HNG_RCVB_T1_TIMEOUT	T.30 T1 timeout after EOM received.
BT_STATUS_ERROR_HANGUP	4/75	HNG_NORMAL_RCV	DCN received in COMREC.
BT_STATUS_ERROR_HANGUP	4/76	HNG_RCVB_RSPREC_DCN	DCN received in RSPREC.
BT_STATUS_ERROR_HANGUP	4/77	HNG_T2_TIMEOUT T.30	T2 timeout, expected page received.
BT_STATUS_ERROR_HANGUP	4/78	HNG_RCVB_INVALID_DMACNT	Invalid DMA count specified for receiver.
BT_STATUS_ERROR_HANGUP	4/79	HNG_RCVB_FTM_NOECM	Binary File Transfer specified, but ECM not supported by

			receiver.
BT_STATUS_ERROR_HANGUP	4/101	HNG_RCVD_SE_VCNR	SPREC invalid response received.
BT_STATUS_ERROR_HANGUP	4/102	HNG_RCVD_COMREC_VCNR	COMREC invalid response received.
BT_STATUS_ERROR_HANGUP	4/103	HNG_RCVD_T3TO_NORESP	T3 timeout; no local response for remote voice interrupt.
BT_STATUS_ERROR_HANGUP	4/104	HNG_RCVD_T2TO	T2 timeout; no command received after responding RNR.
BT_STATUS_ERROR_HANGUP	4/105	HNG_RCVD_DCN_COMREC	DCN received for command received.
BT_STATUS_ERROR_HANGUP	4/106	HNG_RCVD_COMREC_ERR	Command receive error.
BT_STATUS_ERROR_HANGUP	4/107	HNG_RCVD_BLKCT_ERR	Receive block count error in ECM mode.
BT_STATUS_ERROR_HANGUP	4/108	HNG_RCVD_PGCT_ERR	Receive page count error in ECM mode.
BT_STATUS_ERROR_HANGUP	4/240	HNG_INTERRUPT_ACK	No interrupt acknowledges, timeout.
BT_STATUS_ERROR_HANGUP	4/241	HNG_COMM_FAULT	Loop current still present while playing reorder tone after timeout.
BT_STATUS_ERROR_HANGUP	4/242	HNG_T30_HOLDUP	T.30 holdup timeout.
BT_STATUS_ERROR_HANGUP	4/243	HNG_HOLDUP_DCN	DCN received from host in receive holdup section for FAX PAD mode.
BT_STATUS_ERROR_HANGUP	4/244	HNG_HOLDUP_DCN_NON_FPAD	DCN received from host in receive holdup section for non-FAX PAD mode.
BT_STATUS_ERROR_HANGUP	4/500	HNG_ERROR_INTERRUPT	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.
BT_STATUS_ERROR_HANGUP	4/501	HNG_INTERRUPT_OVERRUN	The application was unable to process incoming interrupts/commands fast enough, and information was lost.

BT_STATUS_ERROR_HANGUP	4/502	HNG_UNEXPECTED_IRSDONE	The channel generated an unexpected 03 (reset done) or 7F interrupt, indicating the existence of a firmware or hardware problem.
BT_STATUS_ERROR_HANGUP	4/503	HNG_IOCTL_ERROR	An Bfv API command to the driver returned an error value, indicating that the driver or the operating system detected an error.
BT_STATUS_ERROR_HANGUP	4/504	HNG_OVERLAY_DLOAD_ERR	Error reported at termination of fax overlay download.
BT_STATUS_ERROR_HANGUP	4/505	HNG_MAX_TIMEOUT	Maximum timeout exceeded. This code occurs when the user configuration file parameter max_timeout has been enabled and the specified timeout has expired.

Additional Information:

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Attachments:

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