Composer Help

CTI Block Issues

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CTI Block Issues

Potential Issues are as follows:

1. A CTI block throws an error.unsupported.send exception:

   - Check if external messaging is enabled in MCP. CTI blocks use <send> and <receive> tags and these can be disabled in MCP configuration. Please refer to the *Genesys Voice Platform Deployment Guide*.

2. A CTI block throws an `error.com.genesyslab.composer.unsupported exception`:

   - Check that the CTI functionality your application is trying to use is supported in the scenario that is getting executed at runtime -- CTI via SIPServer or CTI via CTIConnector. Consult the Working with CTI Applications and CTI Blocks topics to see which features are supported in the two scenarios in each CTI block.