

Communicator Error Codes – Guide

This document explains common error messages in *Communicator*, what they mean, and what to do to resolve them.

Common Errors & Their Meanings

Error Message	What It Means	How to Fix It
“Your account has no Editions Permissions granted. Please contact your administrator.”	The extension/user has no edition (features/modules) assigned. There's nothing to allow this user to use the Communicator because no permissions are granted.	Check the user's extension settings → Editions & Modules . Ensure an edition is selected. Also check that there are the proper licenses allocated to the account.
“Proxy is not ready to accept connections.”	The service that provides connections (pwproxy) is down or not running properly.	Contact support/administrator to check the pwproxy service status.
“Connection refused. Service is down or outdated.”	Either the backend service is offline, or the version of Communicator does not match what UX expects.	Confirm that the server is running and up to date. Ensure the version of the Communicator app is compatible with the UX version. Update either side if needed.

Error Message	What It Means	How to Fix It
“Your account is suspended. Please contact your administrator.”	The extension / user is disabled.	Contact support/administrator and provide them with your extension number and email address.
“Service is suspended. Please contact your administrator.”	The subscription for Communicator itself is suspended.	Contact support/administrator and provide them with your extension number and email address.
“Your account does not support <EDITION> edition.”	The user is trying to log in using a role or edition that isn't assigned to their account. For example, they have “Business” edition but are attempting a supervisor/agent edition.	Contact support/administrator. In <i>Editions & Modules</i> , make sure the correct edition(s) is assigned to the extension. If not, adjust or correct the editions.
“This is the first time you are logging in. Please change your password.”	The user is logging in for the first time under a default or temporary credential. A password change is required.	On first login, follow the prompt to change password. After doing so, future logins should be normal.
“License limit reached.”	There are too many users/agents logged in relative to licensed capacity.	Acquire more licenses or ensure that inactive sessions are logged out. Check with the administrator.

Error Message	What It Means	How to Fix It
“Empty password is not allowed.”	A blank password was used, which is not permitted.	Enter a non-blank password. If user setting allows, force a password reset.
“Login Failed: Username or Password is incorrect.”	The credentials entered do not match those in the system.	Double-check spelling, case, and format. If needed, reset the password via admin.
“DB connection error.”	The database (e.g. MySQL) that Communicator communicates with has hit its maximum number of concurrent connections, or cannot accept more.	Administrator should check database health and connection limits. Possibly increase the connection limit or free up existing connections.
“Your system has reached maximum number of concurrent connections. Please contact your administrator.”	Similar to “License limit reached” but refers specifically to the maximum concurrent sessions allowed by system configuration.	Same fix: ensure capacity for connections, log out idle users, or upgrade system limits or licenses.
“Your version is not compatible. Please update or contact your Administrator.”	The version of the Communicator client/app is mismatched (too old or too new) relative to the server.	Update the client or server software so they are compatible. Admin should ensure the supported version matrix is followed.

Error Message	What It Means	How to Fix It
“User ID is invalid. Please contact your administrator.”	The user's account record (user ID) is missing or wrong in the server database.	Admin should check the user table / user list, confirm that there is a valid user record. Fix or recreate if missing.
“Agent number is not valid.”	If using agent functionality (call center / queues), the agent number used does not match a valid agent in the system.	Check the agent number configured for the user/extension. Correct any typos or misconfigurations.
“Agent pin is incorrect.”	The PIN used for agent login or operation is incorrect.	Reset or verify the agent pin in the extension's agent settings. Ensure user knows the proper PIN.