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## Composer Help

CTI Block Issues

# 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.