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Preface

This chapter covers:

1. **How to Use This Manual**
2. **Organization of This Manual**
3. **Conventions Used in This Manual**
4. **Solaris and Windows 2000 Conventions**
5. **Trademark Conventions**

Scope

This manual is a reference for the system alarm messages generated by the Avaya Media Processing Server (Avaya MPS) Series.

Intended Audience

This reference manual is directed toward advanced users of the Avaya MPS Series. To use the information in this manual effectively, you should have a good understanding of the Avaya MPS Series software architecture, hardware architecture, and the base operating system of your particular Avaya MPS (i.e., Solaris or Win32). You should be experienced and comfortable working in a command line environment.

How to Use This Manual

This manual uses many standard terms relating to computer system and software application functions. However, it contains some terminology that can only be explained in the context of the Avaya MPS system. Refer to the *Glossary of Avaya MPS Terminology* for definitions of Avaya MPS specific terms.

Initially, you should start reading with ***Introduction to Avaya MPS Alarms*** on page 22. This chapter provides an overview of the Avaya MPS system alarm facility and explains how to use the alarm message reference pages in this manual. Each of the subsequent chapters contains alarm message reference pages for a particular process or task. Within each chapter, alarm message reference pages appear in numerical order by alarm number.

If you are reading this document online, use the cross-reference links (shown in blue) to quickly locate related topics. <LEFT> click once with your mouse while positioned with your cursor over the cross-reference link. Click on any point in a Table of Contents entry to move to that topic. Click on the page number of any Index entry to access that topic page.

To familiarize yourself with various specialized textual references within the manual, see ***Conventions Used in This Manual*** on page 17.

Periphonics is now part of Avaya. The name Periphonics, and variations thereof, appear in this manual only where it is referred to in a product. (For examples, a PeriProducer application, the `PERImps` package, the `perirev` command, etc.)

Organization of This Manual

The following chapters comprise this reference manual:

Chapter 1— Introduction

Describes how system alarms are generated, the basic alarm message components, and how to use the information for the documented alarm messages.

Chapter 2— CCM Alarms

Lists Call Control Manager (CCM) alarms.

Chapter 3— COMMGR Alarms

Lists Communications Manager (COMMGR) alarms.

Chapter 4— CONFMGMT Alarms

Lists Conference Manager (CONFMGMT) alarms.

Chapter 5— FAXMGR Alarms

Lists Fax Manager (FAXMGR) alarms.

Chapter 6— NCD Alarms

Lists Network Control Daemon (NCD) alarms.

Chapter 7— RCM Alarms

Lists Resource Control Manager (RCM) alarms (including Generic Call Logging alarms).

Chapter 8 — SRP Alarms

Lists Startup and Recovery Process (SRP) alarms.

Chapter 9 — TCAD Alarms

Lists TMS Configuration and Alarm Daemon (TCAD) alarms.

Chapter 10 — TMSCFG Alarms

Lists TMS Configuration (TMSCFG) process alarms.

Chapter 11 — TRIP Alarms

Lists TMS Routing Interface Process (TRIP) alarms.

Chapter 12 — VAMP Alarms

Lists VAMP alarms.

Chapter 13 — VENGINE Alarms

Lists VENGINE alarms.

Chapter 14 — VMM Alarms

Lists Voice Memory Manager (VMM) alarms.

Chapter 15 — VSTAT Alarms

Lists Voice Statistics (VSTAT) process alarms.

Chapter 16 — VXMLI Alarms

Lists VoiceXML Interpreter (VXMLI) process alarms.

Appendix A — NCD Alarm Messages

Lists possible output for NCD alarm 10004 and diagnostic actions.

Appendix B — TCAD Alarm Messages

Lists possible output for TCAD alarm 11000 and diagnostic actions.

Conventions Used in This Manual

This manual uses different fonts and symbols to differentiate between document elements and types of information. These conventions are summarized in the following table.

Conventions Used in This Manual Sheet 1 of 2

Notation	Description
Normal text	Normal text font is used for most of the document.
important term	The Italics font is used to introduce new terms, to highlight meaningful words or phrases, or to distinguish specific terms from nearby text.
system command	This font indicates a system command and/or its arguments. Such keywords are to be entered exactly as shown (i.e., users are not to fill in their own values).
command, **condition**, and **alarm**	Command, Condition and Alarm references appear on the screen in magenta text and reference the *Command Reference Manual*, the *Condition Reference Manual*, or the *Alarm Reference Manual.* Refer to these documents for detailed information about **Commands**, **Conditions**, and **Alarms**.
`file name / directory`	This font is used for highlighting the names of disk directories, files, and extensions for file names. It is also used to show displays on text-based screens (e.g., to show the contents of a file.)
on-screen field	This font is used for field labels, on-screen menu buttons, and action buttons.
<KEY NAME>	A term that appears within angled brackets denotes a terminal keyboard key, a telephone keypad button, or a system mouse button.
Book Reference	This font indicates the names of other publications referenced within the document.
cross reference	A cross reference or man page reference appears on the screen in blue text. Click on the cross reference to access the referenced location. A cross reference that refers to a section name accesses the first page of that section. Click on the man page reference to elicit a pop-up window displaying the subject man page.
	The Note icon identifies notes, important facts, and other keys to understanding.
	The Caution icon identifies procedures or events that require special attention. The icon indicates a warning that serious problems may arise if the stated instructions are improperly followed.

Conventions Used in This Manual Sheet 2 of 2

Notation	Description
	The flying Window icon identifies procedures or events that apply to the Windows 2000 operating system only.[a]
	The Solaris icon identifies procedures or events that apply to the Solaris operating system only.[b]

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Solaris and Windows 2000 Conventions

This manual depicts examples (command line syntax, configuration files, and screen shots) in Solaris format. In certain instances Windows 2000 specific commands, procedures, or screen shots are shown where required. The following table lists examples of general operating system conventions to keep in mind when using this manual with either the Solaris or Windows operating system.

	Solaris	Windows 2000
Environment	`$MPSHOME`	`%MPSHOME%`
Paths	`$MPSHOME/common/etc`	`%MPSHOME%\common\etc`
Command	**`<command> &`**	**`start /b <command>`**

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1

Introduction

This chapter covers:

1. **Introduction to Avaya MPS Alarms**
2. **Alarm Message Format**
3. **Alarm Reference Format**

Introduction to Avaya MPS Alarms

The system alarms feature provides a facility to display various system messages in a uniform format. The ALARMD process collects alarms from the various processes, writes them to the alarm logs, and forwards the alarms to any Alarm Viewers requesting to receive messages.The alarm messages are translated into the standard format via an alarm database file (`alarm.db.pag` and `alarm.db.dir`) which is located in the `$MPSHOME/common/etc` directory. This file contains textual and other data associated with each alarm message in the system.

The alarm logs are located in the directory `$MPSHOME/common/log` in the format `alarm.<component_type>.<component_#>.log`, with backup files being appended with the `.bak` extension.

Alarms are also assigned a severity level, ranging from 1 (least severe) to 9 (most severe). Less severe alarms may indicate errors which do not have significant impact on system functioning or indicate normal system events (such as a process going into a ready state). More severe alarms may indicate critical system failure and require immediate action to correct the problem.

Use the PeriView Alarm Viewer utility to display logged system alarms and to create filters to selectively allow/ignore certain alarms to be displayed/logged. Refer to the *PeriView Reference Manual* for more information on using the Alarm Viewer and for alarm filtering.

Use the **`merge`** utility to merge alarm logs into a single output (typically a separate file). **`merge`** automatically outputs the alarms according to their chronological order in their source log files. Refer to the *Command Reference Manual* for more information.

Use the **`genalm`** utility to generate alarms from the command line. **`genalm`** can also display alarms to the standard output (STDOUT). Refer to the *Command Reference Manual* for more information.

Alarm Message Format

Alarms are organized numerically within a software process name. The source of this alarm information is the individual alarm database records. Alarms are displayed by the PeriView Alarm Viewer. They are displayed in the format:

proc_name comp_name alm_code host_num phone_line_num date_time severity message

where:

proc_name
The name of the process which generated the alarm.
comp_name

The name of the component from which the alarm was generated.

alm_code

The alarm code/number. The alarm code can potentially be any value that is represented by an int variable. However, the current conventions use only a 5-digit alarm code that indicates the category of the alarm. The major alarm categories, which determine the first digit of the alarm code, are as follows:

00000 - 09999 ALMGENERIC Reserved for generic system alarms.
10000 - 19999 ALMPROCESS Process-specific alarms.
20000 - 29999 ALMLINE Line command alarms.
30000 - 39999 <none> Device status alarms.
40000 - 49999 <none> Data message content alarms.
50000 - 89999 <none> Reserved for future use.
90000 - 99999 ALMUSER User Alarms.

Within the above major categories, except for the User Alarms, there are the following subcategories:

For alert or error type messages:

0000 - 0999 ALMINFO Problem detected.
1000 - 1999 ALMCMD Incorrect command or message received.
2000 - 2999 ALMSTATUS Unexpected command or message.
3000 - 3999 ALMDATA Unsolicited command or message.
4000 - 4999 <none> Aborted process command or message.

For information-type messages:

5000 - 5999 <none> Received command or message.
6000 - 6999 <none> Debug check performed.
7000 - 9999 <none> Reserved for future use.

host_num
: The host number which generated the alarm. This is only valid if the Alarm Viewer is set to monitor external Avaya MPS systems. An asterisk (*) in this field indicates alarms generated by a local process/component.

phone_line
: The phone line which is associated with the generated alarm. An asterisk (*) in this field indicates alarms which are not associated with an individual line.

date_time
: The date and time the alarm was generated.

severity
: The severity of the alarm. Severity 1 alarms are either minor errors (which generally do not affect system function) or information messages. Severity 9 alarms indicate major system failure.

message
: A text message indicating the cause for the alarm.

Alarm Reference Format

The alarm reference pages in this manual are presented using the format and conventions described below. The presentation is based on traditional reference command manual (man) pages.

<task> <alarm_#>

Each reference page starts with a primary heading listing the task and the alarm number. The subheadings of the alarm reference page are described below.

MESSAGE

The alarm text message as appears in the alarm log file/alarm viewer

SEVERITY

The alarm severity. This can be from 1 (information or low priority) to 9 (very high priority).

PROBABLE CAUSE

The possible reason(s) why the alarm was produced. Some alarms are produced only under specific circumstances and may have only one cause. Others can be produced under multiple circumstances. Some alarms use variable text fields to display further information about the condition which caused the alarm.

The cause can be better determined by noting the system state when the alarm occurred. For example, if the alarm was generated during system startup, it is likely to be a system configuration problem.

Note that not all alarm error messages indicate failure of the Avaya MPS. There may be external causes (such as an external database/host going down).

ACTION

The steps to take to correct any error condition. For many severity 1 (information) alarms, there are no actions because the alarm is the result of normal system operation. Error message alarms may require changing system configuration parameters, modifying applications, or pilfering some sort of system maintenance (e.g., moving messages from a full Caller Message Recording file to a different file or media).

For alarms with multiple causes, each cause will usually have an associated action. Some error conditions caused by external factors cannot be fixed by doing anything on the Avaya MPS. You may need to involve others.

There are many alarm messages which should never occur except with major system failure. These severe alarms indicate conditions which can only be analyzed and remedied by Avaya Technical Support.

EXAMPLES

One or more examples of the alarm's output may be presented. If no examples are provided, this heading is omitted.

NOTES

Additional information not discussed elsewhere in this reference page. If there is none, this heading is omitted.

2

CCM Alarms

This chapter covers:

1. **CCM Alarms**

CCM 11000

MESSAGE

`Service parameter [<parameter name>] does not exist.`

SEVERITY

4

PROBABLE CAUSE

The parameter was misspelled or there was a typo.

ACTION

Check and fix spelling of the service parameter.

CCM 11001

MESSAGE

`Failed to configure service param [<parameter name>] to value [<parameter value>]. Error in parsing value.`

SEVERITY

4

PROBABLE CAUSE

The value given is of the wrong type. For example a parameter requires a time value (numeric) but the value provided was "ON" (string).

ACTION

Check and fix the value that this parameter is being set to.

CCM 11002

MESSAGE

`Failed to configure service parameter [<parameter name>] to value [<parameter value>]. Out of range [<the allowable range of values>].`

SEVERITY

4

PROBABLE CAUSE

The value given is out of range. For example the parameter takes a time for its value with a range of 2s-500s and the value provided is 1s.

ACTION

Check and fix the value that this parameter is being set to.

CCM 11003

MESSAGE

`Failed to execute console opt [<the console option>] invalid format (see CCM help for this option)`

SEVERITY

4

PROBABLE CAUSE

The wrong format/syntax was used for this console option in CCM's configuration file. For example, **`setsvcparam first 10s`** is syntactically incorrect. The correct syntax is, **`setsvcparam first=10s`**.

ACTION

Check CCM's configuration file and fix the syntax that is being used for [<*the console option*>].

NOTES

CCM's configuration file is located in `$MPSHOME/mpsN/etc`. Phone line CCM's use "`ccm_phoneline.cfg`" and administrative CCM's use "`ccm_admin.cfg`".

CCM 11004

MESSAGE

`WARNING failed to process configuration file "<file name>" reason [<reason code>:<reason string>].`

SEVERITY

4

PROBABLE CAUSE

Configuration file may be corrupt or there is a communication problem between CCM and CONFIGD/TMS. The configuration process may have timed out on a response

from CCM causing it to terminate processing of the configuration file.

ACTION

Verify that the configuration file is present and correct.

Possible hardware/software problem. CCM may not respond in a timely manner to the configuration process if the hardware (TMS, hard disk, etc) does not respond in a timely manner to a request. Also check CPU utilization to ensure that the CPU is not overloaded during this time.

NOTES

CCM's configuration file is located in `$MPSHOME/mpsN/etc`. Phone line CCM's use "`ccm_phoneline.cfg`" and administrative CCM's use "`ccm_admin.cfg`".

CCM 12000

MESSAGE

`TMS [<`*resource name*`>] resource is not available.`

SEVERITY

9

PROBABLE CAUSE

The resource was not loaded in TMS, the resource is not part of the RSET profile, or the pool of resources was depleted.

ACTION

- The resource was not loaded in TMS.
  Verify that the resource is properly configured using the Avaya MPS configuration utility.
  Verify that enough licenses exist for the number of resources desired.
- The resource is not part of the RSET profile.
  If the resource is "dtmf" verify that the resource is in the RSET profile for the line. Use the Avaya MPS configuration utility to verify that a dtmf resource is in the RSET profile of all lines that will need access to a dtmf receiver (dtmf resources are not shareable).
- The pool of resources was depleted.
  Check for resource leaks in CCM/TMS.
  Increase the number of resources of this type that are available to the Avaya MPS.

CCM 12001

MESSAGE

`LoadInfo error, no phone line resource in RSET profile.`

SEVERITY

9

PROBABLE CAUSE

The system was configured incorrectly, or there is a licensing problem. For example a phone line is not configured in the RSET profile, or the number of lines that CCM is configured to control (in `vos.cfg`) is greater than what was configured/licensed.

ACTION

- The system was configured incorrectly.
  Verify phone line configuration using the Avaya MPS configuration utility.
  Verify that `vos.cfg` (`$MPSHOME/mpsN/etc/vos.cfg`) is correct.

- There is a licensing problem.
  Verify that there are enough licenses for the number of lines that are to be loaded in TMS.

CCM 12002

MESSAGE

`RSET creation failed reason [<`*reason code*`>:<`*reason string*`>].`

SEVERITY

9

PROBABLE CAUSE

There is a hardware/software problem.

ACTION

TMS may be out of memory. Look for alarms from TMS that may indicate this.

CCM 12003

MESSAGE

`Resource add failure for static resource [<`*resource*`>:<`*resource*

class ID>] reason [<*reason code*>] shutting down.

SEVERITY

9

PROBABLE CAUSE

There is a configuration/licensing error.

ACTION

- The system was configured incorrectly.
  Verify that the resource is properly configured using the Avaya MPS configuration utility.

- There is a licensing problem.
  Verify that there are enough licenses for the resources that are being nailed (statically assigned) to phone lines (RSETs).

3

COMMGR Alarms

This chapter covers:

1. **COMMGR Alarms**

COMMGR 10100

MESSAGE

`Warning: Protocol alarm, <text>`

SEVERITY

3

PROBABLE CAUSE

There is an error at the protocol level of host communications. The error depends upon the message displayed.

ACTION

The displayed message suggest corrective actions (if necessary).

COMMGR 10101

MESSAGE

`Warning: Transmit of message <msg_type>/<msg_subtype> to <process>(cd=<connect_descriptor>) failed with <return_code>, ipcerrno=<IPC_err_num>`

SEVERITY

3

PROBABLE CAUSE

There is an internal host messaging communications error.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

COMMGR 10102

MESSAGE

`Warning: Received unexpected message <msg_type>/<msg_subtype> from <process>(cd=<dest_conn_ID>)`

SEVERITY

3

PROBABLE CAUSE

There is an internal host messaging communications error.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

COMMGR 10104

MESSAGE

`Warning: Invalid MX handle <handle> in message <msg_type>/ <msg_subtype> from <process> (cd=<conn_desc>)`

SEVERITY

3

PROBABLE CAUSE

There is an internal host messaging communications error.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

COMMGR 10112

MESSAGE

`Cannot allocate <`*string*`>, size <`*string*`>`.

SEVERITY

7

PROBABLE CAUSE

There has been an error in internal memory allocation, which may indicate a more severe problem.

ACTION

For short-term operation, terminate all unnecessary processes and retry the command. Contact your local Avaya MPS technical support.

COMMGR 11000

MESSAGE

```
Invalid mode specified for host.
```

SEVERITY

4

PROBABLE CAUSE

An invalid mode was specified in the **host# mode...** command. This is displayed when a generic host is set to rawtty mode.

ACTION

Specify a valid mode for a host in `$MPSHOME/mpsN/etc/commgr.cfg` file.

COMMGR 11001

MESSAGE

`Invalid VT number: <`*vt_number*`>.`

SEVERITY

4

PROBABLE CAUSE

The VT number specified in the **assignvt** command is not within the valid range.

ACTION

Specify VT numbers only within the valid range of 1 to 256.

COMMGR 11002

MESSAGE

`Line number out of range: <`*line_number*`>.`

SEVERITY

4

PROBABLE CAUSE

The specified Avaya MPS line is not within the valid range.

ACTION

Specify Avaya MPS line numbers only within the valid range of 1 to 256.

COMMGR 11003

MESSAGE

`No pooled vt associated with the line.`

SEVERITY

4

PROBABLE CAUSE

An **ENVIRONMENT parameter "...$VT..."** command was executed in an application and a pooled VT was not allocated to the line.

ACTION

The application should first perform a **GETVT** command. If **GETVT** fails, assign more VTs to the pool with the **host# pool** <*pool*> **vtlist** command in `$MPSHOME/mpsN/etc/commgr.cfg`.

NOTES

The system must be restarted for changes in `$MPSHOME/mpsN/etc/commgr.cfg` to take effect.

COMMGR 11009

MESSAGE

```
Read for non-pooling lines only.
```

SEVERITY

4

PROBABLE CAUSE

The **host# phone # read** command was used on a line that uses VT pooling. The line must have an explicit VT assignment for the **read** command to be used.

ACTION

Use the **read** command only with a line that has a VT explicitly assigned to it. Take the desired VT out of pooling by modifying the **host# pool**...**vtlist** command in `commgr.cfg`. Assign the specific VT to the line using the **host# line # assignvt** command.

NOTE

The system must be restarted for changes in `$MPSHOME/mpsN/etc/commgr.cfg` to take effect.

COMMGR 11010

MESSAGE

```
Cannot connect to the RTU service.
```

SEVERITY

3

PROBABLE CAUSE

There is a network configuration problem.

ACTION

Restart SRP. If the problem reoccurs, reboot the node.

COMMGR 11011

MESSAGE

`Send error: <message>`

SEVERITY

3

PROBABLE CAUSE

This is a general error that is displayed when a message transfer to the host has failed. The message displayed can be one of the following:

`Aid failed`
- The AID key sent to the host was not accepted or the keyboard could not be unlocked.

`Attempt to write an alpha in a numeric field`
- A field in the BMS map is writing an alphabetic character to a field that can only contain numeric.

`Attempt to write past the end of screen`
- A field in the BMS map is defined beyond the boundaries of the map.

`Attempted to write into a protected field`
- A field in the BMS map is writing into a protected field.

`Bad Parameter`
- Invalid text in a **host# parameter** command was sent to the host.

`host down`
- Data could not be transferred because the host was down.

`Host undefined`
- A message was sent to a host that was not defined.

`Invalid host type`
- An AID key was sent to the host and the host was either a tty host or in rawtty mode.

`Invalid line number, line number can't be > 99`
- A message was sent to a 24-byte header mode host from a line number greater than 99.

`invalid vt`
- Shared memory received an invalid VT number.

`Keyboard locked`

- Two SEND TEXT/MAPs were sent consecutively with no RECEIVE TEXT/MAP or AID (RESET) between them.

`map not supported`

- A map was sent to a generic host that does not support maps.

`Map unsupported`

- A map was sent to an asynchronous host.

`novt`

- In pooling mode, there were no more VTs available in the VT pool. In non-pooling mode, no VT is assigned to the line.

`vt down`

- Data could not be transferred because the VT associated with the line was down.

ACTION

- Redefine the AID key with the **host# aiddefault** command.
- Modify the map definition such that only numeric can be written to numeric fields.
- Modify the field definitions such that all fields are contained within the map boundaries.
- Modify the map definition to write only into valid fields.
- Only send valid arguments with the parameter command.
- Contact the host staff to bring up the host.
- Define the host as generic or async.
- Change the host definition or stop sending unsupported AID keys to the host.
- Send data to a 24-byte header host only on lines 1 to 99.
- Always put an AID (RESET) or a RECEIVE command between two SEND commands.
- Send the data to the host using the SEND TEXT command.
- Send the data to the host using the SEND TEXT command.
- Modify the pool definitions in the `commgr.cfg` file. Note that you will need to restart the commgr process for any changes to the `$MPSHOME/mpsN/etc/commgr.cfg` file to take effect. Assign a VT to the line using the **host# svc # assignvt** command.
- If this occurs with an application using VT pooling, get another VT with the **GETVT** command.

EXAMPLE

```
Tue May 23 14:39:45 <commgr> 11011 Line 16 Host 1 Severit
y 3 Vps 5
Send error: Host undefined
```

COMMGR 11014

MESSAGE

`Memory allocation error: <`*error_message*`>`

SEVERITY

4

PROBABLE CAUSE

There is no more available memory in the system.

ACTION

For short-term operation, terminate all unnecessary processes and retry the command. In any event, contact your local Avaya MPS technical support for a memory upgrade.

COMMGR 11015

MESSAGE

<*command*> `for a generic host.`

SEVERITY

4

PROBABLE CAUSE

The **read** command was issued on non generic host.

ACTION

Only execute the **read** command for hosts defined as generic.

COMMGR 11017

MESSAGE

`Host <#> status: <`*text*`>`

SEVERITY

4

PROBABLE CAUSE

The status of the specified host is displayed. It can be either up and running or down. If the host is down, it does not necessarily indicate an error.

ACTION

None.

COMMGR 11018

MESSAGE

`A pool must be associated with the <command> command.`

SEVERITY

4

PROBABLE CAUSE

A pool-dependent command was used without a specified poolname.

ACTION

Use the **host# pool** <*poolname*> <*command*> syntax when executing pool-dependent commands.

COMMGR 11019

MESSAGE

`Pool <`*poolname*`> undefined`

SEVERITY

4

PROBABLE CAUSE

An attempt was made to use the displayed pool name in a command but the pool was never defined.

ACTION

Define a pool with the specified name using the **host# pool** <*poolname*> command. Specify a pool name that was previously defined by a **host# pool** command.

NOTE

The system must be restarted for changes in `$MPSHOME/mpsN/etc/commgr.cfg` to take effect.

COMMGR 11023

MESSAGE

```
tty receive problem: No line associated with VT 1.
```

SEVERITY

3

PROBABLE CAUSE

A text message was received from the tty host but no line had VT 1 assigned to it.

ACTION

Assign VT 1 to a line using the **host# line # assignvt** command.

COMMGR 11025

MESSAGE

`Cannot send RTU <event> generic event`

SEVERITY

3

PROBABLE CAUSE

There was an internal system failure error in attempting to send a generic event to SRP.

ACTION

Restart SRP.

COMMGR 11026

MESSAGE

```
Cannot get RTU generic event ack data.
```

SEVERITY

3

PROBABLE CAUSE

There was an internal SRP messaging failure.

ACTION

Restart SRP.

COMMGR 11027

MESSAGE

`Device <dev> already assigned to host <#>.`

SEVERITY

3

PROBABLE CAUSE

The displayed device is already being used by the displayed host number. Each device can be assigned to only one host.

ACTION

Assign all hosts to unique devices using the **host# protocol** <*name*> command.

COMMGR 11029

MESSAGE

```
Host down.
```

SEVERITY

3

PROBABLE CAUSE

The host has gone down. This does not necessarily indicate a fault or failure on the Avaya MPS.

ACTION

Contact your host staff to bring the host backs up.

COMMGR 11030

MESSAGE

Invalid polled information request subtype <#>.

SEVERITY

3

PROBABLE CAUSE

There is an internal host messaging communications error.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

COMMGR 11031

MESSAGE

```
Cannot set tran code, invalid mode for host.
```

SEVERITY

3

PROBABLE CAUSE

A **host# stran** or **host# ctran** command was executed for a host that was not defined to operate in either 24-byte header or PACE mode.

ACTION

Use the specified command only for the hosts that are defined to operate in either 24-byte header or PACE mode.

COMMGR 11032

MESSAGE

`Invalid rtu message subtype <#>`

SEVERITY

3

PROBABLE CAUSE

There is an internal host messaging communications error.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

COMMGR 11033

MESSAGE

`VT <#> already assigned to line <#>.`

SEVERITY

3

PROBABLE CAUSE

An attempt was made to assign a VT to a line or pool when the VT was already assigned to a line.

ACTION

Remove the current VT assignment with the **host# svc # unassignvt** or **host# pool**...**remove_vt** command and assign the desired VT with the **assignvt** or **vtlist** command.

COMMGR 11034

MESSAGE

`VT <#> already assigned to pool <poolname>`

SEVERITY

3

PROBABLE CAUSE

An attempt was made to assign a VT to a pool when the VT was already assigned to a different pool. An attempt was made to assign a VT to a line when the VT was already assigned to a pool

ACTION

Change the **host# pool** <*poolname*> **vtlist** commands in `$MPSHOME/mpsN/etc/commgr.cfg` such that no VT is in two pools. Change the **host# line ## assignvt** and **host# pool** <*poolname*> **vtlist** commands in `$MPSHOME/mpsN/etc/commgr.cfg` such that a given VT is assigned to either a pool or a line.

NOTE

The system must be restarted for changes in `$MPSHOME/mpsN/etc/commgr.cfg` to take effect.

COMMGR 11036

MESSAGE

`VT <#> is down.`

SEVERITY

3

PROBABLE CAUSE

A RECEIVE TEXT/MAP command was executed from an application but the VT was down.

ACTION

Check the host status and `$MPSHOME/mpsN/etc/commgr.cfg` file. If host is down, contact the host staff.

COMMGR 11038

MESSAGE

`Line <#> already has VT <#> assigned to it.`

SEVERITY

3

PROBABLE CAUSE

An attempt was made to assign a VT to a service (line) that already had a VT assigned to it.

ACTION

Remove the current VT assignment with the **host# svc # unassignvt** command and assign the desired VT with the **assignvt** command.

NOTE

The system must be restarted for changes in `$MPSHOME/mpsN/etc/commgr.cfg` to take effect.

COMMGR 11039

MESSAGE

`Invalid line number, non-numeric number entered:<`*character*`>.`

SEVERITY

3

PROBABLE CAUSE

A non-numeric character was entered for the logical service (line) identifier of a console command.

ACTION

Use only valid numeric arguments for services (lines) in all **host# svc #** commands.

COMMGR 11040

MESSAGE

`Getvt request failed, couldn't set vt <#> to line <#>.`

SEVERITY

3

PROBABLE CAUSE

Memory has been corrupted when a VT is being allocated, or a VT has been freed to the pool and a GETVT request is outstanding.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

COMMGR 11041

MESSAGE

```
Cannot pool{an async|a non-screen} host.
```

SEVERITY

3

PROBABLE CAUSE

An attempt was made to set up VT pooling for an async or generic, non-screen host.

ACTION

Configure VT pooling only for supported hosts.

COMMGR 11042

MESSAGE

`Pool <poolname> cannot be added after the system has been in itialized.`

SEVERITY

3

PROBABLE CAUSE

An attempt was made to create a VT pool after the host link was initialized.

ACTION

Put all **host# pool** <*poolname*> commands in the `$MPSHOME/mpsN/etc/commgr.cfg` file.

NOTE

The system must be restarted for changes in `$MPSHOME/mpsN/etc/commgr.cfg` to take effect.

COMMGR 11043

MESSAGE

`Memory allocation problem, cannot create Pool: <`*poolname*`>.`

SEVERITY

3

PROBABLE CAUSE

There has been an error in internal memory allocation, which indicates a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

COMMGR 11044

MESSAGE

`Cannot add entry to Queue` <*string*>.

SEVERITY

3

PROBABLE CAUSE

There is an internal host messaging communications error.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

COMMGR 11045

MESSAGE

```
Pooling mode is not allowed for a console sendtext.
```

SEVERITY

3

PROBABLE CAUSE

A **host# line # send** command was executed on the console when the specified line was in pooling mode.

ACTION

Take the line out of pooling mode by specifying a session number (using the session parameter).

COMMGR 11046

MESSAGE

`No VT associated with pool <`*poolname*`>, line <`*#*`>.`

SEVERITY

3

PROBABLE CAUSE

An **ENVIRONMENT usepool** or **ENVIRONMENT freevt** command was executed in an application when there was no VT from that pool associated with the line.

ACTION

Only execute an **ENVIRONMENT usepool** or **ENVIRONMENT freevt** after a VT has been assigned to the line with the **GETVT** command.

COMMGR 11050

MESSAGE

```
Got a receive map for a non-screen host.
```

SEVERITY

3

PROBABLE CAUSE

A RECEIVE MAP command was executed in an application that is communicating with a non- screen host.

ACTION

Use RECEIVE TEXT instead of RECEIVE MAP and handle the messages accordingly. Change the mode of the host using the **host#**...mode command.

COMMGR 11055

MESSAGE

```
Invalid vt number, async host only allowed 1 to 1 mapping
 of vt to line.
```

SEVERITY

3

PROBABLE CAUSE

An attempt was made to assign a VT to an invalid line number. Async VTs can only be assigned in a 1 to 1 correspondence (i.e. VT 1 to line 1, VT 2 to line 2, etc.) with logical phone lines.

ACTION

Assign all VTs in a 1 to 1 correspondence with lines (svc) using the **host# svc # assignvt** command.

COMMGR 11056

MESSAGE

```
Generic host protocol alarm
No translation function for host command.
```

SEVERITY

3

PROBABLE CAUSE

There is an internal host messaging communications error.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

COMMGR 11057

MESSAGE

`The default aid key is too long, maximum length is` <*length*>.

SEVERITY

3

PROBABLE CAUSE

The default aid key was set to a string that is too long.

ACTION

Use a string with the proper length. The maximum length is given by <*length*>.

COMMGR 11058

MESSAGE

```
Invalid protocol name specified.
```

SEVERITY

3

PROBABLE CAUSE

The **host# protocol** command in `commgr.cfg` file specified an invalid protocol.

ACTION

Only use valid names in the connection list for COMMGR as the argument for the **host# protocol** command.

NOTE

The system must be restarted for changes in `$MPSHOME/mpsN/etc/commgr.cfg` to take effect.

COMMGR 11059

MESSAGE

Memory allocation error.

SEVERITY

3

PROBABLE CAUSE

The system was out of memory when the application issued a RECEIVE MAP or a RECEIVE TEXT request.

ACTION

Check the memory usage status and shut down all non-essential processes. If this does not work, contact your local Avaya MPS support staff.

COMMGR 11067

MESSAGE

```
Invalid mode specified, valid modes are 24, pace, screen,
rawtty.
```

SEVERITY

3

PROBABLE CAUSE

COMMGR received a message from a host communications protocol process that contains an invalid mode.

ACTION

Check the configuration file of the host communication protocol process for the mode setting. Valid modes are 24, pace, screen, and rawtty.

COMMGR 11069

MESSAGE

Command <*command*> for a <*host_type*> host only.

SEVERITY

3

PROBABLE CAUSE

Specified command is not valid for configured host protocol.

ACTION

Use the valid command in the $MPSHOME/mpsN/etc/commgr.cfg file.

NOTE

The system must be restarted for changes in $MPSHOME/mpsN/etc/commgr.cfg to take effect.

COMMGR 11071

MESSAGE

Command <string> has already been received.

SEVERITY

3

PROBABLE CAUSE

COMMGR received a configuration option or command that it has already processed and may not process more than once.

ACTION

Edit `$MPSHOME/mpsN/etc/commgr.cfg` to remove multiple occurrences of the configuration option specified by <*string*>. The command cannot be entered from the vsh interface if it already appears in the COMMGR configuration file.

EXAMPLE

(From `commgr.cfg`)

```
 . . .
host1 hostname inferno
host1 hostname ablaze
```

The last command above would result in an alarm being generated.

NOTE

The system must be restarted for changes in `$MPSHOME/mpsN/etc/commgr.cfg` to take effect.

COMMGR 11072

MESSAGE

`Command <string> value <decimal> is out of range.`

SEVERITY

3

PROBABLE CAUSE

COMMGR received a configuration option or command for which the associated decimal parameter is out of range.

ACTION

Refer to the *Avaya Media Processing Server Series Host Communications Reference Manual* and the *Avaya Media Processing Server Series Command Reference Manual* for the valid range of values for the command indicated by <*string*>.

COMMGR 11073

MESSAGE

`Attempt to open connection on host <`*string*`> on port <`*decimal*`> failed.`

SEVERITY

2

PROBABLE CAUSE

There was an error while attempting to open an IPC connection to a process running on the displayed host/port.

ACTION

Verify that the hostname and/or port id values are correct. If they are valid, there may be a more serious problem with the system. Contact your local Avaya MPS support staff.

COMMGR 11076

MESSAGE

Attempt to open connection to host <*host_name*> (<*ip_address*>) for protocol <*protocol*> failed.

SEVERITY

2

PROBABLE CAUSE

There was an error while attempting to open an IPC connection to a process running on the displayed host and protocol name.

ACTION

Verify that the hostname and/or protocol are correct. If they are valid, there may be a more serious problem with the system. Contact your local Avaya MPS support staff.

COMMGR 11077

MESSAGE

```
Unable to get the system name.
```

SEVERITY

2

PROBABLE CAUSE

COMMGR is unable to retrieve standard host name for the current processor.

ACTION

Contact your local Avaya MPS technical support.

COMMGR 11102

MESSAGE

`Attempted to get or set an unknown parameter <`*string*`> for host service <`*id*`>.`

SEVERITY

3

PROBABLE CAUSE

There was an attempt to set an unknown parameter for the specified service id.

ACTION

Use the valid parameter. Refer to the *Avaya Media Processing Server Series Host Communications Reference Manual*, the *Avaya Media Processing Server Series Command Reference Manual*, and the protocol specific manual for the list of the valid parameters.

COMMGR 11103

MESSAGE

`Warning: Attempted to get or set an unknown MX parameter '<parameter>' for service <service>`

SEVERITY

3

PROBABLE CAUSE

There was an attempt to set an unknown parameter for the specified service id.

ACTION

Use the valid parameter. Refer to the *Avaya Media Processing Server Series Host Communications Reference Manual*, the *Avaya Media Processing Server Series Command Reference Manual*, and the protocol specific manual for the list of the valid parameters.

COMMGR 11105

MESSAGE

`Warning: No pooled vt associated with the service <`*service*`>`

SEVERITY

3

PROBABLE CAUSE

There was an attempt to use pooled Virtual Terminals with the displayed service but no pooled VT were associated with it.

ACTION

Associate pooled VTs with a service before attempting to access them.

COMMGR 11106

MESSAGE

`Option <string> requires a specific host number to be specified.`

SEVERITY

3

PROBABLE CAUSE

A specific option was issued in a command without the host number.

ACTION

Specify the option with the appropriate host number. Refer to the *Avaya Media Processing Server Series Host Communications Reference Manual* and the *Avaya Media Processing Server Series Command Reference Manual* for more detail.

COMMGR 11107

MESSAGE

`Option <string> issued for a undefined host.`

SEVERITY

3

PROBABLE CAUSE

An option was specified in a command for an undefined host number.

ACTION

Specify the option with the valid host number. Refer to the *Avaya Media Processing Server Series Host Communications Reference Manual* and the *Avaya Media Processing Server Series Command Reference Manual* for more detail.

COMMGR 11108

MESSAGE

`Failed to open` <*filename*>, <*reason*>.

SEVERITY

3

PROBABLE CAUSE

The system could not open the `host#.rc` file. This is an internal error and may indicate a more serious problem.

ACTION

Contact the local Avaya MPS technical support.

COMMGR 11109

MESSAGE

`Option <string> requires a host service identifier to be specified.`

SEVERITY

3

PROBABLE CAUSE

An option was specified in a command without a host service identifier.

ACTION

Specify the option with the valid service identifier. Refer to the *Avaya Media Processing Server Series Host Communications Reference Manual* and *Avaya Media Processing Server Series Command Reference Manual* for more detail.

COMMGR 11110

MESSAGE

`Timeout <string> must be between <value> secs and <value> secs.`

SEVERITY

3

PROBABLE CAUSE

The timeout value for the specified timer is not in valid range.

ACTION

Specify the timeout value for the specified timer between the specified ranges.

COMMGR 11111

MESSAGE

`Timer <`*string*`> requires 'er' to be larger that 'intime' on host service <`*id*`>.`

SEVERITY

3

PROBABLE CAUSE

The timeout value for the specified timer requires **er** timer to be larger than **intime**.

ACTION

Specify the timeout value for the specified timer so that value of the **er** timer is larger than **intime**.

COMMGR 11113

MESSAGE

`Attempt to set parameter <`*string*`> to invalid value <`*string*`> for host service <`*id*`>.`

SEVERITY

3

PROBABLE CAUSE

An invalid value was specified for the parameter.

ACTION

Use the valid parameter value for the specified parameter. Refer to the *Avaya Media Processing Server Series Host Communications Reference Manual*, the *Avaya Media Processing Server Series Command Reference Manual* and the protocol specific manual for the list of the valid parameters and their values.

COMMGR 11114

MESSAGE

```
Option <string> requires a virtual terminal to be
specified.
```

SEVERITY

3

PROBABLE CAUSE

An option was specified in a command without a virtual terminal number.

ACTION

Specify the option with the valid virtual terminal. For more information, see the *Avaya Media Processing Server Series Host Communications Reference Manual*, the *Avaya Media Processing Server Series Command Reference Manual*.

COMMGR 11115

MESSAGE

`No line associated with vt <id>.`

SEVERITY

3

PROBABLE CAUSE

An option was specified in a command requires a service identifier to be associated with virtual terminal, but there is no service identifier has been associated with the virtual terminal.

ACTION

Associate a service identifier with a virtual terminal before attempting to access them. For more information, see the *Avaya Media Processing Server Series Host Communications Reference Manual*, the *Avaya Media Processing Server Series Command Reference Manual*.

COMMGR 11116

MESSAGE

`The line associated with vt <id> differs from line <id>.`

SEVERITY

3

PROBABLE CAUSE

An option was specified in a command requires a service identifier and a virtual terminal number to be specified both. The service identifier and the virtual terminal must be associated with each other, but actual service identifier has been associated with the virtual terminal different from the one specified in the command.

ACTION

Specify a service identifier associated with a virtual terminal. For more information, see the *Avaya Media Processing Server Series Host Communications Reference Manual*, the *Avaya Media Processing Server Series Command Reference Manual*.

4

CONFMGMT Alarms

This chapter covers:

1. **Conference Manager Alarms**

CONFMGMT 11000

MESSAGE

`Failed to create conference [` *conference name* `].`

SEVERITY

4

PROBABLE CAUSE

The system does not have enough conference resources configured to create another conference.

ACTION

Ensure that the system has enough conference resources to create the desired number of conferences.

NOTES

Since conferences cannot share ports across DSPs, it is possible to have free conference ports but not enough on the same DSP to create a conference. For example in a system with 3 DSPs configured for conference (yielding 48 ports), if three 15 port conferences have been created using 45 ports, a three port conference could not be created because the 3 free conference resources are each on a different DSPs.

CONFMGMT 11001

MESSAGE

`Failed to create port for conference [` *conference name* `].`

SEVERITY

4

PROBABLE CAUSE

1. There are no resource sets available.
2. There is a software configuration problem (possibly incompatible packages).
3. There are more serious software and/or hardware problems.

ACTION

1. Ensure that there are enough resource sets on the system to create the number of desired conferences. A standard TMS has 256 rsets. One rset is used for each line is the system. Each conference port created uses an rset so there can be a maximum of 256 conference ports and lines per TMS.
2. Ensure that the PERImps package is compatible with the PERItms package. Refer to the system documentation for information regarding software package compatibility and support.
3. Restart the system. If the alarm persists, contact your local Avaya MPS support staff.

CONFMGMT 11002

MESSAGE

Failed to create bridge for conference [<conference name>].

SEVERITY

4

PROBABLE CAUSE

1. The Network Interface Controller (NIC) is not connected.
2. There is no network timing.
3. The Network Control Daemon (NCD) process is not connected to the Avaya MPS.
4. There is a software configuration problem (possibly incompatible packages).
5. There are more serious software/hardware problems.

ACTION

1. Verify Avaya MPS/TMS hardware configuration is correct. Refer to TMS instructions for details.
2. Verify the Spans specified in Sync List for Reference Clock A and B are in Service. If spans are off line, refer to system documentation for instructions to get the Spans back in Service.
3. Verify that NCD is running.
4. Ensure that the PERImps package is compatible with the PERIbrdge package. Refer to the system documentation for information regarding software package compatibility and support.
5. Restart the system. If the alarm persists, contact your local Avaya MPS support staff.

CONFMGMT 11003

MESSAGE

`Failed to destroy conference[` *conference name* `].`

SEVERITY

4

PROBABLE CAUSE

There is a potentially serious software/hardware problem.

ACTION

Restart the system. If the alarm persists, contact your local Avaya MPS support staff.

CONFMGMT 11004

MESSAGE

`Failed to destroy port for conference [` *conference name* `].`

SEVERITY

4

PROBABLE CAUSE

There is a potentially serious software/hardware problem.

ACTION

Restart the system. If the alarm persists, contact your local Avaya MPS support staff.

CONFMGMT 11005

MESSAGE

`Failed to destroy bridge for conference [` *conference name* `].`

SEVERITY

4

PROBABLE CAUSE

1. The NCD process is no longer connected to Avaya MPS.
2. There are more serious software/hardware problems.

ACTION

1. Verify the NCD process is running.
2. Restart the system. If the alarm persists, contact your local MPS support staff.

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5

FAXMGR Alarms

This chapter covers:

1. **Fax Manager Alarms**

FAXMGR 11000

MESSAGE

`Failed to process configuration file.`

SEVERITY

4

PROBABLE CAUSE

- Configuration file does not exist or is corrupt.
- Failed to process configuration file.

ACTION

Verify that `$(MPSHOME)/mpsN/etc/faxmgr.cfg` exists and is readable. If the file exists and can be read, there may be more serious problems. In this event, contact your local Avaya MPS support staff.

6

NCD Alarms

This chapter covers:

1. **NCD Alarms**

NCD 10001

MESSAGE

<message>

SEVERITY

1

POSSIBLE CAUSE

This is an information display alarm. A typical message is "`NCD entering ready state`". This does not usually indicate an error.

ACTION

No action required.

NCD 10004

MESSAGE

<message>

SEVERITY

4

POSSIBLE CAUSE

Dependent on message displayed.

ACTION

Refer to ***NCD Alarm Messages*** for more information on this alarm.

NCD 10005

MESSAGE

<message>

SEVERITY

1

PROBABLE CAUSE

There was a normal system event in the TMS or NIC hardware.

ACTION

Most normal TMS/NIC system event messages are not passed to the alarm daemon. These messages are only status information and do not indicate an error condition requiring corrective action. This alarm should not appear.

NCD 10006

MESSAGE

```
Memory Allocation Failure. Cannot Proceed.
```

SEVERITY

9

PROBABLE CAUSE

- Memory leak in NCD.
- Memory leak in other processes on the node.

ACTION

- Check to see if there is sufficient memory on the system.
- Monitor run-time memory usage of NCD and other processes executing on the node.
- Restart NCD process from VSHELL, if SRP is in NORESTART state for this component.

NOTES

Failed to allocate memory for client control block. NCD will exit.

NCD 10007

MESSAGE

```
System has no network timing reference. Bridging is not
available.
```

SEVERITY

9

PROBABLE CAUSE

- Spans specified in Sync List for Reference Clock A are out of Service.
- Spans specified in Sync List for Reference Clock B are out of Service.

ACTION

- Verify if the Spans specified in Sync List for Reference Clock A are in Service. If spans are off line, refer to TMS instructions to get the Spans back in Service.
- Verify if the Spans specified in Sync List for Reference Clock B are in Service. If spans are off line, refer to TMS instructions to get the Spans back in Service.

NOTES

The system does not have any Reference clocks. Bridging will be disabled.

NCD 10008

MESSAGE

```
System has network timing reference. Bridging is
available.
```

SEVERITY

1

PROBABLE CAUSE

The system has at least one Clock Source. Bridging functionality is now available.

ACTION

No action is required.

NCD 10009

MESSAGE

```
Lost network timing for reference source A.
```

SEVERITY

4

PROBABLE CAUSE

Spans specified in Sync List for Reference Clock A are out of Service.

ACTION

Verify if the Spans specified in Sync List for Reference Clock A are in Service. If spans are off line, refer to TMS instructions to get the Spans back in Service.

NOTES

Lost network timing for reference source A.

NCD 10010

MESSAGE

```
Lost network timing for reference source B.
```

SEVERITY

4

PROBABLE CAUSE

Spans specified in Sync List for Reference Clock A are out of Service.

ACTION

Verify if the Spans specified in Sync List for Reference Clock A are in Service. If spans are off line, refer to TMS instructions to get the Spans back in Service.

NOTES

Lost network timing for reference source B.

NCD 10011

MESSAGE

```
Unable to Start Ping Timer. Pinging Disabled.
```

SEVERITY

1

PROBABLE CAUSE

- Network problems.
- PERIbrdge packages on the two nodes are different.

ACTION

- Ensure that the same PERIbrdge package is installed on both the nodes (APs).
- Ensure that the same PERIglobl package is installed on both the nodes (APs).

NOTES

Unable to start pinging between Master and Slave NCD components.

NCD 10012

MESSAGE

```
Unable to reallocate memory. No new connections will be
accepted.
```

SEVERITY

4

PROBABLE CAUSE

- Memory leak in NCD.
- Memory leak in other processes on the node.

ACTION

- Check to see if there is sufficient memory on the system.
- Monitor run-time memory usage of NCD and other processes executing on the node.

NOTES

Failed to reallocate memory to accept Client connections. Potential for degradation of QOS if unable to accept new client connections.

NCD 10013

MESSAGE

```
Gained network timing for reference source A/B.
```

SEVERITY

1

PROBABLE CAUSE

The system has gained network timing for reference source A or B.

ACTION

No action is required.

7

RCM Alarms

This chapter covers:

1. **RCM Alarms**

RCM 20001

MESSAGE

`Memory allocation failure - size=<`*NUMBER*`>`

SEVERITY

9

PROBABLE CAUSE

Memory allocation failed, probably caused by running too many resource channels or by memory leak.

ACTION

- Check `rcm.cfg` and make sure correct number of channels is specified.
- Monitor memory usage and make sure there is no memory leak.
- Make sure patch levels on OSCAR including vendor software are up-to-date.

RCM 20002

MESSAGE

`'numchannels' configuration error - <`*REASON*>

SEVERITY

9

PROBABLE CAUSE

Number of oscar channels is not configured properly. Reasons could be:

- 'numchannels' is not specified in `rcm.cfg`.
- Invalid value [<NUMBER>] for 'numchannels' specified in `rcm.cfg`.
- The number of oscar channels is not a positive number.
- 'numchannels' must be the first option in `rcm.cfg` - '<OPTION>' ignored.

ACTION

- Make sure the line "numchannels <NUMBER>" is entered in `rcm.cfg`.
- Make sure the line "numchannels <NUMBER>" in `rcm.cfg` contains a positive number.
- Make sure the line "numchannels <NUMBER>" is the first option in `rcm.cfg`.

RCM 20003

MESSAGE

`Configuration error - <`*REASON*`>`

SEVERITY

9

PROBABLE CAUSE

Labels are not properly configured. Reasons could be:

- Number of labels configured equals 0. Number of labels configured must be greater than 0.

ACTION

Configure labels in resource system and channel configuration files. Refer to the OSCAR 6 Resource Guide for details.

RCM 20004

MESSAGE

`Vendor Name configuration error - <`*REASON*`>`

SEVERITY

9

PROBABLE CAUSE

Vendor name configuration error. Reasons could be:

- Number of vendors listed in `rcm.tbl` = 0.
- No vendor entry is specified in `rcm.tbl`.
- Vendor name '<VENDOR NAME>' not listed in `rcm.tbl`.
- The vendor name specified in `rcm.cfg` is not listed in `rcm.tbl`.

ACTION

- Add an entry in `rcm.tbl` to include the desired vendor.
- Make sure the vendor name in `rcm.cfg` is listed in `rcm.tbl`. Refer to OSCAR 6 Reference Guide for details and modify the configuration files.

RCM 20005

MESSAGE

`Unknown resource type: type='[<`*RESOURCE TYPE*`>]'`

SEVERITY

9

PROBABLE CAUSE

An incorrect resource type specified in file `rcm.tbl`.

ACTION

Correct the resource type in `rcm.tbl`. The correct resource types are "input", "output" or "io".

RCM 20006

MESSAGE

```
Cannot open vendor interface library.
```

SEVERITY

9

PROBABLE CAUSE

Cannot open the vendor interface library.

ACTION

Make sure the vendor interface library is in place. Refer to OSCAR 6 Reference Guide for details.

RCM 20007

MESSAGE

`License failure - <`*REASON*`>`

SEVERITY

9

PROBABLE CAUSE

Failed to obtain license. Reasons could be:

- Failed to initialize license client.
- Maximum number of license retries exceeded.

ACTION

- Ensure `$LHOST` is set to the node where license server is running.
- Execute **`plicmon`** and check if license exists.

RCM 20008

MESSAGE

```
CADI Initialization failed.
```

SEVERITY

9

PROBABLE CAUSE

Failed to initialize the CADI library.

ACTION

Make sure patch levels on OSCAR are up-to-date.

RCM 20009

MESSAGE

`Unable to send message: message='<MESSAGE>'`

SEVERITY

9

PROBABLE CAUSE

Failed to send a message. Messages could be:

- `gotres` - The 'allocation complete' response to Pool Manager.
- `getfail` - The 'allocation fail' response to Pool Manager.
- `free complete` - The 'free complete' response to Pool Manager.
- `free fail` - The 'free fail' response to Pool Manager.
- `forcefree` - The 'forcefree' message to Pool Manager.

ACTION

- Make sure the Pool Manager is up and running (**`srp -status`**).
- Make sure patch levels on OSCAR and AP are up-to-date.
- Use following vsh commands to get diagnostic information:
  `rcm stats alloc`
- Turn on Pool Manager and PROF logging to gather diagnostic information.

RCM 20010

MESSAGE

`Unable to open '<FILENAME>'`

SEVERITY

9

PROBABLE CAUSE

Failed to open a file. Files could be:

- The resource system configuration file.
- The `rcm.tbl` file.

ACTION

- Make sure the file is in the right place. Check its name and path.
- Make sure file permission is set properly.
- Refer to OSCAR 6 Reference Guide and Vendor Resource Guide.

RCM 20011

MESSAGE

`RCM shutting down due to` *reason* `(shutdown_code=#)`

SEVERITY

9

PROBABLE CAUSE

RCM has shut down due to the given reason.

ACTION

Check the RCM shutdown reason codes listed in the OSCAR documentation and take appropriate action.

RCM 20201

MESSAGE

`Invalid client number - [ID=<`*NUMBER*`>], check 'vos.cfg' and 'rcm.cfg'.`

SEVERITY

4

PROBABLE CAUSE

In a Proxy/Client configuration, if the number of clients in `vos.cfg` is greater than the number of channels specified in `rcm.cfg`, this message occurs.

ACTION

Modify `vos.cfg` and `rcm.cfg` to make them consistent.

RCM 20202

MESSAGE

```
Encountered an error parsing AVS string
```

SEVERITY

4

PROBABLE CAUSE

Parsing AVS string failed either in Send Resource or Set Parameter.

ACTION

Check your application and correct the error in the AVS string.

RCM 20203

MESSAGE

`Pooled resource configuration error: <REASON>`

SEVERITY

4

PROBABLE CAUSE

Failed to configure a resource channel with Pool Manager. Reasons could be:

- Failed to define a poolname.
- Failed to configure a resource channel in a pool name.
- Failed to register a resource channel.
- Number of poolnames defined with Pool Manager is 0.
- Number of poolnames configured with Pool Manager is 0.

ACTION

- Make sure the Pool Manager is up and running (**`srp -status`**).
- Make sure patch levels on OSCAR and AP are up-to-date.
- Turn on Pool Manager and PROF logging to gather diagnostic information.

RCM 20204

MESSAGE

`Resource configuration error - <REASON>`

SEVERITY

4

PROBABLE CAUSE

A resource configuration error has occurred. The reasons could be:

- The first parameter in a Label section in the resource configuration file must be 'label'.
- Section 'GlobalParameters' not allowed in channel file.
  The 'GlobalParameters' section is not supported in channel configuration file.
- Section header not found - section skipped
  Section header is missing in a resource configuration file.
  Valid section header names are "GlobalParameters" and "Label".
- Invalid section header name specified in a resource configuration file.
  Valid section header names are "GlobalParameters" and "Label".
- Invalid record
  Invalid record specified in configuration files.
- A channel parameter is specified in the resource system configuration file.
- A system parameter is specified in the resource channel configuration file.
- Multiple entries for parameter 'Label'
  Parameter 'Label' specified multiple times in a LABEL section. Only the first specification will be taken.

ACTION

- Make sure the first parameter in the label section is 'label'.
- Remove the 'GlobalParameters' section from the resource channel configuration file.
- Check both resource system and channel configuration files for missing section headers.
- Check both resource system and channel configuration files for invalid section header names.
- Check both resource system and channel configuration files for invalid entries.
- Refer to resource guide to learn about channel-level parameters and system-level parameters and then check your resource system configuration file.
- Refer to resource guide to learn about channel-level parameters and system-level parameters and then check your resource channel configuration file.
- Check both resource system and channel configuration files to make sure parameter 'Label' is specified only once for each LABEL section.

RCM 20205

MESSAGE

`Cannot change label - poolname '<`*POOLNAME*`>' not found.`

SEVERITY

4

PROBABLE CAUSE

Change Label failed due to unsupported poolname.

ACTION

Check your application and configuration files to make sure <*POOLNAME*> is a valid poolname and is supported by the OSCAR resource.

RCM 20206

MESSAGE

`A non-startup options has been issued at startup -option='<`*OPTION*`>'`

SEVERITY

4

PROBABLE CAUSE

The option specified can only be used after startup is complete, e.g. `gstop`.

ACTION

- Remove the option from `rcm.cfg` if it is specified in it.
- Refer to the OSCAR 6 Reference Guide.

RCM 20207

MESSAGE

`Failed to process parameter - <REASON>.`

SEVERITY

4

PROBABLE CAUSE

Failed to set a parameter due to the given reason. Reasons could be:

- Missing parameter settings, e.g., missing parameter settings in the SET PARAMETER command.
- The callback for the parameter failed.
- The vendor callback for the parameter failed.
- The parameter value conversion failed.
- The parameter value is out of range.
- The parameter is not supported.
- No vendor callback was set for this parameter.
- Invalid syntax in parameter settings.
- GC Log parameter '<*PARAMETER*>' failed to set a GC Log parameter.

ACTION

- Check the parameter settings in the application.
- Refer to the OSCAR 6 Reference Guide and Resource Guide on how to set a specific parameter.
- Check you configuration files or application parameters.

RCM 20208

MESSAGE

```
Channel is down (max # of reinits exceeded).
```

SEVERITY

4

PROBABLE CAUSE

Channel is down after maximum number of reinitializations failed.

ACTION

None.

RCM 20209

MESSAGE

```
Some channels failed to come up.
```

SEVERITY

4

PROBABLE CAUSE

Not all channels are up and running. Some channels have either failed initialization with vendor software or registration with the Pool Manager.

ACTION

1. Make sure system and channel level resource configuration files contain valid information.
2. Monitor memory usage and make sure there is enough memory.
3. Make sure patch levels on OSCAR and Avaya MPS are up to date.

RCM 20401

MESSAGE

```
GC Log error - <reason>
```

SEVERITY

1

PROBABLE CAUSE

A Generic Call Logging error has occurred. The displayed reason could be one of the following:

```
GC Log not available due to initialization failure.
```

- The OSCAR (and associated) software is not at the latest patch level.

```
'<directory>' is not a full path, using default
gcDirectory
```

- The directory specified with the **gcDirectory** command must be a full path.

```
'<directory>' does not exist, using default gcDirectory
```

- The specified directory does not exist.

```
Unable to open '<file>'; using default path
```

- The specified file does not exist or does not have the proper permissions set for it. The default file used is: `$MPSHOME\PERIoscar\etc\gcDirectory.oscar<component_number>`

```
Unable to save <directory> in '<file>'; using default path
```

- The specified directory does not exist or does not have the proper permissions set for it. The default file used is: `$MPSHOME\PERIoscar\etc\gcDirectory.oscar<component_number>`

ACTION

1. Verify patch levels on OSCAR (including vendor software) are up-to-date. Display patch levels using the **perirev** utility. Contact Avaya Technical Support for a list of the latest patch levels for a given software package.
2. Specify a full path for the **gcDirectory** command in the `srasio.cfg` file.
3. Verify that the displayed files/directories exist. Create directories using the system **mkdir** command and create files using a standard text editor (such as vi).
4. Verify that the displayed files/directories have the proper read/write permissions. Change them using the system **chmod** command.

RCM 20402

MESSAGE

`File operation error - <`*REASON*`>`

SEVERITY

1

PROBABLE CAUSE

An error occurred when performing a file operation. Reasons could be:

- Unable to open a file, such as the stats file.
- Unable to write to a file, such as the stats file.

ACTION

- Check filename and its path.
- Check file permission.
- Refer to the OSCAR 6 Reference Guide and Vendor Resource Guide.

RCM 21001

MESSAGE

```
GCL memory allocation failure - malloc error, turning off
AudioEnable
```

SEVERITY

9

POSSIBLE CAUSE

There is a memory allocation error. This can be caused by:

1. The incorrect number of channels is specified in `rcm.cfg`.
2. There is a system memory leak.
3. The OSCAR software is not at the most recent patch level.

ACTION

1. Check `rcm.cfg` and verify the correct number of channels is specified.
2. Monitor memory usage and make sure there is no memory leak.
3. Verify patch levels on OSCAR (including vendor software) are up-to-date. Display patch levels using the **perirev** utility. Contact Avaya Technical Support for a list of the latest patch levels for a given software package.

RCM 21201

MESSAGE

```
GCL configuration error - <reason>
```

SEVERITY

4

POSSIBLE CAUSE

An error occurred while configuring Generic Call Logging (from the `$OSCARHOME/oscarN/etc/rcm.cfg` configuration file). The displayed reason can be one of the following:

```
GC LOG directory does not exist, GCL turned OFF
```

- The directory specified for the **gcDirectory** command does not exist.

```
gcDirectory' must be set before turning on 'gcLog'
```

- The **gcDirectory** command was set after the **gcLog** command in the `srasio.cfg` file.

```
gcDirectory' name is too long, cannot set directory name
```

- The directory specified for the **gcDirectory** command was longer then the maximum allowed.

ACTION

Modify the entries in the `rcm.cfg` file according to the reason displayed:

1. Specify only a valid and existing directory name for the **gcDirectory** command.
2. Make sure the **gcDirectory** command is the first Generic Call Logging command specified.
3. Specify a directory name for the **gcDirectory** command that is not too long.

RCM 21202

MESSAGE

```
GCL parameter error - <reason>
```

SEVERITY

4

POSSIBLE CAUSE

An error occurred while setting Generic Call Logging parameters from an application. The displayed reason can be one of the following:

```
gcVpsPrompt argument length exceeds <number>, string
truncated.
```

- The value set for **gcVpsPrompt** exceeds the displayed maximum size.

```
Arguments to option gclog as set from the application can
only be 'pause' or 'continue'
```

- The value set for **gcLog** is neither **pause** nor **continue**.

ACTION

Modify the application according to the reason displayed:

1. Reduce the size of the prompt used for **cgVpsPrompt**.
2. Set **gcLog** to either **pause** or **continue** (the only valid values).

RCM 21203

MESSAGE

```
GCL file operation error - <reason>
```

SEVERITY

4

POSSIBLE CAUSE

An error occurred while operating on GC Log files. The displayed reason can be one of the following:

- `Unable to open logfile '<filename>' Writing to a GC Log file failed.`
- `'chmod' error`
- `Unable to write GC header to log file '<filename>'.`
- `Unable to write LVR record to log file '<filename>'.`
- `Unable to write LVR RESULT to log file '<filename>'`
- `Unable to write EXTTS record to log file '<filename>'`
- `Unable to write EXTTS string to log file '<filename>'`
- `Error in mkdir '<directory>', errno = <number>`
- `Unable to open audio file '<filename>', turning off AudioEnable.`
- `fseek error, turning off AudioEnable`
- `fwrite error, audio file '<filename>', turning off AudioEnable`

Most of these errors are caused by one of the following conditions:

1. The directory/file permissions are not set properly.
2. There is not enough free disk space.

ACTION

1. Verify that the displayed files/directories have the proper read/write permissions. Change them using the system **chmod** command.
2. Remove or move to external media any unnecessary files which may be using large amounts of disk space.

RCM 21204

MESSAGE

```
GCL Disk space error - <details>
```

SEVERITY

4

POSSIBLE CAUSE

There is not enough free disk space to perform the Generic Call Logging operation. The details can be one of the following:

- `Disk space insufficient for gclogging, logging terminated.`
- `No disk space available, turning off AudioEnable.`
- `Disk space insufficient for gc audio logging, turning off AudioEnable.`

ACTION

Remove or move to external media any unnecessary files which may be using large amounts of disk space.

RCM 22001

MESSAGE

`sl>` *<ERROR MESSAGE>*

SEVERITY

9

PROBABLE CAUSE

This is an error alarm generated by the shared library interfacing the vendor software. The vendor software is down.

ACTION

Refer to the resource guide of the particular resource being used for details.

RCM 22002

MESSAGE

`sl>` *<ERROR MESSAGE>*

SEVERITY

9

PROBABLE CAUSE

This is an error alarm generated by the shared library interfacing the vendor software. A resource channel is down in the vendor software.

ACTION

Refer to the resource guide of the particular resource being used for details.

RCM 22003

MESSAGE

`sl>` *<ERROR MESSAGE>*

SEVERITY

9

PROBABLE CAUSE

This is an error alarm generated by the shared library interfacing the vendor software.

ACTION

Refer to the resource guide of the particular resource being used for details.

RCM 22200

MESSAGE

`sl>` <*WARNING MESSAGE*>

SEVERITY

4

PROBABLE CAUSE

This is a warning alarm generated by the shared library interfacing the vendor software.

ACTION

Refer to the resource guide of the particular resource being used for details.

RCM 22400

MESSAGE

`sl>` *<INFO MESSAGE>*

SEVERITY

1

PROBABLE CAUSE

This is an informational alarm generated by the shared library interfacing the vendor software.

ACTION

Refer to the resource guide of the particular resource being used for details.

8

SRP Alarms

This chapter covers:

1. **SRP Alarms**

SRP 1

MESSAGE

`srp: COMPONENT` *component* `UP`

SEVERITY

1

POSSIBLE CAUSE

The displayed component is up.

ACTION

None required. This alarm is an information message as is generated as part of normal system operation.

SRP 12001

MESSAGE

process: DOWN (pid: *pid*, exit code: *exit_code*) - restarting

SEVERITY

4

POSSIBLE CAUSE

The specified process exited abnormally or crashed. SRP will attempt to restart it.

ACTION

Processes will usually generate alarms (indicating failure conditions) before going down unexpectedly. Address any alarms generated by the exited process and inspect the process' log (if exists).

NOTES

If the exited process is a VOS process, the whole VOS group will be shutdown and then restarted. If the exited process is GEN or ASE process, just the exited process will be restarted.

SRP 12002

MESSAGE

process: DOWN (pid: *pid*, exit code: *exit_code*) - no restart

SEVERITY

9

POSSIBLE CAUSE

Process exited abnormally or crashed. SRP will not attempt to restart it because maximum restart count is exceeded. If the exited process belongs to VOS group, the whole VOS group will be shut down.

ACTION

Manually restart the process(es). VOS group can be restarted by the following SRP command:

srp vos[*comp_spec* **] –start**

A single GEN, VOS, or ASE process can be restarted by the following SRP command:

srp *proc_name***[** *comp_spec* **] –start**

An application can be restarted by the command:

srp app startLine=*line_no*

If the restart count has been exceeded, the process may have more severe problems. Processes will usually generate alarms (indicating failure conditions) before going down unexpectedly. Address any alarms generated by the exited process and inspect the process' log (if exists). If the process logs and/or alarms do not show why the process continuously shuts down, contact Avaya technical support for assistance.

NOTES

The number of times a process can be restarted automatically by SRP is set by the `runawayLimit` directive in the `srp.cfg` file.

SRP 12003

MESSAGE

`COMPONENT` *component* `STARTUP ABORTED [`*details*`]`

SEVERITY

9

POSSIBLE CAUSE

Component startup was aborted abnormally because some process crashed during startup and maximum restart count is exceeded.

ACTION

If the restart count has been exceeded, the process may have more severe problems. Processes will usually generate alarms (indicating failure conditions) before going down unexpectedly. Address any alarms generated by the exited process and inspect the process' log (if exists). If the process logs and/or alarms do not show why the process continuously shuts down, contact Avaya technical support for assistance.

NOTES

The number of times a process can be restarted automatically by SRP is set by the `runawayLimit` directive in the `srp.cfg` file.

SRP 12004

MESSAGE

component`: test alarm:` *alarm_text*

SEVERITY

1

PROBABLE CAUSE

This is a generic alarm that can be generated by the SRP command

srp comp[*comp_specs***] –alarm=***alarm_text*

It can be used to test the alarm subsystem or to produce custom alarms from scripts.

ACTION

Dependent on how this alarm is used. This alarm is generated only by deliberately entering **srp -alarm** on the command line or in a script. If the alarm is generated during script execution, take appropriate diagnostics/debugging actions for that script.

SRP 12005

MESSAGE

`srp: swap space exceeded HWM [`*hwm*`%]: capacity at` *current_capacity*`%`

SEVERITY

4

PROBABLE CAUSE

The amount of system swap space has reached the high watermark.

ACTION

1. If desired, and if system resources allow, add more swap space using the Solaris **swap** utility.
2. If the current swap space should be sufficient, try to identify processes which use excessive amounts of swap space. Type the following command and save its output to a file: **ps –elf**. The SZ column reports the number of 1K pages each process uses. If vengine uses too much swap space, look into any user call functions and third-party modules. If other non-necessary processes use too much swap space, shut those processes down.

NOTES

This alarm can only be produced in the UNIX environment (e.g., Solaris).

SRP 12006

MESSAGE

`srp: swap space below LWM [`*lwm*`%]: capacity at` *current_capacity*`%`

SEVERITY

1

PROBABLE CAUSE

Swap space usage fell below the low watermark. This is usually preceded by swap space high water mark alarm (SRP 12005). Swap space usage is back to normal, usually after taking corrective measures.

ACTION

None required

NOTES

This alarm can only be produced in the UNIX environment (e.g., Solaris).

SRP 12007

MESSAGE

`srp: disk space for` *mount_point* `exceeded HWM [`*hwm*`%]: capacity at` *current_capacity*`%`

SEVERITY

4

PROBABLE CAUSE

Disk-space usage has exceeded the high water mark. There are many causes for too much disk use. Some of the more common causes are:

1. A database file has grown too large.
2. A system log file has grown and has not been removed.
3. An MMF file used for CMR has not been transcribed and emptied of its contents for a while.
4. Some systems events have been sent via email to a mailbox, which has not been cleaned in a while. System default users root and peri receive a majority of system-generated email.

ACTION

1. Transfer the database to external media.
2. Remove the log file.
3. Transcribe the CMR messages to a new MMF and move the MMF to a different partition or to external media.
4. Log in as root/peri and clean out the mailbox.

If none of the above actions rectify the problem, you may need to thoroughly search all directories in the partition.

NOTES

This alarm can be produced in the UNIX (e.g., Solaris) and Windows environments.

SRP 12008

MESSAGE

`srp: disk space for` *mount_point* `below LWM [`*lwm*`%]: capacity at` *current_capacity*`%`

SEVERITY

1

PROBABLE CAUSE

Disk space usage fell below the low watermark. This is usually preceded by disk space high water mark alarm (SRP 12007). Disk space usage is back to normal, usually after taking corrective measures.

ACTION

None required

NOTES

This alarm can be produced in the UNIX (e.g., Solaris) and Windows environments.

SRP 12009

MESSAGE

`srp: Ignoring bad line [`*line#*`] for COMP [`*component*`] [`*reason*`]`

SEVERITY

4

POSSIBLE CAUSE

SRP could not start an application on the specified line. <reason> can be:

`(stat of file [`*file*`] failed:` *reason*`)`

The file may not exist or have the proper read permissions.

ACTION

Verify that the file exists and has read permissions set at an appropriate level.

SRP 12012

MESSAGE

```
srp: System is up
```

SEVERITY

1

PROBABLE CAUSE

SRP has successfully started all configured components. The system is ready to take calls.

ACTION

None required. This alarm is an information message and is generated as part of normal system operation.

SRP 12013

MESSAGE

comp#<*component*>: COMPONENT <*component*> DOWN [<*details*>]

SEVERITY

9

PROBABLE CAUSE

The component has been terminated because one or more processes in this component crashed. The *details* field contains the name of the process that died.

ACTION

Processes will usually generate alarms (indicating failure conditions) before going down unexpectedly. Address any alarms generated by the exited process and inspect the process' log (if exists). If the process logs and/or alarms do not show why the process continuously shuts down, contact Avaya technical support for assistance.

SRP 12014

MESSAGE

```
System coming down...
```

SEVERITY

9

PROBABLE CAUSE

SRP has been killed or encountered a fatal error.

ACTION

Review the SRP and alarm logs to determine a cause for SRP coming down. Fix the problem based on the results.

SRP 12020

MESSAGE

`sysmon: cpu usage exceeded HWM [` *hwm%* `]: usage at` *current_percentage%*

SEVERITY

4

PROBABLE CAUSE

CPU usage has exceeded the high water mark during the last check period (set by the SRP option **`-cpuCheckInterval`**). This may indicate that there are too many Avaya MPS or OSCAR components are installed on the node. Other factors which can influence CPU usage include the number of lines configured for the system, the complexity of OSCAR grammars and the number of channels on the OSCAR.

ACTION

Use the **`top`** utility (Solaris) or Task Manager (Win32) to determine the process(es) using up the CPU.

- If the alarm pops up during system startup, it is normal. In this case, ignore the alarm.
- If this alarm appears after adding new components or significantly changing components (e.g., adding a more complex grammar to an OSCAR node, adding lines, etc.), reduce the number of components or the number of channels on the OSCAR.
- If this alarm appears after adding new software, uninstall the software and restart the system.
- If this alarm appears when there have been no changes to the system, there may be a more serious problem. Contact your local Avaya support representative.

SRP 12021

MESSAGE

`sysmon: cpu usage below LWM[` *lwm%*`]: usage at` *current_percentage%*

SEVERITY

1

PROBABLE CAUSE

CPU usage has dropped below the low water mark during the last check period (set by the SRP option **`-cpuCheckInterval`**).

ACTION

No action required. This alarm is an information message.

9

TCAD Alarms

This chapter covers:

1. **TCAD Alarms**

TCAD 10000

MESSAGE

<message>

SEVERITY

9

PROBABLE CAUSE

There is a problem with the NIC or TMS hardware.

ACTION

Most TMS/NIC alarms are sent through TCAD 11000. This alarm is reserved for future use and should not be generated. Refer to ***TCAD Alarm Messages*** for more information on TCAD 11000.

TCAD 10001

MESSAGE

`System Set Params failed. status =` <*status value*>

SEVERITY

9

PROBABLE CAUSE

Set system parameters failed, probably caused by an invalid parameter specified in the `tms.cfg` file.

ACTION

Selecting the Avaya MPSConfigurator GUI from the PeriView Menu bar, check the specification of PARAMs by selecting 'Advanced' first, then 'Override System Parameters'.

TCAD 10002

MESSAGE

`Device Control Signal failed. status =<`*status value*`>`

SEVERITY

9

PROBABLE CAUSE

A D_channel mapping may be incorrect or an ExtInt may be incorrect.

ACTION

Check D_Chan mapping and ExtInt in the ISDN section of the `tms.cfg` file.

TCAD 10003

MESSAGE

`Build Resource Load List failed. status =<`*status value*`>`

SEVERITY

9

PROBABLE CAUSE

Failed to build the list of resources to load for this TMS from the list of resources in the TMS configuration file and the list of resources on each protocol that is used accumulating counts for duplicate classes defined.

ACTION

- Selecting the Avaya MPSConfigurator GUI from the PeriView Menu bar, check if the shared resources are defined correctly by selecting an Avaya MPS node from the tree on the left side of the Avaya MPSConfigurator.
- Monitor memory usage and make sure there is no memory leak.
- Make sure patch levels are all up-to-date.

TCAD 10004

MESSAGE

```
Maximum Failure Count reached.
```

SEVERITY

9

PROBABLE CAUSE

Failed to load DSP three times, the Maximum Fail Count.

ACTION

- Selecting the Avaya MPSConfigurator GUI from the PeriView Menu bar, make sure the shared resources are defined correctly by selecting an Avaya MPS node from the tree on the left side of the Avaya MPSConfigurator.
- Reboot TMS hardware.

TCAD 10005

MESSAGE

`No DSPs found for this TMS <`*TMS number*`>`

SEVERITY

9

PROBABLE CAUSE

There are no DSPs on this TMS.

ACTION

- Selecting the MPSConfigurator GUI from the PeriView Menu bar, make sure the TMS configuration is correct.
- Check TMS hardware configuration.

TCAD 10006

MESSAGE

`TMSNum invalid in <`*function name*`>: <`*TMS number*`>`

SEVERITY

9

PROBABLE CAUSE

The TMS number mapped to the local VPS component number is not valid.

ACTION

TMS number should be greater than zero.

TCAD 10007

MESSAGE

`Error parsing tms.cfg`

SEVERITY

9

PROBABLE CAUSE

Failed to parse `tms.cfg`, may be caused by grammar error in `tms.cfg`.

ACTION

Selecting the Avaya MPSConfigurator GUI from the PeriView Menu bar, check to make sure the `tms.cfg` file is correct.

TCAD 10008

MESSAGE

`Failed to open file: <`*file name*`>`

SEVERITY

9

PROBABLE CAUSE

File <*file name*> was not found.

ACTION

Make sure <*file name*> exists. On Solaris, check directory `/tftpboot;`. On Windows, check directory `%MPSHOME%\common\etc\tms` or `%MPSHOME%\PERItms\images`.

TCAD 10009

MESSAGE

```
License server is down, standing in demo mode.
```

SEVERITY

9

PROBABLE CAUSE

Failed to talk to the license server specified by LSHOST.

ACTION

- Check that LSHOST is pointing to a valid license server.
- Ping `%LSHOST%` on Windows and ping `$LSHOST` on Solaris to make sure it is reachable.
- Run **`plicmon %LSHOST%`** on Windows and **`plicmon $LSHOST`** on Solaris to make sure the License server is up.

TCAD 10010

MESSAGE

`License request denied for <product name>.`

SEVERITY

9

PROBABLE CAUSE

Could not acquire licenses, since no license key for the specified product exists in the license server.

ACTION

- Run **`plicmon %LSHOST%`** on Windows and **`plicmon $LSHOST`** on Solaris to make sure a license key exists for the product.
- Check that the release version, hostid/Ethernet address, and tms-serial number for the specified product is identical for both the server and the application processor.
- Stop and restart the license server after additional keys are added.

TCAD 10011

MESSAGE

`No additional license avail for <`*product name*`>.`

SEVERITY

9

PROBABLE CAUSE

Could not acquire licenses, since no additional licenses are available for the specified product.

ACTION

- Run **`plicmon %LSHOST%`** on Windows and **`plicmon $LSHOST`** on Solaris to make sure there are keys for the system requirements.
- Restart license server or wait six minutes to let license server free the license keys held by SRP.

TCAD 10012

MESSAGE

```
Licensing Error. The system is going to shutdown
```

SEVERITY

9

PROBABLE CAUSE

Failed to reacquire licenses after refresh failure.

ACTION

Check the failure reason listed in the last error and fix it.

TCAD 10013

MESSAGE

`Mode Create failed. Status=<`*status value*`>`

SEVERITY

9

PROBABLE CAUSE

Failed to create Mode for default parameters specified in `tms.cfg` and `cdf` files. The internal system defaults will be used.

ACTION

Check the definition of Mode in `tms.cfg` and `cdf` files.

TCAD 10014

MESSAGE

`Mode Destroy failed. Status=<`*status value*`>`

SEVERITY

9

PROBABLE CAUSE

Failed to destroy Mode for default parameters specified in `tms.cfg` and `cdf` files.

ACTION

Check the definition of Mode in `tms.cfg` and `cdf` files.

TCAD 10015

MESSAGE

```
No Configuration for this TMS
```

SEVERITY

9

PROBABLE CAUSE

There is no configuration defined in `tms.cfg` for the TMS.

ACTION

- Use Avaya MPSConfigurator GUI to make sure the TMS configuration is defined correctly.
- Reboot TMS hardware.

TCAD 10016

MESSAGE

`Process Device List failed. status=<`*status value*`>`

SEVERITY

9

PROBABLE CAUSE

Failed to process the device list response from the TMS or build a list of loadable devices.

ACTION

- Use Avaya MPSConfigurator GUI to make sure the TMS configuration is defined correctly.
- Check TMS hardware configuration.
- Monitor memory usage and make sure there is no memory leak.
- Make sure patch levels are all up-to-date.

TCAD 10017

MESSAGE

```
ProcessDeviceList: Message Record Count is zero. Nothing
to Configure
```

SEVERITY

9

PROBABLE CAUSE

Failed to process the device list response from the TMS because the record count of device list is zero.

ACTION

- Check TMS hardware configuration.
- Monitor memory usage and make sure there is no memory leak.
- Make sure patch levels are all up-to-date.

TCAD 10018

MESSAGE

`Rsrc Create Completing for Spans failed. status =<`*status value*`>`

SEVERITY

9

PROBABLE CAUSE

Failed to create resources for spans.

ACTION

- Using the Avaya MPSConfigurator GUI, check that the Span configuration is correct.
- Make sure all protocol files needed exist.
- Check Protocols being loaded match type of DCC/PLI card on TMS. (t1 protocol on t1 PLI)
- Reboot TMS hardware.

TCAD 10019

MESSAGE

`Rsrc Create for Span Loading failed. status =<`*status value*`>`

SEVERITY

9

PROBABLE CAUSE

Failed to process RsrcCreate request for the span.

ACTION

- Using the Avaya MPSConfigurator GUI, check that the Span node, from the tree on the left, is the DCC in the slot that is trying to load.
- Using the Avaya MPSConfigurator GUI, check that the Span configuration is correct.
- Make sure that all the protocol files exist.
- Reboot TMS hardware.

TCAD 10020

MESSAGE

`Failed to acquire license after refresh failure.`

SEVERITY

9

PROBABLE CAUSE

Could not reacquire the licenses after refresh failure, probably caused by no additional licenses available or the license server is down.

ACTION

- Ping `%LSHOST%` on Windows and ping `$LSHOST` on Solaris to make sure it is answering.q333333
- Run plicmon `%LSHOST%` on Windows and plicmon `$LSHOST` on Solaris to make sure there are enough keys for the system requirements.

TCAD 11000

MESSAGE

<message>

SEVERITY

4

PROBABLE CAUSE

Dependent on message displayed.

ACTION

Refer to ***TCAD Alarm Messages*** for more information on this alarm

TCAD 11001

MESSAGE

`Not enough DSPs to support the configuration`

SEVERITY

4

PROBABLE CAUSE

The configuration for DSP in `tms.cfg` is over configured.

ACTION

Using Avaya MPSConfigurator GUI, make sure the number of DSP configured is never larger than the real number in the system.

TCAD 11002

MESSAGE

`For <'product name'>, granted <number1> license out of <number2> requested.`

SEVERITY

4

PROBABLE CAUSE

Partially granted licensing request due to insufficient number of licenses.

ACTION

- Modify the configuration of resources in `tms.cfg` to match what licenses are available.
- Use **`plicmon %LSHOST%`** (on Windows) and **`$LSHOST`** (on Solaris) to check all the available license keys.

TCAD 11003

MESSAGE

`Invalid entry found, not found in tms command table:<`*entry name*`>`

SEVERITY

4

PROBABLE CAUSE

The command in `tms.cfg` is not in the command table.

ACTION

Check `tms.cfg` and make sure the correct command and format are specified.

TCAD 11004

MESSAGE

`Failed on attempt to reacquire license. Retry <number> more times.`

SEVERITY

4

PROBABLE CAUSE

Refresh licenses failure, probably caused by the communication problem with the license server.

ACTION

Ping `%LSHOST%` on Windows and ping `$LSHOST` on Solaris to make sure it is reachable.

TCAD 11005

MESSAGE

```
DCHANMAP section of tms.cfg maybe incomplete, ...
```

SEVERITY

4

PROBABLE CAUSE

The configuration for some spans where not assigned a D-Channel. If these spans need a D_Channel, the default will be used.

ACTION

Check D_Chan mapping and ExtInt in the ISDN section of the `tms.cfg`.

TCAD 12000

MESSAGE

<message>

SEVERITY

1

PROBABLE CAUSE

There was a normal system event in the TMS or NIC hardware.

ACTION

Most normal TMS/NIC system event messages are not passed to the alarm daemon. These messages are only status information and do not indicate an error condition requiring corrective action. This alarm should not appear.

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10

TMSCFG Alarms

This chapter covers:

1. **TMSCFG Alarms**

TMSCFG 10001

MESSAGE

`tmscfg: Section Error -` *error_details*
command

SEVERITY

9

POSSIBLE CAUSE

A TMS configuration command (command) was found in a section of the `$MPSHOME/common/etc/tms/tms.cfg` file where it is unexpected. Component startup aborts.

The *error_details* can be:

```
RSETPROFILE command found outside of SYSTEM section
PARAM command found outside of SYSTEM section, RSRC_CONFIG
section, CFG file, CDF file
BIND command found outside of DTC_MAP section
DEF_NAME command found outside of LCC_DEFS section
CARDTYPE command found outside of LCC_DEFS section
DCHANMAP command found outside of DTC_MAP section
CLASS section found outside of RSRC_CONFIG section, CFG
file
SPAN_CLASS section found outside of CFG file
DCCLOAD command found outside of DTCMAP section
RSET command found outside of RSET_TABLE section
LINE command found outside of VPS_LINE_DEF section
REF_SRC command found outside of SYNC_LISTS section
CONFIG_NAME command found outside of RSRC_CONFIG section
COUNT command found outside of CLASS/SPAN_CLASS section
CLASSNAME command found outside of CLASS section
CDF command found outside of CLASS/SPAN_CLASS section
STATE_TBL command found outside of CLASS/SPAN_CLASS
section
SPAN_EXT_ID command found outside of ISDN section
```

ACTION

Move the command to the appropriate section and restart SRP.

TMSCFG 10002

MESSAGE

`tmscfg: Command` *cmd* `received` *N* `arguments, expected [at least|exactly]` *M*
command

SEVERITY

9

POSSIBLE CAUSE

The wrong number of argument was supplied to a configuration command in the `$MPSHOME/common/etc/tms/tms.cfg` file.

The alarms can be

`Command TRACE received` *N* `arguments, expected 3`
`Command RSETPROFILE received` *N* `arguments, expected at least 3`
`Command PARAM received` *N* `arguments, expected at least 4`
`Command PARAM received` *N* `arguments, expected exactly 4`
`Command BIND received` *N* `arguments, expected 7`
`Command RSETPROFILE received` *N* `arguments, expected 3`
`Command COUNT received` *N* `arguments, expected 3`
`Command CDF received` *N* `arguments, expected 3`
`Command DefName received` *N* `arguments, expected 3`
`Command CardType received` *N* `arguments, expected 3`
`Command IDF received` *N* `arguments, expected 3`
`Command STATETBL received` *N* `arguments, expected 3`
`Command DCCLOAD received` *N* `arguments, expected 4`
`Command LOAD received` *N* `arguments, expected 9`
`Command LINE received` *N* `arguments, expected 5`
`Command DCHANMAP received` *N* `arguments, expected 6`
`Command SPAN_EXT_ID received` *N* `arguments, expected 5`
`Command REF_SRC received` *N* `arguments, expected 4`

ACTION

Specify correct number of arguments to the command and restart SRP.

TMSCFG 10010

MESSAGE

`tmscfg: misconfiguration detected:` *error_details*
command

SEVERITY

9

POSSIBLE CAUSE

A misconfiguration has been found in the `$MPSHOME/common/etc/tms/tms.cfg` file.

ACTION

The corrective action depends on the message displayed for *error_details*.

`Rset profile already defined`

There is a duplicate resource definition using the `RSET_PROFILE` command. Remove or rename the duplicate rset profile.

`Param name not known`

The parameter name specified in a PARAM command is not valid. Verify that the parameter names are part of the valid set used for TMS configuration.

`Invalid chassis for BIND command`

The chassis number specified in a `BIND` command is outside the valid range (0-15). Specify correct chassis number.

`TMS number already defined`

A `BIND` command specifies a TMS already bound in a previous `BIND` command. Specify an unused TMS number in the `BIND` command.

`Max number of TMSs has been reached`

The `BIND` command entries attempted to use more than 64 TMSs (64 is the limit). Remove any unused/unnecessary BIND entries.

`Specified configuration not found`

The configuration name (under `Config` heading in `tms.cfg`) specified in the `BIND` command was not defined. Correct the configuration name or define a new configuration with the specified name.

`Config name already defined`

The name specified in a `CONFIG_NAME` command was previously defined. Select another name.

`CDF found without a COUNT`

A `CDF` command was specified without a previous corresponding `COUNT` command. Add the `COUNT` command for the appropriate `CDF` command.

`STATE_TBL found without a CLASS_NAME`

A `STATE_TBL` command was specified without a previous corresponding `CLASS_NAME` command. Add the `CLASS_NAME` command for the appropriate `STATE_TBL` command.

`DCC_LOAD command has invalid TMS number`

The TMS value specified in a `DCC_LOAD` command was not valid. Specify a TMS that was defined in a `BIND` command.

`DCC_LOAD: DCC in this slot has already been defined`

A combination of TMS number and TMS slot already exists in a previous `DCCLOAD` command. Specify a new TMS and/or slot number.

`LOAD command has invalid DTC num`

The specified TMS number is invalid. Specify a TMS previously defined in a `BIND` command.

`Span number out of range`

The span value specified in a `LOAD` comand was not in the valid range (1-8). Specify a span in the valid range.

`Class in LOAD is already used for another protocol`

The class specified in a `LOAD` command was already specified in another `LOAD` command. Specify an unused classname for the `LOAD` command.

`RSET command has invalid DTC num`

The specified TMS number is invalid. Specify a TMS previously defined in a `BIND` command.

`LINE command has invalid DTC number`

The specified TMS number is invalid. Specify a TMS previously defined in a `BIND` command.

`LINE command found without matching LOAD command`

A span must be defined with the `LOAD` command before it can be used in the `LINE` command. Define the span with the `LOAD` command.

`LINE: 'from' line overlaps with another span`

The line 'from' value for a `LINE` command falls within the range specified by another `LINE` command for the same TMS. Specify a valid 'from' line.

`LINE: 'to' line overlaps with another span`

The line 'to' value for a `LINE` command falls within the range specified by another `LINE` command for the same TMS. Specify a valid 'to' line.

DCHANMAP command has invalid DTC number

The specified TMS number is invalid. Specify a TMS previously defined in a `BIND` command.

Too many spans in DCHANMAP

More than 8 spans (the limit) were specified in the `DCHANMAP` commands. Specify only 8 or less spans.

`SPAN_EXT_ID command has invalid DTC number`

The specified DTC number is invalid. Specify a TMS previously defined in a `BIND` command.

`SPAN_EXT_ID command found for span without LOAD command`

A span referenced in the `SPAN_EXT_ID` command must be defined via the `LOAD` command. Define the span or specify the number of the span that is already defined.

`REF_SRC: invalid arguments`

One or more of the arguments specified in a `REF_SRC` command are invalid. Specify only valid arguments for the `REF_SRC` command.

`Invalid parameters to EvtMaskParam`

The syntax of `EvtMaskParam` parameter is invalid. Use the correct syntax.

`Unknown parameter`

There is an unknown parameter specified in a `PARAM` command. Specify a correct parameter in the `PARAM` command.

`Invalid card type`

Specify a valid card type: DCC or ALI.

`Invalid hex value for DCHANMAP`

The hexadecimal value specified in the `DCHANMAP` command is invalid. Valid syntax for a hex value are 0xN and 0xNN.

`Unknown switch type (should be Avaya, National, or ATT)`

An invalid switch type is specified in a `DCHANMAP` command. Specify a valid switch type: `Avaya`, `National`, or `ATT`.

Reboot the system after performing any change in the `tms.cfg` file.

NOTES

Refer to the *Avaya Media Processing Server Series System Reference Manual* for more information on the `tms.cfg` file and the valid entries/parameters.

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11

TRIP Alarms

This chapter covers:

1. **TRIP Alarms**

TRIP 10001

MESSAGE

`Entering ACTIVE state for <mps component id>`

SEVERITY

1

POSSIBLE CAUSE

Secondary Avaya MPS successfully acquired the TMS and is initializing.

ACTION

None. This alarm is an information message as is generated as part of normal system operation.

TRIP 10002

MESSAGE

Entering STANDBY state

SEVERITY

1

CAUSE

Secondary Avaya MPS is entering STANDBY state.

ACTION

None. Informational notification.

TRIP 10004

MESSAGE

`Missed more than # pings from TMS Chs/Slt` *chassis* `/` *BPS* `- restarting`

SEVERITY

9

POSSIBLE CAUSE

TRIP is in the 'controlling' state and it failed to communicate with the TMS. Possible reasons are:

1. Network link failure between Avaya MPS and TMS
2. TMS failure

ACTION

The component will automatically be restarted and attempt to reconnect to the TMS. If the reconnect fails:

1. Check the network connections (switches and cables) between the TMS and Application Processor. Use the **ping** command to check if the TMS is reachable from AP.
2. If the TMS cannot boot, use a terminal connected to the TMS serial port to check TMS settings. If the TMS boot method is set to FIXED (as shown in a tip window), check that TMS IP address, boot server IP address, and the name of boot file is correct. If the TMS boot method is set to BOOTP, check that the boot server has correct entries in the `bootptab` file (Solaris: `/etc/bootptab`, Windows: `\WINNT\system32\drivers\etc\bootptab`). Check that TMS boot file (e.g., `tms_860.smod`) exists on the boot server.

Contact technical support if the system does not recover after performing the above.

12

VAMP Alarms

This chapter covers:

1. **VAMP Alarms**

VAMP 10000

MESSAGE

```
Failed to get system configuration information.
```

SEVERITY

1

PROBABLE CAUSE

System configuration information could not be obtained.

ACTION

Identify and correct the error in the system configuration.

VAMP 10001

MESSAGE

```
Failed to enable media event notification.
```

SEVERITY

1

PROBABLE CAUSE

Administrative ccm (ccma) has not been started.

ACTION

Add administrative ccm (ccma) to the $MPSHOME/mpsN/etc/vos.cfg configuration file.

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13

VENGINE Alarms

This chapter covers:

1. **VENGINE Alarms**

VENGINE 25000

MESSAGE

`[Para <block_name>/1] Generic vengine error`

SEVERITY

3

PROBABLE CAUSE

Avaya supplies this alarm to use in user-created CALL functions

ACTION

Refer to the code of the user-created CALL function

VENGINE 25001

MESSAGE

`[Para <block_name>/1>] No data for ACCEPT statement`

SEVERITY

3

PROBABLE CAUSE

The Operator pressed "Return" without entering data (requested by a System block "Get an Operator Response" function).

ACTION

Supply data before pressing "Return."

VENGINE 25002

MESSAGE

`[Para <block_name>/<1>] Invalid source or target offset <source/offset>`

SEVERITY

3

PROBABLE CAUSE

The application used invalid arguments with the move-data call function.

ACTION

Specify only valid arguments for the move-data call function. Refer to the *PeriProducer User s Guide* for information on valid call function arguments.

VENGINE 25003

MESSAGE

`[Para <block_name>/<1>] Item '<item>' border violation`

SEVERITY

3

PROBABLE CAUSE

In a **`move-data`** call function, the application attempted to move more data than is available in the source data item. The length parameter is too large.

ACTION

Modify the length parameter to be no more than the total size of the source data item.

VENGINE 25004

MESSAGE

`[Para <block_name>/<1>] Invalid number of elements <#>`

SEVERITY

3

PROBABLE CAUSE

The application attempted to execute an **`array-read`** or **`array-write`** call function which specifies more elements than exist in the file. The number-of-elements parameter is set too high.

ACTION

Modify the number-of-elements parameter to be no larger than the total number of elements in the file.

VENGINE 25005

MESSAGE

`[Para <block_name>/<1>] Endfile for '<filename>' file`

SEVERITY

3

PROBABLE CAUSE

The application attempted to execute an **`array-read`** call function and the read operation reached the end of the file. The number-of-elements parameter may be set too high.

ACTION

If the number-of-elements parameter is valid, no action is necessary. If the number-of-elements parameter is greater than the number of elements in the file, modify the number-of-elements parameter to within the valid range.

VENGINE 25006

MESSAGE

`[Para <`*block_name*`>/1>] Cannot write into file <`*filename*`>`

SEVERITY

3

PROBABLE CAUSE

1. The file ownership/permissions are not set properly.
2. There is not enough swap space available in the system.

ACTION

1. Check permission and/or ownership of the file.
2. Check the status of the swap space.

VENGINE 25007

MESSAGE

`[Para <block_name>/<1>] Invalid starting position (<position>)`

SEVERITY

3

PROBABLE CAUSE

The application attempted a **`convert-to-binary`** or **`convert-from-binary`** call function and the specified start position is not within a valid range. The valid range is from 1 to the length of the convert string, inclusive.

ACTION

Modify the start position to be within the valid range.

VENGINE 25008

MESSAGE

`[Para <block_name>/<1>] Source is not integer or length (<length>) > 4`

SEVERITY

3

PROBABLE CAUSE

The application attempted a convert-to-binary call function and the source string is not an integer. Convert sources must be integers between 1 and 9 numbers in length.

ACTION

Modify the source data specification to be a valid integer.

VENGINE 25009

MESSAGE

`[Para <block_name >/<1>] CALL function is not specified`

SEVERITY

3

PROBABLE CAUSE

A call function is not specified for a System block's "Call an External Function" request.

ACTION

Add a valid call function name to the call function request.

VENGINE 25010

MESSAGE

`[Para <block_name>/<1>] Cannot create pipe for CALL daemon`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25011

MESSAGE

`[Para <block_name>/<1>] Cannot fork or run CALL daemon <daemon>`

SEVERITY

3

PROBABLE CAUSE

There is not enough swap space available on the disk.

ACTION

Verify the amount of swap space available. If this alarm appears frequently, you may need to adjust the size of the swap partition. Refer to the appropriate Solaris system documentation for the procedure.

VENGINE 25013

MESSAGE

`[Para <block_name>/<1>] Cannot write or read CALL arguments`

SEVERITY

3

PROBABLE CAUSE

If the application references a user-defined call function, there may be problems with the call function. If there application does not reference user-defined call functions, there is an error which may indicate a more severe problem.

ACTION

If the application references a user-defined call function, remove the reference to the function and run it again. If the alarm does not get generated again, check through the call function for errors. If the alarm persists or the application does not reference any call functions, contact your local Avaya MPS support staff.

VENGINE 25014

MESSAGE

`[Para <block_name>/<1>] CALL timer expired`

SEVERITY

3

PROBABLE CAUSE

The user-defined CALL function did not return in time.

ACTION

1. Review the CALL function code.
2. Increase the timeout with the -e option

VENGINE 25015

MESSAGE

`[Para <`*block_name*`>/<1>] Inconsistent function '<`*function*`>' return: code <`*var*`> with no cond`

SEVERITY

3

PROBABLE CAUSE

There are errors in the displayed user-defined call function.

ACTION

Review the call function code.

VENGINE 25016

MESSAGE

`[Para <block_name>/<1>] Function '<function>' returns condition`

SEVERITY

3

PROBABLE CAUSE

The displayed user-defined call function generates a handle condition.

ACTION

If the call function is supposed to generate a condition, no action is required. Otherwise, review the user-defined call function code.

VENGINE 25017

MESSAGE

`[Para <block_name>/<1>] Non-array item <item>`

SEVERITY

3

PROBABLE CAUSE

The application attempted an **`array-qsort`** call function and the specified sort array was not an array.

ACTION

Specify only a valid sort array for the **`array-qsort`** call function.

VENGINE 25018

MESSAGE

`[Para <block_name>/<1>] Invalid number of elements to sort <#>`

SEVERITY

3

PROBABLE CAUSE

The table size specified in the Table Sort block is incorrect.

ACTION

Set a valid table size in the Table Sort block.

VENGINE 25019

MESSAGE

[Para <*block_name*>/<1>] Invalid number of split keys (max 8)

SEVERITY

3

PROBABLE CAUSE

There are too many split keys specified in an array-qsort call function request. The maximum number of split keys allowed is 8.

ACTION

Specify 8 keys or less in an array-qsort request.

VENGINE 25020

MESSAGE

`[Para <block_name>/<1>] Invalid sorting key <key>`

SEVERITY

3

PROBABLE CAUSE

The sort key field specified in a Table Sort block is not a valid key for the specified table.

ACTION

Use only valid key fields as sort keys.

VENGINE 25021

MESSAGE

`[Para <block_name>/<1>] Dataset '<name>' was not read for UPDATE`

SEVERITY

3

PROBABLE CAUSE

The application attempted to update a database, using the Disk I/O block "Update" function, without performing a "Read and Lock" operation first.

ACTION

Modify the application to perform a "Read and Lock" before updating a database.

VENGINE 25022

MESSAGE

`[Para <block_name>/<1>] Invalid key for dataset '<name>'`

SEVERITY

3

PROBABLE CAUSE

The key specified in a Disk I/O block is not valid for the specified hash file dataset.

ACTION

Specify only valid keys for a given hash file.

VENGINE 25023

MESSAGE

`[Para <block_name>/<1>] Record from dataset '<name>' (reclen <length>) was truncated to <#> bytes`

SEVERITY

3

PROBABLE CAUSE

This is a VENGINE warning that is not necessarily an error. The specified record was truncated in size.

ACTION

If the application continues to operate properly after this alarm, no action needs to be taken. If there are problems after this alarm, contact your local Avaya support team.

VENGINE 25024

MESSAGE

`[Para <block_name>/<1>] For dataset '<name>' (reclen <length>) invalid LENGTH <wronglength> was specified`

SEVERITY

3

PROBABLE CAUSE

The key length specified in a Disk I/O block is not valid for the specified key.

ACTION

Specify the proper key length.

VENGINE 25025

MESSAGE

`[Para <block_name>/<1>] Browse (REQID '<id>') for dataset '<name>' exists`

SEVERITY

3

PROBABLE CAUSE

The application tried to start a specific browse operation, specified in the Disk I/O block Browse ID field, that was never ended.

ACTION

End a specific browse with an "End" Browse Operation before starting it again.

VENGINE 25026

MESSAGE

`[Para <block_name>/<1>] Browse (REQID '<id>') for dataset '<name>' not found`

SEVERITY

3

PROBABLE CAUSE

The application tried to start a specific browse operation, specified in the Disk I/O block Browse ID field, that does not exist.

ACTION

Specify only valid Browse IDs.

VENGINE 25027

MESSAGE

`[Para <block_name>/<1>] READPREV was requested for HSAM dataset '<name>'`

SEVERITY

3

PROBABLE CAUSE

The application tried to perform a "Previous" Browse Operation, specified in a Disk I/O block, on an HSAM file. The "Previous" operation should be disabled by default if the application accesses a valid HSAM file. If PeriProducer allowed a "Previous" Browse Operation to be specified for an HSAM file, the database may be corrupt or there may be more serious problems.

ACTION

- Verify that the application accesses a valid Indexed file. If the application accesses a non-indexed file, either specify an indexed file or do not use the "Previous" Browse Operation.
- Verify that the database is valid and error free.
- If there are no problems with the database, contact Avaya technical support for assistance.

VENGINE 25028

MESSAGE

`[Para <block_name>/<1>] Invalid dataset name '<name>'`

SEVERITY

3

PROBABLE CAUSE

The application could not resolve the full pathname of the displayed database file. The full pathname may be too long.

ACTION

If possible, move the database to a location whose full pathname is shorter. Specify the new full pathname in the application.

VENGINE 25029

MESSAGE

`[Para <block_name>/<1>] Cannot read dataset '<name>' header`

SEVERITY

3

PROBABLE CAUSE

1. The file ownership/permissions are not set properly.
2. There is not enough swap space available in the system.
3. The database is corrupt.

ACTION

1. Check permission and/or ownership of the file.
2. Check the status of the swap space.
3. Fix the database.

VENGINE 25030

MESSAGE

`[Para <block_name>/<1>] Invalid flags for HSAM dataset '<name>'`

SEVERITY

3

PPROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25031

MESSAGE

[Para <*block_name*>/
<1>] RIDFLD length <*length*> less than KEYLENGTH <*length2*> for dataset '<*name*>'

SEVERITY

3

PROBABLE CAUSE

When writing to a flat file, the application attempted to write a record which is longer than allowed in the database.

ACTION

Write records only of the proper size to a flat file database.

VENGINE 25032

MESSAGE

`[Para <block_name>/<1>] Invalid key length <length> for dataset '<name>' (keylen <length2>)`

SEVERITY

3

PROBABLE CAUSE

The key length specified for a database operation (in the Disk I/O block "Key Length" field) is incorrect.

ACTION

Specify the valid key length for any given key.

VENGINE 25033

MESSAGE

`[Para <block_name>/<1>] Cannot open dataset '<name>'. Data base is empty or locked`

SEVERITY

3

PROBABLE CAUSE

1. The database was never opened by the dbman utility.
2. An application placed an exclusive read lock on the database.
3. The file ownership/permissions on the database are not set properly
4. The database is empty.

ACTION

1. Make the database accessible to applications using the dbman utility.
2. Unlock the database using the "Unlock" Locked Operation in the Disk I/O block.
3. Check permission and/or ownership of the file.
4. Add records to the database.

VENGINE 25034

MESSAGE

`[Para <block_name>/<1>] Dataset '<name>' was not included into data base`

SEVERITY

3

PROBABLE CAUSE

The displayed database was never initialized (and opened) by the database manager (**dbman**) utility.

ACTION

Initialize the database using **dbman**.

NOTES

Verify that the **dbman** command is part of the startup configuration files and opens the proper databases.

VENGINE 25035

MESSAGE

`[Para <block_name>/<1>] Invalid record of dataset '<name>' in DB master file`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25036

MESSAGE

`[Para <block_name>/<1>] Item <name> has been modified`

SEVERITY

3

PROBABLE CAUSE

The displayed datacard had its value changed. This is displayed only when VENGINE/**amu** debugging (using the `handlevar` option) is active.

ACTION

No action required.

VENGINE 25037

MESSAGE

`[Para <block_name>/<1>] SET variable <name> is not from Linkage Section`

SEVERITY

3

PROBABLE CAUSE

The application attempted to pass a datacard to a linked application that was not defined as public scope data.

ACTION

Redefine the data as public scope.

VENGINE 25038

MESSAGE

`[Para <block_name>/<1>] POST timer expired`

SEVERITY

3

PROBABLE CAUSE

The time specified in a System block's "Post an Event at" function is earlier than the current time.

ACTION

Specify a time later than the current time.

VENGINE 25039

MESSAGE

`[Para <block_name>/<1>] Vastimer is not running (or msg queue full)`

SEVERITY

3

PROBABLE CAUSE

1. The `$ASEHOME` environment variable is not set correctly.
2. The VASTIMER process was not started from the `gen.cfg` system configuration file.

ACTION

1. Verify that `$ASEHOME` is set and that the `$ASEHOME/services` directory exists and is accessible.
2. Verify that the VASTIMER process is started from `$MPSHOME/common/etc/gen.cfg`.

VENGINE 25040

MESSAGE

`[Para <block_name>/<1>] No room in SM to save DELAY/WAIT address`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25041

MESSAGE

`[Para <`*block_name*`>/<1>] Cannot move char '<`*character*`>' according to PIC '<`*descriptor*`>' of Symbol <`*symbol*`>`

SEVERITY

3

PROBABLE CAUSE

The application attempted to move a character value into a datacard that is not defined as a character string (e.g., move "hello" into a numeric datacard).

ACTION

Specify only valid values for a defined datacard type.

NOTES

PeriProducer generally does not allow incompatible data moves to be specified when developing the application.

VENGINE 25042

MESSAGE

[Para <*block_name*>/<1>] Internal error. Ran out of source for MOVE to <*var*> by PIC '<*description*>' after '<*value*>'

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25043

MESSAGE

`[Para <`*block_name*`>/<1>] Invalid option '<`*option*`>' or process '<`*processname*`>'`

SEVERITY

3

PROBABLE CAUSE

The application specified an invalid environment option in the Environment block.

ACTION

Use only the environment options presented in the Environment block picklists.

VENGINE 25044

MESSAGE

`[Para <block_name>/<1>] Option '<name>' does not take any argument`

SEVERITY

3

PROBABLE CAUSE

The application specified an argument for an environment option (in an Environment block) but the environment option does not take any arguments.

ACTION

Remove the argument(s) from the environment option.

VENGINE 25046

MESSAGE

`[Para <block_name>/<1>] Vengine option <option_name> not implemented`

SEVERITY

3

PROBABLE CAUSE

An invalid option was specified on the vengine command line.

ACTION

Remove the invalid option from the vengine command line.

VENGINE 25047

MESSAGE

`[Para <block_name>/<1>] Internal error. Corrupted condition list`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25049

MESSAGE

`[Para <block_name>/<1>] Internal error. Dataset map lost (nrec #<#> map <var> mapoffset <offset> nrecsec <var2>)`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25050

MESSAGE

`[Para <block_name>/<1>] No space left in dataset '<name>'`

SEVERITY

3

PROBABLE CAUSE

The displayed HSAM file reached maximum record capacity. No more records can be added to the file.

ACTION

Increase the HSAM file capacity using the utility which initially created the database.

VENGINE 25051

MESSAGE

`[Para <block_name>/<1>] Unimplemented COMPUTE OP <option>`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25052

MESSAGE

[Para <*block_name*>/
<1>] LINK program '<*program_name*>' has <#> arguments but <#
#> passed

SEVERITY

3

PROBABLE CAUSE

1. The linked application received a different number or arguments than was expected from the main application. There are not enough/too many arguments specified in the System block "Link to Another Application" request.
2. There is an error which may indicate a more severe problem.

ACTION

1. Specify the proper number of arguments in link request.
2. If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25053

MESSAGE

`[Para <block_name>/<1>] Cannot find <#>-th argument for '<application>'`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25054

MESSAGE

`[Para <block_name>/<1>] Argument list mismatch`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25055

MESSAGE

`[Para <block_name>/<1>] Argument '<name>' (group item or array) does not match <nameusing>`

SEVERITY

3

PROBABLE CAUSE

The application attempted to pass incompatible data to a linked application. In this case, the application passed an array of incompatible size/data type.

ACTION

Send only compatible data to a linked application.

VENGINE 25056

MESSAGE

`[Para <block_name>/<1>] Literal '<argname>' passed for group item or array <usingname>`

SEVERITY

3

PROBABLE CAUSE

The application attempted to pass incompatible data to a linked application. In this case, the application passed a literal value when the linked application expected an array or folder.

ACTION

Send only compatible data to a linked application.

VENGINE 25057

MESSAGE

[Para <*block_name*>/<1>] Subitems passed (argument <*name*>) do not match <*usingname*>

SEVERITY

3

PROBABLE CAUSE

The application attempted to pass incompatible data to a linked application. In this case, the application passed a folder whose contents do not match the contents expected by the linked application.

ACTION

Send only compatible data to a linked application.

VENGINE 25058

MESSAGE

`[Para <block_name>/<1>] Item <argname> passed does not match <usingname> ([sub]item's PIC clause)`

SEVERITY

3

PROBABLE CAUSE

The application attempted to pass incompatible data to a linked application. In this case, the application passed a folder where the displayed item data definition does not match the corresponding data definition expected by the linked application.

ACTION

Send only compatible data to a linked application.

VENGINE 25059

MESSAGE

`[Para <block_name>/<1>] Infinite loop, starting from the paragraph <name>`

SEVERITY

3

PROBABLE CAUSE

VENGINE detected an infinite loop in the application. The loop starts at the specified block.

ACTION

Modify the application so that an infinite loop is not possible.

VENGINE 25060

MESSAGE

`[Para <block_name>/<1>] Too many (<#>) embedded PERFORM statements or GOTO`

SEVERITY

3

PROBABLE CAUSE

The application has too many embedded containers. The maximum level is 128.

ACTION

Modify the application such that it does not embed containers any deeper than 128 levels.

VENGINE 25061

MESSAGE

`[Para <block_name>/<1>] Unimplemented OP <option>`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25062

MESSAGE

`[Para <block_name>/<1>] Subscript value <value> is out of range [1,<s-ind>] for array <name>`

SEVERITY

3

PROBABLE CAUSE

The specified array subscript is out of range for the array (either less than one or greater than the number of elements in the array).

ACTION

Specify subscripts only within the valid range for the array (between one and the number of elements in the array, inclusive).

VENGINE 25063

MESSAGE

[Para <*block_name*>/<1>] Cannot index nonarray item <*item_name*>

SEVERITY

3

PROBABLE CAUSE

The application specified an index for a data element that was not defined as an array.

ACTION

Remove the index from the data element reference.

VENGINE 25065

MESSAGE

`[Para <block_name>/<1>] No data in '<var>' management request`

SEVERITY

3

PROBABLE CAUSE

The **amu** request required a variable but none was specified.

ACTION

Specify the appropriate variable for the **amu** request.

VENGINE 25066

MESSAGE

`[Para <block_name>/<1>] Unknown management request '<request>'`

SEVERITY

3

PROBABLE CAUSE

The **amu** request is unknown/invalid.

ACTION

Specify only valid **amu** requests.

VENGINE 25067

MESSAGE

[Para <*block_name*>/
<1>] Not implemented option '<*option*>' in '<*option*>' managem
ent request

SEVERITY

3

PROBABLE CAUSE

The option specified for the displayed **amu** request is not available for that request.

ACTION

Specify only valid options for a given **amu** request.

VENGINE 25068

MESSAGE

`[Para <block_name>/<1>] Cannot get lib name for LOCATION management request`

SEVERITY

3

PROBABLE CAUSE

The **amu** request is unknown/invalid.

ACTION

Specify only valid **amu** requests.

VENGINE 25069

MESSAGE

`[Para <block_name>/<1>] Cannot detach path (library) '<library_name>'`

SEVERITY

3

PROBABLE CAUSE

The **amu** request is unknown/invalid.

ACTION

Specify only valid **amu** requests.

VENGINE 25070

MESSAGE

`[Para <`*block_name*`>/<1>] Cannot attach path (library) '<`*library_name*`>'`

SEVERITY

3

PROBABLE CAUSE

The **amu** request is unknown/invalid.

ACTION

Specify only valid **amu** requests.

VENGINE 25071

MESSAGE

`[Para <block_name>/<1>] Undefined file name in LOCATION management request '<request>'`

SEVERITY

3

PROBABLE CAUSE

The **amu** request is unknown/invalid.

ACTION

Specify only valid **amu** requests.

VENGINE 25072

MESSAGE

`[Para <block_name>/<1>] Invalid port in VAG management request`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25074

MESSAGE

`[Para <block_name>/<1>] Cannot move <typename(from)> item to <typename(to)> item`

SEVERITY

3

PROBABLE CAUSE

The application attempted to move a value into a datacard that is not defined as the same data type (e.g., move "hello" into a numeric datacard).

ACTION

Specify only valid values for a defined datacard type.

NOTES

PeriProducer generally does not allow incompatible data moves to be specified when developing the application.

VENGINE 25076

MESSAGE

`[Para <block_name>/<1>] Internal error. NULL Symbol pointer to move`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25077

MESSAGE

`Invalid range [1, <limit>] for random number`

SEVERITY

3

PROBABLE CAUSE

The maximum value specified for a **`get-random`** call function is not in the valid range of 1 and 2147483647 (0x7FFFFFFF).

ACTION

Specify a maximum value within the valid range.

VENGINE 25078

MESSAGE

[Para <*block_name*>/<1>] <*alarm_text*>

SEVERITY

3

PROBABLE CAUSE

The alarm text displayed can be:

```
Invalid MMF name <name>
Invalid datatype <datatype>
Invalid vocabulary, item or CMRid <var>
```

The application specified an invalid file/data name for a multimedia operation.

ACTION

Specify only valid MultiMedia files/elements for multimedia operations.

VENGINE 25079

MESSAGE

`[Para <block_name>/<1>] Pipe to CALLdaemon is broken`

SEVERITY

3

PROBABLE CAUSE

1. A user-defined call function is not functioning properly.
2. There is an error which may indicate a more severe problem.

ACTION

1. Review the call function code for errors.
2. If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25080

MESSAGE

`[Para <block_name>/<1>] Reclength was not specified for <itemname>`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25081

MESSAGE

[Para <*block_name*>/<1>] Confidence was not specified for <*itemname*>

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25082

MESSAGE

`[Para <block_name>/<1>] Cannot check length < 2`

SEVERITY

3

PROBABLE CAUSE

The length parameter specified for a [**double-**]**mod10-check** call function is less than 2. The length must be at least 2, up to the maximum length of the digit string.

ACTION

Specify a length of 2 or greater for the [**double-**]**mod10-check** call function.

VENGINE 25083

MESSAGE

`[Para <block_name>/<1>] Cannot get vms bound map for MPS <#>`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25084

MESSAGE

`[Para <block_name>/<1>]  Invalid InitValue structure or attempt to init const '<itemname>'`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25085

MESSAGE

`[Para <block_name>/<1>] Cannot get <master> SM segment id (key <#>, len <##>)`

SEVERITY

3

PROBABLE CAUSE

1. The file permission/ownership settings in `/usr/tmp` are not set correctly.
2. There is an error which indicates a more serious problem.

ACTION

1. Check file permissions/ownership of `/usr/tmp`.
2. If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25086

MESSAGE

`[Para <block_name>/<1>] Cannot read master SM segment information`

SEVERITY

3

PROBABLE CAUSE

1. The file permission/ownership settings for `$ASEHOME/etc/ase.conf` are not set correctly.
2. There is an error which indicates a more serious problem.

ACTION

1. Check file permissions/ownership of `$ASEHOME/etc/ase.conf`.
2. If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25087

MESSAGE

`[Para <block_name>/<1>] Cannot attach/detach <master> SM segment (shmid <id>)`

SEVERITY

3

PROBABLE CAUSE

1. There are not enough shared memory segments available to a given process.
2. There is an error which indicates a more serious problem.

ACTION

1. Increase the number of shared memory segments which can be allocated to a process. Modify the `ShMemorySegments` parameter in the `$ASEHOME/etc/ase.conf` file.
2. If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

NOTES

Reboot the system after modifying `$ASEHOME/etc/ase.conf` to make the changes take effect.

VENGINE 25088

MESSAGE

`[Para <block_name>/<1>] Cannot remove <master> segment, ID <segid>`

SEVERITY

3

PROBABLE CAUSE

1. The file permission/ownership settings for shared memory disk space are not set correctly.
2. There is an error which indicates a more serious problem.

ACTION

1. Check file permissions/ownership of the appropriate disk directories/ partitions. The file system/directory used for file-based shared memory is set by the `SharedMemory` and `ConstSharedMemory` parameters in `$ASEHOME/etc/ase.conf`.
2. If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25089

MESSAGE

`[Para <block_name>/<1>] No room in SM upper_level_item or segment master table`

SEVERITY

3

PROBABLE CAUSE

1. The upper level shared memory limits are set too low.
2. There is an error which indicates a more serious problem.

ACTION

1. Increase the upper level shared memory limits. Modify the `ShMemoryUpperLevelItems` parameter in the `$ASEHOME/etc/ase.conf` file.
2. If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

NOTES

Reboot the system after modifying `$ASEHOME/etc/ase.conf` to make the changes take effect.

VENGINE 25090

MESSAGE

`[Para <block_name>/<1>]  Cannot create SM segment for item <itemname> (Key <segnum>, len <seglength>)`

SEVERITY

3

PROBABLE CAUSE

1. The file permission/ownership settings for shared memory disk space are not set correctly.
2. There is an error which indicates a more serious problem.

ACTION

1. Check file permissions/ownership of the appropriate disk directories/ partitions. The file system/directory used for file-based shared memory is set by the `SharedMemory` and `ConstSharedMemory` parameters in `$ASEHOME/etc/ase.conf`.
2. If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25091

MESSAGE

[Para <*block_name*>/
<1>] Item <*itemname*> exists in SM and has been defined wit
h REDEFINES clause

SEVERITY

3

PROBABLE CAUSE

The application attempted to use a new datacard when the datacard already exists in shared memory and was defined as part of a composite data item. This can occur when an application is updated and the existing (and running applications) continue to use the previous data definition.

ACTION

Change the name of the new application datacard.

NOTES

If the system uses the same application on multiple lines, detach the application from the lines and re-attach the updated version.

VENGINE 25092

MESSAGE

`[Para <block_name>/<1>] Item <itemname> does not fit into existing SM segment (probably because of names)`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25093

MESSAGE

`[Para <block_name>/<1>] Existing SM segment does not include item <itemname>`

SEVERITY

3

PROBABLE CAUSE

The application added a new datacard to a shared folder and the new item was not loaded into shared memory. This can occur when an application is updated and the existing (and running applications) continue to use the previous data definition.

ACTION

Either remove the new datacard from the application, or modify the other applications to allow for the new datacard in shared memory.

NOTES

If the system uses the same application on multiple lines, detach the application from the lines and re-attach the updated version.

VENGINE 25094

MESSAGE

`[Para <block_name>/<1>]  Item <itemname> belongs to another SM segment`

SEVERITY

3

PROBABLE CAUSE

The application attempted to use a new datacard when the datacard already exists in shared memory and was defined in another shared memory segment. This can occur when an application is updated and the existing (and running applications) continue to use the previous data definition.

ACTION

Change the name of the new application datacard.

NOTES

If the system uses the same application on multiple lines, detach the application from the lines and re-attach the updated version.

VENGINE 25095

MESSAGE

`[Para <block_name>/<1>]  Item <itemname> [or PIC clause] does not match existing SM segment`

SEVERITY

3

PROBABLE CAUSE

The application changed a folder/datacard definition and the new definition is different from what currently exists in shared memory. This can occur when an application is updated and the existing (and running applications) continue to use the previous data definition.

ACTION

Either revert back to the previous definitions in the updated application, or modify the other applications to allow for the new folder/datacard definitions.

NOTES

If the system uses the same application on multiple lines, detach the application from the lines and re-attach the updated version.

VENGINE 25096

MESSAGE

`[Para <block_name>/<1>]  Run out of UID slots for SM`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25097

MESSAGE

`[Para <block_name>/<1>] Cannot find UID <uid> for shmid <schmid>`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25098

MESSAGE

`[Para <block_name>/<1>] Cannot find another UID to pass SM ownership (shmid <schmid>)`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25099

MESSAGE

`[Para <block_name>/<1>] Cannot read SM segment (shmid <schmid>) info to pass ownership`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 25100

MESSAGE

`[Para <block_name>/<1>]  Items <itemname> and <itemname> (subitem <itemname>) do not match in aggregate move`

SEVERITY

3

PROBABLE CAUSE

The application attempted to move a folder's values into another folder but the folder/datacard definitions are incompatible (e.g., move "hello" into a numeric datacard).

ACTION

Specify only valid values for a defined datacard type.

NOTES

PeriProducer generally does not allow incompatible data moves to be specified when developing the application.

VENGINE 26000

MESSAGE

`[Para <block_name>/<1>] Invalid SEND PHONE item counter`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 26001

MESSAGE

`[Para <block_name>/<1>]  Too many digits <#> to speak`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 26002

MESSAGE

`[Para <block_name>/<1>]  Invalid time to speak (hour <#>, min <##>)`

SEVERITY

3

PROBABLE CAUSE

The application attempted to speak an invalid time. Hours must be between 0 and 23, minutes must be between 0 and 59.

ACTION

Specify only valid times to speak.

VENGINE 26003

MESSAGE

`[Para <block_name>/<1>]  Invalid month number <#> to speak`

SEVERITY

3

PROBABLE CAUSE

The application attempting to speak a month number larger than 12. The month must be between 1 and 12, inclusive.

ACTION

Specify only valid month numbers to speak.

VENGINE 26004

MESSAGE

`[Para <block_name>/<1>]  Invalid day number <#> to speak`

SEVERITY

3

PROBABLE CAUSE

The application attempted to speak a day that was greater than 31. The valid range is 1 to 31, inclusive.

ACTION

Specify only valid days to speak.

VENGINE 26005

MESSAGE

`[Para <`*block_name*`>/</1>]  Invalid RECSIZE <`*size*`> for TDQ file '<`*filename*`>'`

SEVERITY

3

PROBABLE CAUSE

The Length field in a Disk I/O block is set to zero or less for a write operation to a TDQ file.

ACTION

Specify only positive values for the Length field.

VENGINE 26006

MESSAGE

`[Para <block_name>/<1>]  File '<filename>' has been opened with different specifications`

SEVERITY

3

PROBABLE CAUSE

There is an error with opening the displayed TDQ file which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 26007

MESSAGE

`[Para <block_name>/<1>]  File '<filename>' has been opened with recsize = <size>`

SEVERITY

3

PROBABLE CAUSE

There is an error with opening the displayed TDQ file which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 26008

MESSAGE

`[Para <block_name>/<1>]  TDQ file '<filename>' is not open`

SEVERITY

3

PROBABLE CAUSE

The application attempted to perform an operation on a file that was not open.

ACTION

Open the TDQ file using the Disk I/O block "Open File" Operation.

VENGINE 26009

MESSAGE

`[Para <`*block_name*`>/<1>]  Cannot reopen TDQ file '<`*filename*`>' after truncation`

SEVERITY

3

PROBABLE CAUSE

There is an error with opening the displayed TDQ file which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 26010

MESSAGE

`[Para <block_name>/<1>]  File '<filename>' has never been open`

SEVERITY

3

PROBABLE CAUSE

The application attempted to remove the displayed flat file (using the Disk I/O block "Remove File" operation) but the file was never opened using the **dbman** utility.

ACTION

Open the flat file using **dbman**.

VENGINE 26011

MESSAGE

`[Para <block_name>/<1>]  File '<filename>' is open`

SEVERITY

3

PROBABLE CAUSE

The application attempted to open a database file that is already open.

ACTION

Close the database file with the Disk I/O block "Close File" operation, then try opening the file again.

VENGINE 26012

MESSAGE

`[Para <block_name>/<1>]  Cannot remove TDQ file '<filename>'`

SEVERITY

3

PROBABLE CAUSE

The file permissions/ownership are not set properly.

ACTION

Check permission and/or ownership of the file.

VENGINE 26013

MESSAGE

`[Para <block_name>/<1>]  Cannot write TDQ file '<filename>'`

SEVERITY

3

PROBABLE CAUSE

1. The file permissions/ownership are not set properly.
2. There is not enough disk space left on the device to write the file.

ACTION

1. Check the file permissions/ownership.
2. Remove (or back up to external media) any non-essential files to free up disk space.

VENGINE 26014

MESSAGE

`[Para <block_name>/<1>]  Cannot read TDQ file '<filename>'`

SEVERITY

3

PROBABLE CAUSE

The file permissions/ownership are not set properly.

ACTION

Check permission and/or ownership of the file.

VENGINE 26015

MESSAGE

`[Para <block_name>/<1>]  Timer was not started`

SEVERITY

3

PROBABLE CAUSE

The application executed a **`timer-difference`** call function without having first specified a **`timer-start`** call function.

ACTION

Specify a **`timer-start`** call function before using **`timer-difference`**.

VENGINE 26016

MESSAGE

`[Para <block_name>/<1>]  Cannot initialize shared memory`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 26017

MESSAGE

`[Para (<block_name>/<1>]  Key '<name>' not found in dataset '<name>'`

SEVERITY

3

PROBABLE CAUSE

The key name specified in a database operation was not valid for that database.

ACTION

Specify only valid key names for the database.

VENGINE 26018

MESSAGE

`[Para <block_name>/<1>]  Duplicate record key '<key>' in dataset '<name>'`

SEVERITY

3

PROBABLE CAUSE

There are multiple keys of the same name in the specified database.

ACTION

Run diagnostics on the database to fix duplicate key problems.

VENGINE 26019

MESSAGE

[Para <*block_name*>/<1>] Attempt to set the second lock for dataset '<*name*>'

SEVERITY

3

PROBABLE CAUSE

The application attempted to lock a previously locked file.

ACTION

Specify only one lock operation for an open file.

VENGINE 26020

MESSAGE

`[Para <block_name>/<1>]  I/O error in dataset '<name>'`

SEVERITY

3

PROBABLE CAUSE

The file permissions/ownership are not set properly.

ACTION

Check permission and/or ownership of the file.

VENGINE 26021

MESSAGE

`[Para <block_name>/<1>]  Cannot change access mode for CONST SM segment #<number>`

SEVERITY

3

PROBABLE CAUSE

Shared memory is not accessible because the application does not have proper permissions to access it. For example, an application with root permissions initializes shared memory and other applications with "lesser" permissions are not allowed to access the shared memory segment.

ACTION

Run all applications that utilize the same shared memory with identical permissions. Refer to the *PeriView User s Guide* for information on application permissions.

VENGINE 26024

MESSAGE

[Para <block_name >/<1>] Function '<function-name>' from library '<library-name>' changed disposition of signal <signal-number>.

SEVERITY

3

PROBABLE CAUSE

A call function changed disposition of a signal.

ACTION

No action required. Vengine will restore signal disposition.

VENGINE 26025

MESSAGE

[Para <block_name >/<1>] Function '<function-name>' from library '<library-name>' changed signal mask.

SEVERITY

3

PROBABLE CAUSE

A call function changed signal mask.

ACTION

No action required. Vengine will restore signal mask.

VENGINE 26026

MESSAGE

[Para <block_name >/<1>] Function '<function-name>' from library '<library-name>' increased heap size by <number> bytes.

SEVERITY

3

PROBABLE CAUSE

A call function increased heap size. A probable memory leak.

ACTION

Review function code.

VENGINE 26027

MESSAGE

`[Para <block_name >/<1>]` Library '`<library-name>`' changed MT state.

SEVERITY

3

PROBABLE CAUSE

Dynamic loading of a library changed multi-thread state of the vengine process.

ACTION

Add option `-B /usr/lib/libthread.so` or `-B /usr/lib/libpthread.so` to the `.acfg` file.

VENGINE 26028

MESSAGE

`[Para <block_name >/<1>]` Heap is damaged `<before/after>` calling function '`<function-name>`' from library '`<library-name>`.'

SEVERITY

3

PROBABLE CAUSE

Before: Internal vengine problem.

After: The call function damaged the heap by incorrectly calling the `malloc()` or `free()` functions.

ACTION

Before: Contact your local Avaya MPS support staff.

After: Review the function code.

VENGINE 26029

MESSAGE

`[Para <block_name >/<1>]` vengine exits after `-z <number>` runs to prevent possible memory leaks.

SEVERITY

3

PROBABLE CAUSE

Option -z was specified in the `.acfg` file or in the command line.

ACTION

Informational alarm. No action required.

VENGINE 28000

MESSAGE

`[Para <block_name>/<1>]  Cannot change the constant '<constant_name>'`

SEVERITY

3

PROBABLE CAUSE

The application attempted to change the value of a system constant. System constants cannot be changed.

ACTION

Do not attempt to change the value of system constants. If you need to change a value, copy the constant value into a new datacard and change that datacard.

NOTES

PeriProducer should not allow you to modify system constants.

VENGINE 28001

MESSAGE

`[Para <block_name>/<1>]  Invalid file name, function <array-read/array-write/file-to-message/message-to-file/openq/TDQ>`

SEVERITY

3

PROBABLE CAUSE

The specified function in the application attempted to access a file that does not exist.

ACTION

Specify only existing and valid filenames.

VENGINE 28002

MESSAGE

`[Para <block_name>/<1>]  Cannot open <type/operation> file '<filename>'`

SEVERITY

3

PROBABLE CAUSE

1. The application attempted to open a file that does not exist.
2. The file permissions/ownership are not set properly.

ACTION

1. Specify only valid and existing filenames.
2. Check the file permissions/ownership.

VENGINE 28003

MESSAGE

`[Para <block_name>/<1>]  Invalid length (<length>), function/ for '<convert-from-binary/ convert-to-binary/ pack-pace'>`

SEVERITY

3

PROBABLE CAUSE

The application attempted to use an invalid length parameter for the specified function. The valid range for a length parameter depends on the call function:

Call Function	Valid Range
convert-from-binary	1-4
convert-to-binary	1 to the maximum string length
pack-pace	Message dependent

ACTION

Specify a length within the valid range for a call function. Refer to the *PeriProducer User s Guide* for details on the call function parameters.

VENGINE 28004

MESSAGE

`[Para <block_name>/<1>]  Cannot create '<type>' message`

SEVERITY

3

PROBABLE CAUSE

1. The application attempted to speak an empty message (e.g., the datacard containing the speak element is empty).
2. There is an error which may indicate a more severe problem.

ACTION

1. Specify a (valid) element for all speak requests.
2. If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28005

MESSAGE

`[Para <block_name>/<1>]  MPS receive time expired for <str> request`

SEVERITY

3

PROBABLE CAUSE

The application received the Avaya MPS response timeout condition (**`vrto`**) after waiting for the displayed request. This is not necessarily an error in the application.

ACTION

Verify that the resource requested is operational. For example, if the host request failed, verify that the host is up, running, and the Avaya MPS-host link is intact.

VENGINE 28006

MESSAGE

`[Para <block_name>/<1>]  Unexpected reply for 'bind/unbind' request`

SEVERITY

3

PROBABLE CAUSE

The system returned an unexpected message when an application was attached/unattached from a line.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28007

MESSAGE

`[Para <block_name>/<1>]  Invalid option '<optname>' for function '<extern/issue>'`

SEVERITY

3

PROBABLE CAUSE

The application attempted to specify an invalid option for the displayed function.

ACTION

Use only valid options for functions. Refer to the *PeriProducer User s Guide* for details on valid options.

VENGINE 28008

MESSAGE

`[Para <block_name>/<1>]  Invalid NULL condition arrived`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28009

MESSAGE

```
[Para <block_name>/
<1>]  Expected condition '<condition>' arrived
```

SEVERITY

3

PROBABLE CAUSE

VENGINE was started with the **-a** option enabled. The application received the displayed condition.

ACTION

No action required.

VENGINE 28010

MESSAGE

`[Para <block_name>/<1>] Asynchronous ignored condition '<condition>' arrived`

SEVERITY

3

PROBABLE CAUSE

VENGINE was started with the **`-a`** option enabled. The application received the displayed condition.

ACTION

No action required.

VENGINE 28011

MESSAGE

`[Para <block_name>/<1>]  Synchronous expected condition '<condition>' arrived`

SEVERITY

3

PROBABLE CAUSE

VENGINE was started with the **`-a`** option enabled. The application received the displayed condition.

ACTION

No action required.

VENGINE 28012

MESSAGE

`[Para <block_name>/<1>]  Ignored condition '<condition>' arrived`

SEVERITY

3

PROBABLE CAUSE

VENGINE was started with the **`-a`** option enabled. The application received the displayed condition.

ACTION

No action required.

VENGINE 28014

MESSAGE

`[Para <block_name>/<1>]  <Exception/unexpected> condition '<condition>' arrived`

SEVERITY

3

PROBABLE CAUSE

VENGINE was started with the **`-a`** option enabled. The application received the displayed condition.

ACTION

No action required.

VENGINE 28015

MESSAGE

`[Para <block_name>/<1>]  Cannot allocate <#> bytes`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28016

MESSAGE

`[Para <block_name>/<1>]  Cannot map file '<filename>'`

SEVERITY

3

PROBABLE CAUSE

1. The displayed map file is corrupt.
2. The map file permissions/ownership are not set properly.
3. There is not enough swap space available.
4. The number of mapped regions exceeds the number that can be accepted by the host.

ACTION

1. If the map file cannot be repaired, create a new file using the PeriProducer map utilities.
2. Verify the file permissions/ownership settings.
3. Expand the amount of swap space available. Refer to the Solaris system documentation for information on expanding swap space.
4. Redefine the map to use less than the maximum number of field that the host can handle.

VENGINE 28017

MESSAGE

[Para <*block_name*>/<1>] Cannot send '<cancel\management\VAG>' message

SEVERITY

3

PROBABLE CAUSE

1. The VENGINE connection was lost.
2. There is an error which may indicate a more severe problem.

ACTION

1. If possible, stop and restart the application.
2. If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28018

MESSAGE

`[Para <block_name>/<1>]  Invalid (NULL) message to or from vastimer`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28019

MESSAGE

`[Para <block_name>/<1>]  Cannot find service '<name>'`

SEVERITY

3

PROBABLE CAUSE

1. The service is not running.
2. The service is not listed in `$ASEHOME/etc/services`.

ACTION

1. Start the service. The procedure to start a service is specific to the service.
2. Add the service to the `$ASEHOME/etc/services` file and start the service.

NOTES

Reboot the system after modifying `$ASEHOME/etc/services` to make the changes take effect

VENGINE 28020

MESSAGE

`[Para <block_name>/<1>]  Cannot lock <file>`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28021

MESSAGE

[Para <*block_name*>/<1>] Shared memory corrupted (#requests <#>, #appl <#>)

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28022

MESSAGE

`[Para <block_name>/<1>]  No map fields to send or receive (fields #<#>)`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28023

MESSAGE

[Para <*block_name*>/
<1>] Internal error. Fields to send or receive (fields #<#>) ran out of SymTable

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28024

MESSAGE

`[Para <block_name>/<1>]  Received <#received> map fields instead of <#expected>`

SEVERITY

3

PROBABLE CAUSE

The external host returned a map with a different number of fields than expected by the application. The map defined to receive the host data may be incompatible.

ACTION

- Redefine the destination map with the **`perimap`** utility.
- If the destination map is valid, verify that the host is functioning properly and the Avaya MPS-host link is intact.

VENGINE 28025

MESSAGE

`[Para <block_name>/<1>] Received invalid field length(<length>) for <field_name>`

SEVERITY

3

PROBABLE CAUSE

1. The application received a map field from an external host which is not the size it expected.
2. There is an error which may indicate a more severe problem.

ACTION

1. Verify that the application screen map is defined with identical fields to the host screen map. Verify that the host is operating properly.
2. If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28026

MESSAGE

[Para <*block_name*>/<1>] Invalid program function name in item <*#*>

SEVERITY

3

PROBABLE CAUSE

The application specified blanks for the name of a linked application.

ACTION

Specify the valid linked application name.

VENGINE 28027

MESSAGE

`[Para <block_name>/<1>] Invalid program or function name '<name>'`

SEVERITY

3

PROBABLE CAUSE

The reference to a linked application failed. The reference is passed internally in the format "`@path:app_name`". The colon ("`:`") is missing from the string. This is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28029

MESSAGE

`[Para <block_name>/<1>]  Cannot initialize shared memory`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28030

MESSAGE

[Para <*block_name*>/
<1>] Invalid number of arguments <#> or argument list fo
r <*operation*>

SEVERITY

3

PROBABLE CAUSE

The application specified an invalid number of arguments (too many or too few) for the displayed call function.

ACTION

Specify the proper number of arguments for a given call function. See the *PeriProducer User s Guide* for details on call function arguments.

VENGINE 28031

MESSAGE

[Para <*block_name*>/<1>] Program (function) <*user CALL function name*> was not found or there are unresolved references

SEVERITY

3

PROBABLE CAUSE

1. The displayed user-defined call function could not be found.
2. The displayed user-defined call function references files or libraries which could not be found.

ACTION

1. Move/copy all call function related files to the proper directory. Refer to the appropriate documentation for more information.
2. Verify that the call function can access all necessary support files.

VENGINE 28032

MESSAGE

`[Para <block_name>/<1>]  Unexpected host  message arrived`

SEVERITY

3

PROBABLE CAUSE

The external host sent a message that was not requested by the application.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, verify that the host is working properly and that the Avaya MPS-host link is intact. If this error continues to appear and is causing application processing problems, contact your local Avaya MPS support staff.

VENGINE 28033

MESSAGE

`[Para <block_name>/<1>]  Cannot receive <type> message`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28034

MESSAGE

`[Para <block_name>/<1>]  Failure for <bind/peripro> request`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28035

MESSAGE

`[Para <block_name>/<1>]  Cannot deliver message to line/port #<line/port#>`

SEVERITY

3

PROBABLE CAUSE

The system attempted to deliver a message to an application/service on the specified line/port but the application/service was not running.

ACTION

Start the appropriate application/service.

VENGINE 28036

MESSAGE

`[Para <block_name>/<1>]  Cannot translate received message`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28038

MESSAGE

`[Para <block_name>/<1>]  Service <name> is not attached to port <#>`

SEVERITY

3

PROBABLE CAUSE

The system attempted to deliver a message to a service on the specified port but the service was not running. The service may be missing from the `$ASEHOME/etc/services` file.

ACTION

Start the appropriate application/service. Add the service startup command to the `$ASEHOME/etc/services` file if necessary.

NOTES

Reboot the system after modifying `$ASEHOME/etc/services` to make the changes take effect

VENGINE 28039

MESSAGE

`[Para <block_name>/<1>]  In Execute-Command the system return code [Secondary] differs from Primary [<peerstatus>]`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28040

MESSAGE

`[Para <block_name>/<1>]  Shell cannot be executed for '<var>'`

SEVERITY

3

PROBABLE CAUSE

The application attempted to execute a system command using a **`execute-command`** call function but the shell did not start.

ACTION

Verify that you can start a command shell from the system windows interface. If you can start a command shell, there may be problems with the Avaya MPS software. Contact your local Avaya MPS support staff. If you cannot start a command shell, the system may be overloaded or running out of resources. Reboot the system. If the problem persists, contact your local Avaya MPS support staff.

VENGINE 28041

MESSAGE

`[Para <block_name>/<1>]  Cannot find host '<hostname>'`

SEVERITY

3

PROBABLE CAUSE

The application could not communicate with the external host because the host could not be found.

ACTION

- Verify that the application refers to a valid host.
- Verify that the Avaya MPS-host connection is intact

VENGINE 28043

MESSAGE

`[Para <block_name>/<1>]  Cannot uncompress map fields`

SEVERITY

3

PROBABLE CAUSE

The application cannot uncompress host map fields. PeriProducer does not currently support compressed maps so this alarm message should not occur. If this alarm message occurs, there is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 28044

MESSAGE

`[Para <block_name>/<1 >]  Second argument should be Shared Memory item`

SEVERITY

3

PROBABLE CAUSE

The second argument specified in a **`shared-memory-init`** call function (cosm-item) is not a valid shared memory item.

ACTION

Specify only valid shared memory items for the **`shared-memory-init`** call function.

VENGINE 28045

MESSAGE

`[Para <`*block_name*`>/<1 >]  Unresolved INVOKE <`*appname*`>`

SEVERITY

3

PROBABLE CAUSE

The application attempted to link to another application but the other application does not exist (or is not running). PeriProducer displays a warning for unresolved link references during application generation, but still creates the application executable (`.vex`) file.

ACTION

Either fix the linked application reference (if the linked reference is spelled incorrectly or uses an invalid path) or create the linked application.

VENGINE 29001

MESSAGE

`[Para <block_name>/<1>]  Line will be immediately <suspended\remapped>`

SEVERITY

3

PROBABLE CAUSE

1. PeriWeb was restarted
2. A **`req run suspend`** amu request was sent to VENGINE
3. A **`req location close`** amu request was sent to VENGINE and the application was not in a connected state.

None of these causes necessarily indicate a system error.

ACTION

No action required.

VENGINE 29002

MESSAGE

`[Para <block_name>/<1>]  Cannot run non-redundant with secondary vvpether`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 29003

MESSAGE

`[Para <block_name>/<1>]  Cannot connect to vms\Cannot create a socket\Cannot find server name <name>`

SEVERITY

3

PROBABLE CAUSE

1. VENGINE cannot connect to VMST. There are invalid command line options specified for VENGINE/VMST.
2. There is an error which may indicate a more severe problem.

ACTION

1. Verify the command line options specified with VENGINE/VMST.
2. If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 29004

MESSAGE

`[Para <block_name>/<1>]  Line is not bound`

SEVERITY

3

PROBABLE CAUSE

The application attempted to execute a function which requires the Avaya MPS/CPS system but the link between the Application Processor and the Avaya MPS/CPS is down. The application received the **`linkdown`** condition by this time.

ACTION

1. Modify the application to handle the **`linkdown`** condition properly.
2. Verify the link between the Application Processor and the Avaya MPS/CPS systems.

VENGINE 29005

MESSAGE

`[Para <block_name>/<1>]  Socket to vms is broken (fd <socket>)`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 29006

MESSAGE

`[Para <block_name>/<1>]  Redundancy Socket is broken fd <rssocket>)`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 29007

MESSAGE

`[Para <block_name>/<1>]  File <filename> corrupted or invalid checksum`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 29008

MESSAGE

`[Para <block_name>/<1>]  MPS number is unavailable`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 29010

MESSAGE

`[Para <block_name>/<1>]  Program <name> cannot bind`

SEVERITY

3

PROBABLE CAUSE

The application cannot bind to the line. This occurs only when VENGINE is running under PeriProducer's Graphic Execution Monitor (PeriGEM) environment and may not necessarily indicate an error.

ACTION

No action required.

VENGINE 29011

MESSAGE

`[Para <block_name>/<1>]  Executable for Program <name> outdated and has to be recreated`

SEVERITY

3

PROBABLE CAUSE

VENGINE attempted to start an application that was made (and compiled) with an older version of PeriProducer.

ACTION

Port the older application to the latest PeriProducer and recompile it.

NOTES

There may be transition issues with porting older applications to the most recent PeriProducer. Refer to the *PeriProducer Release Notes* for information.

VENGINE 29012

MESSAGE

`[Para <block_name>/<1>]  Program <name> to be used as LINK only`

SEVERITY

3

PROBABLE CAUSE

The displayed application is coded to accept arguments but none were provided. The application should only be used as a linked application.

ACTION

Do not start linked applications as normal "stand alone" applications.

VENGINE 29015

MESSAGE

`[Para <block_name>/<1>]  No useful i/o detected`

SEVERITY

3

PROBABLE CAUSE

The application did not perform any input/output operations (such as output display, speech, reading data, etc.).

ACTION

If the application performs its tasks properly, ignore this alarm.

VENGINE 29016

MESSAGE

```
[Para <block_name>/
<1>]  Norestart condition arrived due to soft termination
```

SEVERITY

3

PROBABLE CAUSE

The application was soft terminated and will not automatically restart. Soft termination is usually initiated by a kill signal (either from PeriView or from the **`kill`** command). This alarm does not necessarily indicate a system error.

ACTION

If the application was knowingly soft terminated, no action is required. If the application consistently soft terminates without reason, there may be more serious problems. Contact your local Avaya MPS support staff.

VENGINE 29017

MESSAGE

```
[Para <block_name>/
<1>]  Terminal status '<soft termination/
hard termination/fatal error/initialization>'
```

SEVERITY

3

PROBABLE CAUSE

1. For "termination" message, the application was soft terminated and will not automatically restart. Soft termination is usually initiated by a kill signal (either from PeriView or from the **`kill`** command). This alarm does not necessarily indicate a system error.
2. For "fatal error" or initialization messages, there is an error which may indicate a more serious problem.

ACTION

1. If the application was knowingly soft terminated, no action is required. If the application consistently soft terminates without reason, there may be more serious problems. Contact your local Avaya MPS support staff.
2. If the "fatal" or "initialization" error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 29028

MESSAGE

`[Para <block_name>/<1>]  NOOP found in the executable file [offset <offset>, prev para #(<#> <desc>]`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

VENGINE 29051

MESSAGE

`[Para <block_name>/<1>]  Asynchronous <datatype> data arrived`

SEVERITY

3

PROBABLE CAUSE

Asynchronous data arrived.

ACTION

No action is required.

VENGINE 29053

MESSAGE

`[Para <block_name>/<1>]  Exception 0x<number> occurred in timed Call Function <function_name>`

SEVERITY

3

PROBABLE CAUSE

A fatal exception occurred in the displayed call function.

ACTION

Review the call function code. Contact the vendor if the code is not available.

VENGINE 29054

MESSAGE

`[Para <block_name>/<1>]  Illegal type for Argument <name> in timed Call Function <name>`

SEVERITY

3

PROBABLE CAUSE

The application specified an invalid data type as a parameter for an external call function. For example, the call function expected a numeric argument but the application passed it a character string.

ACTION

Specify only valid data types for call function parameters.

VENGINE 29056

MESSAGE

`[Para <block_name>/<1>] Throw condition '<condition>'[:<condition_data>]`

SEVERITY

3

PROBABLE CAUSE

The application generated a condition using the **`throw`** call function.

ACTION

No action required.

VENGINE 29058

MESSAGE

`[Para <block_name>/<1>]  Call function <name> is not MT safe`

SEVERITY

3

PROBABLE CAUSE

There is an error which may indicate a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

14

VMM Alarms

This chapter covers:

1. **VMM Alarms**

VMM 10000

MESSAGE

`Element not found:` *element_info*

SEVERITY

1

PROBABLE CAUSE

The MMF file containing the element has not been loaded, does not contain the specified element, or the application is not specifying the correct element.

ACTION

The corrective action depends on what is displayed for the *element_info* field.

`[` *element_name* `]`

Execute **vmm mmfstatus** to verify that the MMF containing the specified element has been loaded. If it is not loaded, load the file using **vmm mmfload** command. If the correct MMF is loaded, check the spelling of *element_name*. If the spelling is incorrect, correct the spelling in the PeriProducer application. If *element_name* is not in any MMF, record the element into a new or existing MMF using PeriStudio. Load the MMF using the **vmm mmfload** command.

`[ MMF:`*mmfname*`:`*element_name* `]`

Verify that the spelling of *mmfname* and *element_name* are correct. If either is incorrect, make the necessary change to the PeriProducer application.

Execute **vmm mmfstatus** to verify that the MMF containing the specified element has been loaded. If it is not loaded, load the file using **vmm mmfload** command. Execute the **mls** command to verify that the element is in the specified MMF. If the MMF is not loaded, load it using the **vmm mmfload** command. If the MMF does not contain element_name, record the element using PeriStudio.

`[ MMF:`*mmfname* `EAP:`*number* `]`

Execute **vmm mmfstatus** to verify that the MMF containing the specified element has been loaded. If it is not loaded, load the file using **vmm mmfload** command.

`[Invalid Element]`

A PeriProducer application used an invalid format to specify an element. Check the application to make sure it uses a valid element reference format. Valid formats for an element are:

<element name>
<element name!offset>
<element name!offset,duration>

<@EAP#>
<@EAP#!offset>
<@EAP#!offset,duration>

<@MMFbasename:EAP#>
<@MMFbasename:EAP#!offset>
<@MMFbasename:EAP#!offset,duration>
<path/MMFbasename EAP#>
<path/MMFbasename EAP#!offset>
<path/MMFbasename EAP#!offset,duration>

<@MMFbasename::element text name>
<@MMFbasename::element text name!offset>
<@MMFbasename::element text name!offset,duration>

<x:/usr/cmr/CMRfilex EAP#>

`[ EAP:` *number* `]`

Execute **vmm mmfstatus** to verify that there is a default MMF specified. If no default MMF has been specified, set the default MMF using the **vmm default** command.

NOTES

Before recording a new elements for MMFs, unload the MMF using the **vmm mmfunload** command. After completing the recording, reload the MMF using the **vmm mmfload** command.

VMM 10001

MESSAGE

`Failed to load MMF` *mmfname*`:` *reason_text*

SEVERITY

1

PROBABLE CAUSE

The specified MMF file could not be loaded. The cause depends on the reason displayed in *reason_text*.

ACTION

The corrective action depends on what is displayed for the *reason_text* field.

`Failed to get MMF index capacity`

The MMF file may be corrupt. Use the **mfck** utility (with the **-f** option) to check for and correct any errors in the MMF.

`Failed to open MMF`

The MMF does not exist or is corrupt. Use the **mfck** utility (with the **-f** option) to check for and correct any errors in the MMF.

`File does not exist`

The specified MMF does not exist. Either the MMF name was spelled incorrectly or the file does not exist on the system. If the filename is misspelled, correct the MMF spelling in the appropriate command(s). If the file does not exist and should, create the MMF (and populate it with elements) using PeriStudio.

`Illegal MMF basename`

The MMF name specified is illegal. Legal MMF base names are a maximum of 32 characters long and do not contain any of the following characters: ‘:’, ‘;’, ‘ ‘, ‘@’, ‘~’. Correct the MMF filename in the appropriate command(s).

`Basename not unique`

An MMF with the same basename is already loaded. MMF files must have unique basenames. Rename the duplicate MMF and correct the MMF filename in the appropriate command(s).

```
MMF can only be opened READ ONLY
```

The specified MMF is being opened for recording (**vmm mmfrecord** command) and cannot be opened with write permission. Verify that the MMF is not in use by another process. Verify the file's read-write permissions. Note that the MMF (if not already loaded) was NOT loaded by the **mmfrecord** command.

```
MMF already active
```

An MMF load request was issued but the specified MMF has already been loaded. Do not execute **vmm mmfload**, **mmfrecord**, or **mmfdefault** commands for MMF which are already loaded.

```
MMF currently queued for deactivation
```

An MMF load request was issued for an MMF which is currently being unloaded. Wait a few seconds for the MMF to unload before issuing a **vmm mmfload**, **mmfrecord**, or **mmfdefault** command.

```
Could not create element array
Could not add MMF to hash table
Could not update activation structures
Could not allocate memory
Failed to send request to MMF I/O
Failed to add entries to hash table
IPC failure
Application failed to initialize
Application not initialized
```

VMM has experienced an internal failure. Contact Technical Support.

NOTES

Many of these error messages can be caused by improper configuration commands in the `$MPSHOME/mpsN/etc/vmm-mmf.cfg` file. If the error messages occur during system startup, the errors are likely in the configuration file.

VMM 10002

MESSAGE

`Invalid hash table size specified for` *`cmd`*`. Valid range is 1-#.`

SEVERITY

1

PROBABLE CAUSE

An invalid parameter for the hash table size was specified for the displayed command (*cmd*).

ACTION

Correct the value in the `$MPSHOME/mpsN/etc/vmm.cfg` file according to the valid range shown in the alarm message.

VMM 10003

MESSAGE

`Invalid value specified for numcachethd. Valid range is 1-#.`

SEVERITY

1

PROBABLE CAUSE

An invalid parameter for the hash table size was specified for the **numcachethd** command in the `$MPSHOME/mpsN/etc/vmm.cfg` file.

ACTION

Correct the specified value for **numcachethd** according to the valid range displayed in the alarm message.

VMM 10004

MESSAGE

```
Invalid page size specified. Valid values are 1, 2, 4, and
8.
```

SEVERITY

1

PROBABLE CAUSE

An invalid page size was specified for the **vmm pagesize** command in the `$MPSHOME/mpsN/etc/vmm.cfg` file.

ACTION

Specify a valid page size value (1, 2, 4, or 8) for **pagesize**.

VMM 10005

MESSAGE

```
Invalid value specified for vdmmaxlock.
```

SEVERITY

1

PROBABLE CAUSE

An invalid value was specified for the **vmm vdmmaxlock** command in the `$MPSHOME/mpsN/etc/vmm.cfg` file. The valid range is between 1 and 100 inclusive.

ACTION

Specify a valid value for **vdmmaxlock**.

VMM 11000

MESSAGE

`Cache Full. Failed to load data.`

SEVERITY

4

PROBABLE CAUSE

Cache memory is filled to capacity and no data can be swapped out, causing data loading failure. The value set for **vmm vdmmaxlock** command in the `$MPSHOME/mpsN/etc/vmm.cfg` file is too large.

ACTION

Use a better setting for **vdmmaxlock**. See the *Avaya Media Processing Server Series Command Reference Manual* for the formula on setting the optimal **vdmmaxlock** value.

VMM 11001

MESSAGE

`Failed to open` *filename*`.`

SEVERITY

4

PROBABLE CAUSE

1. Attempting to export an MMF element to a `.wav` file and the file cannot be created (possibly due to lack of disk space or permission problem on a directory).
2. Attempting to perform a CMR directly to a `.wav` file and the file cannot be created (possibly due to lack of disk space or permission problem on a directory).
3. Attempting to import a `.def1` file into an MMF and the MMF cannot be opened (file does not exist, permissions not correct, etc).

ACTION

If attempting to create a new file, verify that there is enough free disk space. Remove old/unnecessary files and back up archives onto external media.

If attempting to access an MMF file, verify that the file exists. If the file does not exist, create it using PeriStudio and load it using **vmm mmfload**. If the MMF file exists, verify the file and directory permissions with the **ls -l** command. Change the permissions from read-only to read-write with the **chmod** command.

NOTES

Changing file/directory permissions may require becoming superuser (root). Contact your local Avaya MPS system administrator if you do not have superuser permissions.

VMM 11002

MESSAGE

`MMF [ mmf_name ] needs check with mfck.`

SEVERITY

4

PROBABLE CAUSE

The specified MMF was not closed properly the last time the system was shut down, leaving it in an inconsistent state. The system may have been inadvertently rebooted or gone through a power recycle.

ACTION

Unload the MMF using **vmm mmfunload** and use the **mfck** utility (with the **–f** option) to correct any errors. Reload the file using the **vmm mmfload**, **mmfrecord**, or **mmfdefault** command (as appropriate).

VMM 11003

MESSAGE

`Failed to process configuration file [ `*filename*` ].`

SEVERITY

4

PROBABLE CAUSE

1. The specified file does not exist.
2. The specified file is corrupt.

ACTION

Copy the specified file from a system backup archive to the appropriate directory (usually `$MPSHOME/mpsN/etc/`) and restart the system.

VMM 11004

MESSAGE

`Disk I/O Error at Address` *address*`.`

SEVERITY

4

PROBABLE CAUSE

1. An MMF file is corrupt.
2. There is a hard disk error.

ACTION

1. Unload the MMF files using **vmm mmfunload**. Run the **mfck** utility (with the **-f** option) to verify file integrity and correct any errors.
2. Reboot into single user mode, run **fsck** on the disk, and restart the system. Contact technical support if the problem persists.

VMM 12000

MESSAGE

`Failed to process MMF configuration file [ `*filename*` ]`

SEVERITY

9

PROBABLE CAUSE

1. The specified file does not exist or is corrupt.
2. The configuration process timed out on a response from VMM causing it to terminate processing of the MMF configuration file.

ACTION

If the file is missing or corrupt, copy the specified file from a system backup archive to the appropriate directory (usually `$MPSHOME/mpsN/etc/`). In any event, restart the system. Contact technical support if the system does not recover after restarting.

VMM 12001

MESSAGE

```
Cannot determine the size of voice memory.
```

SEVERITY

9

PROBABLE CAUSE

A request for TMS package memory information. There may be a problem with the TMS hardware.

ACTION

Restart the system. Contact technical support if the system does not recover after restarting.

VMM 12002

MESSAGE

```
Failed to establish communications with TMS.
```

SEVERITY

9

PROBABLE CAUSE

There is a possible problem with TMS hardware or IP/Port configuration.

ACTION

Restart the system. Contact technical support if the system does not recover after restarting.

VMM 12003

MESSAGE

```
Failed to configure digit table.
```

SEVERITY

4

PROBABLE CAUSE

1. Incompatible software packages have been installed or were installed incorrectly.
2. There is a hardware problem.

ACTION

Verify that the PERImps and PERItms packages have been installed and that the versions are compatible. If the software was installed properly and the packages are compatible, restart the system. Contact technical support if the system does not recover after restarting.

15

VSTAT Alarms

This chapter covers:

1. **VSTAT Alarms**

VSTAT 11000

MESSAGE

`Data received from more lines (<# received>) than expected (<# expected>)`

SEVERITY

4

PROBABLE CAUSE

Status messages from tcad to vstat at startup were not successful. This alarm may signal an error in internal processing that indicates a more severe problem.

ACTION

Enter **vstat status** at the command prompt. If VSTAT shows 0 lines, exchange of system profile messages between TCAD and VSTAT failed.

Confirm that CCM and TMS are configured for appropriate number of lines.

Confirm the VSTAT and TCAD executable is from appropriate patch level.

Restart the component.

Contact your local Avaya MPS support staff.

VSTAT 11001

MESSAGE

`Data received from less lines (<# received>) than expected (<# expected>)`

SEVERITY

4

PROBABLE CAUSE

During the current update request cycle, vstat received data from less lines than in a previous cycle. This alarm may signal an error in internal processing in tcad that indicates a more severe problem.

ACTION

Confirm that ccm and tms are configured for appropriate number of lines.

Confirm the vstat and tcad executable is from appropriate patch level.

Restart the component.

Contact your local Avaya MPS support staff.

VSTAT 11002

MESSAGE

`Data received from previously unknown span: <`*span logical identifier*`>`

SEVERITY

4

PROBABLE CAUSE

During the most recent update cycle, vstat received span data from a span that was previously unknown or identified. This alarm may signal an error in internal processing that indicates a more severe problem.

ACTION

Confirm that ccm and tms are configured for appropriate number of lines.

Confirm the vstat and tcad executable is from appropriate patch level.

Restart the component.

Contact your local Avaya MPS support staff.

VSTAT 11003

MESSAGE

`Data received from more hosts (<# received>) than expected (<# expected>)`

SEVERITY

4

PROBABLE CAUSE

During the update cycle, vstat received data through commgr from more external hosts than expected. This alarm may signal an error in internal processing that indicates a more severe problem.

ACTION

Confirm that commgr is configured for appropriate number of hosts.

Confirm the vstat and commgr executable is from appropriate patch level.

Restart the component.

Contact your local Avaya MPS support staff.

VSTAT 11004

MESSAGE

`Data received from less hosts (<#` *received*`>) than expected (<#` *expected*`>)`

SEVERITY

4

PROBABLE CAUSE

During the update cycle, vstat received data through commgr from fewer external hosts than expected. This alarm may signal an error in internal processing that indicates a more severe problem.

ACTION

Confirm that commgr is configured for appropriate number of hosts.

Confirm the vstat and commgr executable is from appropriate patch level.

Restart the component.

Contact your local VPS support staff.

VSTAT 11005

MESSAGE

`UPDATE failed: <`*reason*`>`

SEVERITY

4

PROBABLE CAUSE

Normally, vstat sends data requests and then sets the wait timer to give tcad and commgr time to compile current data and send it back. An update request will fail if vstat cannot set the wait timer. This may indicate a heavily over-loaded system.

ACTION

Contact your local Avaya MPS support staff.

VSTAT 11006

MESSAGE

<*Message type*> `message transmission failed to` <*process*>

SEVERITY

4

PROBABLE CAUSE

A vstat message could not be sent to either tcad or commgr. The <*Message type*> can be one of the following:

- A profile request message - this lets vstat know the configuration of the Avaya MPS it is running on.
- A data request message - this lets vstat receive data at update intervals.

This alarm may indicate a heavily over-loaded system.

ACTION

Contact your local Avaya MPS support staff.

VSTAT 11007

MESSAGE

`unsolicited statistics data received from <process>; no update in progress`

SEVERITY

1

PROBABLE CAUSE

VSTAT received statistics data when it did not request it. This alarm may signal an error in internal processing that indicates a more severe problem.

ACTION

If this error appears only once and without other incidents, the system should recover automatically. If this error appears more than once or is accompanied by abnormal system behavior, contact your local Avaya MPS support staff.

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VXMLI Alarms

This chapter covers:

1. **VXMLI Alarms**

VXMLI 10000

MESSAGE

`The MMF play prefetch failed: element_name`

SEVERITY

1

PROBABLE CAUSE

The MMF file containing the element is not loaded or does not contain the specified element, or the application is not specifying the correct element.

ACTION

Execute **`vmm mmfstatus`** to verify that the MMF containing the specified element is loaded. If it is not loaded, load the file using **`vmm mmfload`** command. Execute the **`mls`** command to verify that the element is in the specified MMF. If the MMF is not loaded, load it using the **`vmm mmfload`** command. If the MMF does not contain *element_name*, record the element using PeriStudio.

VXMLI 10001

MESSAGE

`The audio server play prefetch failed: URL_of_audio_file`

SEVERITY

1

PROBABLE CAUSE

In the application, an invalid URL of audio file is specified, a file with an unsupported format is used, or audio server on OSCAR is unavailable.

ACTION

If, in the application, an invalid URL of audio file is specified, change it to be valid.

If, in the application, a valid URL of audio file is specified, but message still occurs, perform the following steps:

- Install and configure Web server.
- Execute the **`pmgr poollist`** command to verify that resource *ausvr* is available on OSCAR.

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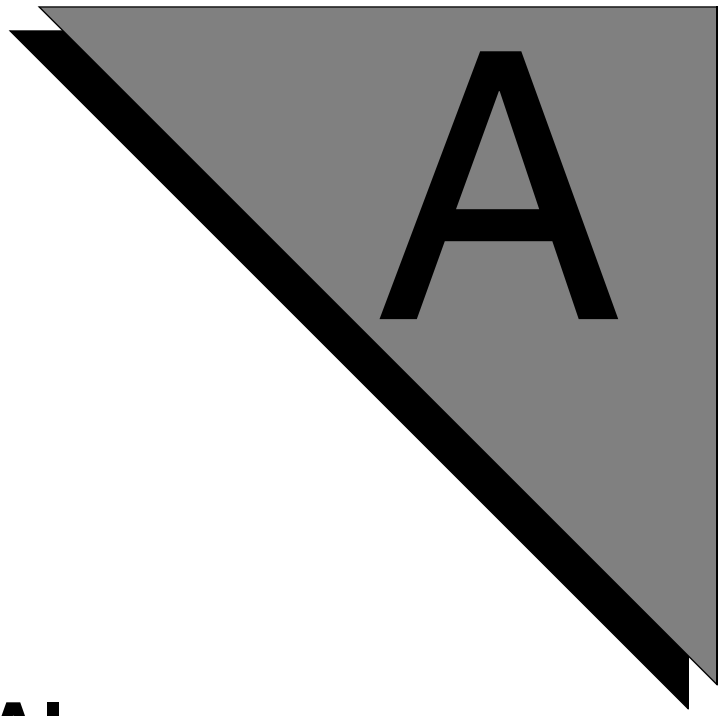

NCD Alarm Messages

This chapter covers:

1. **Messages for NCD alarm 10004**
2. **Diagnostics**

NCD Alarms

The NCD alarms display the alarm/diagnostics messages sent from the Network Interface Controller (NIC) and the redundant backup controller.

NCD 10004

`NIC Loss of Reference Clock A to PLL`

- There is no longer a redundant reference clock (clock A) available for the Phase Locked Loop. See “NIC Phase Lock Loop (PLL)” on page 441.

`NIC Loss of Reference Clock B to PLL`

- There is no longer a redundant reference clock (clock B) available for the Phase Locked Loop. See “NIC Phase Lock Loop (PLL)” on page 441.

`NIC_PLL No Reference Clock Available for PLL. Cannot perform inter-TMS bridging`

- There is no longer any reference clock available (either A or B) for the Phase Locked Loop. See “NIC Phase Lock Loop (PLL)” on page 441.

`NIC_Monitor Detected failure on Secondary NIC`

- The Primary NIC has lost connection with the secondary NIC. See “NIC Redundancy” on page 441.

`NIC Loss of data integrity on ATM fiber`

- There is a failure on one of the fiber connections. This can affect inter-chassis bridging and PCM audio functions. See “NIC ATM” on page 441.

`Over Temperature Condition exists on a NIC`

- The NIC hardware is no longer in the normal operating temperature range. See “Temperature” on page 442.

The following messages indicate that the previous error conditions are clearing/have cleared.

`NIC_PLL Reference Clock A is available to PLL. Inter-TMS bridging can now be performed`

`NIC_PLL Reference Clock B is available to PLL. Inter-TMS bridging can now be performed`

`NIC Clearing Loss of all Reference Clocks`

```
NIC Clearing Loss of Secondary NIC

NIC Clearing Loss of data integrity on ATM
```

The following alarms usually occur during TMS startup. They may indicate:

- insufficient memory
- software fault
- incorrect configuration
- incompatibilities
- hardware faults

```
Ethernet Health check failed for TMS in slot #
```

- The NIC has detected a failure on the TCP/IP or ethernet health check of a TMS. See “TMS Health Check” on page 443.

```
Power supply temperature for TMS in slot # is above low
threshold
```

- The displayed power supply has exceeded the first temperature threshold. See “Temperature” on page 442.

```
Power supply temperature for TMS in slot # is above high
threshold
```

- The displayed power supply has exceeded the second temperature threshold. Operating the system at these temperatures may cause permanent component damage. Shut down the system. See “Temperature” on page 442.

```
Power supply current C1 for TMS in slot # is out of
tolerance, detecting current above 2.1 amp threshold
```

- See “Current” on page 442.

```
Power supply current C2 for TMS in slot # is out of
tolerance, detecting current above 3.1 amp threshold
```

- See “Current” on page 442.

```
Power supply current C3 for TMS in slot # is out of
tolerance, detecting current above 9 amp threshold
```

- See “Current” on page 442.

```
Power supply current C4 for TMS in slot # is out of
tolerance, detecting current above 1 amp threshold
```

- See “Current” on page 442.

```
3 Volt Power supply for TMS in slot %d is out of
tolerance, detecting voltage below 2.9 volt threshold
```

- See “Voltage” on page 442.

```
3 Volt Power supply for TMS in slot %d is out of
tolerance, detecting voltage above 3.7 volt threshold
```

- See “Voltage” on page 442.

```
"5 Volt Power supply for TMS in slot %d is out of
tolerance, detecting voltage below 4 volt threshold
```

- See “Voltage” on page 442.

```
5 Volt Power supply for TMS in slot %d is out of
tolerance, detecting voltage above 5.6 volt threshold
```

- See “Voltage” on page 442.

```
12 Volt Power supply for TMS in slot %d is out of
tolerance, detecting voltage below 10 volt threshold
```

- See “Voltage” on page 442.

```
12 Volt Power supply for TMS in slot %d is out of
tolerance, detecting voltage above 13 volt threshold
```

- See “Voltage” on page 442.

```
-12 Volt Power supply for TMS in slot %d is out of
tolerance, detecting voltage below -13 volt threshold
```

- See “Voltage” on page 442.

```
-12 Volt Power supply for TMS in slot %d is out of
tolerance, detecting voltage above -10 volt threshold
```

- See “Voltage” on page 442.

```
Temperature for TMS in slot # is out of tolerance,
detecting temperature above low temperature threshold
```

- The displayed TMS has exceeded the first temperature threshold. See “Temperature” on page 442.

```
Temperature for TMS in slot # is out of tolerance,
detecting temperature above high temperature threshold
```

- The displayed TMS has exceeded the second temperature threshold. Operating the system at these temperatures may cause permanent component damage. Shut down the system. See “Temperature” on page 442.

```
TMS in slot %d failed to load software image
```

- The displayed TMS is having problems loading. The NIC has detected a TMS in one of the backplane slots but the TMS does not fully boot and establish a health check with the NIC. See ***TMS Initialization*** on page 443 and ***TMS Health Check*** on page 443.

The following messages indicate that the previous error conditions are clearing/have cleared

```
Clearing Hardware Health check failure for TMS in slot #

Clearing Ethernet Health check failure for TMS in slot #

Clearing Power supply temperature alarm for TMS in slot #

Clearing Power supply current  C1(21 amps) alarm for TMS
in slot #

Clearing Power supply current  C2(31 amps) alarm for TMS
in slot #

Clearing Power supply current  C3(9 amps) alarm for TMS in
slot #

Clearing Power supply current  C4(1 amp) alarm for TMS in
slot #

Clearing Power supply voltage  V1(3 volts) alarm for TMS
in slot #

Clearing Power supply voltage  V2(5 volts) alarm for TMS
in slot #

Clearing Power supply voltage  V3(12 volts) alarm for TMS
in slot #

Clearing Power supply voltage  V4(-12 volts) alarm for TMS
in slot #

Clearing alarm for TMS Temperature in slot #
```

Clearing Alarm for TMS in slot # failure to load software image

Clearing alarm for TMS Resource faulty

Troubleshooting Guidelines

NIC Phase Lock Loop (PLL)

A system can function as long as it has at least one clock source available for primary reference. However, it is preferable to have both clocks available. To diagnose possible PLL problems:

- Verify that all NICs in a system are booted. Use the **`ncd status`** command to determine NIC status.
- Verify that all inter-chassis cables are connected and secure.
- Verify that all TMSs selected as clock sources (listed in `$MPSHOME/common/etc/tms/tms.cfg`) are running and the associated spans are in service.

NIC Redundancy

A chassis may be equipped with dual NICs to provide a backup in the event that one card fails. The primary and secondary NIC need to be connected so that the secondary NIC can monitor the status of the primary NIC (and take over for it in the event of failure). To diagnose possible redundancy problems:

- Verify the NIC configuration file settings in `$MPSHOME/common/etc/tms/tms.cfg` and the `bootptab` file.
- Use a serial console to isolate NIC boot problems.
- Use the NIC LEDs to isolate communication problems between the primary and secondary NICs,

NIC ATM

Inter-chassis bridging occurs over an ATM fiber link between the chassis. To diagnose possible ATM problems:

- Force a switch from the primary NIC to the slave. This can isolate the problem NIC (if only one is faulty).
- Verify that all cables are connected and secure.
- In multi-chassis systems, verify that the cards are in the original factory-set chassis and slots.
- Verify that the ATM fiber cable is not broken. The NIC has a "Fiber Integrity" LED which lights if the fiber is broken. Note that this only verifies cable continuity, not a configuration problem.
- Verify that the ATM switches are programmed to the factory installation settings.

Temperature

The system (and all components) are designed to operate within a normal temperature range. If the system operates outside that range for extended periods of time, components may be damaged beyond simple repair. There are two temperature threshold levels which the system monitors. Exceeding the first (lower) threshold is an early indication of a power supply problem. Exceeding the second (higher) threshold can mean permanent damage to system components. To diagnose possible temperature problems:

- Verify that the system has adequate ventilation space and the system fans are working.
- Verify the monitored temperature with the **`ncd chassisinfo`** command. A faulty A/D chip can create unusually high (>200c) or low (<50c) temperature readings.

Current

Each system power supply is monitored by the controlling NIC. If it detects current use between 85% and 95% of the maximum power rating for that supply, it generates a low-threshold alarm. If it detects current use greater than 95% of the maximum power rating, it generates a high-threshold alarm. A higher threshold alarm may indicate an improperly functioning power supply. To diagnose possible power supply current problems:

- Verify the monitored current with the **`ncd chassisinfo`** command. A faulty A/D chip can create unusually high or low readings.

Voltage

Each system power supply is monitored by the controlling NIC. If it detects voltages that get out of tolerance by 12% or more, it generates an alarm. An over-voltage condition can cause permanent damage to system components. To diagnose possible voltage problems:

- Verify the monitored voltage with the **`ncd chassisinfo`** command. A faulty A/D chip can create unusually high or low readings.

TMS Initialization

Failed TMS bootup usually prevents the rest of the system from starting up properly. To diagnose possible TMS initialization problems:

- Verify the `bootp` file entries. Look for invalid/conflicting MAC and IP addresses.
- Verify that the TMS images are valid and available.
- Verify that the NIC (or hub-NIC) is installed properly (seated in the backplane) and booted properly.
- Verify that all cables are connected and secure.
- Use the **`ping`** command from a separate system to verify TMS network connections.
- Use a separate console hookup to further investigate the source of the TMS initialization failure.

TMS Health Check

The TMS must establish a health check with the NIC within 5 minutes of entering the booting state. If the TMS cannot establish a health check in that time, the NIC assumes that the TMS has failed. A health check failure may be caused by a power cycle or a reset command sent to the TMS. To diagnose possible TMS health check problems:

- Verify that all cables are connected and secure.
- Verify that power is being delivered to all system components.
- Verify that the TMS configuration is correct and valid for the system (see tms.cfg). Note that a TMS configuration may be syntactically valid but not possible on the system because the TMS cannot support the requested resources.
- Verify that there are no network problems (bad switch/hub, IP conflicts, etc.).
- Verify that the NIC is up and running.
- Check the system alarm logs for evidence of a TMS reset command.

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B

TCAD Alarm Messages

This chapter covers:

1. **Messages for TCAD alarm 11000**
2. **Diagnostics**

TCAD Alarms

The TCAD alarms display the alarm/diagnostics messages sent from the Telephony Media Server (TMS), sent through the Network Interface Controller (NIC) and the redundant backup controller.

TCAD 11000

The following alarms occur during TMS initialization. They may never get displayed by the Alarm Viewer because the failure occurs before the Alarm Viewer starts.

`Hardware Initialization failed for FPGA`

- The TMS failed to initialize its base Field Programmable Gate Array (FPGA). See “TMS Initialization” on page 451.

`Device Driver initialization failed`

- The TMS failed initializing the device driver. There may be faulty hardware, faulty software or incompatible hardware/software versions. See “TMS Initialization” on page 451.

`Device Driver software failed to load`

- The TMS failed loading the device driver software. There may be faulty hardware, faulty software or incompatible hardware/software versions. See “TMS Initialization” on page 451.

`Package Memory Manager (PMM) failed to initialize`

- The PMM interface is required to load DSP images as well as support the TMS player, recorder and FAX devices. There may be faulty hardware, faulty software or incompatible hardware/software versions. See “TMS Initialization” on page 451.

The following alarms usually occur during TMS startup. They may indicate:

- insufficient memory
- software fault
- incorrect configuration
- incompatibilities
- hardware faults

`TMS Simulator (SIM) failed to initialized`

- The TMS Simulator load failed and the TMS cannot run simulations. See “TMS Initialization” on page 451.

`Alarms, Diagnostics and Statistics Management (ADSM) failed to initialize`

- The TMS Alarms Diagnostics and System Monitor (ADSM) failed to initialize. See “TMS Initialization” on page 451.

`Phase Lock Loop Controller (PLL) failed to initialize`

- See “TMS PLL” on page 451.

`Digital Communications Controller (DCC) failed to initialize`

- The DCC failed to initialize and none of the spans will load. See “TMS Initialization” on page 451.

`The Monitor (MON) failed to initialize`

- The Monitor checks messages between the TMS control processor and the DSPs. It failed to initialize. See “TMS Initialization” on page 451.

`Failed to initialize a TMS Card`

- Something failed while loading the software. See “TMS Initialization” on page 451.

`Resource Set Manager (RSET) unable to spawn processes`

- Software process failed to initialize. See “TMS Memory” on page 451.

`Unable to initialize the TMS base Card`

- The Base TMS, not including any daughter card, failed to initialize. See “TMS PLL” on page 451.

`Unable to initialize a Multi DSP Module (MDM) card`

- The MDM hardware initialization failed. Depending on the configuration of the card and software, this may or may not affect TMS usability. If the software configuration does not require the use of all of the DSP resources on the TMS, the system may still function properly. See “TMS Resources” on page 452.

`Description : Failed to initialize the Analog Line Interface (ALI)`

- See “TMS Initialization” on page 451.

`TMS_PLL Loss of Reference Clock A`

- There is no longer a redundant reference clock (clock A) available for the Phase Locked Loop. See “TMS PLL” on page 451.

`TMS_PLL Loss of Reference Clock B`

- There is no longer a redundant reference clock (clock B) available for the Phase Locked Loop. See “TMS PLL” on page 451.

`TMS_PLL No Reference Clock available for PLL. Cannot perform inter-TMS bridging`

- There is no reference clock available for the Phase Locked Loop. See “TMS PLL” on page 451.

`Span # is in service for tms in slot #, SPAN Status: green`

- The specified span is in service. This message indicates normal functioning. No action is required.

`Span # is out of service for tms in slot #, SPAN Status: blue`

- The specified span is in the "blue" state. See “TMS Spans” on page 452.

`Span # is out of service for tms in slot #, SPAN Status: yellow`

- The specified span is in the "yellow" state. See “TMS Spans” on page 452.

`Span # is out of service for tms in slot #, SPAN Status: purple`

- The specified span is in the "purple" state. See “TMS Spans” on page 452.

`Span # is out of service for tms in slot #, SPAN Status: red`

- The specified span is in the "red" state. See “TMS Spans” on page 452.

`TMS entering idle state no alarm conditions exist`

- The TMS is going to an idle state and there are no alarm conditions. This message indicates normal functioning. No action is required.

```
TMS in slot # received restart command
```

- The TMS received a command to restart. This message helps differentiate between soft reset and a hard reset (e.g., a power cycle, using the reset button). This is normal after receiving a restart request. No action required.

```
Hardware Health check failed for TMS in slot #
```

- The NIC has detected a failure on the hardware health check status of a TMS. See “TMS Health Check” on page 452.

```
TMS Resource faulty not responding to commands
```

- A resource(s) on a TMS is not responding to commands. See “TMS Health Check” on page 452.

```
TMS received  start up command
```

- The TMS received a start up request command from the user. No action required.

```
TMS received shut down command
```

- The TMS received a shut down request command from the user. No action required.

The following messages indicate that the previous error conditions are clearing/have cleared.

```
Clearing Hardware Initialization failure for FPGA

Clearing Device Driver software interface failure to load

Clearing Device Driver interface software failure to
initialize

Clearing Package Memory Manager (PMM) failure to
initialize

Clearing DTC Simulator (SIM) failure to initialize

Clearing Alarms, Diagnostics and Statistics Management
(ADSM) failure to initialize

Clearing Phase Lock Loop Controller (PLL) failure to
initialize

Clearing Digital Communications Controller (DCC) failure
to initialize
```

Clearing Monitor (MON) failure to initialize

Clearing Failure to initialize a TMS Card

Clearing alarm Resource Set Manager (RSET) unable to spawn processes

Clearing alarm unable to initialize the TMS base Card

Clearing alarm unable to initialize a Multi DSP Module (MDM) card

Clearing failure to initialize the Analog Line Interface (ALI)

Clearing alarm Loss of Reference Clock A

Clearing alarm Loss of Reference Clock B

Clearing alarm Loss of Reference Clocks A and B

Span # is in service

Troubleshooting Guidelines

TMS Initialization

Failed TMS bootup usually prevents the rest of the system from starting up properly. To diagnose possible TMS initialization problems:

- Verify the `bootp` file entries. Look for invalid/conflicting MAC and IP addresses.
- Verify that the TMS images are valid and available.
- Verify that the NIC (or hub-NIC) is installed properly (seated in the backplane) and booted properly.
- Verify that all cables are connected and secure.
- Use the **`ping`** command from a separate system to verify TMS network connections.
- Use a separate console hookup to further investigate the source of the TMS initialization failure.

TMS PLL

The system uses redundant clocking for TMS-DCC timing, although only one clock is used as the reference at any given time. A system can function as long as it has at least one clock source available for primary reference. However, it is preferable to have both clocks available. To diagnose possible TMS PLL problems:

- Verify that the system clocking configuration in `tms.cfg` is correct for the installation. This is normally set at the factory and should not be changed.
- Verify that the spans which drive the clocking are up and in service.
- Use the **`ncd systemstatus`** command to further diagnose the cause of the PLL problem.

TMS Memory

The system voice memory is used by line resources (fax, player, recorder, etc.). The system CPU memory is used by normal call processing applications and allocated/ freed during normal system functioning. In some heavy load circumstances, the TMS may temporarily run out of memory but the system should recover automatically without adverse effects. Memory problems may also occur when a failure occurs on another component and the system is in transition to the redundant backup. To diagnose possible TMS memory problems:

- Check to see if any software has been updated (use the perirev command) or applications have been changed. The new software/application requirements may exceed the amount of memory currently installed.
- Verify that there are no network problems or failure changeover situations. If the system is in a changeover state, the memory problems should stop after changeover completes.

TMS Spans

The TMS spans interface directly with the external telephone network. Properly working spans should be in the "green" state. All other states are considered out of service. To diagnose possible TMS span problems:

- Verify that all cables are connected and secure.
- Verify that the telephony network is operating properly (contact your network provider).
- Verify that the system is using the proper protocol for the network. Use the **`ccm rsetstatus`** command to display the configured protocol.
- Verify that the spans are enabled.

TMS Health Check

The TMS must establish a health check with the NIC within 5 minutes of entering the booting state. If the TMS cannot establish a health check in that time, the NIC assumes that the TMS has failed. A health check failure may be caused by a power cycle or a reset command sent to the TMS. To diagnose possible TMS health check problems:

- Verify that all cables are connected and secure.
- Verify that power is being delivered to all system components.
- Verify that the TMS configuration is correct and valid for the system (see tms.cfg). Note that a TMS configuration may be syntactically valid but not possible on the system because the TMS cannot support the requested resources.
- Verify that there are no network problems (bad switch/hub, IP conflicts, etc.).
- Verify that the NIC is up and running.
- Check the system alarm logs for evidence of a TMS reset command.

TMS Resources

The TMS allows for configurable resources such as tone detection, tone playback, and recording. When a resource fails to respond to a TMS command, the TMS considers it faulty and the resource is not available to call processing applications. Resource failure may severely impact application functions. To diagnose possible TMS resource problems:

- Verify that the resources load valid images
- Restart the TMS.