

# Re: Reason for LINEDISCONNECTMODE\_NOANSWER

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*Source:*

<http://www.tech-archive.net/Archive/Development/microsoft.public.win32.programmer.tapi/2005-10/msg00323.html>

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  - *Date:* Thu, 20 Oct 2005 17:58:34 +0200
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"Martin Richter [MVP]" <[martin.richter@xxxxxxxxxx](mailto:martin.richter@xxxxxxxxxx)> schrieb im Newsbeitrag  
[news:dj5b0o.5i8.1@xxxxxxxxxxxxxxxxxxxxxx](mailto:news:dj5b0o.5i8.1@xxxxxxxxxxxxxxxxxxxxxx)

>>>If I dial a number via lineMakeCall that is not complete (missing last  
>>>digit)  
>>  
>> Martin,  
>> Do use partially dialling for this?  
>  
> No! It is a full number given from a DB.

Martin,

isn't this a contradiction: "not complete (missing last digit)" vs. "It is a full number" ?

You may want to try partially dialing, i.e. adding a ';' at the end of DestAddress at lineMakeCall().

Of course it depends on the TSP whether this is supported...

E.g. UniModem.TSP on W2k/SP4 supports it,

UniModem.TSP on XP/SP2 returns LINEERR\_INVALIDADDRESS.

>>>it takes some time and the connection is disconnected and nearly  
>>>all tapi drivers I checked (4 up to know, elmeg, Alcatel) returned as  
>>>disconnect reason LINEDISCONNECTMODE\_NOANSWER. And I can understand  
>>>this, because I get no answer. Shouldn't it be  
>>>LINEDISCONNECTMODE\_BADADDRESS (The destination address is invalid)?  
>>  
>>  
>> Now I'm confused:  
>> At 1st you said you understand why it is \_NOANSWER, then you suggested it  
>> should be \_BADADDRESS !?  
>> Btw. why should it be \_BADADDRESS? The address isn't invalid but only  
>> incomplete.  
>  
> Yes but for the user, if he uses his phone the number does not yield  
> into a connection, and will never do this! So the address is bad!

And the user doesn't get an answer, therefore \_NOANSWER.

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So we obviously disagree on this...

Btw. you seem to intentionally misleading TAPISRV and the TSP about the "missing last digit" at lineMakeCall().  
This can be regarded as a bug in the TAPI app.

>>>But in the case above, when the TSP disconnects due to timeout reasons I  
>>>get a LINEDISCONNECTMODE\_NOANSWER too. But the situation is different.  
>>>In one case had a connection but nobody gets on the phone, in the other  
>>>case there is no connection at all.  
>>  
>>  
>> Are you referring to UniModem.TSP that is firing LINECALLSTATE\_CONNECTED  
>> immediately after dialling is complete?  
>  
> No! I am talking about a callcenter application that dial numbers  
> throughout TSP from different vendors, I tested some elmeg, Alcatel TSPs.

So what do you exactly mean by "In one case had a connection but nobody gets on the phone"?

>> As you have already noticed the the TAPI specification has only a brief  
>> description of this,  
>> it is actually up to the TSP developer to decide.  
>> This decision is of course influenced by the information the TSP has  
available  
>> from the corresponding telephone devices.  
>>  
>> Conclusion: a TAPI app needs to be tested with every TSP it desires to  
>> properly run with!  
>  
> Bad. Very bad. I always thought (maybe I am fool thinking that), that  
> TAPI is a standard Interface and TSP programmers should use disconnect  
> reasons in a way that they fit the docs and specs.

Welcome to the real world (of TAPI).

>> Btw. what is your actual problem with this (or is this "only"  
academically)?  
>>  
>> For further discussion it will be helpful to post TB20.logs (incl. logged  
>> params) for the various scenarios and TSPs.  
>  
> Yes the discussion is more academically!  
> We have several disconnect reasons.  
> Our application needs to decide what to happen with a call that was not  
> connected:  
> The call was made, nobody replies on the rings and after a timeout may

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- > application drops the call. Conclusion for our application: Need to retry
- > later until a retry count is reached. So this is not a problem.

O.k.

- > Now we have the cases where we receive a LINEDISCONNECTMODE. Each of the
- > modes is assigned to one of the categories below (this was done by
- > reading the docs very carefully).
- >
- > – Failures that need special messages and action:
- > LINEDISCONNECTMODE\_UNKNOWN LINEDISCONNECTMODE\_PICKUP
- > LINEDISCONNECTMODE\_FORWARDED LINEDISCONNECTMODE\_CONGESTION
- > LINEDISCONNECTMODE\_UNAVAIL LINEDISCONNECTMODE\_NODIALTONE
- > LINEDISCONNECTMODE\_TEMPFAILURE
- > LINEDISCONNECTMODE\_QOSUNAVAIL LINEDISCONNECTMODE\_BLOCKED
- > LINEDISCONNECTMODE\_CANCELLED

I guess

LINEDISCONNECTMODE\_PICKUP  
LINEDISCONNECTMODE\_FORWARDED  
are for inbound calls.

- > – The category the call is Busy and we need to retry it in a few minutes:
- > LINEDISCONNECTMODE\_NORMAL LINEDISCONNECTMODE\_BUSY

- > – The categories where there was no connection because of timeouts or
- > temporary failures and need to be retried later:
- > LINEDISCONNECTMODE\_REJECT LINEDISCONNECTMODE\_NOANSWER
- > LINEDISCONNECTMODE\_UNREACHABLE LINEDISCONNECTMODE\_DONOTDISTURB
- > LINEDISCONNECTMODE\_OUTOFORDER

I guess

LINEDISCONNECTMODE\_CONGESTION  
LINEDISCONNECTMODE\_TEMPFAILURE  
belong here too.

- > – The categories where we have to decide that the number is wrong and
- > there is no need and the need to check the address:
- > LINEDISCONNECTMODE\_NUMBERCHANGED
- > LINEDISCONNECTMODE\_BADADDRESS LINEDISCONNECTMODE\_INCOMPATIBLE
- >
- >
- > Now I am in conflict with an address (phonenumber) that is incomplete.
- > The TSP's I tested returned LINEDISCONNECTMODE\_NOANSWER.
- >
- > So the academic question is: What is the correct use of
- > LINEDISCONNECTMODE\_NOANSWER.

Counter-question: does a TSP know that the call was disconnected due to an

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incomplete DestAddress ?

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Best Regards

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TAPI / TSP Developer and Tester

[http://www.I-B-A-M.de/Andreas\\_Marschall's\\_TAPI\\_and\\_TSPI\\_FAQ.htm](http://www.I-B-A-M.de/Andreas_Marschall's_TAPI_and_TSPI_FAQ.htm)

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• **References:**

◆ **Q: Reason for LINEDISCONNECTMODE\_NOANSWER**

◇ From: Martin Richter [MVP]

◆ **Re: Reason for LINEDISCONNECTMODE\_NOANSWER**

◇ From: Andreas Marschall [MVP TAPI]

◆ **Re: Reason for LINEDISCONNECTMODE\_NOANSWER**

◇ From: Martin Richter [MVP]

• Prev by Date: **Re: Panasonic KX-TDA – No event on retrieving held call**

• Next by Date: **Re: Panasonic KX-TDA – No event on retrieving held call**

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• Next by thread: **Nortel – lineBlindTransfer fails with error: LINEERR\_OPERATIONFAILED**

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