

Network Traffic Management

8920 Network Traffic Management software

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GL Glossary

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1 Introduction to System Responses

Overview

Purpose

This chapter describes the system responses (also called error messages) generated by 8920 Network Traffic Management software. These messages result from software-detected errors or changes in system status. Errors can occur in user-input messages or they can represent system problems that prevent normal data processing functions. Changes in system status are reported for your information only; they do not usually indicate a problem.

System-generated error messages are displayed on the system console, and they are logged in the “/musr/log/errors” file. When this file is full, the system moves the contents to “/musr/log/errors.old” and starts a new “errors” file. Before actually moving the file, the system generates a message warning the user that the error file is reaching its capacity. You are responsible for saving the existing “errors.old” file, if desired.

Inhibiting system console messages

When the NTM application is running (e.g., `startsys` has been performed), you can control whether NTM application-generated messages are displayed on the system console. To inhibit these messages, enter the following command:

```
> /musr/log/no_console
```

To allow these messages to display after they have been inhibited, remove the zero-length “no_console” file from the “/musr/log” directory.

Several conditions may cause some application messages to appear on the system console only, such as during periods when the NTM application is not running (e.g., `stopsys` has been performed) or the system is not operating normally. *UNIX* system and other non-NTM messages do not appear in the error log, but only on the system console.

This procedure does not affect message logging in the error file. Also, it does not control error messages generated by the *UNIX* operating system; those messages always appear on the system console.

You may also view error messages on a workstation, using a display. See the *User Guide* for more information on running displays.

Contents

This chapter contains the following topics:

System response formats	1-3
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Finding system response entries in this guide	1-8
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System response formats

Purpose

NTM system error messages are displayed on the system console and are logged in the error file. User error messages are displayed on a user's terminal. The exact format of an error message depends on where it appears:

- System Console
- User Terminal

System console system responses

One of the following system response formats ([Figure 1-1](#) through [Figure 1-3](#)) will appear on the system console, depending on the source of the message. [Figure 1-1](#) shows the format for messages that indicate some system trouble (TBL). Messages with Formats 1 and 2 are logged in the error file.

Figure 1-1 System response format 1

```
<Alarm Level> REPORT <Error Code> TBL <Error Number> nms  
  <Processor> <Program> <Message Text>
```

[Figure 1-2](#) shows the format for messages that indicate a change in status (STATUS) of a system function.

Figure 1-2 System response format 2

```
<Alarm Level> REPORT <Error Code> STATUS <Error Number> nms  
  <Processor> <Program> <Message Text>
```

[Figure 1-3](#) represents the format for other types of system responses, such as those generated by the *UNIX* operating system.

Figure 1-3 System response format 3

```
<Message Text>
```

Important! Formats shown in [Figure 1-1](#) and [Figure 1-2](#) also show the format for logged system responses. The variable fields found in [Figure 1-1](#) through [Figure 1-3](#) are described later in this chapter.

User terminal system responses

User system responses are displayed when a user's command generates an error. System responses displayed on user terminals usually have one of the formats shown in [Figure 1-4](#) and [Figure 1-5](#).

Figure 1-4 System response format 4

```
<Alarm Level> <Error Code> <Error Number> nms <Processor>  
<Program> : <Message Text>
```

Figure 1-5 System response format 5

```
<Message Text>
```

Format 5 represents a variety of reflexive error messages that do not follow the *<Error Code> <Error Number>* convention of Format 4. Reflexive error messages are a direct response to errors in format, data, or parameters for an input message you entered.

The formats shown in [Figure 1-4](#) and [Figure 1-5](#) are responses to commands that indicate various levels of errors. These formats may also be preceded by one of the following acknowledgments:

NG	(Negative Acknowledgment) Command could not be executed or completed due to erroneous or missing data.
?E	(Invalid Input) Some error was detected in the user's input or the user does not have the correct permissions.
RL	(Retry Later) Command cannot be executed because another user is using a related command that might interfere. You are instructed to try again later.



Variable fields

Overview

The variable fields in the Message IDs displayed in [Figure 1-1](#) through [Figure 1-5](#) are described below.

Important! SPACE represents a blank space.

Alarm level

The following table presents the different alarm levels you may encounter in NTM

*C (Critical)	Indicates a critical error in the system that requires immediate attention.
** (Major)	Indicates a serious disruption of system functions or a malfunctioning or failure of important features. These problems require immediate corrective action to restore or maintain overall system functioning or the functioning of the part of the system generating the message.

*C (Critical)	Indicates a critical error in the system that requires immediate attention.
*SPACE (Minor)	Indicates the existence of a problem not having a serious effect on system performance, such as: <ul style="list-style-type: none"> • The inability to read an office- or application-dependent file that is known to exist • A failure or malfunctioning of a feature or a portion of a feature not seriously degrading system capability <p>These alarms indicate problems you should correct, using specified procedures, at the earliest feasible time.</p>
SPACE (Status/Warning)	Status or warning messages are only informational; they are associated with Format 2. This class contains two subclasses: reflexive and status. Reflexive system responses are direct responses to errors in format, data, parameters, etc., in an input message you have entered. Status system responses report conditions other than reflexive errors that make it impossible to fulfill an input command, for example, if you request data or features that are not available or a data-processing operation that cannot be completed at that particular time. You can often solve the problem simply by submitting a proper input request. However, a number of similar status messages over time may indicate the presence of a minor (SPACE) error condition.

Error code

The error code is an abbreviation of the subsystem reporting the error. The following error codes may appear in messages:

- AUD (Audits)
- BDR (Backup and Disaster Recovery)
- CTL (Controls)
- EXP (Exceptions)
- GUI (Graphic User Interface)
- HAV (High Availability)

- INP (Input Error) — This error results from invalid user input related to record base oriented functions. INP errors are found in [Chapter 8, “Record Base Error Messages”](#).
- MD (Mediation Device) — These messages are documented in the *Mediation Device Operations and Administration* guide.
- MFD (Message Forwarding Discriminator)
- NDB (NTM Database)
- NDC (Network Data Collector)
- NMC (Interprocess Communication)
- NMS (System Status)
- NPR (Performance Reporting)
- SPL (System Spooler)
- SYS (System Call)
- XYZ (Common)

Error number

Error numbers are associated with error codes. They help identify specific messages. For most messages, the error number is one of a series belonging to the type designated by the error code (for example, AUD). However, messages associated with some error numbers are designated as either common or internal, rather than the type indicated by the error code. A common or an internal error message can be generated by any subsystem.

The error number follows the error code. Although the same code can be shared by multiple system responses, the error number is unique to one specific system response. Error numbers in the 300 and 700 series have the following additional significance:

- Error numbers in the 300 series always indicate an internal system response.
- Error numbers in the 700 series always indicate a common system response.

Processor

The machine name with which the error is associated.

Program

The software module that detected the error.

Message text

A concise description of the error condition.



Finding system response entries in this guide

Formats 1, 2, 4

This guide describes all error messages displayed in Formats 1, 2, and 4. For other error messages, you must examine the message itself to determine its meaning; no additional information is available.

Error message entries in this guide are arranged numerically according to a message's *<Error Number>* field. In cases where more than one message has the same error number, the messages are arranged alphabetically.



Understanding system response entries

Overview

Each error message entry consists of up to five sections as described below.

Important! Some of the following headings do not apply to all messages and so may not appear in some message entries.

Error code and message ID

These are the headings that appear in the table of contents. The Message ID is a condensed form of the displayed error message. It consists of the error code, the error number, and the message text fields. The complete Message ID and the definitions of the fields are described above. Corner braces (“<” and “>”), when used, denote variable values. They are not part of the displayed message.

Description

This section describes the cause and the meaning of the message.

Parameters

This section describes any variable fields used in the message.

Corrective action

This section describes the actions needed to correct the error. These procedures may include checking files for correct entries, running system commands, or stopping and starting the system. This section also indicates whether the message provides only status information.

If you follow the steps in the corrective action section for any of the error messages, and the error still occurs, then contact customer support for further assistance.

References

This section lists supporting references. These references may include input message entries, other error message entries, or sections in other manuals.



Audit error response information

Overview

Selected system response messages include “Reason” or “Error Type/Error Code” information to be used by Alcatel-Lucent for troubleshooting audit or network problems. This information will only be displayed in the “/usr/log/error” file; it will not be displayed to the user’s terminal.

Reason information will only be associated with the following audit system response messages, which are defined in the *System Responses Guide*:

- AUD 611
- AUD 620
- XYZ 702
- XYZ 703
- XYZ 704
- XYZ 705
- XYZ 706
- XYZ 707
- XYZ 711 (CTL 711)
- XYZ 714
- XYZ 716
- CTL 767
- XYZ 817
- XYZ 818
- AUD 834

Example — reason information

The following is an example of a system response error message with the appended “Reason” information.

Example: * 32 REPORT AUD TBL 711 nms cbnmha AUDSRVR: NMS indicated switch Isanca0470t out of service due to link tbl

Example: Reason: Isanca0470t(5123), etntype=ESS4(3), audtype=htr(13), disc_flg=d

The format of the additional information is as follows:

Example: Reason: *cli(a)*, enttype=*SWTYPE(b)*, audtype=*AUD ID(c)*, disc_flg=*d*

Where:

cli	Name of the office with the error condition
a	Entity ID that corresponds with the <i>cli</i>
SWTYPE	Switch type name of the office
b	Internal numerical switch type value of SWTYPE
AUD ID	Type of audit that was requested
c	Internal numerical audit type value of AUDID
d	The method of the requested audit: <ul style="list-style-type: none">• u>manual audit (user requested)• d=discrete-triggered audit• i=bdr_audit• l=local_audit

Example — error type/error code information

The following is an example of a system response error message with the appended “Error Type/Error Code” information.

Example: * 32 REPORT AUD TBL 706 nms cbnmha AUDSRVR: Switch or NMS indicated overflow condition. Error Type = <Error Type> Error Code = <Error Code>

Where:

Error Type	Valid values are ES, EU, and none
Error Code	If no Error Code is reported, a value of “none” is returned.

□

2 System Responses: 001 – 299

Overview

Purpose

This chapter describes the system responses generated by NTM. All messages are listed in numeric order, regardless of prefix (subsystem).

Terminology

The following terms are used interchangeably throughout the *System Responses Guide*:

- *exchange, office, xchnge, xchange, switch*
- *cli, exchange_identifier, entity*
- *alarm, discrete*

This chapter contains the following system responses:

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NDB 209	2-110
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NMC 051

Message ID

NMC 051: NFM access to NTM refused. Feature not active.

Description

Someone tried to use the NFM access to the NTM host, but this feature is not active on the host.

Minor

Corrective action

Purchase the NFM feature if the NFM access is to be activated.



NMC 052

Message ID

NMC 052: NFM access to NTM refused. Already running for another user.

Description

Someone tried to use the NFM access to the NTM host, but it is already running for another user.

Minor

Corrective action

No action is required. This message is for your information only.



NDB 075

Message ID

NDB 075: Directory /musr/nmce not found.

Description

The nmce login has not been created on the system.

Minor

Corrective action

Add a new user to the system with the login name.



NDB 076

Message ID

NDB 075: Data retrieval exceeded 30 second time limit.

Description

The retrieval of the data for the pooled trunk groups was late.

Minor

Corrective action

If the error occurs continuously, then contact customer support.



INP 101

Message ID

INP 101: Invalid use of position- and name-defined parameter format

Description

A record base file contains a record with both position- and name-defined parameters.

Minor

Corrective action

Follow these steps:

-
- 1 Check the record base file for the invalid record.

 - 2 Modify the record so that it contains either all position- or all name-defined parameters.

 - 3 Run the `create` command again.

END OF STEPS

References

See the “Name-Defined Format” and “Position-Defined Format” sections in the *Record Base Administration Guide* for information on entering parameters by these two methods.



INP 102

Message ID

INP 102: Too many parameters in a position-defined command.

Description

A record base file contains a record with too many parameters.

Important! Put all of your record base files except the RSPTE file in name-defined format to minimize the occurrence of this message.

Minor

Corrective action

Follow these steps:

1 Check the record base file for the invalid record.

2 Remove the invalid parameters.

Important! Even one extra comma in a record can cause this error message to appear.

3 Run the `dbtest` and `create` commands again.

END OF STEPS

References

See the “Name-Defined Parameter Syntax” and “Position-Defined Parameter Syntax” sections of the “Record Base Files” chapter in the *Record Base Administration Guide* for information on entering parameters by these two methods.



INP 103

Message ID

INP 103: End-of-file encountered on read.

Description

An end-of-file (EOF) marker was encountered unexpectedly when input was entered for a command.

Minor

Corrective action

Do not enter an EOF in these circumstances. Check command parameter input to make sure no EOF characters are included.



INP 104

Message ID

INP 104: Program ran out of storage space.

Description

The `create` command cannot allocate memory.

Minor

Corrective action

Contact customer support.



INP 105

Message ID

INP 105: Input Command *command* not supported by this release.

Description

The command that was entered is not supported in this release of NTM.

Parameters

command	Unsupported command
---------	---------------------

Minor

Corrective action

No action is necessary. This message is for your information only.



SYS 105

Message ID

SYS 105: Cannot write to F.D. = - *integer* (I/O err) (System Console)

Description

Unable to write a message to the system console. The F.D. (File Descriptor) identifies I/O devices.

Parameters

integer Diagnostic information that customer support will use to resolve the problem

Minor

Corrective action

Follow these steps:

- 1 Try logging in to and then out of the system console to unlock the device.

- 2 If this doesn't correct the problem, contact customer support.

END OF STEPS



INP 106

Message ID

INP 106: EXCESS DATA: keyword regparts cannot have more than 34 values.

Minor

Description

A trunk group pool exists that has more than 34 defined regparts. This exceeds the limit.

Corrective action

Follow these steps:

-
- 1 Edit the “musr/rb/ptg/<office>” file.

 - 2 Limit the number of trunk group regparts to 34.

 - 3 Run dbtest again.

END OF STEPS

References

See the Pooled Trunk Group File section in the *Record Base Administration Guide* for more information on the format of the record base files.



INP 107

Message ID

INP 107: EXCESS DATA: keyword sets cannot have more than four values.

Description

A record base file has more than four trunk group sets or office sets listed.

Minor

Feature Impact

Feature 29, “Increased Set Membership For Offices” and Feature 32, “Increased Set Membership for Trunk Groups” have not been purchased.

Corrective action

Follow these steps:

1 Edit the set file

IF THE PROBLEM EXISTS IN ...	THEN EDIT THE ...
A Trunk Group Sets file	“musr/rb/tg/<office>” file indicated in the error message.
An Office Sets file	“musr/rb/rspte/rspte<office>” file indicated in the error message.

2 Correct the sets field.

IF CORRECTING ...	THEN CORRECT THE ...
Trunk Group Sets	Trunk group sets field
Office Sets	Office sets field

3 Run the `dbtest` command again.

END OF STEPS

References

See the RSPTE File and Trunk Group File sections in the *Record Base Administration Guide* for more information on the correct format.



INP 108

Message ID

INP 108: EXCESS DATA: keyword trunk group sets cannot have more than four values or office sets cannot have more than eight values.

Description

A record base file has more than four trunk group sets or more than eight office sets listed.

Minor

Feature Impact

Feature 29, “Increased Set Membership for Offices”, has been purchased and Feature 32, “Increased Set Membership for Trunk Groups”, has not been purchased.

Corrective action

Follow these steps:

1 Edit the set file

IF THE PROBLEM EXISTS IN ...	THEN EDIT THE ...
A Trunk Group Sets file	“musr/rb/tg/<office>” file indicated in the error message.
An Office Sets file	“musr/rb/rspte/rspte<office>” file indicated in the error message.

2 Correct the sets field.

IF CORRECTING ...	THEN CORRECT THE ...
Trunk Group Sets	Trunk group sets field
Office Sets	Office sets field

3 Run the `dbtest` command again.

-
- 4** Run `create` to install the change(s).

END OF STEPS

References

See the “RSPTE File” and “Trunk Group File” sections in the *Record Base Administration Guide* for more information on the correct format.



INP 109

Message ID

INP 109: EXCESS DATA: keyword trunk group sets cannot have more than ten values or office sets cannot have more than four values.

Description

A record base file has more than ten trunk group sets or more than four office sets listed.

Minor

Feature Impact

Feature 29, “Increased Set Membership for Offices”, has been purchased and Feature 32, “Increased Set Membership for Trunk Groups”, has not been purchased.

Corrective action

Follow these steps:

1 Edit the set file

IF THE PROBLEM EXISTS IN ...	THEN EDIT THE ...
A Trunk Group Sets file	“musr/rb/tg/<office>” file indicated in the error message.
An Office Sets file	“musr/rb/rspte/rspte<office>” file indicated in the error message.

2 Correct the sets field.

IF CORRECTING ...	THEN CORRECT THE ...
Trunk Group Sets	Trunk group sets field
Office Sets	Office sets field

3 Run the `dbtest` command again.

-
- 4** Run `create` to install the change(s).

END OF STEPS

References

See the RSPTE File and Trunk Group File sections in the *Record Base Administration Guide* for more information on the correct format.



SYS 109

Message ID

SYS 109: Cannot close F.D. = -*integer*

Description

Unable to terminate an I/O session with a device identified by the F. D. (File Descriptor).

Parameters

integer Diagnostic information that customer support will use to resolve the problem

Minor

Corrective action

Contact customer support.



INP 110

Message ID

INP 110: EXCESS DATA: keyword trunk group sets cannot have more than ten values or office sets cannot have more than eight values.

Description

A record base file has more than ten trunk group sets or more than eight office sets listed.

Minor

Feature Impact

Feature 29, “Increased Set Membership for Offices”, has been purchased and Feature 32, “Increased Set Membership for Trunk Groups”, has not been purchased.

Corrective action

Follow these steps:

1 Edit the set file

IF THE PROBLEM EXISTS IN ...	THEN EDIT THE ...
A Trunk Group Sets file	“must/rb/tg/<office>” file indicated in the error message.
An Office Sets file	“must/rb/rspte/rspte<office>” file indicated in the error message.

2 Correct the sets field.

IF CORRECTING ...	THEN CORRECT THE ...
Trunk Group Sets	Trunk group sets field
Office Sets	Office sets field

3 Run the dbtest command again.

-
- 4 Run `create` to install the change(s).

END OF STEPS

References

See the RSPTE File and Trunk Group File sections in the *Record Base Administration Guide* for more information on the correct format.



INP 111

Message ID

INP 111: Invalid trunk group in pool for *office*: to office = *to_office*, suffix = *suffix*

Description

A trunk group that is used in the pooled trunk group record base file is not defined in the trunk group record base file.

Parameters

<i>office</i>	Office name for which pooled trunk group is invalid
<i>to_office</i>	Invalid trunk group in pooled trunk group
<i>suffix</i>	Trunk group suffix

Minor

Corrective action

Follow these steps:

- 1 Correct the invalid trunk group in the pooled trunk group file.
 - 2 Run the `dbtest` and `create` commands again.
-

END OF STEPS



NDC 111

Message ID

NDC 111: *date and time stamp*

Description

This status message is an indicator that the BDR functionality is operating as expected. The message is written to the BDR log every 15 minutes. The NTM system must be running for this message to be written.

Parameters

date and time stamp Current date and time

Status

Corrective action

No action is required. This message is for your information only.

References

See the *Input Commands Guide* for more information on using the `err log` command to analyze system responses.



INP 112

Message ID

INP 112: Exceeded maximum number of *num records*

Description

A file for a switch contains more than the allowed number of records.

Parameters

num	Maximum number of records allowed
records	Type of record that was exceeded

Minor

Corrective action

Follow these steps:

- 1** Remove the extra records from the file indicated in the error message.

- 2** Run the `dbtest` and the `create` commands again.

END OF STEPS



NDC 112

Message ID

NDC 112: LINK STATUS to *host_name* is: *status*

Description

This status message is written to the BDR log. It shows the link status to each of the other NMS hosts. This status refers to the Inter_NMS application level connectivity, which requires that the link is physically active, that both systems are running NTM, and that each system has the link to the other backup host activated with the `a c t` command.

Parameters

host_name Name of the other host to which you are linked

status Possible values include:

- **CONNECTED** — this system is actively communicating with the other system. The link to the other system is active, and both ends and both systems are running.
- **NOT CONNECTED** — this system is running and its link to the other system is active, but the Inter-NMS communication is not established.
- **NOT CONNECTED (overflow)** — this system is running and its link to the other system is active, but the inter_NMS communication is not established. In addition, the attempt to spool messages for a short time to the other system has resulted in an overflow of this message queue. When the link is established, new audits and controls will be passed between the systems as they occur, but the systems will not be able to automatically catch up until end-of-day procedures are performed.
- **MANUALLY DEACTIVATED** — this system is running, but its link to the other system is manually deactivated at this end. The `a c t` command should be used to reactivate the link.
- **MANUALLY DEACTIVATED at FAR END** — The link is active at this end, but the other NMS has deactivated its link to this NMS host.

Status

Corrective action

No action is required. This message is for your information only.



INP 113

Message ID

INP 113: *office* has duplicated *parameter* value

Description

More than one office in the “/musr/rb/rspte/rspte” file has the same parameter value.

Parameters

<i>office</i>	Office name for which parameter value is duplicated
<i>parameter</i>	Parameter that is duplicated (rspte, office_identifier, nickname)

Minor

Corrective action

Follow these steps:

- 1 Check the “/musr/rb/rspte/rspte” file at the line specified for the error.

- 2 Modify the value of the duplicated parameter.

- 3 Run the `dbtest` and the `create` commands again.

END OF STEPS

References

See the “Record Base Files” chapter in the *Record Base Administration Guide*.



SYS 113

Message ID

SYS 113: Cannot open /dev/console (permission)

Description

Cannot initiate an I/O session with the system console. This may be a permission problem.

Minor

Corrective action

Follow these steps:

- 1 Try logging in to and then out of the system console to unlock the device.

- 2 If this doesn't correct the problem, contact customer support.

END OF STEPS



INP 114

Message ID

INP 114: *office* not added, exceeded maximum of *num type* offices

Description

The number of offices in the “/musr/rb/rspte/rspte” file exceeds the configuration limit. (There are limits to the number of internal, external, and total offices.)

Parameters

<i>office</i>	Office name that is not added
<i>num</i>	Maximum number of offices NTM can support
<i>type</i>	Internal or external

Minor

Corrective action

Follow these steps:

- 1 Change the RSPTE file as desired.

Important! Do not exceed the configuration limit stated in the error message.

- 2 Comment out the new internal entries in the RSPTE file by putting a pound sign (#) in the first column of each entry.
-

- 3 Enter `create files=rspte`
-

- 4 Enter `stopsys`
-

- 5 Enter `installdb files=rspte`

6 Enter `startsys`

7 Add the new offices to the RSPTE file by removing the pound sign from the first column of each entry.

8 Enter `create files=all`

9 Enter `stopsys`

10 Enter `installdb files=all`

11 Enter `startsys`

`END OF STEPS`

References

See the RSPTE File section in the *Record Base Administration Guide* for specifics on the RSPTE file.



NDC 114

Message ID

NDC 114: LINK TO *host_name* MANUALLY DEACTIVATED

Description

This message appears in the bdrlog when the link to another NMS host has been manually deactivated.

Parameters

host_name Name of the host to which the link was deactivated

Status

Corrective action

No action is required. This message is for your information only.



INP 115

Message ID

INP 115: calculation *calc* is duplicated in file = *filename*

Description

A machine or trunk group calculation is duplicated in the office or trunk group threshold record base file.

Parameters

<i>calc</i>	Name of the duplicate calculation
<i>filename</i>	Name of the file that contains the duplication

Minor

Corrective action

Follow these steps:

- 1 Remove the duplicate calculation in the file indicated by the error message.

- 2 Run the `dbtest` and the `create` commands again.

END OF STEPS



NDC 115

Message ID

NDC 115: link to: *host_name* Manually Activated

Description

This message appears in the bdrlog when the link to another NMS host is manually activated.

Parameters

host_name Name of the host to which your host was linked

Status

Corrective action

No action is required. This message is for your information only.



INP 116

Message ID

INP 116: calculation *calc*, low value exceeds high value

Description

The low threshold value is more than the high threshold value. (This error occurs an “/musr/rb/office” file or an “/musr/rb/thresh/thresh#” file is created.)

Parameters

calc Calculation in error

Minor

Corrective action

Follow these steps:

- 1 Check the record base file indicated in the error message at the line specified for the error.
.....
- 2 Change the threshold values.
.....
- 3 Run the *dbtest* and the *create* commands again.

.....
END OF STEPS
.....

References

See the “Office File” and “Trunk Group Threshold File” sections in the *Record Base Administration Guide*.



NDC 116

Message ID

NDC 116: Connected to *host_name*

Description

This message appears when the application level (Inter-NMS) connection to another NMS host is established.

Parameters

host_name Name of the host to which your host is connected

Status

Corrective action

No action is required. This message is for your information only.



INP 117

Message ID

INP 117: duplicate trunk group: to office = *to_office*, suffix = *suffix* in file = *filename*

Description

Duplicate *to_office* entries exist in a switch's trunk group file.

Parameters

<i>to_office</i>	Invalid office name in pooled trunk group
<i>suffix</i>	Trunk group suffix
<i>filename</i>	Name of the file that contains the duplication

Minor

Corrective action

Follow these steps:

-
- 1 Check the record base file indicated in the error message.

 - 2 Remove the duplicate *to_office* entry.

 - 3 Re-run the `dbtest` and the `create` commands on the office.

END OF STEPS

References

See the “Office File” and “Trunk Group File” sections in the *Record Base Administration Guide*.



NDC 117

Message ID

NDC 117: Connection lost to *host_name*

Description

This message appears when the application level (Inter-NMS) connection to another NMS host is not functioning. This could be the result of link trouble at any point, or the system may be down.

Parameters

host_name Name of the host to which you were connected

Major

Corrective action

This is a status message. The network manager should investigate why the system is not connected. If necessary, run the `bdr_takeover` command to take over the other site, or repair facilities.



INP 118

Message ID

INP 118: *char* is invalid in data item *value* for keyword *keyword*

Description

A character that is not allowed has been used in a value. For example, an office name in the “/musr/rb/rspte/rspte” file can contain only letters, numbers, and underscore characters (_).

Parameters

char	Character in error
value	Value in error
keyword	Keyword (or parameter) for which an invalid character was entered

Minor

Corrective action

Follow these steps:

- 1 Check the record base file at the line specified for the error.

- 2 Change the invalid character.

- 3 Run the `create` command again.

END OF STEPS

References

See the “Format of the Record Base Files” section in the *Record Base Administration Guide*.



NDC 118

Message ID

NDC 118: LINK TO *host_name* DEACTIVATED AT FAR END.

Description

This message indicates that the far end NMS has deactivated its link to this NMS. Inter_NMS communication (e.g., real-time audits and controls) is prevented until the far end reactivates its link to this NMS. Information may be missing on another machine.

Parameters

host_name Name of the host that has deactivated its link

Status

Corrective action

No action is required. This message is for your information only.



INP 119

Message ID

INP 119: keyword *keyword* is invalid in file = *filename*; error message

Description

A keyword that is not valid for a particular record has been entered.

Parameters

keyword	Keyword in error
filename	Name of the file that contains the invalid keyword
error message	Additional information that describes the error

Minor

Corrective action

Follow these steps:

- 1 Check the record base file indicated in the error message at the line specified for the error.
.....
- 2 Remove the invalid keyword.
.....
- 3 Run the `dbtest` and the `create` commands again.

END OF STEPS
.....

References

See the “Format of the Record Base Files” section in the *Record Base Administration Guide*.



NDC 119

Message ID

NDC 119: Reject Connect From *host_name* - Bad Status

Description

This message may occur during the first attempt at communication between two hosts. Most likely, one or both record bases are not set up correctly for Inter-NMS communication.

Parameters

host_name Host with which you are attempting to communicate

Major

Corrective action

Follow these steps at *both sites*:

- 1** Verify that both sites are using consistent names for each other in the “/etc/hosts” file of each system.

- 2** Verify that the names for both systems appear in the RSPTE files on both systems and that they match the “/etc/hosts” names.

- 3** Verify that the office type of both hosts is “nms” in the RSPTE files on both hosts.

- 4** Verify that office files for both hosts exist at both hosts and that their names match the “/etc/hosts” and “rspte” names.

- 5** Run `create rspte` if any problem existed with the RSPTE file.

- 6** Stop the NTM system by entering `stopsys`.

7 Update the database by entering `installdb rspte now`.

8 Run `single office create` for both this NMS host and the far end NMS host.

9 Stop and restart the NTM system.

END OF STEPS

References

[“NDC 120” \(p. 2-48\)](#)

[“NDC 121” \(p. 2-51\)](#)



INP 120

Message ID

INP 120: *office* does not exist in RSPTE; *parameter*

Description

An office name has been entered that does not exist in the RSPTE file.

Parameters

<i>office</i>	Office name in error
<i>parameter</i>	Parameter for which an invalid office was entered

Minor

Corrective action

Follow these steps:

- 1 Check the record base file indicated in the error message at the line specified for the error.

- 2 An office or a trunk group entry could be required for the parameter listed in the error message. In the case of a trunk group, the destination office is invalid. Enter a valid office for the parameter.

- 3 Run the `dbtest` and the `create` commands again.

END OF STEPS



NDC 120

Message ID

NDC 120: Connect to *host_name* Rejected - Does Not Know Me

Description

This message may occur during the first attempt at communication between two hosts. Most likely, one or both record bases are not set up correctly for Inter-NMS communication.

Parameters

host_name Host with which you are attempting to communicate

Minor

Corrective action

Follow these steps at *both sites*:

- 1 Verify that both sites are using consistent names for each other in the “/etc/hosts” file of each system.

- 2 Verify that the names for both systems appear in the RSPTE files on both systems and that they match the “/etc/hosts” names.

- 3 Verify that the office type of both hosts is “nms” in the RSPTE files on both hosts.

- 4 Verify that office files for both hosts exist at both hosts and that their names match the “/etc/hosts” and “rspte” names.

- 5 Run `create rspte` if any problem existed with the RSPTE file.

- 6 Stop the NTM system by entering `stopsys`.

7 Update the database by entering `installdb rspte now`.

8 Run `single office create` for both this NMS host and the far end NMS host.

9 Stop and restart the NTM system.

END OF STEPS

References

[“NDC 119” \(p. 2-45\)](#)

[“NDC 121” \(p. 2-51\)](#)



INP 121

Message ID

INP 121: *parameter* is invalid in options field of file = *filename*. Reenter remaining values beginning with new value for *parameter*

Description

A trunk group file contains an invalid value (*parameter*) in the options field.

Parameters

<i>parameter</i>	Parameter for which an invalid office was entered
<i>filename</i>	Name of the file that contains the invalid parameter

Minor

Corrective action

Follow these steps:

-
- 1 Edit the “musr/rb/tg/<office>” file indicated in the error message.

 - 2 Correct the invalid value (*parameter*) in the options field.

 - 3 Run the `dbtest` command again.

END OF STEPS

References

See the “Trunk Group File” section in the *Record Base Administration Guide* for more information on the correct format.



NDC 121

Message ID

NDC 121: Entry for NMS *entry* missing in /etc/hosts file

Description

This message may occur during the first attempt at communication between two hosts. Most likely, one or both record bases are not set up correctly for Inter-NMS communication.

Parameters

entry Record base entry that is missing

Minor

Corrective action

Follow these steps at *both sites*:

- 1** Verify that both sites are using consistent names for each other in the “/etc/hosts” file of each system.

- 2** Verify that the names for both systems appear in the RSPTE files on both systems and that they match the “/etc/hosts” names.

- 3** Verify that the office type of both hosts is “nms” in the RSPTE files on both hosts.

- 4** Verify that office files for both hosts exist at both hosts and that their names match the “/etc/hosts” and “rspte” names.

- 5** Run `create rspte` if any problem existed with the RSPTE file.

- 6** Stop the NTM system by entering `stopsys`.

7 Update the database by entering `installdb rspte now`.

8 Run `single office create` for both this NMS host and the far end NMS host.

9 Stop and restart the NTM system.

END OF STEPS

References

[“NDC 119” \(p. 2-45\)](#)

[“NDC 120” \(p. 2-48\)](#)



INP 122

Message ID

INP 122: *value* is invalid for keyword = *keyword* in file = *filename*; *error message*

Description

An invalid value has been entered for a keyword. (This error can occur frequently during the create process.)

Parameters

<i>value</i>	Value in error
<i>keyword</i>	Keyword (or parameter) for which an invalid value was entered
<i>filename</i>	Name of the file that contains the invalid keyword
<i>error message</i>	Additional information describing the error

Detailed description

Check the record base file at the line specified for the error. The value entered may not be one of the choices allowed for the parameter, or the value may be a string that exceeds the maximum length allowed for the parameter.

Minor

Corrective action

Follow these steps:

- 1 Edit the record base file indicated in the error message.

- 2 Enter a valid value for the parameter.

- 3 Run the `dbtest` and the `create` commands again.

END OF STEPS

References

See the “Format of the Record Base Files” section in the *Record Base Administration Guide*.



NDC 122

Message ID

NDC 122: Reject Connect From *host_name* - Locally deactivated

Description

This NMS has manually deactivated the link to another NMS host that is trying to make contact.

Parameters

host_name Name of the host that has been deactivated

Detailed description

This message indicates that the system is telling the other system it still has it manually deactivated. Even though a link is deactivated, other systems may attempt to start sessions with this host as long as the system is running. A system whose connection is rejected will not try to send more messages but will periodically try to activate a session. The attempts will be rejected until manual activation occurs.

Minor

Corrective action

No action is required. This message is for your information only.



INP 123

Message ID

INP 123: office = *to_office*, suffix = *suffix* is not a valid trunk group in file = *filename*

Description

The *to_office-suffix* is invalid because it is not part of the office's trunk group reference data in the “/musr/rb/tg/*to_office*” file.

Parameters

<i>to_office</i>	Invalid office name in pooled trunk group
<i>suffix</i>	Trunk group suffix
<i>filename</i>	Name of the file that contains the invalid entry

Minor

Corrective action

Follow these steps:

- 1 Edit the “/musr/rb/tg/*to_office*” file indicated in the error message.

- 2 Update the file to include the office and trunk group suffix according to the line of the “/musr/rb/tg/*to_office*” file specified in the error message.

- 3 Run the single office `dbtest` and `create` commands.

END OF STEPS

References

See the “Trunk Group File” section in the *Record Base Administration Guide*.



NDC 123

Message ID

NDC 123: Can't Get Status for *entity*

Description

One of the Inter-NMS communicator processes cannot get entity status information from the database for an entity. If this entity is an NMS (including itself), this message is a major error and Inter-NMS communication will be impossible.

Parameters

entity Entity for which the status is unavailable

Minor

Feature Impact

Applicable only if the customer has purchased Feature 8, “Disaster Recovery (Duplex)”, and/or Feature 40, “Enhanced Disaster Recovery”.

Corrective action

Follow the steps outlined in message “[NDC 119](#)” (p. 2-45) to be sure that the NMS office information was created and made available to the running system.



INP 124

Message ID

INP 124: *value* for keyword = *keyword* should be in a range of *low* to *high* in file = *filename*

Description

A value for a keyword in the record base file is out of range.

Parameters

<i>value</i>	Value in error
<i>keyword</i>	Keyword (or parameter) for which an invalid value was entered
<i>low</i>	<i>high</i> Low and high values that specify the correct range for the value
<i>filename</i>	Name of record base file that contains the error

Minor

Corrective action

Follow these steps:

-
- 1 Edit the record base file indicated in the error message at the line specified for the error.

 - 2 Enter a valid value for the parameter.

 - 3 Run the `dbtest` and the `create` commands again.

END OF STEPS

References

See the “Format of the Record Base Files” section in the *Record Base Administration Guide*.



CTL 124

Message ID

CTL 124: NMS indicated Mediation Device general error

Description

The link between the *EWSD* office and the Mediation Device fails because of an improper response from the *EWSD* office.

Minor

Corrective action

Try sending message again later. If the problem persists, contact your system administrator to ensure that the link between the Mediation Device and the office is functioning.



NDC 124

Message ID

NDC 124: Entry for service: *service* missing in /etc/services file

Description

The DCOL_NMS and NMSRCV processes each require an entry in the “/etc/services” file associated with the TCP/IP-related services they provide.

Parameters

service Name of the TCP/IP-related service

Major

Corrective action

Restore the missing entry in the “/etc/services” file. Verify proper entry in the other BDR host. This file should not be modified after the load of NTM. Verify that the file is readable by `nma dm`.



NDC 125

Message ID

NDC 125: Entry for protocol: *protocol* missing in /etc/protocol file

Description

The “/etc/protocol” file may be missing or corrupted.

Parameters

`protocol` Name of the protocol entry that is missing

Major

Corrective action

Verify that the entry for the protocol specified in the message has not been changed since the original installation of the system and that the file is readable by `nmadm`.



INP 126

Message ID

INP 126: More than 255 Modified Trunk Group Data trunk groups assigned.

Description

More than 255 TSGs have “options =mtd+sched” defined in the Record Base Trunk Group File of a specific *4ESS* switch.

Minor

Corrective action

Follow these steps:

-
- 1 Edit the Trunk Group File for this *4ESS* switch.

 - 2 Ensure that fewer than 256 TSGs are assigned “options =mtd+sched”.

 - 3 Run the `dbtest` and the `create` commands again.

END OF STEPS

References

See the “Format of the Record Base Files” section in the *Record Base Administration Guide*.



NDC 126

Message ID

NDC 126: Entity: *entity* has no Primary Host Defined

Description

The entity specified in the database does not have a primary NMS associated with it in the record base. The system will treat it as though this system is the primary office.

Parameters

entity Name of the entity that has no primary host defined

Minor

Feature Impact

Applicable only if the customer has purchased Feature 8, “Disaster Recovery (Duplex)”, and/or Feature 40, “Enhanced Disaster Recovery”.

Corrective action

Verify that the partition where this entity is defined has a primary and a secondary NMS host assigned to it in the “/musr/rb/inms/inms” file. If not, then correct the “inms” file and run `create` on it.



NDC 132

Message ID

NDC 132: Received *message_type* for non-local Entity: *entity*

Description

A record base problem exists so that audit or control messages sent by a switch cannot be processed.

Parameters

message_type Either “audit” or “control”

entity Name of the entity

Minor

Corrective action

Perform a single office `create` on the office at this NMS. Then stop and start the system, using `stopsys` and `startsys`.



BDR 134

Message ID

BDR 134: Two nms primary for *entity*

Description

This message appears in the BDR (Backup and Disaster Recovery) log if the office file has one or more host systems defined as its primary system.

Parameters

entity Name of the entity

Minor

Feature Impact

Applicable only if the customer has purchased Feature 8, “Disaster Recovery (Duplex)”, and/or Feature 40, “Enhanced Disaster Recovery”.

Corrective action

Follow these steps:

- 1 Check the location of the office file at both sites and make sure that the office file does not appear in more than one partition for each site.

- 2 If the office file does exist on more than one partition, then remove it from one partition and run create on the entity.

END OF STEPS



CTL 138

Message ID

CTL 138: NMS indicated NEAX Control Failure

Description

The *NEAX* switch returned an error based on the given input.

Major

Corrective action

Follow these steps:

- 1 Contact the *NEAX* switch administrator and/or the NTM system administrator for clarification.

Important! The error information returned from the *NEAX* must be obtained from the switch. NTM does not store this information.

- 2 Run the `audit` command to obtain the correct control status from the office.

END OF STEPS



CTL 148

Message ID

CTL 148: NMS indicated EWSD Control Failure

Description

The *EWSD* office returned an error based on the given input.

Major

Corrective action

Follow these steps:

- 1 Contact the *EWSD* office administrator and/or the NTM system administrator for clarification.

Important! The error information returned from the *EWSD* must be obtained from the switch. NTM does not store this information.

- 2 Run the `audit` command to obtain the correct control status from the office.

END OF STEPS



HAV 150

Message ID

HAV 150: Copying *number* files to the remote host *hostname*

Description

The message specifies how many files will be copied to a specific host.

Parameters

<i>number</i>	The number of files to be copied
<i>hostname</i>	The name of the host to which the files will be copied

Status

Corrective action

No action is required. This message is for your information only.



HAV 151

Message ID

HAV 151: The hami file needs to be setup on *hostname*.

Description

The message is to inform the user that they must run the `hav_hami` command. If the hami file is not setup, the High Availability and Automatic Cutover features will not work properly

Parameters

`hostname` The name of the host that needs to have the hami file set up

Minor

Corrective action

Use the `hav_hami` command, as specified in the *Input Commands Guide*.



HAV 152

Message ID

HAV 152: Incorrect parameters: *usage*

Description

The message indicates that a command or HAV function was not used correctly.

Parameters

usage The parameter(s) for the command or function

Major

Corrective action

Follow these steps:

- 1 Run the command again using the correct parameters.
 - 2 If the problem persists, contact customer support to help resolve the parameter mismatch.
-

E N D O F S T E P S



HAV 153

Message ID

HAV 153: Could not access the file: *filename*

Description

The message indicates that the file does not exist or the permissions on the file may need to be changed.

Parameters

filename The name of the file that cannot be accessed

Minor

Corrective action

Follow these steps:

- 1 Verify that the file exists and that the permissions and owner are correct.
 - 2 If the problem persists, contact customer support.
-

END OF STEPS



HAV 154

Message ID

HAV 154: Remote host *hostname* is unreachable for *number* seconds.

Description

If this message appears on the primary host, the backup host may be either turned off or having network problems.

If this message appears on the backup host, the primary host may be either turned off or having network problems.

Parameters

hostname	The name of the host that is unreachable
number	The number of seconds the remote host has been unreachable

Status

Corrective action

Determine if the OS is up on the host or if there is a network problem. Try to log in to the host specified in the error message and confirm that the machine is still active. If the machine is active but unreachable, there may be a network problem.



HAV 155

Message ID

HAV 155: The .rhost file on *hostname* for user *user_id* is not correct

Description

The message indicates that the user has not setup the .rhost correctly.

Parameters

hostname	The name of the host that is not setup correctly
user_id	The login ID of the user who was running the command

Major

Corrective action

Follow these steps:

- 1 Log in to the host that matches the hostname.

- 2 Edit the .rhost file in the users directory and include the name of the host where the message appears in the havlog.

END OF STEPS



HAV 156

Message ID

HAV 156: *feature_name* feature is not available on *hostname*.

Description

The message indicates that feature is locked.

Parameters

feature_name The name of the feature that is locked

hostname The name of the host where the command was run

Status

Corrective action

Follow these steps:

- 1 Verify that the feature has been purchased.

- 2 If the feature has been purchased, contact customer support to have the feature unlocked.

END OF STEPS



HAV 157

Message ID

HAV 157: *feature_name* feature is not active on *hostname*.

Description

The message indicates the feature has not been activated.

Parameters

feature_name The name of the feature that is not active

hostname The name of the host where the command was run

Status

Corrective action

If feature name is HAV, run `hav_act`.

If feature name is HAV_CUTOVER, run `cutover_act`.



HAV 158

Message ID

HAV 158: *feature_name* feature has been changed to *state*.

Description

The message indicates that the current status of the feature.

Parameters

feature_name The name of the feature that has changed states

state The state (a c t i v e or i n a c t i v e) for this feature

Status

Corrective action

No action is required. This message is for your information only.



HAV 159

Message ID

HAV 159: This command *command_name* must be run by nmadm.

Description

The message indicates that the command must be run by user nmadm.

Parameters

command_name The name of the command that was just run

Minor

Corrective action

Log in as nmadm and rerun the command.



HAV 160

Message ID

HAV 160: No files will be copied. HAV is not active on the remote host
hostname.

Description

The message indicates that the HAV feature is deactivated on the remote host.

Parameters

hostname The name of the host that has the HAV feature deactivated

Status

Corrective action

Follow these steps:

- 1 Log in to the host that matches the hostname and run the `hav_act` command.

- 2 Run the `hav_stat` command to verify that HAV is active.

END OF STEPS



HAV 161

Message ID

HAV 161: No files will be copied. *process* is running on the remote host *hostname*.

Description

The message indicates that the `create` process is running on the remote host and this command will not overwrite the files on the remote during a create.

Parameters

<code>process</code>	The name of the process. (<code>create</code> , NTM application)
<code>hostname</code>	The name of the host to which the files were going to be copied

Status

Corrective action

If the `hav_sync` command is being run from the command line, run the `hav_stat` command periodically to verify that `create` has completed on the remote host. Then, run the `hav_sync` command once `create` has completed.

If the `hav_sync` command is being run from another process, there is no interaction needed by the user because once the `create` is done, the files will be copied.



HAV 162

Message ID

HAV 162: *user_id* has chosen to overwrite ALL of the record base and audit files on *hostname*.

Description

The message indicates that a user has run the `hav_sync` command from the command line and that the system is forcing the copying of files from one host to the other.

Parameters

<code>user_id</code>	The login ID of the user running the command
<code>hostname</code>	The name of the host to which the files will be copied

Status

Corrective action

No action is required. This message is for your information only.



HAV 163

Message ID

HAV 163: HAV library is not on this host *hostname*

Description

The message indicates that a very important file (hav_lib) is missing from the HAV and HAV_CUTOVER feature.

Parameters

hostname The name of the host where the command was run

Major

Corrective action

Contact customer support so that they can send you this library.



HAV 164

Message ID

HAV 164: The /musr/rb/hami/hami files are not identical on both hosts

Description

The message indicates that the hami files are different, which will result in the HAV commands and the hav_hams process waiting until the files are the same.

Major

Corrective action

Follow these steps:

- 1 Run the `hav_hami` command on both hosts.

- 2 Compare the information, make corrections as needed, and ensure that both files are identical.

END OF STEPS



HAV 165

Message ID

HAV 165: *hostname* is *status* in takeover.

Description

The message indicates that the command cannot be executed because the backup host is in takeover status.

Parameters

<i>hostname</i>	The name of the backup host
<i>status</i>	“Already” — The current status is already in takeover “Not” — The current status is not in takeover

Status

Corrective action

No action is required. This message is for your information only.



HAV 166

Message ID

HAV 166: The Primary host is still not reachable. The NTM application will not be switched back.

Description

The message indicates that someone ran the `hav_switchbk` command while the Primary host was still down.

Status

Corrective action

Make sure that the primary host is available before switching back.



HAV 167

Message ID

HAV 167: Backup host *hostname* is NOT in takeover and NTM application is running.

Description

The message indicates that the NTM application is running on the backup host while not in takeover mode. The NTM application should be stopped.

Parameters

hostname The name of the host where the `stop sys` command should be run

Minor

Corrective action

Run the `stop sys` command on the host that matches *hostname*.



HAV 168

Message ID

HAV 168: Sleeping *number* seconds; waiting for resolution of problem by user.

Description

The message indicates that the user must take action to resolve the previous error message or no files will be copied and Automatic cutover will not work.

Parameters

number The number of seconds the process will wait prior to attempting the same operation

Major

Corrective action

Look for the error message prior to HAV 168 in the “/musr/log/havlog” file and fix the problem that message indicates.



HAV 169

Message ID

HAV 169: The hav_hams process started at *date*.

Description

The message indicates the start time of the hav_hams process.

Parameters

date The current date

Status

Corrective action

No action is required. This message is for your information only.



HAV 170

Message ID

HAV 170: The backup host is in takeover and the NTM application is active on *hostname*.

Description

The message indicates that the NTM application is running on both hosts while the backup host has taken over the primary host operations.

Parameters

hostname The name of the Primary host

Major

Corrective action

Run the `stopsys` command on the host that matches *hostname*.



HAV 171

Message ID

HAV 171: The *command_name* command will not run on the primary host *hostname*.

Description

The message indicates that a user is trying to run a command that is not allowed on the Primary host.

Parameters

command_name The name of the command
hostname The name of the Primary host

Status

Corrective action

Do not run the command on the Primary host. The command is meant to be run only on the backup host.



HAV 172

Message ID

HAV 172: *process* is running on the *host_type* host *hostname*. *command_name* is terminating.

Description

The message indicates that there is a process running on the Primary host that must be terminated/completed prior to this command running successfully on the backup host.

Parameters

<i>process</i>	The name of the process. (create, NTM application, Report Writer)
<i>host_type</i>	Type of host; primary or backup
<i>hostname</i>	The name of the host on which the process must be terminated
<i>command_name</i>	The name of the command that was most recently run

Status

Corrective action

Stop the process or wait until the process completes prior to running *command_name*.



HAV 173

Message ID

HAV 173: The NTM application will not activate. *command_name* is terminating.

Description

The message indicates that the NTM application was started but has not come up in 3 minutes.

Parameters

`command_name` The name of the command that was just run

Minor

Corrective action

Run `stop sys`, wait 5 minutes, then run `start sys`. If the NTM application does not come up, contact customer support.



HAV 174

Message ID

HAV 174: The file *filename* does not exist. *command_name* is terminating.

Description

The message indicates that the file *filename* is missing and that this file is needed in order for this command to run.

Parameters

filename The name of the file that is missing
command_name The name of the command that was just run

Major

Corrective action

Follow these steps:

- 1 Check to ensure that the file exists.

IF THE FILE ...	THEN ...
Exists	Ensure the file permissions and owner are correct
Does not exist	Contact customer support for assistance

END OF STEPS



HAV 175

Message ID

HAV 175: *process* is complete.

Description

The message indicates that a process has completed.

Parameters

process The name of the process. (takeover, switchback)

Status

Corrective action

No action is required. This message is for your information only.



HAV 176

Message ID

HAV 176: Network problem: *hostname* and EMM (*emm_name*) are unreachable.

Description

The primary host and the EMM are not reachable from the backup host indicating a possible network problem or network congestion.

Parameters

<i>hostname</i>	The name of the host that is unreachable
<i>emm_name</i>	The name of the EMM that is unreachable

Status

Corrective action

Check to see if there is a network problem or if both the Primary host and EMM are down.



HAV 177

Message ID

HAV 177: Waiting for create to complete on *hostname* before starting takeover.

Description

The backup host is in the process of taking over the Primary host but `create` is running on the backup host. When `create` has completed the Backup host will continue to takeover the Primary host.

Parameters

`hostname` The name of the host that is unreachable

Minor

Corrective action

No action is required. This message is for your information only.

The `create` process must complete. If the `create` process is killed by the user, the database will be corrupted. This message explains why the Backup host has not completed the takeover of the Primary host.



HAV 178

Message ID

HAV 178: The NTM application is active on the primary and backup hosts.

Description

This message indicates that NTM application is running on both hosts. When the NTM application is running on both hosts, there are no files being copied from the Primary host to the Backup host.

Major

Corrective action

The customer must determine which host should be running the NTM application and run `stop sys` on the other host.



HAV 179

Message ID

HAV 179: The GUI server did not activate in 5 minutes on *hostname*. *command* is continuing.

Description

This message is generated by the `hav_takeover` and `hav_switchbk` commands. It indicates that the GUI server has not completed activation within 5 minutes and that the command will NOT terminate but continue to execute the remainder of its commands. This message only indicates that the GUI is taking longer to activate than 5 minutes; not that the GUI is not activated.

Parameters

<code>hostname</code>	The name of the host that is unreachable
<code>command</code>	Either <code>hav_takeover</code> or <code>hav_switchbk</code>

Major

Corrective action

Run “`ps -ef |grep n_o_serve`” and “`ps -ef |grep slapd`” to determine if these processes are running. If they are not running by the time the command completes, refer to the *Installation Guide* for instructions on starting the GUI server.



HAV 180

Message ID

HAV 180: No files will be copied. HAV is in takeover on the remote host
hostname.

Description

The message indicates that the remote host has taken over the operation of the primary host and that files cannot be copied to the remote host until it is out of takeover.

Parameters

`hostname` The name of the host that has taken over the processing of the primary host

Status

Corrective action

If the remote host is supposed to be in takeover mode, this is a status message indicating that files will not be copied to the remote host.

If the remote host is not supposed to be in takeover mode, log into the host that matches the `hostname` and run the `hav_switchbk` command.



NDB 200

Message ID

NDB 200: Database file not found

Description

An attempt was made to access a nonexistent database file.

Critical

Corrective action

Follow these steps:

- 1 Restore the corrupted database if a backup of it exists.

- 2 If the corrupted database is the current or the offline database, use the `dbadmin` command to designate a different database as the current or the offline database.

- 3 Run audits and any creates executed since the previous day.

END OF STEPS

References

See the `dbadmin` command in the *Input Commands Guide*.

See the “Disk Layout and Database Administration” chapter in the *System Administration Guide* for more information on the database.



NMS 200

Message ID

NMS 200: *message*

Description

A process has either started or stopped, or it has started after an abnormal stop. Whenever the entire system starts or stops, a sequence of messages identifies processes as they start up or terminate.

Parameters

message Messages may be:

INITIALIZED	A normal process start-up
TERMINATED	A normal process shutdown
UNEXPECTEDLY TERMINATED AND REINITIALIZED	A process startup following an abnormal shutdown

Critical, Major, Minor, Status (or warning)

Important! If any of these messages occur repeatedly on your console, then the current severity level could change to be more severe.

Corrective action

Typically these are information messages only. In most cases, the process that terminated will restart properly and processing will continue with minimal interruption.

An exception to this could be the DCOL-OED process. If this process has reinitialized, the related `slm_rcv` processes may become “hung”. Do a `stop sys` or a `start sys`, or kill these processes and let them respawn.

If the same process message repeats frequently, contact customer support.



NDB 201

Message ID

NDB 201: No space left in database file

Description

The amount of disk space allocated for the database is insufficient. Each database file is allocated a sufficient number of blocks to contain the maximum records required for that type of data. If the database file contains the maximum number of records, new records cannot be added.

Major

Corrective action

If this system response occurs while updating the NTM record base (using record base commands or pages), verify that the maximum number of records has not been exceeded for the type of data being added.

If this system response occurs while updating the NTM controls database (using audit commands, control commands, or pages), execute the `purgllog` command to remove the matched entries from the control database files. Then execute control audits on the entities where the controls were being executed to properly update the database.

References

See the `create` and `purgllog` commands in the *Input Commands Guide*.

□

NDB 202

Message ID

NDB 202: Database corrupted

Description

The database was overwritten by an errant process.

Critical

Corrective action

Restore the corrupted database if a backup of it exists. If the corrupted database is the current or the offline database, use the `dbadm in` command to designate a new current or offline database. Run any audits, then any creates that were executed the previous day.

References

See the `dbadm in` command in the *Input Commands Guide*.

See the “Disk Layout and Database Administration” chapter in the *System Administration Guide*.



NDB 203

Message ID

NDB 203: Illegal database name

Description

The *UNIX* system environment variable `DBNAME` is set incorrectly.

Minor

Corrective action

If this system response is the result of a system process, run the `stopsys` and `startsys` commands.

If the message is the result of an NTM command, log off; then log on again to restore your environment properly.

If this message still occurs, contact customer support.

References

See the `startsys` and `stopsys` commands in the *Input Commands Guide*.



NDB 204

Message ID

NDB 204: User does not have database access permission

Description

You do not have permission to access or modify the database.

Minor

Corrective action

First, check permissions on the database, or remove and restore the login. The action is dependent on the source of the error.

If the message still occurs, contact customer support.



NDB 205

Message ID

NDB 205: Database process table full

Description

Too many user processes (for example, commands) are trying to access the database. This could be generated by the restarting of a process before the cleanup of the previous process has ended.

Minor

Important! If this message occurs repeatedly on your console, then the current severity level could change to be more severe (Major).

Corrective action

Retry the command when the system is not busy. If the system is not busy and the error occurs, run the `stopsys` and `startsys` commands.

If the error occurs on a database continuously, then contact customer support.

If the error ceases, then ignore the message.

References

See the `startsys` and `stopsys` commands in the *Input Commands Guide*.



NDB 206

Message ID

NDB 206: Unable to read DBNAME from environment

Description

The *UNIX* system environment variable `DBNAME` is set incorrectly.

Minor

Corrective action

If this system response is the result of a system process, run the `stopsys` and `startsys` commands.

If it is the result of an NTM command, log off and then log on to the system to reset your login environment. Then remove and add the login again.

If the error still occurs, contact customer support.

References

See the `startsys` and `stopsys` commands in the *Input Commands Guide*.



NDB 207

Message ID

NDB 207: TG Ref File May Not Match Audit: from = *entity tgs tgrep tgs*

Description

This message may appear for any of the following:

- The number of trunk groups in the entity data does not match the number of trunk groups in the TG reference data
- The database may be being updated as it is being accessed.
- A create or an audit may have occurred during the exception processing of an entity.
- An audit is run and a switch returns data that does not match because there are errors in the record base Trunk Group File or Office File for the switch.

Parameters

<i>entity</i>	Name of the entity
<i>tgs</i>	Trunk group

Minor

Corrective action

Follow these steps:

- 1 Check the status of the office and re-execute the request after the office has been created.

- 2 If the error continues:
 - a. Verify that the record base trunk group file for the entity is correct.
 - b. Deactivate the entity.
 - c. Run a `dbtest init office` command and check the output for errors.
 - d. Correct the errors.
 - e. Repeat Steps 3 and 4 until there are no more errors, and then run a `create init office` command.
 - f. Reactivate the entity.

- g. Audit the entity and check for any errors.

END OF STEPS



References

See the “Audit Commands” chapter in the *Input Commands Guide*.

See the `act` and `deact` commands in the *Input Commands Guide* for more information on activating and deactivating entities.

See the “Record Base Update Procedures” chapter in the *Record Base Administration Guide* for more information about `create` procedures.



NDB 208

Message ID

NDB 208: Invalid entity or area ID in query

Description

This message is printed by the database server process when it receives a query with an illegal ID value for the entity or area. You should also receive an error on the page where the request was made.

Minor

Corrective action

Verify that you correctly entered the `office_identifier` for the office or the area associated with the desired query. If the `office_identifier` was entered correctly, verify that the office is in the RSPTE file that is currently installed in the database.

References

See the “RSPTE File” section of the “Record Base Files” chapter in the *Record Base Administration Guide*.



NDB 209

Message ID

NDB 209: Exception file full for time period

Description

The limit of exceptions that can be processed (3,000) in one time period has been exceeded. The exception process cannot store any more exceptions. The thresholds for exception processing are set too low, resulting in too many trunk groups in exception.

Major

Corrective action

The system allows multiple threshold tables to be used for different times of the day. A new table with higher thresholds should be established, and it should be used when this error condition occurs.

Use the `limitthr` command to process only high-level exceptions.

For HTR exceptions, set the HTR thresholds higher system wide, thus yielding less exceptions to be generated.

References

See the “Record Base Files” chapter in the *Record Base Administration Guide* for more information on the trunk group threshold and table threshold schedule files.

See the `limitthr` command in the *Input Commands Guide*, if available.



NDB 210

Message ID

NDB 210: Entity *clli* has invalid entity ID *ent_id* in trunk group

Description

An invalid trunk group exists in the specified Trunk Group file. The trunk group has a destination office that has been removed from the RSPTE file. Other errors may be produced in conjunction with this error.

Parameters

<i>clli</i>	Location name of the office
<i>ent_id</i>	Entity ID

Minor

Corrective action

Either:

- Remove the trunk group (or rename it with a valid destination office) and `create` the office.
- Add the entry to the RSPTE file, `create` and `installdb` the RSPTE file, and then run `create` on the office.

References

See the “Record Base Commands and Procedures” chapter in the *Record Base Administration Guide* for more information about creating the RSPTE file and performing single office creates.

NDB 211

Message ID

NDB 211: *message* - Database deadlock, reexecute command

Description

A deadlock condition has occurred between two processes accessing the database. This means that a process is trying to read or update a record in the database that another process is already updating. *TUXEDO* automatically aborts one of the processes and prints the error message.

Parameters

message The subroutine that encountered the deadlock condition, including the operation it was attempting (e.g., read) and the file it was attempting to access

Minor

Corrective action

Execute the process again. Normally, it will work correctly the second time. However, if the process that was accessing the same database file is not complete, wait a few minutes and try again.



NDB 212

Message ID

NDB 212: *message* - Record not in database

Description

A process is attempting to access a record that does not exist in the database. For example:

Example: `rmreadf TIMEX, Timeslot=-1 -- Record not in database`

In this example, the error was caused by entering an invalid time and then retrieving data on the page.

This also occurs when the trunk group data is changed with a `create` command, rendering the trunk group reference data invalid.

Parameters

`message` The subroutine that could not access the record, the file being accessed, and the key fields for the record that could not be found.

Minor

Corrective action

If the problem occurred because of a page or a command request, verify that the record being accessed does exist and that the request contains valid information. Otherwise, contact customer support.

References

See the “Record Base Files” chapter in the *Record Base Administration Guide* for more information about the trunk group threshold schedule file.



NDB 213

Message ID

NDB 213: *message* - Duplicate record in database

Description

A duplicate record was found in the database.

Parameters

message The subroutine that could not add the record, the file being updated, and the key fields for the record that already exists.

Minor

Corrective action

The corrective action depends on which process encounters the error. If the problem is due to a page or a command request, verify that the record being added does not already exist. Otherwise, contact customer support.



NDB 214

Message ID

NDB 214: data base in use by other command - wait till available or out

Description

Another user is executing the `create`, `dbtest`, or `installdb` command.

Minor

Corrective action

Do not run more than one database command at a time. Run the command again later, after first ensuring that no other database commands are running.



NDB 215

Message ID

NDB 215: cannot run more than three single office creates/dbtests at once - wait till available or out

Description

A maximum of three (3) simultaneous single office create or dbtest requests are being simultaneously processed and an additional such request is made.

Minor

Corrective action

Do not run more than one database command at a time. Run the command again later, after first ensuring that no other database commands are running.



NMC 250

Message ID

NMC 250: Transmission to Report Writer has started at *date*

Description

Transmission of data has started from NTM to the Report writer system.

Parameters

date Date is the time when the transmission started

Status

Corrective action

Make sure the files are being actually transmitted to the Report Writer system.



NMC 251

Message ID

NMC 251: Reports feature is not turned on. Files will not be copied.

Description

If transmitter entry in the inittab file is turned on without the Report Writer feature turned on, this message will be displayed.

Status

Corrective action

To prevent this message from appearing either turn on the Report Writer feature or turn off the transmitter entry from the inittab file.



NMC 252

Message ID

NMC 252: Move to /musr/recv failed on *file*.

Description

Move to “/musr/recv” directory failed on a specific status file for Co-existing Report Writer.

Parameters

file Periodic data status file for trunk group, entity etc File Name Format:
<tg/ent>_N<tg_id/ent_id>_<time>.stat

Minor

Corrective action

If this message is displayed more frequently, verify the following:

- Check if the permissions on “/musr/recv” directory are set with proper permissions.
- Check the “/musr” file system and verify it is not full.

If no solution can be found, call Alcatel-Lucent field support.



NMC 253

Message ID

NMC 253: Move to /musr/recv failed on *file*.

Description

Move to “/musr/recv” directory failed on a specific data file for Co-existing Report Writer.

Parameters

file Periodic data file for trunk group, entity etc File Name Format:
 <tg/ent>_N<tg_id/ent_id>_<time>.dat

Minor

Corrective action

If this message is displayed more frequently, verify the following:

- Check if the permissions on “/musr/recv” directory are set with proper permissions.
- Check the “/musr” file system and verify it is not full.

If no solution can be found, call Alcatel-Lucent field support.



NMC 254

Message ID

NMC 254: Copy to “/musr/recv” failed on file create.sql.

Description

Copy to “/musr/recv” failed on create.sql for Co-existing Report Writer.

Minor

Corrective action

If this message is displayed more frequently, verify the following:

- Check if the permissions on “/musr/recv” directory are set with proper permissions.
- Check the “/musr” file system and verify it is not full.

If no solution can be found, call Alcatel-Lucent field support.



NMC 255

Message ID

NMC 255: Move to *host:directory* failed on *file*.

Description

Move on the specified file to the specified directory has failed.

Parameters

host	If the Report Writer is co-exists with NTM, then HOST is name of NTM host machine or none. If Report Writer is a stand-alone system then HOST is name of the Report Writer System.
directory	Directory is the directory where the file is being moved.
file	The file that is being moved/copied.

Minor

Corrective action

If this message is displayed more frequently, verify the following:

- Check if the permissions on” /musr/recv” directory are set with proper permissions.
- Check the “/musr” file system and verify it is not full.

If no solution can be found, call Alcatel-Lucent field support.



NMC 256

Message ID

NMC 256: Remote copy to *rphost* failed on *file*.

Description

Remote copy to “/musr/recv” directory failed on a specific status file for Standalone Report Writer.

Parameters

rphost	Report Writer host.
file	Periodic data status file for trunk group, entity etc File Name Format: <tg/ent>_N<tg_id/ent_id>_<time>.stat

Minor

Corrective action

If this message is displayed more frequently, verify the following:

- Check if the permissions on “/musr/recv” directory are set with proper permissions.
- Check the “/musr” file system and verify it is not full.
- Verify that the “/musr/rptuser/.rhosts” files are correctly setup on NTM and the Report Writer systems.
- Check the “/musr” file system and verify it is not full.
- Verify that no other network problems exist.

If no solution can be found, call Alcatel-Lucent field support.

□

NMC 257

Message ID

NMC 257: Remote copy to *rphost* failed on *file*.

Description

Remote copy to “/musr/recv” directory failed on a specific data file for Stand alone Report Writer.

Parameters

rphost	Report Writer host.
file	Periodic data file for trunk group, entity etc. File Name Format: <tg/ent>_N<tg_id/ent_id>_<time>.dat

Minor

Corrective action

If this message is displayed more frequently, verify the following:

- Check if the permissions on “/musr/recv” directory are set with proper permissions.
- Check the “/musr” file system and verify it is not full.
- Verify that the “/musr/rptuser/.rhosts” files are correctly setup on NTM and the Report Writer systems.
- Verify that no other network problems exist.

If no solution can be found, call Alcatel-Lucent field support.



NMC 258

Message ID

NMC 258: Remote Copy to *rpthost* failed on file create.sql.

Description

Remote Copy failed on create.sql for Standalone Report Writer.

Parameters

rpthost Report Writer host.

Minor

Corrective action

If this message is displayed frequently, or an error message regarding file system size appears, investigate the problem or call Field support.



NMC 259

Message ID

NMC 259: Remote copy to *rphost* failed on *file*.

Description

Remote copy of a file failed to the Report Writer host

Parameters

rphost	The names of the Report Writer system.
file	The sql file.

Minor

Corrective action

If this message is displayed more frequently, verify the following:

- Check if the permissions on” /musr/recv” directory are set with proper permissions.
- Check the “/musr” file system and verify it is not full.
- Verify that the “/musr/rptuser/.rhosts” files are correctly setup on NTM and the Report Writer systems.
- Verify that no other network problems exist.

If no solution can be found, call Alcatel-Lucent field support.



NMC 260

Message ID

NMC 260: Report Writer is not running. Cleaning up /musr/reports.

Description

The transmitter program has identified that the Report Writer system is not responding to requests. So, cleaning up the “/musr/reports” directory on the NTM host. So, NTM data that should be shipped to Report Writer system is being lost.

Status

Corrective action

Investigate why the Report Writer system is stopped and try to start it as soon as possible. Periodic data is being lost.



NMC 261

Message ID

NMC 261: Not enough space in /musr file system. Cleaning up /musr/reports.

Description

The “/musr” file system on the NTM system is 95% full. To avoid any problems on the system, transmitter is cleaning up the periodic data that should be sent to Report Writer.

Major

Corrective action

Investigate why the “/musr” file system is full. There may be a problem with copying files to the destination directory or the Report Writer system may not be running. Call field support to stop the Report Writer from processing to prevent NTM from creating more files. Periodic data is being lost.



NMC 262

Message ID

NMC 262: Filesystem - MUSR on Report Writer is 95% full.

Description

The “/musr” file system on the Standalone Report Writer is 95% full

Major

Corrective action

Log in to the Report Writer system and verify that the system is running. If the system is running, investigate why the “/musr” file system is full. Monitor the directory to see if it is getting larger. Take any necessary action or call field support.



NMC 263

Message ID

NMC 263: Invalid number of Report Writer hosts detected in the “/etc/hosts” file.

Description

There should be only one entry for the Report Writer host in the “/etc/hosts” file. The transmitter has detected either no host has been identified or more than one host is defined in the “/etc/hosts” file.

Since a proper Report Writer host is not identified, the transmitter will not be able to transmit data and it will remove the files from “/musr/reports” area so that the /musr file system is not full on the NTM host. This message will be displayed every 2 minutes.

Major

Corrective action

If there is no rphost entry in the “/etc/hosts” file, create one. An example format would be:

Example: < IP Address> <Host Name> rphost

If more than one entry is found in the “/etc/hosts”, retain the correct entry and remove the extra entry. After rectifying this problem, stop and start the transmitter. Contact Alcatel-Lucent Field Support for additional assistance.



NMC 265

Message ID

NMC 265: Move to *directory* failed on *file*.

Description

The “/musr” file system on the NTM system is 95% full. To avoid any problems on the NTM system, transmitter is cleaning up the periodic data that should be sent to Report Writer.

Parameters

directory	Directory is “/rpt/sqlbin/sum” directory on the Co-existing Report Writer.
file	The sql file.

Major

Corrective action

If this message is displayed frequently, or an error message regarding file system size appears, investigate the problem or call Field support.



NMC 266

Message ID

NMC 266: Move to *directory* failed on *file*.

Description

Move on a specified lock file failed to the specified directory.

Parameters

directory	Directory is “/rpt/sqlbin/sum” directory on the Co-existing Report Writer.
file	File is a lock file.

Major

Corrective action

If this message is displayed more frequently, verify the following:

- Check if the permissions on “/musr/recv” directory are set with proper permissions.
- Check the “/musr” file system and verify it is not full.

If no solution can be found, call Alcatel-Lucent field support.



NMC 267

Message ID

NMC 267: Remote copy to *rphost* failed on *file*.

Description

Remote copy on a specified sql file failed to the Stand alone Report Writer.

Parameters

rphost	Report Writer host
file	An sql file.

Major

Corrective action

If this message is displayed more frequently, verify the following:

- Check if the permissions on “/musr/recv” directory are set with proper permissions.
- Check the “/musr” file system and verify it is not full.
- Verify that the “/musr/rptuser/.rhosts” files are correctly setup on NTM and the Report Writer systems.
- Verify that no other network problems exist.

If no solution can be found, call Alcatel-Lucent field support.



NMC 268

Message ID

NMC 268: Remote copy to *rphost* failed on *file*.

Description

Remote copy on a specified sql file failed to the Stand alone Report Writer.

Parameters

rphost	Report Writer host
file	An sql file.

Major

Corrective action

If this message is displayed more frequently, verify the following:

- Check if the permissions on” /musr/recv” directory are set with proper permissions.
- Check the “/musr” file system and verify it is not full.
- Verify that the “/musr/rptuser/.rhosts” files are correctly setup on NTM and the Report Writer systems.
- Verify that no other network problems exist.

If no solution can be found, call Alcatel-Lucent field support.



NMC 270

Message ID

NMC 270: /nm/etc/rptTIMEZONE file not found. Exporting NTM TIMEZONE.

Description

If Report Writer feature is activated on the NTM system, “/nm/etc/rptTIMEZONE” file is expected on the system. This file exports the Report Writer timezone for the Report Writer related processes on the NTM system.

Minor

Corrective action

If this file is not found, copy the “/etc/TIMEZONE” file from the Report Writer system to the NTM system as “/nm/etc/rptTIMEZONE” file OR contact field support.



NMS 298

Message ID

NMS 298: Corrupted data from *clli - info*

Description

Corrupted measurement data was received from an office.

Parameters

<i>clli</i>	The office from which the corrupted data was received.
<i>info</i>	Additional information that may help in determining the problem (e.g., data length).

Minor

Corrective action

Determine the source of the problem. If this message is being printed for multiple switches on a DCC, the DCC may be responsible. For a single switch, the switch itself is more likely responsible. Contact the appropriate support personnel to investigate.



NDC 299

Message ID

NDC 299: *c11i* responded to data poll but sent no data

Description

The measurement data received from a switch was a header only. The length of the data received was zero bytes.

Parameters

c11i Name of the office

Major

Corrective action

Determine why the zero-length data is being sent; a typical cause is a table mismatch on a DMS switch. If unable to determine the root cause, contact customer support.



3 System Responses: 300 – 399

Overview

Purpose

This chapter describes the system responses generated by NTM. All messages are listed in numeric order regardless of prefix.

Terminology

The following terms are used interchangeably throughout the *System Responses Guide*:

- *exchange, office, xchnge, xchange, switch*
- *cli, exchange_identifier, entity*
- *alarm, discrete*

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□

NDB 300 - Cannot generate ...

Message ID

NDB 300: INTERNAL ERROR - Cannot generate current CLLI code table

Description

The current Common Language (CLLI) code table cannot be generated.

This error occurs when the “/musr/rb/rspte/rspte” file is created. It will be preceded by other error messages indicating file permission or existence problems or internal *UNIX* system errors. The “rspte” file will not be created when this error occurs.

Major

Corrective action

Ask a system administrator to correct the permission problem.

If there is a permission problem that cannot be remedied by the system administrator, contact customer support.



NDB 300- Cannot get CLLI shared ...

Message ID

**NDB 300: INTERNAL ERROR - Cannot get CLLI shared memory
(key=<address>) No such file or directory**

Description

The CLLI shared memory has been damaged or the NTM system was unable to build the memory segment.

Major

Corrective action

Contact customer support.



NDB 300 - Cannot open database ...

Message ID

NDB 300: INTERNAL ERROR - Cannot open database - RM error *errno* : *RM error message*

Description

The offline or the current (single office `create`) database could not be opened by the create process. (The create process cannot proceed if this error occurs.)

Parameters

errno RM error number

RM error message RM error message describing the reason for the initialization failure

Major

Corrective action

Follow these steps:

- 1 Confirm that the offline or the current database is active, using the `dbstat` command.

- 2 If the database does not exist, you must build it.

- 3 If the database does exist but there is a problem with it, reconfigure it with the `dbadmin` command.

END OF STEPS



NDB 300 - Failed to open ...

Message ID

NDB 300: INTERNAL ERROR - Failed to open NMS configuration file

Description

This internal error indicates that the NMS configuration file cannot be accessed by the command or process. The configuration file contains information on the configuration of the system, such as the number of switches and the number of time intervals supported by the product.

Critical

Corrective action

Verify that the file “/nm/etc/nms.config” exists. The permissions on the file should be 0644 so that it is readable by all application programs.

□

NDB 300 - Initializing `dbfilename` ...

Message ID

NDB 300: INTERNAL ERROR - Initializing `<dbfilename>` - RM error `errno` : *RM error message*

Description

The `create` command cannot initialize a database file.

Parameters

`dbfilename` Database filename that could not be initialized

`errno` RM (Record Manager) error number

`RM error message` RM error message describing the reason for the initialization failure

Detailed description

The RM error message describes why the database file could not be initialized. The full `create` command initializes all of the database files before recreating the database.

If a file cannot be initialized, the `create` process cannot continue.

Major

Corrective action

Contact customer support.



NDB 300 — *program* : Internal System ...

Message ID

NDB 300: *program*: Internal System Responses ERROR - *description*

Description

Error that occurs commonly with the `ongoing` command.

Parameters

`program` Name of the program or subroutine in which the error occurred.

`description` Error description that can be used by customer support to pinpoint the cause of the problem.

Detailed description

This occurs when the trunk group data is changed with a `create` command, rendering the trunk group reference data invalid.

Other errors fall into two categories:

- True internal software error conditions that can indicate a problem that must be investigated and resolved
- Errors that can occur as a result of user errors or conditions that are typical but are not software errors

Minor

Corrective action

Follow these steps:

- 1 Use [Figure 3-1, “Internal Error Diagram”](#) (p. 3-23) when you receive an internal error message.
 - 2 If the problem is related to the `create` command, rerun the audit.
-

3 Contact field support if the problem persists.

END OF STEPS



NDB 300 — *routine* : cannot *access* ...

Message ID

NDB 300: INTERNAL ERROR - *routine*: cannot *access type filename* UNIX error *errno*: UNIX error message

Description

A filename cannot be opened, created, or written by the `create` command. The *UNIX* system error message describes why the file could not be accessed.

Parameters

routine Name of the routine that tried to access the file

access type File access that could not be performed (“open”, “create”, or “write”)

filename Full pathname of file that could not be accessed

errno *UNIX* system error number

UNIX error message *UNIX* system error message describing the reason for the access failure

Error Conditions

[Table 3-1](#) describes the conditions under which this error might occur.

Table 3-1 NDB 300 Error Conditions

IF <i>access type</i> is...	THEN it occurs when...
open	the file does not exist or the file permissions are not correct.
create	the directory does not exist or the directory permissions are not correct; or the file already exists but the permissions are not correct.
write	the file system has run out of space.

Minor

Corrective action

Follow these steps:

1 Make the necessary changes to the file or directory.

2 Execute the `create` command again.

Important! If a permission problem indicates that the error message cannot be remedied by the system administrator, contact customer support.

END OF STEPS



NDB 300 — *routine* : cannot add ...

Message ID

NDB 300: INTERNAL ERROR - *routine*: cannot add *dbfilename*, *record identifier* - RM error *errno*: *RM error message*

Description

The `create` command process cannot add a record to the database.

Parameters

<code>routine</code>	Name of the routine that tried to add a record
<code>dbfilename</code>	Database filename that could not be updated
<code>record identifier</code>	Key identifier for the record (for example, from-to suffix for trunk group)
<code>errno</code>	RM error number
<code>RM error message</code>	RM error message describing the reason for the add failure

Detailed description

The RM error message describes why the database file could not be updated. This failure commonly occurs when a record is added with the same key as an existing record. (In this case the RM error message is “duplicate key”). This error is also frequently the result of duplicate trunk group numbers or from-to suffixes in the trunk group file.

Major

Corrective action

If the error is a result of a duplicate key:

- 1 Check the file in error.

- 2 Remove the duplicate key.

- 3 Run the `create` command again.

4 If there are no duplicate records and a single office create fails, the problem may be due to bad records in the database. To remedy this problem:

5 Run a full create.

6 Run a full install db.

Important! If this does not solve the problem, contact customer support.

END OF STEPS

References

See the TUXEDO *FML Programmer's Manual*.



NDB 300 — *routine* : cannot delete ...

Message ID

NDB 300: INTERNAL ERROR - *routine*: cannot delete *dbfilename*, *record identifier* - RM error *errno*: RM error message

NDB 300: INTERNAL ERROR - *routine*: delete *dbfilename*, *record identifier* - RM error *errno*: RM error message

Description

The `create` command cannot delete a record in the database.

Parameters

<code>routine</code>	Name of the routine that tried to delete a record
<code>dbfilename</code>	Database filename that could not be deleted
<code>record identifier</code>	Key identifier for the record (for example, from-to-suffix for trunk group)
<code>errno</code>	RM error number
<code>RM error message</code>	RM error message describing reason for delete failure

Detailed description

The RM error message describes why the database file could not be deleted. The single office `create` deletes all records associated with the offices from all the database files before recreating them. If there are any errors in deleting the records, there will probably be subsequent duplicate key errors.

Minor

Corrective action

Follow these steps:

- 1 Run a full `create`.

- 2 Run an `installdb`.

Important! If this does not solve the problem, contact customer support.

END OF STEPS

References

See the *TUXEDO FML Programmer's Manual*.



NDB 300 — *routine* : cannot read ...

Message ID

NDB 300: INTERNAL ERROR - *routine*: cannot read *dbfilename*, *record identifier* - RM error *errno*: RM error message

Description

The `create` command cannot read a record in the database.

Parameters

<code>routine</code>	Name of the routine that tried to read a record
<code>dbfilename</code>	Database filename that could not be read
<code>record identifier</code>	Key identifier for the record (for example, from-to suffix for trunk group)
<code>errno</code>	RM error number
<code>RM error message</code>	RM error message describing reason for read failure

Detailed description

The RM error message describes why the database file could not be read. The system reads database files periodically to check consistency between records in different files.

Major

Corrective action

If a file cannot be read, it is probably due to a failure that occurred previously during the `create` process. In this case, correcting the previous problem may resolve the subsequent problem.

If you have corrected this earlier problem but the read failure still occurs while a single `office create` is being performed, run a full `create and install db`.

If this does not solve the problem, contact customer support.

References

See the *TUXEDO FML Programmer's Manual*.



NDB 300 — *routine* : cannot *start/* ...

Message ID

NDB 300: INTERNAL ERROR - *routine*: cannot *start/commit* transaction - FS error *errno*: FS error message

Description

The `create` command cannot start or commit a database transaction.

Parameters

<code>routine</code>	Routine that tried to start/commit a transaction
<code>start/commit</code>	Failed transaction function
<code>errno</code>	System error number
<code>FS error message</code>	System error message describing the reason for the failure

Detailed description

The `create` process cannot proceed and none of the changes made to the specific record base file or office will occur if a transaction fails to commit.

Major

Corrective action

This error indicates an internal problem in the database. Contact customer support.



NDC 300

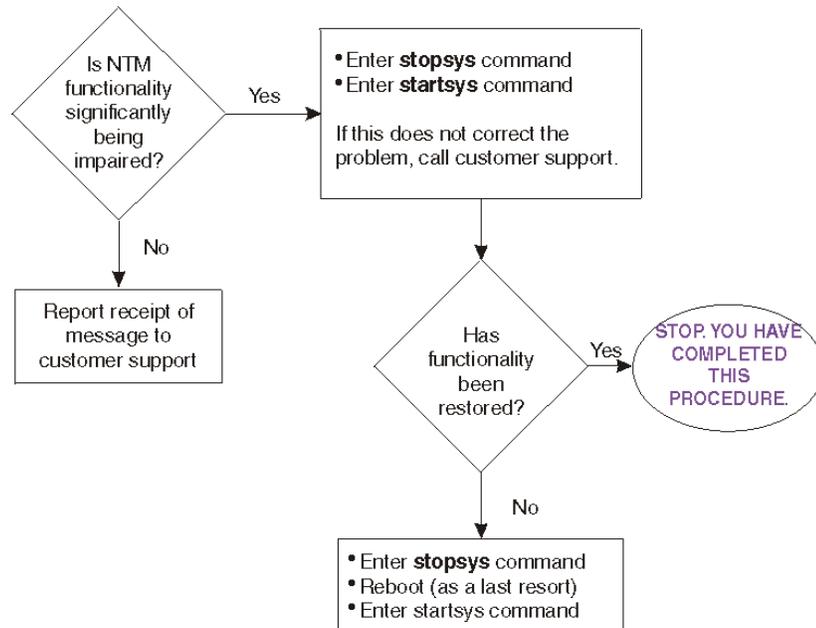
Message ID

NDC 300: bad type for *string* eid=*entity_id* type=*type*

Description

The type of the message or filename *string* was unrecognized by the software.

Figure 3-1 Internal Error Diagram



Parameters

<i>string</i>	The name of the file that was not recognized
<i>entity_id</i>	Entity identity number
<i>type</i>	Type of message

Minor

Corrective action

Contact customer support.

□

NMS 300 — General Description

Message ID

NMS 300: ENTMAN<x>: INTERNAL ERROR - *description*

Description

This error indicates that a database request has timed out before the retrieval of information from the database was complete.

Parameters

description Description of the error to help customer support pinpoint the cause of the problem. For example:

Example: Missed quitting time

Minor

Corrective action

Determine which large request was being made of the database. The <x> after ENTMAN indicates the number of the online database (historical database numbers would be <x-1>).

Modify the request so that it can complete during the system timer interval.

□

NMS 300 — ALI error ...

Message ID

NMS 300: *<hostname>* *<process name>*: INTERNAL ERROR - ALI error - *description*

Description

These error messages are used to report unusual or error conditions that are encountered between an application layer process and the transport layer within the NTM host system. These conditions are normally seen when connections to remote systems are being established or taken down or when the NTM host system is trying to recover from connection problems encountered with the remote system

Parameters

hostname Name given to the NTM system
process name Name of the program or subroutine in which the error occurred
description Description of the error to help customer support determine the cause of the problem. Some examples are:

- Invalid ac ID
- Invalid at ID
- Invalid receive return
- No path
- Invalid remote location
- Buffer overflow
- No application layer entity
- TCP/IP connection not up

Minor

Corrective action

If these errors are constantly reported on a particular connection to a remote system, contact NTM customer support.



NMS 300 — Cannot open log file ...

Message ID

NMS 300: *hostname process name*: INTERNAL ERROR - Cannot open log file
/musr/log/office name, **errno**=*error number*

Description

This message is used to report a problem that a process had in creating or opening a file that is to be used to hold the ASCII alarm messages from an office.

Parameters

hostname Name given to the NTM system
process name Name of the process that encountered the problem
office name Name of the office that the log messages are from
error number Error number passed back to process by the call to the *UNIX fopen*
system call.

Minor

Corrective action

Follow these steps:

- 1 Verify that the file permissions on the “/musr/log” directory and on the “/musr/log/*office name*” file are rw-r-r (644) and that the owner is nma dm.

- 2 Verify that the “/musr” filesystem has enough space.

- 3 If this message occurs repeatedly, contact customer support.

END OF STEPS



NMS 300 — Fail to attach to UBB

Message ID

NMC 300 nms <hostname> -g: INTERNAL ERROR - Fail to attach to UBB : no BBL on requesting machine

Description

This message is used to report a problem that NTM had in connecting to the host.

Important!

UBB = UNITS Bulletin Board

BBL = Bulletin Board Listener

Parameters

hostname	Name given to the NTM system
UBB	UNITS Bulletin Board
BBL	Bulletin Board Listener

Minor

Corrective action

Follow these steps:

This error typically occurs because the NTM system is stopped. If this is the case, restart the NTM system by executing the startsys command. However, if this message appears while the NTM system is running, contact NTM customer support.



XYZ 300

Message ID

XYZ 300: program: INTERNAL ERROR - description

Description

Error that occurs commonly with the `ongoing` command.

Parameters

<code>XYZ</code>	Subsystem or system experiencing the error, for example, NMS (Network Management System) or NTM (Network Traffic Management). Error code; for example, AUD (audits).
<code>program</code>	Name of the program or subroutine in which the error occurred
<code>description</code>	Description of the error to help customer support pinpoint the cause of the problem

Detailed description

This may occur when the trunk group data is changed with a `create` command, rendering the trunk group reference data invalid.

Other errors fall into two categories:

- True internal software error conditions that can indicate a problem that must be investigated and resolved
- Errors that can occur as a result of user errors or conditions that are typical but not a software error

Major, Minor, or none

Corrective action

These types of errors must be reported so that they may be converted into normal user level errors and documented. In either case, record the error and any unusual conditions that occur at the time. Then contact customer support so the problem may be resolved.



BDR 301

Message ID

BDR 301: Too many parameters given as arguments to the command.

Description

The user attempted to call the `bdr_takeover` or `bdr_switchbk` command with too many arguments.

Minor

Corrective action

Check the *Input Commands Guide* for the correct usage of the `bdr_takeover` and `bdr_switchbk` commands.



NDB 301

Message ID

NDB 301: INTERNAL ERROR - *routine*: cannot delete *dbfilename*, *record identifier* - **RM error** *errno*: *RM error message*

Description

The `create` command cannot delete a record in the database.

Parameters

`routine` Name of the routine that tried to delete a record
`dbfilename` Database filename that could not be deleted
`record identifier` Key identifier for the record (for example, from-to-suffix for trunk group)
`errno` RM error number
RM error message RM error message describing reason for delete failure

Detailed description

The RM error message describes why the database file could not be deleted. The single office `create` deletes all records associated with the office from all the database files before recreating them. If there are any errors in deleting the records, there will probably be subsequent duplicate key errors.

Minor

Corrective action

Follow these steps:

1 Run a full `create`.

2 Run a full `installdb`.

`END OF STEPS`

References

See the TUXEDO *FML Programmer's Manual*.



NDC 301

Message ID

NDC 301: system time is *N* seconds <behind/ahead of> *office* time

Description

If the system time is more than 10 seconds ahead or behind the switch it is using for time synchronization.

Parameters

<i>N</i>	Number of seconds difference
<i>office</i>	Name of the network element being used for time synchronization

Detailed description

This system response is reported every 5 minutes until the time difference is less than 10 seconds. This is a status message indicating the time difference.

Minor

Corrective action

No action is necessary if the network element is a *4ESS* switch. For this switch type, the system will automatically synchronize its clock with the named switch as long as the *4ESS* switch exists, connects to NTM, remains on line, and is communicating. The clock will be adjusted gradually, with no more than a 10-second change every 5 minutes.

If the network element is a DCC or other office type, determine whether the office, NTM, or both have the wrong time set. Adjust (or ask the appropriate personnel to adjust) the appropriate clock(s) accordingly.

References

[“NDC 302” \(p. 3-35\)](#)



NDC 301 — Lucent SCPs

Message ID

NDC 301: TCP connection problem with mediation device = *host_name* socket = *N* service = *service* client_id = *N* errno = *N*

Description

An error occurred while the system was trying to read data from an SCP. The connection has probably been lost.

Parameters

<i>host_name</i>	Name of the mediation device
<i>N</i>	Number returned in the error message
<i>service</i>	Name of the service

Major

Corrective action

Follow these steps:

-
- 1 Verify the network connection to the SCP by using the command `netstat -a`.

 - 2 Verify connectivity to the mediation device by using the `ping` command.

 - 3 The NTM host will periodically try to reestablish the connection.

END OF STEPS



BDR 302

Message ID

BDR 302: INVALID HOST: *host_name* does not exist

Description

The user specified an incorrect host name to either the `bdr_takeover` or the `bdr_switchbk` command.

Parameters

`host_name` Name of the entity to be taken over or switched back

Minor

Corrective action

Enter a valid host name or correct the spelling of the previously entered host name. To determine the list of valid hosts, log in with “snm” group permissions and enter the command, `linkstat type=nms`. The value you enter here must match one of the names given from `linkstat`.



NDC 302

Message ID

NDC 302: adjusting system time <ahead/back> *N* seconds

Description

The system time is being automatically adjusted to bring it into synchronization with the office it is using for time synchronization. This is a status message indicating the time adjustment.

Parameters

N Number of seconds of adjustment

Status

Corrective action

No action is required. This message is for your information only.

References

[“NDC 301” \(p. 3-32\)](#)



BDR 303

Message ID

BDR 303: Too many INVALID attempts at defining input parameter

Description

The user tried to enter an incorrect parameter to this command more than 10 times.

Warning

Corrective action

Execute the command again.



NDC 303

Message ID

NDC 303: no five/fifteen minute measurement data received from *c11i* for this measurement period

Description

The data was not collected from the office in the allotted time.

Parameters

c11i Location name of the office for which data was not collected

Major

Corrective action

Verify that the links between NTM and the office are in service and running and that both the HOPP and the office are running.



BDR 304

Message ID

BDR 304: Host = *bkup_host_name* is ALREADY in takeover mode.

Description

The user tried to take over a *bkup_host_name* that the system thinks is already in takeover mode. This is only a warning message to the user.

Parameters

bkup_host_name Name of the backup host to be taken over

Status

Corrective action

Verify that you want to run this command for the specified *bkup_host_name*. You will be given the opportunity to continue if you are sure that the host name you specified is correct.



NDC 304

Message ID

NDC 304: *c11i* indicated invalid high priority request

Description

The specified office has received a discrete poll or control request that it considers to be invalid. This usually indicates a mismatch between the generic program of the office and the generic specified in the NTM database.

Parameters

c11i Location name of the office responding with the invalid request

Minor

Corrective action

Verify that the generic specified in the NTM record base rspte file is correct for *c11i*.



BDR 305

Message ID

BDR 305: Host = *bkup_host_name* is NOT in takeover mode.

Description

The user tried to switch back a specified *bkup_host_name* that the system thinks is already switched back.

Parameters

bkup_host_name Name of the backup host to be switched back

Minor

Corrective action

Verify that this is really the name of the host that needs to be switched back. You will be given the opportunity to continue. In certain situations, you may need to run the command again with this *bkup_host_name* to assure that all network elements have been placed in the proper state.



NDC 305

Message ID

NDC 305: *clli* responded with time conflict

Description

NTM has polled the specified office during the lock-out period. This message is accompanied by one or more NDC 301 messages indicating a time difference between NTM and the office.

Parameters

clli Location name of the office responding with the time conflict

Minor

Corrective action

Determine whether the wrong time is set for the office, for NTM, or for both, and adjust the appropriate clock(s) accordingly.

References

“NDC 301” (p. 3-32)



BDR 306

Message ID

BDR 306: System is running on *bkup_host_name*, takeover mode is not permitted

Description

This command cannot be executed for a specified *bkup_host_name* if that host is up and running.

Parameters

bkup_host_name Name of the backup host to be taken over

Minor

Corrective action

You should only attempt to run the `stop sys` command for:

- A host that has failed
- A host you are trying to take over (in the case of a system load or any other case where you are performing a complete takeover for another host when it has not actually failed).

If you need to run this command for the specified *bkup_host_name*, you will need to enter `deact bkup_host_name` and then execute the command again.



NDC 306

Message ID

NDC 306: *c11i* indicated invalid medium priority request

Description

The specified office considered a 5-minute data poll invalid. This usually indicates that the database of the office is not configured to send 5-minute data to NTM.

Parameters

c11i Location name of the office responding with the invalid request

Minor

Corrective action

Verify that the office is configured to send 5-minute data to NTM.



BDR 307

Message ID

BDR 307: Link to *bkup_host_name* is up, but application is not running; takeover is permitted

Description

This is a status message.

Parameters

bkup_host_name Name of the backup host to be taken over

Status

Corrective action

No action is required. This message is for your information only.



NDC 307

Message ID

NDC 307: cannot get synchronization time from *office*, alarm data collection is *status*

Description

The office used for time synchronization is not sending alarms and, therefore, is not providing a time stamp for synchronization.

Parameters

<i>office</i>	Name of the office specified for time synchronization
<i>status</i>	Either “manually out of service” or “unsuccessful”

Minor

Corrective action

A status of *manually out of service* indicates that the office specified in the “/nm/db/syncofc” file is not activated for alarms. Either activate the office or specify in that file an office that is activated for alarms.

If the status is *unsuccessful*, specify in that file an office that is activated for alarms. Or, if you are using automatic sync office selection, deactivate the office and another office will be activated automatically.

References

- “NDC 301” (p. 3-32)
- “NDC 302” (p. 3-35)
- “NDC 308” (p. 3-47)
- “NDC 309” (p. 3-49)



BDR 308

Message ID

BDR 308: Could not get status of NTM application on *bkup_host_name*; takeover is permitted.

Description

This is a status message.

Parameters

bkup_host_name Name of the backup host to be taken over

Status

Corrective action

No action is required. This message is for your information only.



NDC 308

Message ID

NDC 308: *office* is not a valid time sync office: *reason*

Description

An invalid office was specified as a time sync office in the “/nmdb/syncofc” file.

Parameters

<i>office</i>	Name of the office specified for time synchronization
<i>reason</i>	Further explanation of why the specified office was invalid

Minor

Corrective action

Ensure that the *office* specified in the “/nm/db/syncofc” file is valid and that it is spelled correctly. It must also be an internal office.



BDR 309

Message ID

BDR 309: Action for *bkup_host_name* completed.

Description

This is a status message to log completion of this command.

Parameters

bkup_host_name Name of the host to be taken over or switched back

Status

Corrective action

No action is required. This message is for your information only.



NDC 309

Message ID

NDC 309: setting time sync office to: *office*

Description

A different office will be used for time synchronization. This will occur automatically if the current time synchronization office has been automatically selected and is manually deactivated. Otherwise, it will occur whenever the office in the “/nm/db/syncofc” file is changed.

Parameters

office Name of the office specified for time synchronization

Status

Corrective action

No action is required. This message is for your information only.



BDR 310

Message ID

BDR 310: Could not set takeover flag = *value* in shared memory for *cli*

Description

The command was unable to write the new value of the takeover flag to shared memory. In this case, the entity will not be taken over.

Parameters

<code>value</code>	1 — takeover mode 0 — non-takeover mode
<code>cli</code>	Name of the network element that is trying to be taken over or switched back

Minor

Corrective action

This message should not occur. It indicates only that the shared memory segment associated with the switch for BDR may be corrupted.

To correct this error, you must install the “rspte” file:

-
- 1 Perform a `create rspte`.
 - 2 Perform a `stopsys`.
 - 3 Perform an `installdb rspte now`.
 - 4 Execute `startsys`.
-

-
- 5** If the problem persists, contact customer support.

END OF STEPS



EXP 310

Message ID

EXP 310: exception processor unable to open database and begin processing

Description

When the exception process started, it was unable to open the database. As a result, the exception process terminated. It is likely that other processes also encountered or will encounter problems opening the database.

Critical

Corrective action

Follow these steps:

- 1 Stop the system and check the status of the database, using the `dbstat` command.

- 2 If a database was corrupted or if a database disk has a hardware problem, change the status of the database with the `dbadmin` command.

- 3 Restart the system.

- 4 Check the physical status of the disk in question to see if it has failed.

END OF STEPS



NDC 310

Message ID

NDC 310: parse of *filename* failed eid=*entity_id* reason=*reason*

Description

The specified file could not be parsed correctly.

Parameters

<i>filename</i>	Name of the file that was parsed
<i>entity_id</i>	Entity identity number
<i>reason</i>	Reason the file could not be parsed

Minor

Corrective action

Save the file by copying it into your home directory. Then, contact customer support since this indicates in interface specification problem.



NDC 310 — NCP

Message ID

NDC 310: *function name* cannot get local application name

Description

The configuration file located in “/nm/etc/*.cf” may be corrupt. This file is used by DCOL processes.

Parameters

function nameNTM function of:

- nm_5min
- nm_audit
- nm_ctl_disc
- nm_auto
- nm_cmd
- nm_bin
- unknown

Minor

Corrective action

A driver is missing or has been corrupted. Contact a field support representative.



BDR 311

Message ID

BDR 311: Could not set takeover flag=*value* in data base for *clli*

Description

The command was unable to write the new value of the takeover flag for this entity to the database.

Parameters

<i>value</i>	1 for takeover mode; 0 for non-takeover mode
<i>clli</i>	Name of the network element that is trying to be taken over or switched back

Minor

Corrective action

Follow these steps:

- 1 Log off, then log back in to see if the condition clears.
 - 2 If the message occurs again, contact customer support.
-

END OF STEPS



EXP 311

Message ID

EXP 311: unable to inhibit trunk group calculation threshold for period
period

Description

This message indicates that the exception process could not retrieve the list of trunk group calculations that are allowed to be inhibited from exception thresholds. It was not possible to inhibit any trunk group calculations during the specified period.

Parameters

period Period for which this message applies

Major

Corrective action

Verify that the list of trunk group calculations that can be inhibited is correctly entered into the record base. These calculations will appear on the pages and on the displays each period that this message is received.

References

See the “Record Base Files” chapter in the *Record Base Administration Guide* for more information on how to enter the list of calculations that can be inhibited.

See the “Exception Processing” chapter in the *Network Management User’s Guide* for more information on inhibiting trunk group calculation thresholds.



NDC 311

Message ID

NDC 311: no data for *entity* **eid=***entity_id* **reason=***reason*

Description

Data for the given entity was not collected because of the reason specified.

Parameters

<i>entity</i>	Name of the entity
<i>entity_id</i>	Entity identity number
<i>reason</i>	Reason the data was not collected

Major

Corrective action

This message indicates a possible problem with data collection between the office and the mediation device. If the problem persists, contact customer support.



NDC 311 — NCP

Message ID

NDC 311: *function name* cannot get remote application name for *clli*

Description

The configuration file located in “/nm/etc/*.cf” may be corrupt. This file is used by DCOL processes.

Parameters

function nameNTM function of:

- nm_5min
- nm_audit
- nm_ctl_disc
- nm_auto
- nm_cmd
- nm_bin
- unknown

clli Name of the DCOL processes network element

Minor

Corrective action

A driver is missing or has been corrupted. Contact a field support representative.



EXP 312

Message ID

EXP 312: no trunk group exception checking for *data_collection* period *time / period*

Description

The exception processor was unable to retrieve the trunk group threshold data. It did not do any trunk group exception checking for the indicated period. The trunk group calculations are still done without thresholding.

This message can also occur on a variety of link problems to the DCCs for a variety of reasons.

Parameters

data_collection Length of data collection interval

time / period Data collection interval for which this message applies

Critical

Corrective action

Follow these steps:

-
- 1 Run the `thresh` command to create the needed threshold table.

 - 2 If none of the threshold tables exist, run the `dbtest` and `create` commands with the “thresh” option.

 - 3 Then, stop the system (`stopsys`) and run the `installdb` command.

END OF STEPS



NDC 312

Message ID

NDC 312: ALI error *err_description: err_type*

Description

A function call to the application layer interface failed.

Parameters

`err_description` Description of the error

`err_type` Error type returned from the function call

Major

Corrective action

This type of error should not occur unless link problems exist. The data collector software is usually able to recover from these problems. If it appears that the software is unable to recover, run the `stopsys` and `startsys` commands.

You must also verify that no facility problems are causing the error (for example, DCC is out of service or a *Datakit II* VCS trunk is down) and that the software in the network element has been properly defined.

If this message occurs repeatedly, contact customer support.



EXP 313

Message ID

EXP 313: no machine reference data available for office *office*

Description

The exception processor was unable to retrieve the machine (office) reference data. It is unable to do any machine exception processing for the office.

Parameters

office Office for which this message applies

Minor

Corrective action

Follow these steps:

-
- 1 Verify that the “/musr/rb/office” file for the indicated office exists and that it is correct.

 - 2 Run the `create` command with the “office” option for the indicated office.

 - 3 Run the reference data audits and verify that they have completed successfully for the office.

END OF STEPS

□

NDC 313

Message ID

NDC 313: *application* connection to *office* was aborted due to *reason*

Description

The connection to a network element has been aborted.

Parameters

<code>application</code>	Name of the local application that received the abort
<code>office</code>	Name of the network element that lost the connection
<code>reason</code>	Reason the abort occurred

Critical

Corrective action

This type of error should not occur unless link problems exist. The data collector software is usually able to recover from these problems. If it appears that the software is unable to recover, run the `stop sys` and `start sys` commands.

You must also verify that no facility problems are causing the error and that the software in the network element has been properly defined.

If this message occurs repeatedly, contact customer support.



EXP 314

Message ID

EXP 314: no trunk group reference data available for office *office*

Description

This message can indicate that:

- The exception processor was unable to retrieve the trunk group reference data and is unable to do any trunk group exception processing for the office.
- The shared memory segment associated with the switch and the BDR have been corrupted.

Parameters

office Office for which this message applies

Minor

Corrective action

Follow these steps:

-
- 1** Verify that the “/musr/rb/tg” file for the indicated office exists and that it is correct.

 - 2** Run the `create` command with the “office” option for the indicated office.

 - 3** Run the reference data audits and verify that they have completed successfully for the office.

END OF STEPS



EXP 315

Message ID

EXP 315: no trunk group raw counts available for office *office*

Description

None of the trunk group raw counts for the office were processed. It is normal for this error to occur:

- In the interval between bringing up the system and running audits.
- Between the time that a `create` on an office has been run and a successful set of audits.
- On single offices if `dayend` or `single office creates` are run successfully but are followed by unsuccessful audits.
- When trunk groups have not yet been defined, created for an office, or scheduled by audits.
- If all trunk groups use a threshold index of “0”.

Parameters

office Office for which this message applies

Minor

Corrective action

Follow these steps:

- 1 Verify the trunk group reference data for the office.

- 2 Run the trunk group reference audit for the indicated office.

-
- 3** If no trunk groups have been defined (assigned), the error will continue until this is resolved.

END OF STEPS



NDC 315

Message ID

NDC 315: *application* connection to *cli* rejected due to *reason*

Description

The network element did not accept a connection for the specified application. The system continuously attempts to connect (a least once every data collection period) until a connection is made.

Parameters

<i>application</i>	Name of the local application that was rejected
<i>cli</i>	Name of the network element that rejected the connection
<i>reason</i>	Reason the connection was rejected

Minor

Corrective action

The action to be taken depends on the reason for rejection. Determine whether the cause is due to facility problems or whether a problem with the network element is preventing the connection.

If the problem cannot be fixed, use the `deact` command to deactivate the network element so that connections are no longer attempted.

If the reason is either “location not activated” or “invalid remote location”, this indicates that the link was not properly established. Contact the location administrator (EADAS, FEP, DCOS, or TDMS) to reestablish the link.

If this message occurs repeatedly, contact customer support.



EXP 316

Message ID

EXP 316: no pooled trunk group reference data available for office *office*

Description

The exception processor was unable to retrieve the pooled trunk group reference data. It is unable to do any pooled trunk group exception processing for the office.

Parameters

office Office for which this error occurred

Minor

Corrective action

Follow these steps:

- 1 Verify that the “/musr/rb/ptg” file for the indicated office exists and is correct.

- 2 Run the `create` command with the “office” option for the indicated office.

- 3 Run the trunk group reference audits for the indicated office.

- 4 Verify that the trunk groups making up the pooled trunk group are still valid in the office.

- 5 If pooled trunk group information is no longer desired, then remove the “/musr/rb/ptg” file entirely and run the `create` command on the office.

END OF STEPS

□

NDC 316

Message ID

NDC 316: attach to *server_name* for *application* aborted due to *reason*

Description

Communication between the NTM processor and the HOPP server was aborted.

Parameters

server_name Name of the HOPP server
application Local application name
reason Why the abort occurred

Major

Corrective action

Follow these steps:

- 1 Verify that the specified server is up and running.

- 2 Verify that the *Datakit II* VCS is operating correctly.

END OF STEPS



EXP 317

Message ID

EXP 317: no pooled trunk group raw counts available for office *office*

Description

The exception processor could not retrieve pooled trunk group raw counts for the specific office or pooled trunk group.

Parameters

office Office name for which this error occurred

Minor

Corrective action

Follow these steps:

-
- 1 Verify that the “/musr/rb/tg” and “/musr/rb/ptg” files for the indicated office exist and are correct.

 - 2 Run the `create` command with the “office” option for the indicated office.

 - 3 Run the trunk group reference audits for the indicated office.

 - 4 Verify that the trunk groups making up the pooled trunk group are still valid in the office.

END OF STEPS



NDC 317

Message ID

NDC 317: Cannot connect to med dev named *md_name*, socket *Y*, reason

Description

The NTM system is trying to reestablish a tcp connection to a mediation device but cannot do so because of indicated reason.

Parameters

<i>md_name</i>	Name of the mediation device
<i>Y</i>	Port/socket number on the mediation device to which connection is being attempted
<i>reason</i>	Reason the connection was not made: <ul style="list-style-type: none">• timed out waiting for response to connect req• connection req refused by mediation device• errno <i>Z</i>, where:
<i>Z</i>	<i>UNIX</i> error number returned from the connect () system call

Minor

Corrective action

Follow these steps:

- 1 Verify basic communication with the mediation device by executing the following:

```
/etc/ping md_name
```

- 2 Verify that a connection can be made to the port/socket on the mediation device by executing the following:

```
telnet md_name Y
```

```
END OF STEPS
```



EXP 318

Message ID

EXP 318: invalid TG line length (*length*) specified for exrptr command

Description

An invalid trunk group line length was entered on the `exrptr` command line.

Parameters

`length` TG line length specified on the command line

Minor

Corrective action

Try starting the `exrptr` command again.



NDC 318

Message ID

NDC 318: Too many mediation devices in record base, max is *X*

Description

The “/musr/rb/mddb/mddcol” has too many entries in it, the maximum allowed is *X*.

Parameters

X The maximum number of entries allowed in the “/musr/rb/mddb/mddcol” file

Minor

Corrective action

Limit the number of entries in the “/musr/rb/mddb/mddcol” file to *X*.



EXP 319

Message ID

EXP 319: unknown option *option* specified for exrptr command

Description

An invalid option was entered on the `exrptr` command line.

Parameters

`option` Invalid option specified on the command line

Minor

Corrective action

Select a valid option and run the `exrptr` command again.



NDC 319

Message ID

NDC 319: Too many offices in record base for med dev *filename*, max is *Y*

Description

The “/musr/rb/mddb/*filename*” has too many entries in it; the maximum allowed is *Y*.

Parameters

<i>filename</i>	The name of the file in the “/musr/rb/mddb” directory that has too many entries
<i>Y</i>	The maximum number of entries allowed in the file

Minor

Corrective action

Limit the number of entries in the “/musr/rb/mddb/*filename*” file to *Y*.



EXP 320

Message ID

EXP 320: invalid file size (*size*) specified for exrptr command

Description

An invalid file size has been entered on the `exrptr` command line.

Parameters

`size` File size specified on the command line

Minor

Corrective action

Select a valid file size and run the command again.



NDC 320

Message ID

NDC 320: msg received from tty *N* not in expected format

Description

A message was received in an unexpected format.

Parameters

N tty device number

Minor

Corrective action

This error message indicates that the received information has been corrupted by noise. If this messages persists, check the data link for transmission quality.



EXP 321

Message ID

EXP 321: unable to retrieve trunk group raw counts: *from to suffix*

Description

The exception processor could not retrieve trunk group raw counts for the specific trunk group.

Parameters

<i>from</i>	“From office” of the trunk group
<i>to</i>	“To office” of the trunk group
<i>suffix</i>	Suffix of the trunk group

Minor

Corrective action

Follow these steps:

- 1 Verify that the “/musr/rb/tg” file for the indicated from office exists and is correct.

- 2 Run the `create` command with the “office” option for the indicated office.

- 3 Run the trunk group reference audits for the indicated office.

- 4 Verify that the trunk group is still valid in the office.

-
- 5** If this error prints every 5 minutes on a 1A *ESS* machine, then the 1A *ESS* switch probably isn't sending enough registers to the host and needs to send the host an additional data block.

END OF STEPS



NDC 321

Message ID

NDC 321: *entity* is connected

Description

A carrier has been established or a connection via the mediation device or V.24 link to the office has been established.

Parameters

entity name of the office to which the carrier (X.25 connection) is established

Status

Corrective action

No action is required. This message is for your information only.



EXP 322

Message ID

EXP 322: unable to retrieve machine register raw counts for office *office*

Description

The exception processor could not retrieve machine register raw counts for an office.

Parameters

office Office for which the retrieval failed

Minor

Corrective action

Follow these steps:

-
- 1 Verify that the “/musr/rb/office” file for the indicated office exists and is correct.

 - 2 Run the `create` command with the “office” option for the indicated office.

 - 3 Run the audits and verify that they have completed successfully for the office.

END OF STEPS



NDC 322

Message ID

NDC 322: *entity* is disconnected

Description

The carrier has been dropped or a connection via the mediation device or V.24 link to the office has been dropped.

Parameters

entity Name of the office from which the carrier (X.25 connection) has been dropped

Minor

Corrective action

No action is required. This message is for your information only.



EXP 323

Message ID

EXP 323: no per carrier TTO exception checking for office *office*

Description

The exception process was not able to retrieve the TTO (Transmitter Timeout) thresholds for the specified office.

Parameters

office Office for which this message applies

Minor

Corrective action

Follow these steps:

-
- 1 Verify that the “/musr/rb/tto” file for the indicated office exists and that it is correct.

 - 2 Run the `create` command with the “office” option for the indicated office.

 - 3 Rerun the audits on the office.

END OF STEPS



NDC 323

Message ID

NDC 323: received invalid seq_no = *N* from *entity*

Description

An out-of-range sequence number was received.

Parameters

N	invalid sequence number received
entity	name of the office

Minor

Corrective action

No action is required. This message is for your information only.



EXP 324

Message ID

EXP 324: Unable to retrieve per carrier TTO raw counts for *office*

Description

The exception process was not able to retrieve the TTO (Transmitter Timeout) data for the specified office.

Parameters

office Office for which this message applies

Minor

Corrective action

Follow these steps:

-
- 1 Verify that the “/musr/rb/office” file for the indicated office exists and is correct.

 - 2 Run the `create` command with the “office” option for the indicated office.

 - 3 If the office is a *5ESS* or *DMS* switch, verify that packet 23 (IC Start Signal Timeout) is scheduled.

 - 4 Verify that the audits have been successfully run on the office.

END OF STEPS



NDC 324

Message ID

NDC 324: expected seq_no = *N* from *entity* not received

Description

The expected sequence number was not received.

Parameters

N	expected sequence number
entity	name of the office

Minor

Corrective action

No action is required. This message is for your information only.



EXP 325

Message ID

EXP 325: failed to convert field *field* in *file*; Error *error_number*

Description

The `exrptr` command found an invalid field ID in one of the labels files.

Parameters

<code>field</code>	Invalid field found
<code>file</code>	File in which the invalid field was found
<code>error_number</code>	<i>TUXEDO</i> database error number. This number can be used by customer support to pinpoint the problem.

Minor

Corrective action

Ensure that the field ID is valid, and rerun the command.

References

See the *Data Tables Guide* for a list of valid field values. If you cannot determine a valid value, contact customer support.

See the “Field Identifiers” section in the *Data Tables Guide*.



NDC 325

Message ID

NDC 325: multiple TCP connections have been made to med dev named *X*, port *Y*, check /musr/rb/mddb files for duplicate hostnames

Description

Two or more of the files specified in the /musr/rb/mddb/mddcol file have the same mediation device name in them. The mediation device name (hostname) is the first entry in each of the files specified in the /musr/rb/mddb/mddcol file.

Parameters

X	The name of the mediation device
Y	The TCP port number

Major

Corrective action

Each mediation device must have a unique name (hostname). Find the duplication in the files and make the correction.

□

EXP 326

Message ID

EXP 326: unable to connect to printer with *dialstring*, *system response*

Description

The connection attempt through the *Datakit II* Virtual Circuit Switch (VCS) to the exception printer failed.

Parameters

dialstring *Datakit II* VCS dialstring for the printer where the connection failed

system response A text *Datakit II* VCS error explanation or a *Datakit II* VCS error code number

Minor

Corrective action

If the system response indicates a busy condition, ensure that:

- The exception printer is powered up and on line
- The printer is connected to the *Datakit II* VCS port
- The *Datakit II* VCS port is not tied up

If the system response indicates a nonassigned condition, verify the `excp_ptr` entry in the “`/etc/dkhosts`” file. For other system responses, consult your *Datakit II* VCS interface user guide. To reestablish the connection, stop and restart the system.

If the port is repeatedly tied up and nothing is printing, then verify that the `exrptr` command is running to the printer. Otherwise, the *Datakit* administrator must remove and restore the tty port to which it is connected.

References

See the “Setting Up the Printers” chapter in the *System Administration Guide* for more information on setting up the exception and line printers and information on the “`/etc/dkhosts`” file.



EXP 327

Message ID

EXP 327: no entry for printer *printer name* found in “/etc/dkhosts” file

Description

There is no entry for the named printer in the “/etc/dkhosts” file.

Parameters

`printer name` Printer name specified on the `exrptr` command line

Minor

Corrective action

Check the “/etc/dkhosts” file for a valid printer name and correct it as needed. You must stop and restart the system to reestablish the printer connection if you change the printer name.

References

See the “Setting Up the Printers” chapter in the *System Administration Guide* for more information on the “/etc/dkhosts” file and on setting up the exception printer.



EXP 328

Message ID

EXP 328: unequal field widths specified for field *field* in file *file*

Description

Unequal field widths were entered for a field in the indicated trunk group labels file. This error should occur only when the default files specified with NTM have been modified or a user-default file is being used.

Parameters

<i>field</i>	Field in which unequal widths were specified
<i>file</i>	Labels file containing the error

Minor

Corrective action

The `exrptr` command quits upon receiving this error. Correct the field in the affected file and run the `exrptr` command again. This error only occurs in trunk group labels files with 2-row headings specified.

References

See the `exrptr` command in the *Input Commands Guide* for more information on how to set up 2-row trunk group headings.



EXP 329

Message ID

EXP 329: invalid format used in labels file *file*

Description

An invalid format was used in the specified exception reporter labels file. This error should only occur if the default files supplied with NTM have been modified or if non-default files are being used.

Parameters

file Exception reporter labels file affected

Minor

Corrective action

Correct the format of the specified labels file.



EXP 330

Message ID

EXP 330: required field *office* not selected from *tgdat* datatype in exrptr SQL file

Description

The required *office* field was not in the SELECT clause for the *tgdat* datatype (in the FROM clause) in the exception reporter SQL file.

Parameters

<i>office</i>	Network element name
<i>tgdat</i>	Trunk group datatype

Minor

Corrective action

Make sure *office* is the first field in the SELECT clause for the *tgdat* datatype in the SQL file being used for this command.



NDC 330

Message ID

NDC 330: Cannot get *record type* status for *clli*

Description

An attempt to access status for a network element has failed.

Parameters

record type The type of record that could not be accessed
clli Name of the network element for which status could not be accessed

Minor

Corrective action

This error is most likely to occur when an office is defined in the RSPTE file without a corresponding office record base file. To correct this problem:

-
- 1 Add the appropriate “/musr/rb/office” file or change the entry in the “/musr/rb/rspte” file so that the indicated *clli* is not an internal office.

 - 2 Run the appropriate `create` commands on all files that have been modified.

 - 3 If the record base files do not seem to be the problem, run `stopsys` and `startsys`.

 - 4 If this does not correct the error, contact customer support.

END OF STEPS



EXP 331

Message ID

EXP 331: required field *tg_type* not selected from *tgdat* datatype in exrptr SQL file

Description

The required *tg_type* field was not in the SELECT clause for the *tgdat* datatype (in the FROM clause) in the exception reporter SQL file.

Parameters

<i>tg_type</i>	Trunk group type
<i>tgdat</i>	Trunk group datatype

Minor

Corrective action

Add *tg_type* to the SELECT clause for the *tgdat* datatype to the SQL file being specified for the command.



NDC 331

Message ID

NDC 331: NDC 331: timed out waiting for register poll response from *DCC* connection aborted

Description

No measurement response for any entities assigned to a DCC is seen before the time out interval. The DCOL associated with the DCC fails or resets the connection to the DCC.

This message is displayed when all the entities assigned to a DCC fails to respond.

Parameters

DCC Data Collector Concentrator affected

Minor

Corrective action

Typically this error is indicative of a more serious problem between the DCOS and the NTM.

If a Datakit transport is used, then check the DataKit connections and verify that all necessary dkdaemons and dkserver are up and running.

If this error persists, contact the NTM or DCC support personnel.



EXP 332

Message ID

EXP 332: required field *name* not selected from *event* datatype in exrptr SQL file

Description

The required *name* field was not given in the SELECT clause for the *event* datatype in the exception reporter SQL file.

Parameters

name	Event name
event	Event datatype

Minor

Corrective action

Add *name* to the SELECT clause for the *event* datatype in the SQL file specified for the command.



EXP 333

Message ID

EXP 333: required field *period* not selected from *event* datatype in exrptr SQL file

Description

The required *period* field was not in the SELECT clause for the *event* datatype (in the FROM clause) in the exception reporter SQL file.

Parameters

<i>period</i>	Data collection interval
<i>event</i>	Event datatype

Minor

Corrective action

Add *period* to the SELECT clause for the *event* datatype in the SQL file specified for the command.



NDC 333

Message ID

NDC 333: exceeded checksum errors for register poll response from *dcc*, polling aborted

Description

During a poll for 5-minute data from the specified DCC, error checking code within the system detected that the data received from the DCC was garbled in transmission. The allowable number of transmission errors was exceeded. This message indicates a faulty transmission path between the DCC and the SLM module on the *Datakit II VCS*.

Important! The specified DCC will not be deactivated by the system, but 5-minute data polling will be aborted for the 5-minute period when this error occurred. 5-minute data polling will automatically resume at the start of the next 5-minute period.

Parameters

dcc DCC that sent the garbled data

Major

Corrective action

Check the *Datakit II VCS* console for any SLM module error messages, and correct as specified. If no messages are present, verify that the transmission path used between the DCC and the SLM module is error-free for message transmission.

The various parts of the transmission path to be checked include the transmission circuit, modems (or modem eliminator), and the CPM-HS board on a FEP. Replacement of these modules may be necessary to correct the condition.



EXP 334

Message ID

EXP 334: required field *office* not selected from *event* datatype in exrptr SQL file

Description

The required *office* field was not in the SELECT clause for the *event* datatype (in the FROM clause) in the exception reporter SQL file.

Parameters

<i>office</i>	Network element name
<i>event</i>	Event datatype

Minor

Corrective action

Add *office* to the SELECT clause for the *event* datatype in the SQL file being specified for the command.



EXP 335

Message ID

EXP 335: required field *office* not selected from *entdat* datatype in exrptr SQL file

Description

The required *office* field was not in the SELECT clause for the *entdat* datatype (in the FROM clause) in the exception reporter SQL file.

Parameters

<i>office</i>	Network element name
<i>entdat</i>	Office datatype

Minor

Corrective action

Add *office* to the SELECT clause for the *entdat* datatype in the SQL file specified for the command.



EXP 336

Message ID

EXP 336: required field *office* not selected from *ttodat* datatype in exrptr SQL file

Description

The required field *office* was not in the SELECT clause for the *ttodat* datatype (in the FROM clause) in the exception reporter SQL file.

Parameters

<i>office</i>	Network element name
<i>ttodat</i>	Transmitter timeout datatype

Minor

Corrective action

Add *office* to the SELECT clause for the *ttodat* datatype in the SQL file specified for the command.



EXP 337

Message ID

EXP 337: required field *ic_prefix* not selected from *ttodat* datatype in exrptr SQL file

Description

The required *ic_prefix* field was not in the SELECT clause for the *ttodat* datatype (in the FROM clause) in the exception reporter SQL file.

Parameters

<i>ic_prefix</i>	Inter-office carrier prefix
<i>ttodat</i>	Transmitter timeout datatype

Minor

Corrective action

Add *ic_prefix* to the SELECT clause for the *ttodat* datatype in the SQL file specified for the command.



EXP 338

Message ID

EXP 338: required field *ic_tto* not selected from *ttodat* datatype in exrptr SQL file

Description

The required *ic_tto* field was not in the SELECT clause for the *ttodat* datatype (in the FROM clause) in the exception reporter SQL file.

Parameters

<i>ic_tto</i>	Inter-office carrier transmitter timeout
<i>ttodat</i>	Transmitter timeout datatype

Minor

Corrective action

Add *ic_tto* to the SELECT clause for the *ttodat* datatype in the SQL file specified for the command.



EXP 339

Message ID

EXP 339: required file *file* does not exist

Description

The exception reporter could not find a labels file it needs to begin formatting reports.

Parameters

`file` Name of the labels file

Minor

Corrective action

Verify that the specified “labels” file and the pathname are correct. If the file does not exist, create it and run the command again.



EXP 340

Message ID

EXP 340: tgmon from previous period still running; cannot start for this period

Description

The trunk group monitor (tgmon) that started during the previous period has not completed. Further trunk group monitoring will not resume until the currently running trunk group monitor has finished.

Minor

Corrective action

Remove trunk groups and/or reduce the data requested for trunk groups using the “tgmon.sql” file. This action should shorten the time needed to run the trunk group monitor. Further trunk group monitoring will resume automatically.



EXP 341

Message ID

EXP 341: no raw *type* destination data available for office *office*

Description

The exception processor is unable to retrieve the raw destination data counts of the given type for the given office and is unable to perform HTR exception processing for this office.

Parameters

<i>type</i>	Type of destination data; either “national” or “international”
<i>office</i>	Office name for which the error occurred

Minor

Corrective action

Follow these steps:

- 1 Verify that the indicated type of destination data is scheduled for collection from the indicated office in the office record base file “/musr/rb/*office*” (packets: ndest, packets: idest, or packets: all).
 - 2 Run the `create` command with the “office” option for the indicated *office* and then run the packet schedule (pktsched) audit for the indicated office.
-

END OF STEPS



EXP 342

Message ID

EXP 342: no *type htr* threshold assignment data available for office *office*

Description

The exception processor is unable to retrieve the HTR threshold assignment data and is unable to perform any HTR exception processing for the given office.

Parameters

<i>type htr</i>	Type of threshold data; either “national” or “international”
<i>office</i>	Office name for which error occurred

Minor

Corrective action

Follow these steps:

-
- 1 Run the `create` command with the “xchng” option for the indicated office.

 - 2 Use the Destination Assignments page to assign codes to failure types.

 - 3 If the system response reoccurs, call customer support.

END OF STEPS



EXP 343

Message ID

EXP 343: no *type htr* threshold data available for office *office*

Description

The exception processor is unable to retrieve the HTR threshold data and to perform any HTR exception processing for the given office.

Parameters

<i>type htr</i>	Type of threshold data; either “national” or “international”
<i>office</i>	Office name for which error occurred

Minor

Corrective action

Verify that the indicated type of threshold data exists in the “/musr/rb/htr/*office*” record base file. If necessary, run the `create` command with the “`xchnge`” option for the indicated office.



EXP 344

Message ID

EXP 344: no *type* HTR exception data available for office *office*

Description

The exception processor is unable to retrieve the HTR exception data from the previous interval and will perform exception processing without this data.

Parameters

<i>type</i>	Type of exception data; either “national” or “international”
<i>office</i>	Office name for which error occurred

Minor

Corrective action

Follow these steps:

- 1 Is this an existing office?
 - If yes, execute `deact office=office`.
 - If no, continue with the next step.

- 2 Execute `create files=office office=office`.

- 3 Is this a new office?
 - If yes, execute `stopsys` followed by `startsys`.
 - If no, continue with the next step.

- 4 Execute the `act office=office` command to activate the office.

5 Execute the `audit office=office` command to synchronize the NTM database with the office database.

6 If the condition continues, contact customer support.

END OF STEPS



EXP 345

Message ID

EXP 345: no CID assigned to *type* code *code* for office *office*

Description

A code was not assigned to the TRD or destination code for the given office. HTR exception processing cannot continue for the destination code.

Parameters

<i>type</i>	Type of destination data; either “national” or “international”
<i>code</i>	Destination code for an office as collected from given office
<i>office</i>	Office name for which the error occurred

Detailed description

A CID (Code Identifier) has not been assigned to the given destination code for the given office. Any resulting HTR exception for the destination will only be stored in the Shared Memory Log.

Minor

Corrective action

If “type” is national, add the destination code to the “/musr/rb/codes/domestic” file, run the `create` command with the “domestic” option, and then run the `installdb` command with the “domestic” option.

If “type” is international, add the destination code to the “/musr/rb/codes/intl” file, run the `create` command with the “intl” option, and then run the `installdb` command with the “intl” option.



EXP 346

Message ID

EXP 346: *[tgmon] file FULL - copied to old [tgmon] file*

Description

The trunk group monitor file was full. As a result, the contents were saved in the *old [tgmon] file*.

Parameters

[tgmon] file Name of current trunk group monitor file

old [tgmon] file Name of old trunk group monitor file

Status

Corrective action

To save the data in the *old [tgmon] file*, copy the *old [tgmon] file* to another file before the trunk group monitor file fills up again. The *old [tgmon] file* will be overwritten.

References

[“EXP 347” \(p. 3-113\)](#)



EXP 347

Message ID

EXP 347: *[tgmon] file 80% full*

Description

The trunk group monitor file is 80 percent full. After a report is written to the file that exceeds 100 percent capacity, the data in the file will be saved in another file as indicated by exception processing message EXP 346.

Parameters

[tgmon] file Name of trunk group monitor file

Status

Corrective action

To save the data in the *[tgmon] file*, copy the file to another file.

References

[“EXP 346” \(p. 3-112\)](#)



EXP 348

Message ID

EXP 348: no maximum *type* excp count available for exchange *office*; set to *value*

Description

The exception processor is unable to retrieve the count for the maximum number of allowable HTR exceptions for the given office. The count was set to a default value.

Parameters

<i>type</i>	Type of maximum exception count; “HTR”
<i>office</i>	Office name for which the error occurred
<i>value</i>	Maximum exception count set to this value

Minor

Corrective action

Follow these steps:

- 1 Verify the existence and accuracy of the office reference file “/usr/rb/office/*office*” for the indicated office. The maximum number of HTR exceptions is assigned as a value for the “max_htrxcp” keyword.
 - 2 Run the `create` command with the `office` option.
-

END OF STEPS



EXP 349

Message ID

EXP 349: no translation of CID to code available for *CID num* xchnge *office*

Description

The exception processor is unable to translate the given CID for the given office to an actual destination number.

Parameters

<i>CID num</i>	CID number
<i>office</i>	Office name for which the error occurred

Minor

Corrective action

If “type” is national, verify that all destination codes are in the “/musr/rb/codes/domestic” file. Add any missing codes to the file. Run the `create` command with the “domestic” option, and then run the `installdb` command with the “domestic” option.

If “type” is international, verify that all destination codes are in the “/musr/rb/codes/intl” file. Add any missing codes to the file. Run the `create` command with the “intl” option, and then run the `installdb` command with the “intl” option.

□

EXP 350

Message ID

EXP 350: required field (*field*) not selected from “htrdat” datatype in exprtr SQL file

Description

The required field was not given in the SELECT clause for the HTRDAT datatype in the exception reporter SQL file.

Parameters

field Field name

Minor

Corrective action

Add the given field name to the exception reporter SQL file (“/musr/rb/excp_rept/excp_sql”) for the HTRDAT datatype.



EXP 351

Message ID

EXP 351: exrptr giving up trying to connect to printer [*printer*] after 5 attempts

Description

The exception reporter process was unable to connect to the printer after the data collection period and, as a result, it failed. The printer is specified in another message ([EXP 352](#)).

Parameters

printer Printer name or device

Minor

Corrective action

Verify the following:

- The specified printer name is correct.
- The entry in the “/etc/dkhosts” file is correct.
- The printer is physically connected, powered up, and online.
- The printer options are set correctly.
- The printer tty port is not currently tied up by another process.

References

See the `prtest` command in the *Input Commands Guide* for more information on testing the ability to reach the printer in question.



EXP 352

Message ID

EXP 352: Exception printer on *printer* is not available, make sure it is online

Description

The exception reporter process was unable to connect to the specified printer; it will retry later.

Parameters

`printer` Printer name or device

Minor

Corrective action

Follow these steps:

- 1 Verify the following:
 - The printer is physically connected, powered up, and online.
 - The printer options are set correctly.
 - The printer is not already tied up by another command.

- 2 Use the `prtest` command to help determine the problem.

END OF STEPS

References

See the `prtest` command in the *Input Commands Guide* for more information on testing the ability to reach the printer in question.



EXP 353

Message ID

EXP 353: cannot set time to prev interval - *time*, office: *office*

Description

The exception processor is unable to set the database time to the previous data interval for retrieving HTR exception data for this office. HTR exception processing will continue for the office without hysteresis analysis.

Parameters

<code>time</code>	Time of the previous data interval (day of week, month, day, hour, minute, seconds, year)
<code>office</code>	office name for which the error occurred

Status — if system just started

Critical — if problem persists many periods

Corrective action

This error is a normal condition during the first data collection interval each time the system is started. During this time, the system response appears for each office collecting destination data. After the first interval of data has been collected, this error condition no longer appears.

If the condition continues, call customer support.



NDC 353

Message ID

NDC 353: NTM time is *N* seconds <behind/ahead> of *office_identifier* time.

Description

The clocks of the NTM and a given office differ by more than 10 seconds. The error message is printed every data collection period until the time difference is less than 10 seconds.

Parameters

N Number of seconds
office_identifier Location name of the office

Status

Corrective action

Determine whether the office, NTM, or both have the wrong time set. Adjust the appropriate clock(s) accordingly.



EXP 354

Message ID

EXP 354: cannot set time to cur interval - *time*, xchnge: *office*

Description

The exception processor is unable to set the database time back to the current data interval, after retrieving HTR exception data for the previous interval, for this office. HTR exception processing is unable to continue for this office.

Parameters

time	Time of the current data interval (day of week, month, day, hour, minute, second, year)
office	office name for which the error occurred

Major

Corrective action

Contact customer support.



NDC 354

Message ID

NDC 354: adjusting system time <ahead/back> *N* seconds

Description

The system is automatically adjusting its time to that of the office it is using for time synchronization. This is a status message indicating the time adjustment.

Parameters

N Number of seconds of adjustment

Status

Corrective action

Contact customer support.

References

[“NDC 353” \(p. 3-120\)](#)



NDC 356

Message ID

NDC 356: *application* connection to *office* was aborted due to *reason*

Description

A connection to a network element is aborted.

Parameters

<code>application</code>	Name of the local application that received the abort
<code>office</code>	Name of the network element that lost the connection
<code>reason</code>	Reason the abort occurred

Minor

Corrective action

These errors occur as a result of link problems, and the data collector software is usually able to recover from them. If it appears that the software is not able to recover, run the `stop sys` and `start sys` commands. If these errors occur repeatedly, contact customer support.



NDC 357

Message ID

NDC 357: *application* connection to *office* rejected due to *reasons*

Description

A network element will not accept a connection for the specified application. The system continuously attempts to connect (at least once every data collection period) until a connection is made.

Parameters

<i>application</i>	Name of the local application that was rejected
<i>office</i>	Name of the network element that rejected the connection
<i>reasons</i>	Reason the connection was rejected

Minor

Corrective action

The action to be taken depends on the reason for rejection. If the problem cannot be fixed, deactivate the network element (using the `deact` command) so that connections are no longer attempted. If the errors continue, contact customer support.



EXP 359

Message ID

EXP 359: trunk group processing discontinued due to bad data for xchng
office

Description

Exception processing of trunk group data from the specified office was discontinued for this period. The number of trunk group calculations with bad data exceeded the `max_tgxcept` threshold for the office. This threshold prevents an office sending bad data from degrading exception processing. Trunk group data received after this message is not accessible via the `ongoing` command. However, the data is stored; it can be retrieved with the `demand` command.

Parameters

`office` Office to which this message applies

Major

Corrective action

Follow these steps:

-
- 1 Verify that the `max_tgxcept` threshold in the record base office file for the specified office is set to a reasonable value for that office.

 - 2 Verify that trunk group and office reference data for the specified office is correct and that the audits were run.

 - 3 Verify that the office sending the data is performing properly.

 - 4 If no network event is causing the exceptions, contact customer support.

END OF STEPS



EXP 360

Message ID

EXP 360: machine processing discontinued due to bad data for office *office*

Description

Exception processing of machine data from the specified office was discontinued for this period. The number of machine calculations with bad data exceeded the `max_maxcpt` threshold for the office. This threshold prevents an office sending bad data from degrading exception processing. Machine data received after this message is not accessible via the `ongoing` command. However, the data is stored; it can be retrieved with the `demand` command.

Parameters

`office` Office to which this message applies

Major

Corrective action

Follow these steps:

- 1 Verify that the `max_maxcpt` threshold in the record base office file for the specified office was set to a reasonable value for that office.

- 2 Verify that office reference data for the specified office is correct and that the audits were run.

- 3 Verify that the office sending the data is performing properly.

END OF STEPS



NDC 360

Message ID

NDC 360: received application nack from *office*, reason = *reason code*

Description

The office could not interpret a request message sent by NTM and responded with a negative acknowledgment (nack).

Reason Codes

The following table shows the values for the *reason code* variable and the associated explanations.

Reason Code	Explanation
1	Active request in wait state. (This code occurs when NTM fails to poll the switch in the correct time period.)
2	Active request, nm flag is set. (This code is the result of the second try after the time has elapsed.)
3	Subroutine failed converting ASCII block or subblock
4	Block number out of range
5	Unassigned block number
6	Not expected block or subblock
7	Out of range message ID for control message
8	Processing incomplete for previous message

Parameters

office Name of the office from which the nack was received
reason code Numerical negative acknowledgment error code

Major

Corrective action

This is a status message. If the problem persists, there will be other system responses indicating the specific problem. Repeat the executed command, or wait for the next polling period to see if the message reoccurs. If the system generates this message repeatedly, contact customer support.



EXP 361

Message ID

EXP 361: HTR processing discontinued due to too many exceptions for office *office*

Description

HTR exception processing of destination data from the specified office has been discontinued for this period. The number of HTR calculations with exception data has exceeded the `max_htrxcpt` threshold for the office. This threshold controls the number of HTR exceptions for an office. Destination data received after this message is not accessible via the `ongoing` command. However, the data is stored; it can be retrieved with the `demand` command.

Parameters

`office` Office to which this message applies

Minor

Corrective action

Follow these steps:

-
- 1 Verify that the `max_htrxcpt` threshold in the record base office file for the specified office has been set to a reasonable value for that office.

 - 2 Verify that office reference data for the specified office is correct.

 - 3 Set HTR thresholds higher system wide when this error message comes out with error message “NDB 209” (p. 2-110).

END OF STEPS



NDC 361

Message ID

NDC 361: received unknown response from *office*, connection aborted

Description

After several attempts, NTM could not interpret a response message sent by the office. The connection is aborted; it will be retried within the collection period. Any outstanding requests to that office (controls, audits, alarms, discretetes, or measurement data) will be canceled.

Parameters

office Name of the office from which the unknown response was received

Major

Corrective action

No action is required on the first occurrence of this message. A response may have been corrupted in transit, or an office may be defined as an incorrect generic, causing a response to be interrupted as invalid.

If the error occurs repeatedly, verify that the switch is defined properly and that the DCC is defined properly in the RSPTE file.

If the error continues to occur, contact customer support.



EXP 362

Message ID

EXP 362: unable to retrieve reference data for office *office*

Description

The exception processor could not retrieve the reference data and do signaling exception processing for the specified office.

Parameters

office Office for which retrieval failed

Minor

Corrective action

Follow these steps:

-
- 1 Verify that the “/musr/rb/office/” file for the indicated *office* exists and is correct.

 - 2 Run the `create` command with the “xchng” option for the indicated office.

 - 3 Run audits on the office.

END OF STEPS



NDC 362

Message ID

NDC 362: timed out waiting for data from *office*[, connection aborted]

Description

After several attempts, NTM could not interpret a response message sent by the office or the switch did not respond to a data block poll within the allowed time. The connection is aborted; it will be retried within the collection period. Any outstanding requests to that office (controls, audits, alarms, discretes, or measurement data) will be canceled.

Parameters

office Name of the office that is not responding

Major

Corrective action

No action is required on the first occurrence of this message. If the problem continues, verify that the DCC is overloaded and try to modify the “/nm/db/dcoltimer” value to allow more time for data collection to complete (if the problem is chronic).

If the problem occurs on a *4ESS* switch, it may be the result of time drifting on the host platform.

If the error continues to occur, contact customer support.



EXP 363

Message ID

EXP 363: unable to retrieve SCCP data for office *office*

Description

The exception processor cannot retrieve the SCCP data for the specified office.

Parameters

office Office for which retrieval failed

Minor

Corrective action

Follow these steps:

-
- 1 Verify that the “/musr/rb/office/” file for the indicated office exists and is correct.

 - 2 Run the `create` command with the “office” option for the indicated office.

 - 3 Run audits on the office.

 - 4 If the office is a *5ESS/SS7*, verify that packet 31 (SCCP Measurements) is scheduled.

END OF STEPS



NDC 363

Message ID

NDC 363: timed out waiting for control response from *cli*, connection aborted

Description

After several attempts, the network element did not respond to a control request within the allowed time. The control connection is aborted; it will be retried within the collection period. Any outstanding requests to that network element connection are canceled.

Parameters

cli Name of the network element that is not responding

Major

Corrective action

No action is required after the first occurrence of this message. Try the control again. If the error continues, verify that the DCC is overloaded or check to see if other transmission problems are occurring on the circuit.



EXP 364

Message ID

EXP 364: excp event processor unable to open database and begin processing

Description

When the exception event processor was started, it was unable to open the database. As a result, the exception event processor was terminated.

Major

Corrective action

It is likely that other processes are encountering problems opening the database.

Stop the system (`stop sys`) and check the status of the database, using the `dbstat` command.

If necessary, change the status of the database, using the `dbaadmin` command, and then restart the system (`start sys`).



NDC 364

Message ID

NDC 364: timed out waiting for connect accept from *clli*; connection aborted

Description

The network element did not respond to a request within the allowed time. The connection is aborted; it will be retried within the data collection period.

Parameters

clli Name of the network element that is not responding

Major

Corrective action

No action is required on the first occurrence of this message. If this reoccurs repeatedly, then contact either the appropriate DCC or facility organization to determine why the connection attempts are failing.



EXP 365

Message ID

EXP 365: no reference data, verify signaling link set audit for office *office*

Description

There was no signaling link set reference data found for the specified office. Signaling link and link set event exception processing was not done for this office.

Parameters

office Office to which this message applies

Minor

Corrective action

Follow these steps:

-
- 1** Run the signaling link set audit on the indicated office.

 - 2** If this does not correct the problem, verify that the “/must/rb/office” file for the indicated office exists and is correct.

 - 3** Run the `create` command with the “office” option for the indicated office.

 - 4** Run audits on the office.

END OF STEPS



NDC 365

Message ID

NDC 365: giving up collection from *cli*, *reason*

Important! If this message occurs repeatedly on your console, then the current severity level could change to be more severe (Major).

Description

All the measurement data was not received for *cli* within the allotted time. The system may abort the data link for the *cli* in an attempt to clean up possible connection problems. If the link is aborted, all outstanding requests for that link are canceled. Aborted connections are retried within the collection period.

Parameters

<i>cli</i>	Name of the network element for which data was not received
<i>reason</i>	Message indicating the reason data was not received (for example, office responding too slowly)

Minor

Corrective action

This message may indicate a link or time synchronization problem.

- If a DCC is specified in the message, it is most likely a time synchronization problem. Contact the DCC administrator to request a time change if needed.
- If it is a link problem, see the “Link Administration” chapter in the *System Administration Guide*.
- Otherwise, no action is required.



EXP 366

Message ID

EXP 366: unable to retrieve event data for office *office*

Description

The exception event processor cannot retrieve event data for the specified office. Event exception processing was not done for this office.

Parameters

office Office for which retrieval failed

Minor

Corrective action

Follow these steps:

-
- 1 Verify that the “/musr/rb/office” file for the indicated office exists and is correct.

 - 2 Run the `create` command with the “office” option for the indicated office.

 - 3 Run audits on the office.

END OF STEPS



NDC 366

Message ID

NDC 366: the following switches are late: *office, office ...*

Description

One or more offices failed to report all measurement data within 100 seconds from the start of the data collection period.

Parameters

`office` Name of the late office

Minor

Important! If this message occurs repeatedly on your console, then the current severity level could change to be more severe (Major).

Corrective action

If this message appears infrequently, no action is necessary.

If it occurs frequently, verify that a significant time difference exists between the switch or the DCC and NTM.

- If so, then adjust the switch or the DCC time.
- If not, then see the “Link Administration” chapter in the *System Administration Guide* for information regarding the adjustment of the data collection timer.



EXP 367

Message ID

EXP 367: unable to retrieve signaling link event data for office *office*

Description

The exception event processor could not retrieve the signaling link event data for the specified office.

Parameters

office Office for which retrieval failed

Minor

Corrective action

Follow these steps:

-
- 1 Verify that the “/musr/rb/office” file for the indicated office exists and is correct.

 - 2 Run the `create` command with the “office” option for the indicated office.

 - 3 Run audits on the office.

END OF STEPS



NDC 367

Message ID

NDC 367: timed out waiting for audit data from *office*; connection aborted

Description

A network element did not respond to an audit request within the allotted time. The audit connection is aborted and will be reestablished later. All outstanding requests for the aborted connection are canceled.

Parameters

office Network element that did not respond within the allotted time

Major

Corrective action

No action is required. This message is for your information only.

If this error occurs repeatedly, contact the DCC or switch organization for further analysis.



EXP 368

Message ID

EXP 368: unable to retrieve signaling link set event data for office *office*

Description

The exception event processor could not retrieve the signaling link set event data for the specified office.

Parameters

office Office for which retrieval failed

Minor

Corrective action

Follow these steps:

- 1** Verify that the “/musr/rb/office” file for the indicated office exists and is correct.

- 2** Run the `create` command with the “office” option for the indicated office.

- 3** Run audits on the office.

END OF STEPS



NDC 368

Message ID

NDC 368: *application* connection to *office* timed out waiting for *co_type* accept

Description

A network element did not accept or reject a connect/disconnect request for the specified application within the allowed time. This message indicates that the data collection to the named network element may not be working.

Parameters

<i>application</i>	Name of the local application that timed out
<i>office</i>	Name of the network element that did not respond
<i>co_type</i>	Connection type: either connect or disconnect

Major

Corrective action

No action is required. This message is for your information only.

If this message occurs repeatedly, then contact your DCC or switching organization for further analysis.



EXP 369

Message ID

EXP 369: unable to retrieve point code event data for office *office*

Description

The exception event processor cannot retrieve the point code event data for the specified office.

Parameters

office Office for which retrieval failed

Minor

Corrective action

Follow these steps:

-
- 1 Verify that the “/musr/rb/office” file for the indicated office exists and is correct.

 - 2 Run the `create` command with the “office” option for the indicated office.

 - 3 Run audits on the office.

END OF STEPS



NDC 369

Message ID

NDC 369: ac_connect: *clli*

Description

The V.24 application connect routine failed.

Parameters

clli Name of the office to which the system is trying to connect

Major

Corrective action

See the “Troubleshooting Links” section in the “Link Administration” chapter of the *System Administration Guide*.



EXP 374

Message ID

EXP 374: qual=*qualifier* for calc=*calculation* in tg thresh index=*index* is not available for tg=*from to suffix*

Description

The qualifier specified for the listed calculation in the listed index of the trunk group threshold file is not available to be retrieved for the listed trunk group. The most probable cause of this error is specifying a raw count that is not appropriate with the directionality of the trunk group (for example, specifying AFP [an incoming count] as a qualifier for an outgoing trunk group).

Parameters

qualifier	name of raw count used to qualify threshold
calculation	name of calculation or raw count to threshold
index	index in the trunk group thresh file
from	the “from office” of the trunk group
to	the “to office” of the trunk group
suffix	the “suffix” of the trunk group

Minor

Corrective action

There are two methods to correct this error:

- 1 Change the qualifier for the listed calculation in the listed index of the “/musr/rb/thresh/” files to a raw count that is available for the listed trunk group, and then run the `thresh` command.

-
- 2** Change the threshold index for the listed trunk group in the “/must/rb/tg” file for the from office to a different index that contains qualifiers appropriate for the trunk group. Then run the `create` command with the “`xchnge`” option for the from office.

END OF STEPS



EXP 376

Message ID

EXP 376: invalid group name (*groupname*) specified for `exrptr` command

Description

An `exrptr` command has failed because an invalid *UNIX* group name was specified with the `-g` option of `exrptr`.

Parameters

`groupname` Invalid group name used

Major

Corrective action

Specify a valid *UNIX* group name. Use the `snw_info` command to get a list of valid group names that may be used with the `exrptr` command.



EXP 377

Message ID

EXP 377: unable to retrieve peripheral unit threshold data for office *c11i*

Description

The exception process was unable to retrieve the Peripheral Unit Performance threshold data, and is unable to do exception processing for the Peripheral Unit Performance threshold data for the office.

Parameters

c11i Name of the network element for which data cannot be retrieved.

Detailed description

The most probable cause of this problem is a mismatch in the entity reference data for the system. This condition could also be caused by a problem in the *TUXEDO* database or an internal coding error.

Minor

Corrective action

If the problem is caused by a mismatch in the entity reference data, then run the `create` command with the “office” option for the indicated office, or run the `create` command with the “rspte” option, followed by the `create` command with the “office” option.

If the problem exists in the *TUXEDO* database, other system error messages will be more useful in determining the *TUXEDO* problem.

If this error persists, contact customer support.



NDC 377

Message ID

NDC 377: saccept: *failure description*

Description

The X.25 session accept routine failed.

Parameters

failure description **Reason for the failure**

Major

Corrective action

The action depends on the reason for failure.



EXP 378

Message ID

EXP 378: unable to retrieve peripheral unit threshold data for office *c11i*

Description

The exception process was unable to retrieve the Peripheral Unit Performance threshold data and is unable to do exception processing for the Peripheral Unit Performance threshold data for the office.

This condition could be caused by a problem in the *TUXEDO* database or by an internal coding error.

Parameters

c11i Name of the network element for which data cannot be retrieved.

Minor

Corrective action

If the problem exists in the *TUXEDO* database, other system error messages will be more useful in determining the *TUXEDO* problem.

If this error persists, contact customer support.



EXP 379

Message ID

EXP 379: unable to retrieve host remote link threshold data for office *clli*

Description

The exception process was unable to retrieve the Host Remote Link Performance threshold data and unable to do exception processing for the Host Remote Link Performance threshold data for the office.

Parameters

clli Name of the network element for which data cannot be retrieved.

Detailed description

The most probable cause of this problem is a mismatch in the entity reference data for the system. This condition could also be caused by a problem in the *TUXEDO* database or by an internal coding error.

Minor

Corrective action

If the problem is caused by a mismatch in the entity reference data, then run the `create` command with the “office” option for the indicated office, or run the `create` command with the “rspte” option, then the `installdb` command with the “rspte” option, followed by the `create` command with the “office” option.

If the problem exists in the *TUXEDO* database, other system error messages will be more useful in determining the *TUXEDO* problem.

If this error persists, contact customer support.



NDC 379

Message ID

NDC 379: *type* polling is not scheduled - restarting DCOL

Description

A DCOL process has determined that it has not attempted the specified type of polling recently. This may happen if, for example, the timer used to schedule 5-minute data polling is not set correctly. In order to correct the error, the DCOL process will terminate and restart automatically.

Parameters

type The polling that is not scheduled (discrete or register)

Major

Corrective action

If the message appears only once, the system has detected and corrected the problem and no manual intervention is necessary. If the error persists, contact customer support.



EXP 380

Message ID

EXP 380: unable to retrieve Host Remote Link data for office *clli*

Description

The exception process was unable to retrieve the Host Remote Link Performance data and is unable to do exception processing for the Host Remote Link Performance data for the office.

This condition could be caused by a problem in the *TUXEDO* database or by an internal coding error.

Parameters

clli Name of the network element for which data cannot be retrieved.

Minor

Corrective action

If the problem exists in the *TUXEDO* database, other system error messages will be more useful in determining the *TUXEDO* problem.

If this error persists, contact customer support.



NDC 380

Message ID

<hostname> ABORT return on low/audit channel request: Failure: Feature Not Available

Description

The TG schedule audit fails because there are TGs in NTM's record base that are no longer defined on the switch.

Parameters

hostname Name given to the NTM system.

Major

Corrective action

You must remove TGs that no longer exist in NTM's record base. Follow these steps:

-
- 1 Execute `deact <office>`

 - 2 Edit `/musr/rb/tg/<office>` file.

 - 3 Execute `create office <office>` (without `stopsys` command)

 - 4 Execute `act <office>`

END OF STEPS



EXP 381

Message ID

EXP 381: unable to retrieve rules tables

Description

The exception processor was unable to retrieve the database table containing the user-defined data filtering rules.

Major

Corrective action

Verify the “filter” file exists in the record base. Run the `create` command with the “filter” option. Then stop the system and run the `installdb` command.



EXP 382

Message ID

EXP 382: unable to run trunk group monitor (fork failed), errno *error*

Description

The trunk group monitor process did not run this period because sufficient system resources were not available. This could be because the number of processes allowed per user or for the whole system was exceeded, there was insufficient memory, or there was not enough disk swap space.

Parameters

error The *UNIX* system call error associated with this problem

Minor

Corrective action

An attempt to run the trunk group monitor will automatically be made next period. If this problem continues, decrease the user load on the system.



EXP 383

Message ID

EXP 383: Limited Presentation Mode - previous period total exceptions=*exp*

Description

This message is logged every period during which the Limited Presentation Mode is active.

Parameters

exp Total number of exceptions that occurred in the previous period. This number is used to determine if Limited Presentation Mode is active.

Detailed description

The following two scenarios will result in this message:

1. System is now in Limited Presentation Mode. This happened because the total number of exceptions in the previous period exceeded the system-wide limit set by the `limitthr` command.
2. Threshold files may have inappropriate entries resulting in unnecessary exceptions.

Major

Corrective action

If this message is logged as a result of inappropriate threshold files, refer to [“EXP 384” \(p. 3-160\)](#) to determine which data type is causing the system-wide limit to be exceeded. Also see the “Record Base Files” chapter in the *Record Base Administration Guide* for information on changing the threshold files.

References

[“EXP 384” \(p. 3-160\)](#)

□

EXP 384

Message ID

EXP 384 minimum *data type* level is set to *level*; previous period exceptions=*exp*

Description

This message follows [EXP 383](#) when Limited Presentation Mode is active, indicating the current minimum exception level display for the data type.

Parameters

<i>data type</i>	tg, ma, tto, hrlk, or pup
<i>level</i>	Exception level 1–10
<i>exp</i>	Total number of exceptions that occurred in the previous period for the <i>data type</i> .

Status

Corrective action

No action is required. This message is for your information only.



NDC 388

Message ID

NDC 388: no audit serial number from *cli*; possible problem with DCC

Description

The first audit response received from this DCC had an audit serial number of zero, and zero is never used as an audit serial number. Certain DCCs (for example, DCOS) do not support audit serial numbers. Therefore, the system assumes this DCC does not support them, so they will no longer be used.

Parameters

cli Name of the DCC in question

Minor

Corrective action

If the DCC in question does not support audit serial numbers, no action is necessary.

If this DCC should support them, stopping and respawning that DCOL will reset the serial numbers so this can be attempted again.

If it still returns an audit serial number of zero, contact the DCC support for assistance.



EXP 390

Message ID

EXP 390: *from to suffix discrepancy*

Description

A possible discrepancy was found between the number of circuits data entered in the database for the specified trunk group and the data collected from the switch.

Parameters

from the “from office” of the trunk group

to the “to office” of the trunk group

suffix the “suffix” of the trunk group

discrepancy the discrepancy found from the following conditions:

- FCMT (fcmt data) < FCEdb (fce in database)
- DFCS (dfcs data) > FCEdb (fce in database)
- AFCS (afcs data) > FCEdb (fce in database)

Minor

Corrective action

Verify that the number of circuits data for the specified trunk group in the “/musr/rb/tg” file for the indicated “from office” is correct. Run the `create` command with the “xchnge” option for the specified “from office”.



NDC 390

Message ID

NDC 390: could not connect to *office*; L2 or L3 not synchronized

Description

The system could not establish a connection to the specified office because of problems in the link layer (L2) or the network layer (L3) of X.25.

Parameters

office Name of the problem network element

Major

Corrective action

Run the `linkstat` command to determine whether L2 or L3 is causing the problem.



EXP 391

Message ID

EXP 391: no *type office* defined for network htr processing

Description

No offices were defined for network HTR processing in the record base files.

Parameters

type Type to be used in the record base file definition.

office Office for which retrieval failed

Minor

Corrective action

Add an office to the “/must/rb/rspte/rspte” file with type = *type*.



NDC 391

Message ID

NDC 391: *err_description* problem with DCC *dcc*

Description

The data collector detected an error in the DCC message protocol.

Parameters

err_description Description of the error

dcc DCC that caused the error

Major

Corrective action

The data collector software usually is able to recover from these errors by aborting the DCC on which the error was detected. If these errors occur repeatedly, contact the appropriate DCC personnel.



NDC 392

Message ID

NDC 392: *cli* is offline at DCC *dcc*

Description

Data cannot be collected for the given switch because it is set off line at the DCC.

Parameters

<i>cli</i>	Name of the office for which data cannot be collected
<i>dcc</i>	DCC that has the switch off line

Minor

Corrective action

Contact the appropriate DCC personnel to see whether the switch can be put on line. Otherwise, deactivate the switch (using the `deact` command) to stop data polling for that switch.



EXP 393

Message ID

EXP 393: Office *ID office* has suspect ENTITY excp data

Description

The office has suspect ENTITY data, and the total number of offices that have suspect data is ≤ 25 .

Parameters

ID	Entity ID
office	Office name

Status

Corrective action

No action is required. This message is for your information only.



NDC 393

Message ID

NDC 393: Switch type = *type* at DCC *dcc* is different for *cli*

Description

There is a discrepancy between the switch type specified by NTM and the type specified by the appropriate DCC.

Parameters

<i>type</i>	Switch type specified at the DCC
<i>dcc</i>	DCC that indicated a different switch type
<i>cli</i>	Entity name

Minor

Corrective action

No action is required. This message is for your information only.

To resolve this discrepancy, check the switch type specified in the “/musr/rb/rspte/rspte” file and then contact the appropriate DCC personnel.



EXP 394

Message ID

EXP 394: *susp_excp_tgs* TGs have suspect TG excp data

Description

The total number of trunk groups that have suspect data is > 25.

Parameters

susp_excp_tgs Number of the trunk groups that have suspect data

Status

Corrective action

No action is required. This message is for your information only.



NDC 394

Message ID

NDC 394: DCC *dcc* cannot collect 5-minute data from *clli*

Description

A DCC is indicating that it cannot collect data from the specified switch.

Parameters

<i>dcc</i>	DCC that cannot collect data
<i>clli</i>	Name of the office for which data cannot be collected

Minor

Corrective action

No action is required. This message is for your information only.



EXP 395

Message ID

EXP 395: EXCPPROC: *from_xch to_xch suffix (xch_nckts) > db (ntm_nckts)*

Description

A discrepancy has been identified between the number of circuits for this trunk group (TG) defined in the office and the number of circuits defined in the NTM record base.

Parameters

<i>from_xch</i>	From office
<i>to_xch</i>	To office
<i>suffix</i>	TG Suffix
<i>xch_nckts</i>	Number of circuits for this TG provided by the office
<i>ntm_nckts</i>	Number of circuits for the TG defined in the NTM database

Detailed description

Because this message may occur frequently, these messages are stored in “/musr/log/cir_errs”. When the file reaches its maximum size, the contents were saved in the “cir_errs.old” file.

To save the data in the “cir_errs.old” file, copy the “cir_errs.old” file to another file before the circuit errors file fills up again. The “cir_errs.old” file will be overwritten. When the file is 80% full, you will receive exception processing message [EXP 347](#).

Status

Corrective action

Follow these steps:

- 1 Verify that the number of circuits defined for the specified trunk group is correct in the office’s record base trunk group file. That is, *ntm_nckts* must equal *xch_nckts*.
 - 2 Deactivate the entity.
-

3 Run a `db test office` command and check the output for errors.

4 Correct the errors.

5 Repeat Steps 3 and 4 until there are no more errors, and then run a `create office` command.

6 Reactivate the entity.

END OF STEPS

References

See the `act` and `deact` commands in the *Input Commands Guide* for more information on activating and deactivating entities.

See the “Record Base Update Procedures” chapter in the *Record Base Administration Guide* for more information about `create` procedures.



NDC 395

Message ID

NDC 395: *app_type* received negative acknowledgment from *cli*, *reason*

Description

A network element responded with a negative acknowledgment (nack) to a request by the specified application type.

Parameters

<i>app_type</i>	Application type that received the nack
<i>cli</i>	The network element that sent the negative acknowledgment
<i>reason</i>	An optional reason field

Minor

Corrective action

Most problems are automatically cleared by NTM and/or the network element involved. If the network element is a DCC and it is a negative acknowledgment on the register data connection, the problem is often due to a time difference between NTM and the DCC. If the time difference is greater than 10 seconds, an NDC 301 message is issued. If this happens, adjustments should be made to reset the clocks so they are more closely in sync.

References

[“NDC 301” \(p. 3-32\)](#)



NDC 396

Message ID

NDC 396: text message received from *office* : *message*

Description

A text message has been received from a network element.

Parameters

<i>office</i>	Network element that sent the message
<i>message</i>	Message text received

Status

Corrective action

This message is for your information only. You can respond, however, by sending a message with the `sendmsg` command.



NDC 397

Message ID

NDC 397: *clli type* is connected [via *network*]

Description

An X.25 session or a *Datakit II* VCS session connection was successfully established.

Important! The *type* variable field appears only for a *Datakit II* VCS/DCC session.

Parameters

clli Name of the office to which the connection is established.
type The type of connection (for the DCCs only), where type can be

- discrete / alarm
- control
- 5min / meas
- audit

network The type of network connection (Datakit or TCP/IP)

Important! Not valid for *4ESS/X.25* connection.

Status

Corrective action

No action is required. This message is for your information only.



NDC 397 — Lucent SCP

Message ID

NDC 397: *c11i* is connected for 30sec data collection and/or control requests

Description

This message indicates that a connection has been made to an SCP, whereby data or control requests can be processed.

Parameters

c11i Name of the switch to which the connection is established

Status

Corrective action

No action is required. This message is for your information only.



EXP 398

Message ID

EXP 398: *Susp_excp_ofcs* offices have suspect ENTITY excp data

Description

The total number of offices which has suspect data is >25.

Parameters

Susp_excp_ofcs Number of offices that have suspect data

Status

Corrective action

No action is required. This message is for your information only.



NDC 398

Message ID

NDC 398: *office type* is disconnected

Important! If this message is not caused by a user action, then the severity level is “Major.”

Description

An X.25 session or a *Datakit II* VCS/DCC session was disconnected normally. This message indicates that data collection to the named network element may not be working.

Important! The *type* variable field appears only for a *Datakit II* VCS/DCC session.

Parameters

office Name of the office from which the system is disconnected

type The type of disconnection, where type can be:

- alarm / discrete
- control
- meas
- audit

Status

Corrective action

No action is required. This message is for your information only.



EXP 399

Message ID

EXP 399: TG(s) of office *c11i* have suspect data

Description

The trunk group (TG) has suspect ENTITY data, and the total number of trunk groups that have suspect data is ≤ 25 .

Parameters

c11i From office name

Status

Corrective action

No action is required. This message is for your information only.



NDC 399

Message ID

NDC 399: *Date and Time Stamp*

Description

This is a status message that occurs on every 15-minute boundary. It can be used as a milestone for analyzing the errlog or console outputs.

Parameters

Date and Time Stamp Current time and date

Status

Corrective action

No action is required. This message is for your information only.



NDC 399 — Lucent SCP

Message ID

NDC 399: do read recv error, errno = *N*

Description

An error occurred while the system was trying to read data from an SCP. The connection has probably been lost.

Parameters

N *UNIX* error number

Corrective action

Follow these steps:

-
- 1 Verify the network connection to the SCP by using the command `netstat -a`.
 - 2 Verify connectivity to the mediation device by using the `ping` command.
-

Result: The NTM host will periodically try to reestablish the connection.

END OF STEPS



4 System Responses: 400 – 499

Overview

Purpose

This chapter describes the system responses generated by NTM. All messages are listed in numeric order regardless of prefix.

Terminology

The following terms are used interchangeably throughout the *System Responses Guide*:

- *exchange, office, xchnge, xchange, switch*
- *cli, exchange_identifier, entity*
- *alarm, discrete*

This chapter contains the following system responses:

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AUD 400

Message ID

AUD 400: Cannot open the database

Description

An attempt to dynamically allocate internal memory has failed.

Major

Corrective action

Run the command again. If the same message occurs, run the `stop sys` and `start sys` commands and retry the original command. If the error persists, contact customer support.



BDR 400

Message ID

BDR 400: /nm/sys/globaldb is corrupted

Description

This file contains the list of the global record base files for BDR and their current state (PRIMARY, BACKUP, INACTIVE). It has somehow been corrupted.

Minor

Corrective action

Contact customer support. If the file is lost, a backup exists in “/nm/sys/globaldb.sav”.



NDC 400

Message ID

NDC 400: Cannot open *filename* file

Description

The data collector process that communicates with the mediation device cannot open the file containing the various timeout values associated with each network element type and function.

Parameters

filename Name of the file the data collector process is trying to open

Minor

Corrective action

Ensure that the identified file exists, and that nmadm owns the file and has read permission.



BDR 401

Message ID

BDR 401: no backup hosts are defined

Description

No hosts have been defined as backups for this host as part of BDR.

Minor

Corrective action

Contact customer support.

References

See the `create` command in the *Input Commands Guide* for more information on how to configure backup hosts.



NDC 401

Message ID

NDC 401: Invalid entity type *entitytype*, in *filename* file

Description

The data collector process that communicates with the mediation device was reading the file containing the various timeout values associated with each network element type and function. It found an entry for an unknown type of entity in the file.

Parameters

<i>entitytype</i>	The value of the <i>entity_type</i> that is wrong
<i>filename</i>	Name of the file the data collector process was reading

Minor

Corrective action

Ensure that the value of the *entity_type* field is one of the following: *axe*, *eess5*, *ncp*, *neax*, *ewsd*, *a1240*, *mt20*.



NDC 402

Message ID

NDC 402: Invalid discrete timeout value *x* found in *filename* file

Description

The data collector process that communicates with the mediation device was reading the file containing the various timeout values associated with each network element type and function. It found an entry for a discrete timeout that was invalid.

Parameters

<i>x</i>	The value of the disc entry that is wrong
<i>filename</i>	Name of the file the data collector process was reading

Minor

Corrective action

Ensure that the value of the disc field is between 10 and 28.



NDC 403

Message ID

NDC 403: Invalid control timeout value *x* found in *filename* file

Description

The data collector process that communicates with the mediation device was reading the file containing the various timeout values associated with each network element type and function. It found an entry for a control timeout that was invalid.

Parameters

<i>x</i>	The value of the ctrl entry that is wrong
<i>filename</i>	Name of the file the data collector process was reading

Minor

Corrective action

Ensure that the value of the ctrl field is between 10 and 1800.



NDC 404

Message ID

NDC 404: nms *dcc_name* act_dcc: WARNING: No end offices defined in shared memory for *nms_host* to be activated at this time.

Description

This message usually appears when the DCC is initializing.

Parameters

<i>dcc_name</i>	Name of the DCC you are trying to activate
<i>nms_host</i>	Name of the NMS host associated with <i>dcc_name</i>

Minor

Corrective action

Verify that the DCC is on line. Wait at least 5 minutes, and run the command again.



NDC 405

Message ID

NDC 405: Invalid timer type *x* found in *filename* file

Description

The data collector process that communicates with the mediation device was reading the file containing the various timeout values associated with each network element type and function. It found an entry for a type of timeout that was invalid.

Parameters

<i>x</i>	The value of the timer entry that is wrong
<i>filename</i>	Name of the file the data collector process was reading

Minor

Corrective action

Ensure that the value of the timer type is disc, ctrl, or audit.



NDC 406

Message ID

NDC 406: Invalid audit timeout value *x* found in *filename* file

Description

The data collector process that communicates with the mediation device was reading the file containing the various time out values associated with each network element type and function. It found an entry for an audit timeout that was invalid.

Parameters

<i>x</i>	The value of the audit entry that is wrong
<i>filename</i>	Name of the file the data collector process was reading

Minor

Corrective action

Ensure that the value of the audit field is between 10 and 1800.



BDR 410

Message ID

BDR 410: *file* does not exist or is not readable

Description

The command is trying to back up a file that does not exist or is not readable by the user running the command.

Parameters

`file` Name of the file the command is trying to back up

Minor

Corrective action

Check the permissions of the file and user ID and to see if the command executed properly. Contact customer support if you continue to have problems.



BDR 411

Message ID

BDR 411: *file* is not in primary state

Description

The user attempted to back up a global record base file that is not in the PRIMARY state. A global record base file may only be backed up if it is in the PRIMARY state and the other hosts are in the BACKUP state.

Status

Parameters

file Name of the file the user attempted to back up

Corrective action

Contact customer support.



BDR 420

Message ID

BDR 420: Target and local processors *host_name* are the same.

Description

The user attempted to back up a file on his own host.

Parameters

host_name Name of the host on which you are running and backing up the file

Minor

Corrective action

If an NTM application process is causing the error message, contact customer support.



BDR 421

Message ID

BDR 421: Could not access target processor *host_name*

Description

The user attempted to access an NTM host that is unreachable. Either the link is down or the other host is not answering or is out of service.

Parameters

host_name Name of the host you were trying to access

Major

Corrective action

Follow these steps:

- 1 Check the Ethernet. Repair it, if necessary.

- 2 Check the status of the other host. Restore to service, if necessary.

END OF STEPS



BDR 422

Message ID

BDR 422: *cmd_name* failed on *host_name*, **err=errcode**

Description

For BDR, several commands executed on the primary host will automatically execute on the backup host in order to synchronize data. For some reason, this command could not be executed on the backup host.

Parameters

<i>cmd_name</i>	Name of the command you tried to execute
<i>host_name</i>	Name of the host on which you attempted to execute the command
<i>errcode</i>	Type of error

Major

Corrective action

The most common causes for this error are that communication links are down for the other host, the user does not have permission to run the command on the other host, or the command is missing on the other host. If none of these apply, contact the customer support organization.



BDR 423

Message ID

BDR 423: Executed command: *cmd_name* on target processor *host_name*

Description

When some commands, such as `create`, are executed on the primary host, they will also execute on the backup host. This is done so the data will be synchronized. This message informs the user that the command was executed on the named host.

Parameters

<code>cmd_name</code>	Name of the command you executed
<code>host_name</code>	Name of the host on which you executed the command

Status

Corrective action

No action is required. This message is for your information only.



BDR 424

Message ID

BDR 424: *host_name* is not a valid system name

Description

A command or a user attempted to access an undefined host.

Parameters

host_name Name of the host specified in a BDR command

Minor

Corrective action

Check “/etc/hosts” to make sure there is an entry for *host_name*. If `create nms` executed properly and an entry exists in the “hosts” file, contact customer support.

References

See the `create` command in the *Input Commands Guide* for more information on configuring backup hosts.



BDR 430

Message ID

**BDR 430: executed from *host_name*, originating and local processors
host_name are the same**

Description

A user or a command attempted to back up a file or to run a command remotely from host *host_name*. The same hostname was specified for both the backup and primary hosts.

Parameters

host_name Name of the host on which the command was run

Minor

Corrective action

If an NTM application is causing this error, contact customer support.



BDR 431

Message ID

BDR 431: executed from *host_name*, *cmd_name* does not exist or is not executable

Description

A command or a user is trying to use a BDR command that either does not exist or that the user does not have permission to run.

Parameters

<i>host_name</i>	Name of the host from where you executed the command.
<i>cmd_name</i>	Name of the command that was executed.

Minor

Corrective action

Contact customer support if an NTM application is causing this error.



BDR 432

Message ID

**BDR 432: executed from *host_name*, executed commands: *cmd_name*
err=*error_code***

Status — If the error code is 0

Minor — If the error code is not 0

Description

For BDR, commands such as `create`, executed on the primary host, will also execute on the backup host in order to synchronize data. This is a status message indicating that the command has executed remotely from *host_name* on this host.

Parameters

<code>host_name</code>	Name of the host from which this command was executed
<code>cmd_name</code>	Name of the command that was executed
<code>error_code</code>	Number of the error that occurred. If the number is 0, the command executed successfully.

Corrective action

If the error code is not zero, check the other error messages to find out why the error occurred. Contact your customer support organization if you cannot find out why the failure occurred.

□

BDR 440

Message ID

BDR 440: state of 1 global file was changed to 2

Description

This is a status message indicating that the state of the global record base has been changed as part of BDR.

Parameters

- | | |
|---|---|
| 1 | Name of the file that has been changed. |
| 2 | New state of the file. |

Status

Corrective action

No action is required. This message is for your information only.



BDR 441

Message ID

BDR 441: *file* is not a global file on *host_name*

Description

The user or a command has tried to change or to look at the state of a global file, but the file is not defined as global on this host.

Parameters

file	Name of the file the user attempted to access
host_name	Name of the host on which the command was executed

Minor

Corrective action

If the file should be defined as global, contact customer support.



NDC 441

Message ID

NDC 441: NCP log file *log file* full, copied to *old log file*

Description

The message occurs when the PDS autonomous file has reached a specific size. The file will be copied to the *old log file*.

Parameters

log file Name of NCP log file

old log file Name that the *log file* is being saved to

Status

Corrective action

This system response is for information only.



BDR 442

Message ID

BDR 442: executed from *host_name*, *directory* does not exist

Description

A user or a command tried to back up a file into a directory that does not exist on this host. Or, the user does not have the proper permissions to access this directory.

Parameters

<i>host_name</i>	Name of the host where the user tried to back up a file
<i>directory</i>	Directory where the user tried to back up the file.

Minor

Corrective action

Check to see if the directory is missing or if your permissions are wrong.



NDC 442

Message ID

NDC 442: NCP log file *log file* is 80% full

Description

The message occurs when the PDS autonomous file has reached a specific size. The file will be copied to “*old log file*”.

Parameters

log file Name of NCP log file

old log file Name that the *log file* is being saved to

Status

Corrective action

This system response is for information only.



BDR 443

Message ID

BDR 443: executed from *host_name*, *file* is not a regular file

BDR 443: executed from *host_name*, *file* is not writable

Description

A command or a user tried to back up a file, but either the file already exists, the file is not a regular file (e.g., is a directory), or the user does not have the proper permissions to overwrite the file.

Parameters

host_name Name of the host where you tried to back up the file

file Name of the file you tried to back up

Minor

Corrective action

Check the permissions on the file.



BDR 444

Message ID

**BDR 444: executed from *host_name*, copied *host_name: file* to *to_file*,
err=*error_code***

Description

This is a status message showing that a command on a remote host has backed up a file to another file.

Parameters

<i>host_name</i>	Name of the host where the command was executed
<i>file</i>	Name of the file that was backed up
<i>to_file</i>	Name of the backup copy of the original file
<i>error_code</i>	Code showing the type of error

Status

Corrective action

No action is required. This message is for your information only.



BDR 445

Message ID

BDR 445: executed from *host_name*, *file* is not in backup mode on *host_name*

Description

A command or a user has tried to back up a file to this host from another host, but the file is not in BACKUP state on this host.

Parameters

<i>host_name</i>	Name of the host where the user tried to back up the file.
<i>file</i>	Name of the file that was backed up.

Minor

Corrective action

Change the state of the file to primary and rerun the command.



BDR 446

Message ID

BDR 446: executed from *host_name*, *file* is not writable

Description

A command or a user tried to back up a file, but either the file already exists, the file is not a regular file (e.g., is a directory), or the user does not have the proper permissions to overwrite the file.

Parameters

<i>host_name</i>	Name of the host where you tried to back up the file
<i>file</i>	Name of the file you tried to back up

Minor

Corrective action

Check the permissions on the file.



BDR 450

Message ID

BDR 450: could not get list of files from processor *host_name*

Description

A command was trying to synchronize the record base partitions between this host and host *host_name*, but it could not get the list of files in the host's record base directories.

Parameters

host_name Name of the host with which the command was trying to synchronize files

Major

Corrective action

Check to see if the host or communications links are down or if the directory is missing from the other host.



BDR 451

Message ID

BDR 451: failed to remove *file*, **err=***err_code*

Description

A command was trying to synchronize the record base files and was removing extra files, but it could not remove the specified file.

Parameters

<i>file</i>	Name of the file the command could not remove
<i>err_code</i>	Code of the error that occurred

Minor

Corrective action

Check to see if the command has proper permissions to remove the file.



BDR 452

Message ID

BDR 452: failed to copy *host_name: file*

Description

A command was trying to synchronize the record base files and was trying to copy files from host *host_name* but failed.

Parameters

<i>host_name</i>	Name of the host the command was trying to copy files from
<i>file</i>	Name of the file the command was attempting to copy

Minor

Corrective action

Check to see if the command has proper permissions to copy the file.



BDR 453

Message ID

BDR 453: failed to make directory *directory*

Description

A command was trying to synchronize the record base files and was trying to copy files from host *<host_name>*, but it needed to create a missing directory before doing so and it failed.

Parameters

directory Name of the directory that was missing

Minor

Corrective action

Check to see if the command has proper permissions to create the directory.



NDC 454

Message ID

NDC 454: OUS report directory *directory* out of space

Description

There is no space for the NCP/SCP Unified Special Study reports in the named directory.

Parameters

`directory` Name of the directory

Major

Corrective action

Remove old NCP/SCP Unified Special Study reports from the specified directory.



BDR 460

Message ID

BDR 460: recreate command did not run

Description

The `recreate` command is executed automatically every night as a part of the `dayend` procedure. The message is logged to notify the user that a problem was encountered and that `recreate` was not executed properly.

Major

Corrective action

See the mail for the *root* login ID and the “/tmp/recreate.out” file for error messages that would describe the cause of the failure.



NDC 460

Message ID

NDC 460: binary audit connection to *c11i* failed

Description

A problem exists in receiving an audit reply on the IOS (Input/Output Spooler) (Binary) Transaction channel to the named NCP/SCP network element.

Parameters

c11i Name of the NCP/SCP network element

Minor

Corrective action

The next attempt should reestablish this link. If not, perform the following steps.

- 1 Restart the link to the NCP/SCP.

- 2 Retry the audit.

- 3 If the problem persists, contact customer support.

END OF STEPS



BDR 461

Message ID

BDR 461: cannot update audit results on host *host_name*

Description

A command was trying to synchronize the audit result files but failed.

Parameters

<i>host_name</i>	Name of the host where the command was trying to update the audit result files
------------------	--

Major

Corrective action

Check the other error messages to find out why the failure occurred.



NDC 461

Message ID

NDC 461: binary control connection to *clli* failed

Description

A problem exists in receiving a control reply on the IOS (Input/Output Spooler) (Binary) Transaction channel to the named NCP/SCP network element.

Parameters

clli Name of the NCP/SCP network element

Minor

Corrective action

The next attempt should reestablish this link. If not, perform the following steps.

- 1 Restart the link to the NCP/SCP.

- 2 Retry the audit.

- 3 If the problem persists, contact customer support.

END OF STEPS



NDC 462

Message ID

NDC 462: binary connection to *c11i* failed

Description

Attempts to establish a connection on the IOS (Input/Output Spooler) (Binary) Transaction channel to the named NCP/SCP network element have failed, or there is a problem receiving a reply on this channel.

Parameters

c11i Name of the NCP/SCP network element

Minor

Corrective action

The next attempt to use the channel will automatically attempt to reestablish the connection. If these attempts continue to fail, verify that the parameters for this connection match those in the NCP/SCP database. Contact customer support.



BDR 470

Message ID

BDR 470: This and another host are in state *state* for file *file*

Description

For global record base files, only one host is permitted to be in the PRIMARY state at a time. This message is notifying the users that two or most hosts are in the PRIMARY state. This is an error condition that must be corrected for proper synchronization of the *file*.

Parameters

state	PRIMARY, BACKUP, or INACTIVE
file	Name of the file the command was attempting to synchronize

Minor

Corrective action

Decide which host should remain PRIMARY and which host should be changed to BACKUP or INACTIVE. Check the contents of the file on all hosts.

References

See the `bdr_chgstat (on host)` command in the *Input Commands Guide* for information about changing the status of a host.



NDC 476

Message ID

NDC 476: pds audit connection to *clli* failed

Description

A problem exists in receiving an audit reply on the PDS (Program Documentation Standard) Transaction channel to the named NCP/SCP network element.

Parameters

clli Name of the NCP/SCP network element

Minor

Corrective action

The next attempt should reestablish this link. If not, perform the following steps.

- 1 Restart the link to the NCP/SCP.

- 2 Retry the audit.

- 3 If the problem persists, contact customer support.

END OF STEPS



NDC 477

Message ID

NDC 477: pds command connection to *clli* failed out of service

Description

Attempts to establish a connection on the PDS Transaction channel to the named NCP/SCP network element have failed, or there is a problem receiving a reply on this channel.

Parameters

clli Name of the NCP/SCP network element

Minor

Corrective action

The next attempt should reestablish this link. If not, perform the following steps.

- 1 Restart the link to the NCP/SCP.

- 2 Retry the audit.

- 3 If the problem persists, contact customer support.

END OF STEPS



BDR 480

Message ID

BDR 480: *file* is in takeover mode on this host, will not sync

Description

A command or a user is trying to synchronize a file that is currently in takeover state. Files in takeover state cannot be synchronized.

Parameters

`file` Name of the file the command was attempting to synchronize

Minor

Corrective action

Follow these steps:

1 Run the `bdr_chgstat` command to change the state of the file.

2 Rerun your command.

END OF STEPS



BDR 481

Message ID

BDR 481: state of BDR feature has been changed to *state*

Description

This is a status message to log that the state of the entire BDR has been changed.

Parameters

state Either PRIMARY, BACKUP or INACTIVE

Status

Corrective action

No action is required. This message is for your information only.



BDR 482

Message ID

BDR 482: could not get status of partition *part*, will not sync it

Description

The *part* partition does not have a BDR state defined and, therefore, will not be synchronized.

Parameters

part The partition that does not have a BDR state defined

Major

Corrective action

Follow these steps:

- 1 Verify that the subnetworks/partitions are correct with the `snw_info` command.

- 2 Fix any subnetwork errors with the `snw_admin` command.

- 3 Verify that the “inms” file is correct. (All of the hosts should be defined and should have the correct primary and secondary partitions.)

- 4 If changes are made, a `create all/installdb all` may be necessary to create the partitions correctly.

END OF STEPS

References

See the `create` command in the *Input Commands Guide* for more information about defining partitions for BDR.



NDC 483

Message ID

NDC 483: pds autonomous connection to *clli* failed out of service

Description

Attempts to establish a connection on the PDS Autonomous channel to the named NCP/SCP network element have failed.

Parameters

clli Name of the NCP/SCP network element

Corrective action

Attempts to reestablish the connection will automatically be made approximately every 15 minutes. If these attempts continue to fail, verify that the parameters for this connection match those in the NCP/SCP database. Contact customer support if necessary.



NDC 490

Message ID

NDC 490: watch_emm: restarting DCOLXX to force initialization of network element connections

Description

This is a status message to alert you that the DCOLXX is restarting.

Status

Corrective action

No action is required. This message is for your information only.



NDC 491

Message ID

NDC 491: watch_emm: network elements associated with EMM *emm_name* have been reassigned

Description

This is a status message to alert you that the network elements have been reassigned.

Parameters

emm_name Name of the EMM

Status

Corrective action

No action is required. This message is for your information only.



NDC 492

Message ID

NDC 492: watch_emm: *ne_name* is activated on undefined EMM *emm_name*

Description

This message is received when EMM returns an IP address from which NTM is not configured to get messages as the source for data for a specified *ne_name*. Until that EMM is correctly added or configured in NTM, no data will be received from that switch.

Parameters

ne_name	Name of the network element
emm_name	Name of the EMM

Status

Corrective action

Follow these steps:

- 1 Ensure that the EMM has been properly defined (see the Adding and Removing Network Elements chapter in the *System Administration Guide*).
 - 2 If so, and if the problem persists, contact customer support.
-

END OF STEPS



NDC 493

Message ID

NDC 493: Find hosts produced 0-length file <filename>, -- IGNORED

Description

A problem in configuration (such as nmadm out of processes, bad permission bits, unable to run program FindHost, or run_findhosts) has resulted in mis-communication with the EMM which resulted in a 0-length list of switches, which NTM ignores as bad data.

Parameters

filename The 0-entry */musr/rb/mddb/emmhav/md1* file which we are NOT using to replace an existing (more than 0-entry) */musr/rb/mddb/md1* file

Status

Corrective action

Corrective action is only required if outage is not temporary, or if the user is actually trying to remove all switches from a given EMM, dynamically with Feature 3787, “NTM Interface Support for EMM High Availability”.

If the problem persists, contact customer support.

□

5 System Responses: 500 – 699

Overview

Purpose

This chapter describes the system responses generated by NTM. All messages are listed in numeric order regardless of prefix.

Terminology

The following terms are used interchangeably throughout the *System Responses Guide*:

- *exchange, office, xchnge, xchange, switch*
- *cli, exchange_identifier, entity*
- *alarm, discrete*

This chapter contains the following system responses:

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AUD 620	5-47
AUD 621	5-48
AUD 622	5-49
AUD 623	5-50
AUD 630	5-51
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AUD 641	5-59
AUD 643	5-60
AUD 650	5-61
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AUD 662	5-63
AUD 663	5-64
AUD 665	5-65
AUD 667	5-66
AUD 668	5-67
AUD 669	5-68
AUD 671	5-69
AUD 677	5-70
AUD 678	5-71
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AUD 690	5-73
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NDB 500

Message ID

NDB 500: DBSRVR can't start: Nmsdbopen

Description

When the database server process was started, it was unable to open the database. The database server terminates when it cannot open the database.

Critical — If the error occurs on “nmdb0” or “nmdb1”

Major — If the error occurs on a historical database

Corrective action

Follow these steps:

-
- 1 Stop the system (`stop sys`).

 - 2 Use the **dbstat** command to check the status of the databases.

 - 3 Use the `dbadmin` command to change the status of the database, if necessary.

 - 4 Start the system (`start sys`).

END OF STEPS



NDB 501

Message ID

NDB 501: DBSRVR can't start: Getlents

Description

The database server process could not get the list of offices defined in the database. The database server terminates when it cannot access the list.

Critical

Corrective action

Follow these steps:

1 Stop the system (`stop sys`).

2 Use the `sys stat` command to confirm that the full `create` and `install db` commands have been performed.

3 If not, run them.

Result: Running these commands creates the list of offices specified in the record base files.

4 Start the system (`start sys`).

END OF STEPS



SPL 501

Message ID

SPL 501: *function* of *filename* failed; error messages are not being logged

Description

The error spooler has detected an error that prohibits writing to the error log. The next 10 system responses are not logged, but they are still sent to the HOPP. An attempt is then made to reopen and write to the error log again. This continues until a record is successfully written to the log file, at which time system response SPL 502 is issued.

Error messages that would normally trigger the “R” indicator on the graphic status display still do so, even though messages can no longer be logged.

Parameters

function	Either open or write
filename	Either the error log file (“/musr/log/errors”) or the bdr log file (“/musr/log/bdr”)

Minor

Corrective action

This error will not occur unless the log file has been changed. Check the *UNIX* system permissions for the “/musr/log” directory.



NDB 502

Message ID

NDB 502: Cannot return message

Description

The database server process was not able to send a response to the requesting process. As a result, the requesting process probably terminated during processing.

Minor

Corrective action

Follow these steps:

1 Do not delete a command or a display while it is processing.

2 Rerun the command or display.

3 Verify that NTM is running.

END OF STEPS



SPL 502

Message ID

SPL 502: *type* logging restarted

Description

A problem with logging messages has been fixed and logging has resumed.

Parameters

type Either “error” for the error log file or “bdr” for the bdrlog file

Status

Corrective action

No action is required. This message is for your information only.



SPL 503

Message ID

SPL 503: ERROR LOG HAS REACHED 80% CAPACITY - *filename* LOG WILL SOON BE OVERWRITTEN

Description

The error log has reached 80 percent of its capacity. The error log capacity is limited to 100,000 characters. The bdrlog capacity is limited to 300,000 characters.

Parameters

`filename` “ERROR LOG” for system-generated error messages
 “BDR ERROR LOG” for backup and disaster recovery messages

Detailed description

After a record is written to the log causing it to exceed its capacity, the “/musr/log/errors” file is moved to “/musr/log/errors.old” and a new log file is started. The same is true for the bdrlog file. When it becomes full, the “/musr/log/bdrlog” file is moved to “/musr/log/bdrlog.old” and a new log file is started.

It is difficult to determine how long it will take to go from 80 percent to full capacity. (This interval depends on the frequency of message logging.)

This message will always light the “R” indicator on the graphic status display.

Warning

Corrective action

It is your responsibility to save (copy) the current “/musr/log/errors.old” file if it must be preserved. You can obtain the date and time of the last record written to “errors.old” by using the *UNIX* system `ls` command:

```
ls -l /musr/log/errors.old
```



NDB 514

Message ID

NDB 514: No database exists for requested interval

Description

There was an unsuccessful retrieval from the file that contains the database status records. This usually happens because the data for which the retrieval was executed does not exist in the database. This message can also be generated by an internal error or by invalid options.

Warning

Corrective action

Ensure that the specified time period is valid in one of the databases. Retry the command.



NPR 543

Message ID

NPR 543: Threshold exceeded: *data*

Description

A capacity threshold was exceeded on this system during the last data collection period.

Parameters

<i>data</i>	The threshold that was exceeded, the threshold value, and the most recent count of that resource
-------------	--

Corrective action

No corrective action is required; however, it is recommended that the threshold limits be honored.

Minor

References

See the “Capacity and Performance Constraints” section in the *System Overview*.



NDB 550

Message ID

NDB 550: Termination due to SIGPIPE from someone else

Description

One of the other program(s) in the pipe(s) was terminated for an unknown reason. The termination of a program in a pipe will cause the termination signal “SIGPIPE” to be sent to ALL program(s) in the pipe.

Minor

Corrective action

The program that caused the signal generation is unknown. It may be possible to run and test each of the programs contained within the pipe separately to determine which program caused the error. This approach may not work in cases where it is too difficult or impossible to recreate the required input.



NDB 551

Message ID

NDB 551: User [*uid*] does not have permission to run this command

Description

The specified user does not have permission to run this command.

Parameters

uid ID of the user who executed the command

Minor

Corrective action

Contact the system administrator.



NDB 552

Message ID

NDB 552: File specified cannot be opened

Description

The specified SQL (Structured Query Language) file cannot be opened. Either the file is not present or you do not have permission to access it.

Minor

Corrective action

Verify that the file exists and that you have “read” permission for it.



NDB 553

Message ID

NDB 553: INVALID: Data types are invalid for the FROM clause

Description

The data type(s) contained in the FROM clause of the SQL file are not valid.

Minor

Corrective action

Follow these steps:

1 Ensure that the data type(s) specified in the FROM clause is valid.

2 Edit the SQL file to enter the correct values.

END OF STEPS

References

See the *Data Tables Guide*.



NDB 554

Message ID

NDB 554: INVALID line *num*: *name* is invalid for the *SQL clause* clause

Description

A field for one of the SQL clauses is invalid.

Parameters

num	Line number of the SQL input where the error was detected
name	Field in error
SQL clause	SELECT, FROM, or WHERE

Minor

Corrective action

Follow these steps:

- 1 Ensure that the field name, data type, value, or range specified in the FROM clause is valid.
 - 2 Edit the SQL file to enter the correct values.
-

END OF STEPS

References

See the *Data Tables Guide*.



NDB 555

Message ID

NDB 555: INVALID line *num:name* is invalid for the *SQL clause* clause

Description

A field for one of the SQL clauses is invalid.

Parameters

num	Line number of the SQL input where the error was detected
name	Field in error
SQL clause	SELECT, FROM, or WHERE

Minor

Corrective action

Follow these steps:

- 1 Ensure that the field name, data type, value, or range specified in the FROM clause is valid.
 - 2 Edit the SQL file to enter the correct values.
-

END OF STEPS

References

See the *Data Tables Guide*.



NDB 556

Message ID

NDB 556: INVALID line *num*: each SELECT clause can only have *quantity* restrictions

Description

There are too many restrictions for the SELECT clause.

Parameters

<i>num</i>	Line number of the SQL input where the error was detected
<i>quantity</i>	Maximum allowable number of restrictions

Minor

Corrective action

Follow these steps:

-
- 1 Reduce the number of restrictions being used.
 - 2 Edit the SQL file to enter the correct values.
-

END OF STEPS

References

See the *Data Tables Guide*.



NDB 557

Message ID

NDB 557: INVALID line *num*: WHERE clause can only have one restriction on *field*

Description

The specified field can only have one restriction.

Parameters

<i>num</i>	Line number of the SQL input where the error was detected
<i>field</i>	Name of the field

Minor

Corrective action

Follow these steps:

-
- 1 Check the Data Field Tables for the correct value(s) and/or range.
 - 2 Edit the SQL file to enter the correct values.

END OF STEPS

References

See the *Data Tables Guide*.



NDB 558

Message ID

NDB 558: INVALID line *num*: WHERE clause cannot restrict on *field*

Minor

Description

The specified field cannot be restricted.

Parameters

num	Line number of the SQL input where the error was detected
field	Name of the field

Corrective action

Follow these steps:

1 Check the Data Field Tables for the correct field.

2 Edit the SQL file to enter the correct values.

END OF STEPS

References

See the *Data Tables Guide*.



NDB 559

Message ID

NDB 559: INVALID line *num*: *field* is an unknown field for the *SQL clause*

Description

An unknown field was specified within a given SQL clause.

Parameters

num	Line number of the SQL input where the error was detected
field	Name of the field
SQL clause	SELECT, FROM, or WHERE

Minor

Corrective action

Follow these steps:

- 1 Check the Data Field Tables for the correct field name.

- 2 Edit the SQL file to enter the correct values.

END OF STEPS

References

See the *Data Tables Guide*.



NDB 560

Message ID

NDB 560: INVALID *line_num*: values for *field_name* must be in the range *minimum* - *maximum*.

Description

The value for the given field is outside the acceptable range.

Parameters

<i>line_num</i>	Line number where the invalid range occurred
<i>field_name</i>	Data field name
<i>minimum</i>	Minimum value
<i>maximum</i>	Maximum value

Minor

Corrective action

Follow these steps:

- 1 Check the Data Field Tables for the correct range.
 - 2 Edit the SQL file to enter the correct values.
-

END OF STEPS

References

See the *Data Tables Guide*.



NDB 561

Message ID

NDB 561: INVALID time format *time*: valid format is YY/MM/DD-HH:mm

NDB 561: INVALID time format *time*: valid format is DD/MM/YY-HH:mm

Description

An incorrect format of the date/time stamp has been specified.

Parameters

<i>time</i>	Date/time stamp, YY/MM/DD-HH:mm or DD/MM/YY-HH:mm
YY	year
MM	month of the year (01-12)
DD	day of the month (01-31)
hh	hour of the day (00-24)
mm	minute of the hour (00-59)

Minor

Corrective action

Change the SQL file or reenter with the correct date/time stamp.

References

See the *Data Tables Guide*.



NDB 562

Message ID

NDB 562: demand: File pupdat.sql - INVALID line *number*: Data type(s) are invalid for the FROM clause

Description

An invalid field was requested, or the data was not valid for the switch type.

Parameters

number Line number of the SQL file where the error was encountered

Minor

Corrective action

Edit the SQL file and rerun the command.

References

See the *Data Tables Guide*.



NDB 563

Message ID

NDB 563: INVALID line *number*: PERIOD may only be used with the '=' restriction within the WHERE clause

Description

The named field can only be used with the equal (=) restriction.

Parameters

number Line number of the SQL file where the error was encountered

Minor

Corrective action

If a range of periods is required, edit the SQL file to select the ending period of that range. Set the TREND_NUM field in the WHERE clause of the SQL file to the number of periods required within the range. For example, if you want an hour's worth of data, set the PERIOD to the ending time of that hour and then set TREND_NUM to 4 (for 15-minute data) or 12 (for 5-minute data).

References

See the *Data Tables Guide*.



NDB 564

Message ID

NDB 564: INVALID line *number*: *field* is an invalid *field*

Description

The *field* or value entered does not exist. For example, this can occur if you are prompted to enter an office ID and you respond with an unacceptable ID.

Parameters

number	Line number of the SQL file where the error was encountered
field	The invalid field (or value) entered

Minor

Corrective action

Edit the SQL file to enter a valid value.

References

See the *Data Tables Guide*.



NDB 565

Message ID

NDB 565: INVALID line *number*: invalid reg expr or reg expr too long.

Description

The regular expression used in the SQL file is either invalid or is too long for the allowed buffer.

Parameters

number Line number of the SQL file where the error was encountered

Minor

Corrective action

Edit the SQL file to enter a valid regular expression.



NDB 567

Message ID

NDB 567: Process not stopped - *message*

Description

Someone attempted to stop an (Active Request Controller) process via the `stop_arc` command and it failed. Therefore, no ARC process was stopped.

Parameters

`message` An indication of the type of error that occurred.

Minor

Corrective action

The *message* field explains what was wrong with the process ID given. Rerun the `stop_arc` command with a valid ARC process ID.



NDB 568

Message ID

NDB 568: Problem starting ARC - *message*

Description

Someone attempted to start an ARC process via the `start_arc` command and it failed. Therefore, no ARC process was started.

Parameters

`message` An indication of the type of error that occurred.

Minor

Corrective action

The most common cause of this problem is that the maximum number of ARC processes allowed is already running. No new ARC process can be started until an ARC process terminates.



NDB 569

Message ID

NDB 569: Problem processing query - *message*

Description

An ARC (Active Request Controller) process failed to process an SQL query correctly.

Parameters

message Message returned by the system response

Minor

Corrective action

Two common reasons for this message are that the ARC process was deliberately stopped (caught signal 15) via the `stop_arc` command, or that the process timed out waiting for input (caught signal 14). Another reason is that a query with an error was sent to ARC (for example, the query is too large, no query was sent, etc.). If any of these occur, corrective action must be taken by whoever is attempting to send the bad query.



NDB 571

Message ID

NDB 571: Input does not have valid format

Description

The input is not in the proper SQL format. The SQL file is either empty or it begins with an invalid clause.

Minor

Corrective action

Make sure that the input file or stream is not empty and that it begins with a valid SQL clause.



NDB 572

Message ID

NDB 572: Only user in group exsnm can use the -g argument

Description

A user in a *UNIX* group other than snm attempted to run an ongoing command with the -g argument.

Status

Corrective action

Do not use the -g argument with the ongoing command.



NDB 573

Message ID

NDB 573: Unable to use group *group_id* to change subnetwork permissions

Description

An ongoing command started by the exception reporter process has failed because it was unable to change the subnetwork surveillance permissions to those allowed under the indicated *UNIX* group ID.

Parameters

group_id The *UNIX* group ID used

Minor

Corrective action

Make sure that any `exrpt r` command using the `-g` option is using a valid *UNIX* user group.



NDB 574

Message ID

NDB 574: ENTMAN2: No code assigned to trd = *trd* at the switch = *switch*

Description

The office is reporting data for a trd (traffic destination) that has no assigned code at NTM.

Parameters

trd	TRD identifier
switch	ID of the office reporting the data

Minor

Corrective action

Use the `destcode` command to assign a code to the trd or deschedule the reporting of data for that trd.



NDB 575

Message ID

NDB 575: ENTMAN2: Invalid route name *routename* in *switch* destination dispersion data

Description

The office is reporting data for a route that is undefined in the record base.

Parameters

routename	Invalid routename found
switch	ID of the office reporting the data

Minor

Corrective action

Define the route in the record base, or deschedule the office from reporting data for that route.



NDB 576

Message ID

NDB 576: Invalid route name (*xxx*) in *yyy* destination dispersion data

NDB 576: Invalid route name (*xxx*) in *yyy* ral data

Description

An internal entity has provided a route name in control related data that does not appear in the trunk group record base data for the entity.

Parameters

<i>xxx</i>	Route name provided by entity
<i>yyy</i>	Name of internal entity providing the data

Minor

Corrective action

Update the trunk group file for the entity (`/musr/rb/tg/yyy`) to include the route name.



AUD 600

Message ID

AUD 600: *audit_type* audit [(block *block_no*)] failed for *entity*

Description

A general audit failure occurred. This system response follows a more specific error message (the “precedent message”).

Parameters

<i>audit_type</i>	Valid audit type
<i>block_no</i>	Block identifier for <i>4ESS</i> switches only (this field does not appear for other office types)
<i>entity</i>	Office for which the audit was run

Minor

Corrective action

Follow the corrective action for the precedent message.

Rerun the audit, checking to make sure you have selected a valid audit for this entity.



AUD 611

Message ID

AUD 611: Unsupported switch audit request

Description

The audit server received an unrecognized “audit trigger” discrete.

Minor

Corrective action

Rerun the audit. If the problem persists, contact customer support.



AUD 612

Message ID

AUD 612: AHC is already assigned to TG = *tsgn*

Description

You attempted to assign a Modified TSG Data Index (MTDI) to one or more trunk subgroups.

Parameters

tsgn TSG Number of the TSG associated with the Indicator “B”

Minor

Corrective action

The office has assigned Adjunct Head Cell (AHC) status to this trunk group. Until the office releases the AHC, this trunk group cannot be scheduled as an MTD trunk group. It can take the office up to 15 minutes to release the AHC.



AUD 613

Message ID

AUD 613: MTDI is already assigned to TG = *tsgn*

Description

You attempted to assign a MTDI to one or more trunk subgroups.

Parameters

tsgn TSG Number of the TSG associated with the Indicator “B”

Minor

Corrective action

Rerun the audit. If the problem persists, this indicates that the switch has not removed this trunk group from its list of regular trunk groups.



AUD 614

Message ID

AUD 614: Attempting to remove unassigned MTDI = *mtdi*

Description

You attempted to assign a MTDI to one or more trunk subgroups.

Parameters

mtdi Modified TSG Data Index (MTDI) associated with the Indicator “B”

Minor

Corrective action

Rerun the audit. If the problem persists, call customer support.



AUD 615

Message ID

AUD 615: Switch reports invalid TG = *tsgn* in request

Description

You attempted to assign a Data to one or more trunk subgroups.

Parameters

tsgn TSG Number of the TSG associated with the Indicator “B”

Minor

Corrective action

Correct the record base by removing this trunk group; it does not exist in the switch.

If the problem persist after the record base has been corrected, call customer support.

□

AUD 616

Message ID

AUD 616: MTDI assignment in CLLI= *clli* does not match Record Base Trunk Group File

Description

A discrepancy has been detected between TSGs with “options=mtd+sched” in the Record Base Trunk Group File for this *4ESS* office and the MTDI assignments returned by a “Modified TSG Data” audit of this switch.

Parameters

clli Common Language Location Identifier of the specific *4ESS* office.

Minor

Corrective action

Rerun the audit. If the problem persists, call customer support — the switch has returned an MTD index that does not match the MTD index in the database.



AUD 617

Message ID

AUD 617: MTD TG. Cannot schedule as a “regular” TG=*tsgn*.

Description

You attempted to schedule an MTD trunk group as a regular trunk group.

Parameters

tsgn TSG Number of the TSG associated with the Indicator “B”

Minor

Corrective action

You cannot schedule a trunk group that has controls associated with it as an MTD. Wait 15 minutes for the office to process all requests to remove controls before scheduling this trunk group as an MTD.



AUD 619

Message ID

**AUD 619: NTM *host* AUDSRVR: Unable to schedule all packages for *cli*.
Contact your NTM customer support.**

Description

This message states that not all requested packets were successfully scheduled.

Parameters

<i>host</i>	The name of the entity that was requesting the audit.
<i>cli</i>	The name of the office that was unable to schedule all of the requested packets.

Minor

Corrective action

The office is unable to schedule packets; contact customer support.



AUD 620

Message ID

AUD 620: Invalid response received from Data Collector

Description

The audit server received an unrecognized enttype from the DCOL.

Minor

Corrective action

Rerun the audit. If the problem persists, contact customer support.



AUD 621

Message ID

AUD 621: The feature for DMS 1024 Trunk Groups is not turned on: Packet 20 (for 1024 Trunk Groups) will NOT be scheduled.

Description

If the features is locked for the switch type via the DCC generic, this message will be displayed to the screen. In addition, the audit server will NOT schedule packet 20, which is the 1024 Trunk Group surveillance data.

Critical

Corrective action

Follow these steps:

- 1 In the RSPTE file, change the max_tg field to 250 for this office.

- 2 Run the `create` command on this office.

- 3 Rerun the packet schedule audit for this office.

Important! For LSSGR type switches, there are two conditions that will result in **no** 5-minute Trunk Group surveillance data being received in NTM due to interface incompatibility associated with scheduling 250 or 1024 trunk groups:

1. NTM has requested the switch to schedule 250 trunk groups (Packet 17) but the switch is set up to schedule 1024 trunk groups (Packet 20).
2. NTM has requested the switch to schedule 1024 trunk groups (Packet 20) but the switch is set up to schedule 250 trunk groups (Packet 17).

If there is no 5-minute data from the switch, see the “DMS Surveillance Transition to 1024 Trunk Groups” in the *System Administration Guide*.

END OF STEPS



AUD 622

Message ID

AUD 622: Unknown response code received for *clli*

Description

The audit server received a switch response that has an unrecognized response code.

Parameters

clli Name of the office

Minor

Corrective action

Rerun the audit. If the problem persists, contact customer support.



AUD 623

Message ID

AUD 623: Invalid TMC = 195 and EGO = *ego* combination received from *cli*

Description

The office returned a TMC of 195 and an EGO greater than five, indicating that the EDC is out of sync.

Parameters

ego Received EGO number

cli Name of the office

Minor

Corrective action

Rerun the audit. If the problem persists, contact customer support.



AUD 630

Message ID

AUD 630: *program* : *audtype* **did NOT succeed** Filename: *filename* Reason:
descrp

Description

The audit server command failed for the specified filename. The “Reason:” information will provide a brief description of the problem that is related to the specified filename.

Parameters

program	program name
audtype	valid audit type
filename	name of the specified file
descrp	a description of the problem

Minor

Corrective action

Rerun the audit. If the problem persists, contact customer support.



AUD 633

Message ID

AUD 633: Office out of service due to failure

Description

Data collection is unable to connect to the office.

Major

Corrective action

Use the `linkstat` command to check the connection.



AUD 634

Message ID

AUD 634: Bad Response from Network Element

Description

The data collector has received a bad response from the office.

Minor

Corrective action

Run the audit again.

If this system response occurs again, check the data collector and office connection with the `linkstat` command. Run the audit again when the connection is “ok.”



AUD 635

Message ID

AUD 635: Network Element too busy to respond

Description

The office is in an overload condition.

Major

Corrective action

Wait until the network element is not overloaded and rerun the audits.

Important! Data collection may take 3 to 4 minutes to get out of an overloaded condition.



AUD 636

Message ID

AUD 636: Data Collection canceled request due to overload

Description

Data collection is overloaded.

Minor

Corrective action

Wait until data collection is not overloaded and rerun the audits.

Important! Data collection may take 3 to 4 minutes to get out of an overloaded condition.



AUD 638

Message ID

AUD 638: Data Collection returned internal error indication

Description

Data collection has an internal error.

Minor

Corrective action

Use the `errlog` command to check for any preceding NDC system responses. Follow the Corrective action(s) provided for those messages.



AUD 639

Message ID

AUD 639: Unknown response code from Data Collection

Description

The response from data collection is unrecognized.

Minor

Corrective action

Wait a short time and try to run the audit again. If the unknown response continues, run the `stopsys` and `startsys` commands. If the response still continues, contact customer support.



AUD 640

Message ID

AUD 640: Rerun *audit_type* for *entity*.
Database file changed since audit request.

Description

The audit process detected that the database has been updated since the audit was requested. Database updates in this circumstance could cause more recent data to be lost or overwritten. This problem may be caused by more than one person auditing the switch at the same time.

If this message has printed for an HTR audit on a *4ESS* switch, then no action is necessary. The audit will run again at the next 5-minute boundary.

Parameters

<i>audit_type</i>	Valid audit type
<i>entity</i>	Office for which the audit was run

Minor

Corrective action

Rerun the audit.



AUD 641

Message ID

AUD 641: Invalid flags in call gap response

Description

The audit server received a call gap response from a *4ESS* switch that contained invalid flag values.

Minor

Corrective action

Rerun the audit. If the problem persists, contact customer support.



AUD 643

Message ID

AUD 643: Received call gap with no control digits from the switch

Description

The *4ESS* switch call gap audit detected a carrier ID (identification) call gap with no control digits specified. This control may not be modified by NTM and, pending a *4ESS* switch change, will not be available for NTM monitoring.

Minor

Corrective action

Contact the switch personnel responsible for setting controls in the switch and ask them to ensure that the control digits are correct.

If the message was received because digits are not available in your *4ESS* switch generic, contact your *4ESS* switch vendor.



AUD 650

Message ID

AUD 650: Finit failed in writing to control handler

Description

The audit server failed to allocate memory in the Finit function. This message is only valid for NCP.

Minor

Corrective action

Rerun the audit. If the problem persists, contact customer support.



AUD 660

Message ID

AUD 660: Failed to send request to audit request service

Description

The `audit` command failed to communicate with one or more of the processes necessary to complete the audit request. Most likely, an audit or a DCOL process was not running when the audit request was made.

Minor

Corrective action

If the system is stopped, run the `startsys` command and then rerun the `audit` command.

If the system is running and the problem persists, contact customer support.



AUD 662

Message ID

AUD 662: Timeout on audit response from NMCS (300 seconds)

Description

The NMCS (Network Management Communications System) failed to return a response to the command either within 5 minutes for NTM not supporting a *GTD-5* switch or within 12 minutes for an NTM supporting a *GTD-5* switch.

This failure is the result of a hang in a portion of a data collector process. The data collector that has forwarded the audit to the switch should always respond to the `audit` command either within 5 minutes for NTM not supporting a *GTD-5* switch or within 12 minutes for NTM supporting a *GTD-5* switch, even if it could not get a response from the switch.

Minor

Important! If this message occurs repeatedly on your console, then the current severity level could change to be more severe (Major).

Corrective action

Follow these steps:

- 1 If the system is stopped, run the `startsys` command and then rerun the `audit` command.

Result: This problem can also be the result of a switch responding very slowly to an audit request(s).

- 2 If the system is running and the problem persists, contact customer support.

END OF STEPS



AUD 663

Message ID

AUD 663: Failed to get response from the audit response service

Description

An invalid response was returned by the audit response service.

Minor

Important! If this message occurs repeatedly on your console, then the current severity level could change to be more severe (Major).

Corrective action

Run the `stopsys` and `startsys` commands; then rerun the audits.



AUD 665

Message ID

AUD 665: Failed to read the audit response

Description

The audit server returned an audit response that was different from what was requested.

Minor

Corrective action

Rerun the audit. If the problem persists, contact customer support.



AUD 667

Message ID

AUD 667: Failed to get a response from the database

Description

A response to a database request was not successfully received, or the requested database service failed.

Minor

Important! If this message occurs repeatedly on your console, then the current severity level could change to be more severe (Major).

Corrective action

Run the `stopsys` and `startsys` commands; then try running the original command again.

If the problem persists, contact customer support.



AUD 668

Message ID

AUD 668: Failed to get *c11i* code for entity

Description

The audit server failed to retrieve from the database a *c11i* that corresponded to an entity ID.

Minor

Corrective action

Rerun the audit. If the problem persists, contact customer support.



AUD 669

Message ID

AUD 669: Failed to allocate a new block of memory

Description

An attempt to dynamically allocate internal memory failed.

Major

Corrective action

Run the command again. If the same message occurs, run the `stop sys` and `start sys` commands; then retry the original command. If the problem persists, contact customer support.



AUD 671

Message ID

AUD 671: Cannot open the database

Description

An attempt to access the system database failed.

Major

Corrective action

Verify that the database server is running; then try the command again. If the server is not running, run the `stopsys` and `startsys` commands; then try the command again.



AUD 677

Message ID

AUD 677: Unable to open response tempfile in audit

Description

This message may occur when:

- The temporary file containing the office's audit response cannot be opened
- Excessive alarms generate audit requests
- The `stopsys` or `startsys` commands are run. If this happens, ***DO NOT*** follow the ***Corrective action***.

Minor

Corrective action

Use the *UNIX* system `df` command to verify that the “/usr/tmp” directory exists and that it is not full. If it is full, try to make some space available. Rerun the audit when “/usr/tmp” has sufficient space.

If one or more offices are generating excessive alarms, use the *UNIX* system `tail` command on the “/usr/log/aud_disc” file. If a particular switch is generating excessive alarms, investigate and correct the problem with the switch.

If this message occurs because of an HTR Block B audit, then no action is necessary. The audit responses will be resynchronized during `recreate at dayend`.



AUD 678

Message ID

AUD 678: Unable to write to response tempfile

Description

NTM cannot write to the tempfile for the response.

Minor

Important! If this message occurs repeatedly on your console, then the current severity level could change to be more severe (Major).

Corrective action

Follow these steps:

- 1 Check the permissions in the “/usr/tmp” directory. This directory should be readable, writable, and executable by everyone.
 - 2 Ensure that “/usr/tmp” exists and has sufficient space; then rerun the audit.
-

END OF STEPS



AUD 689

Message ID

AUD 689: Forward message to DC_UPADM_SVC failed

Description

The attempt to forward an audit request to the data collector failed. This message may indicate that the data collector is not running.

Minor

Corrective action

Stop and start NTM by running the `stopsys` and `startsys` commands, respectively; then rerun the audit.



AUD 690

Message ID

AUD 690: Fail to link discrete file to .old file

Description

The discrete audit output file (“/musr/log/aud_disc”) cannot be moved to the discrete audit backup file (“/musr/log/aud_disc.old”).

Minor

Corrective action

Verify that the discrete audit output file exists and has the appropriate file permissions. The file should be readable by everyone and writable by the owner and group; the owner should be n m a d m.



AUD 691

Message ID

AUD 691: Fail to open discrete file

Description

The audit server cannot open the discrete audit output file (“/musr/log/aud_disc”).

Minor

Corrective action

Verify that the discrete audit output file exists. If not, run the `stopsys` and `startsys` commands. This will cause the audit server to create a new output file.

If the discrete audit output file does exist, verify that the directories “/musr” or “/musr/log” have the correct permissions. These directories should be readable, writable, and executable by everyone.



AUD 692

Message ID

AUD 692: stat() call on discrete file failed

Description

The audit server cannot ascertain the status of the discrete audit output file (“/musr/log/aud_disc”).

Minor

Corrective action

Verify that the discrete audit output file exists. If not, run the `stopsys` and `startsys` commands. This will cause the audit server to create a new output file.

If the discrete audit output file does exist, verify that the directories “/musr” or “/musr/log” have the correct permissions. These directories should be readable, writable, and executable by everyone.



AUD 693

Message ID

AUD 693: Audit Discrete file is 80 percent full

Description

The discrete audit output file (“/usr/log/aud_disc”) has reached 80 percent capacity. When the file is 100 percent full, the system will copy it to the discrete audit backup file (“/usr/log/aud_disc.old”).

Status

Corrective action

No action is required. This message is for your information only.



AUD 694

Message ID

AUD 694: Audit Discrete file is 100 percent full, rewriting

Description

The discrete audit output file (“/musr/log/aud_disc”) has reached 100 percent capacity. The file is being copied to the discrete audit backup file (“/musr/log/aud_disc.old”).

Status

Corrective action

No action is required. This message is for your information only.



AUD 695

Message ID

AUD 695: Cannot malloc office list

Description

An attempt to allocate internal memory by the audit server has failed.

Major

Corrective action

Run the `stopsys` and `startsys` commands to reinitialize the audit server. If the error message returns, contact customer support.



AUD 697

Message ID

AUD 697: failed to save TRUNK GROUP REFERENCE AUDIT - CHANGE audit response for *officename*

Description

As a part of BDR, responses for Trunk Group Reference audits are saved and then incorporated into the last full TGREF audit response file. In this case, the audit response for the particular office is not up-to-date.

This response could be caused by a space problem, a permissions problem, or an audit problem where a discrete-triggered audit of the office began before a full set of audits was run.

Parameters

officename The name of the office for which the data is not up to date

Minor

Corrective action

Follow these steps:

-
- 1 Run the `tgsched+tg` audit on the primary host for offices that are failing.
 - 2 If this problem persists contact customer support.
-

END OF STEPS



AUD 698

Message ID

AUD 698: None of the audit types requested are valid for *office*

Description

The user specified a list of offices to audit and a list of audit types to run on those offices. None of the requested audits are valid for office *office*.

Parameters

office The name of one of the specified offices

Minor

Corrective action

The user should reenter the command line and either specify a valid audit for office *office* or delete that office from the list of requested offices.



AUD 699

Message ID

AUD 699: AUDSRVR: Audit encountered gateway error: Error number: *n*
Error message: *message*

Description

The gateway failed to run an audit, and it returned an error message to the audit server indicating the reason for the failure.

Parameters

<i>n</i>	The error number received from the gateway
<i>message</i>	The error message received from the gateway

Minor

Corrective action

Rerun the audit at a later time. If the problem persists, contact the gateway administrator.



6 System Responses: 700 – 799

Overview

Purpose

This chapter describes the system responses generated by NTM. All messages are listed in numeric order regardless of prefix.

Terminology

The following terms are used interchangeably throughout the *System Responses Guide*:

- *exchange, office, xchnge, xchange, switch*
- *cli, exchange_identifier, entity*
- *alarm, discrete*

This chapter contains the following system responses:

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XYZ 728	6-37
XYZ 729	6-38
XYZ 730	6-39
XYZ 731	6-40
XYZ 732	6-41
XYZ 733	6-42
XYZ 734	6-43
XYZ 735	6-44
XYZ 736	6-45
XYZ 737	6-46
XYZ 738	6-47
XYZ 739	6-48
XYZ 740	6-49
XYZ 741	6-50
XYZ 742	6-51
XYZ 743	6-52
XYZ 744	6-53
XYZ 745	6-54
XYZ 746	6-55
XYZ 747	6-56
XYZ 748	6-57
XYZ 749	6-58
XYZ 750	6-59
XYZ 751	6-60
XYZ 752	6-61
XYZ 753	6-62
XYZ 754	6-63
CTL 755	6-64
XYZ 755	6-65
CTL 756	6-66

XYZ 756	6-67
CTL 757	6-68
XYZ 757	6-69
CTL 758	6-70
XYZ 758	6-71
XYZ 759	6-72
XYZ 760	6-73
XYZ 761	6-74
XYZ 762	6-75
XYZ 763	6-76
CTL 765	6-77
XYZ 766	6-78
CTL 767	6-79
XYZ 768	6-80
XYZ 769	6-81
XYZ 770	6-82
XYZ 771	6-83
XYZ 772	6-84
XYZ 773	6-85
XYZ 774	6-86
XYZ 775	6-87
XYZ 776	6-88
XYZ 777	6-89
XYZ 778	6-90
XYZ 779	6-91
XYZ 780	6-92
XYZ 781	6-93
XYZ 782	6-94
XYZ 783	6-95
XYZ 784	6-96

XYZ 785	6-97
XYZ 786	6-98
XYZ 787	6-99
XYZ 788	6-100
XYZ 789	6-101
XYZ 790	6-102
XYZ 791	6-103
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AUD 700

Message ID

AUD 700: Cannot update record base file: *message*

Description

The Audit Server cannot update associated Record Base file.

Parameters

message The exact cause. Record Base file is not readable,writeable or accessible.

Minor

Corrective action

Check Record Base files permissions. These files must be readable and writable and configuration file “*/nm/etc/autorefupd.ini*” must be readable for nmadm user.



XYZ 702

Message ID

XYZ 702: *office_name* indicated illegal request, *message*

Description

The office is unable to process a request because of invalid parameters. An additional *message* may indicate that the target office is not configured with some network management feature. Consult the office to verify that the requested feature is available.

Parameters

office_name A valid office
message Format error or unknown command

Minor

Corrective action

Enter correct parameters for the request/audit request. Verify that the Record Base office generic matches the actual office generic.

Refer format errors to NTM customer support. Unknown command messages may indicate that the target office is not configured with some network management feature. Contact the office administrator to verify that the requested feature is available.



XYZ 703

Message ID

XYZ 703: *office_name* indicated feature not available *message*

Description

The office is unable to process your request because the feature is not available. For example, an attempt to execute an STR control for a 5ESS switch, generic 5e5, would result in this messages since this control is not available on that office. The *inhibited* message indicates that the requested feature is turned off. The *function is busy* message indicates that the feature is already in use.

Parameters

office_name A valid office
message *inhibited* or *function is busy*

Minor

Corrective action

Consult with office personnel to determine when the feature will become available — at which time the command should be rerun.

No action is required. This message is for your information only.



XYZ 704

Message ID

XYZ 704: office indicated not ready condition

Description

Either the office or NTM is busy.

Minor

Corrective action

Try to access the office or NTM later.



XYZ 705

Message ID

XYZ 705: office indicated severe problems [, condition]

Description

Either the office is experiencing difficulty or NTM is unable to communicate with the office.

Minor

Corrective action

Check to see if data collection is running and check the status of the link to the office, using the `linkstat` command. Consult office personnel for office status. When the office has returned to normal, retry the procedure you were executing.



XYZ 706

Message ID

XYZ 706: *office_name* indicated overflow, *message*

Description

The system has reached its maximum capacity, for example, the maximum number of controls for an office. If this message indicates that the “internal buffer limit” was exceeded, it means that the office is returning more data in an audit response than was expected by NTM.

Parameters

office_name A valid office

message Message may be either:

- Exceeded internal buffer limit
- Max of 4096 objects can be scheduled

Detailed description

The AXE 10 and UT100 offices allow a maximum of 4096 trunk groups to be scheduled for data collection at any one time (NTM further limits this to 1000 trunk groups). These offices also limit the number of destination codes that can be assigned to a traffic destination (trd) number, up to 4096. If the office limit is exceeded, the “max of 4096 objects” message is given.

Minor

Corrective action

To apply another control, you must first delete a less critical control.

If you receive the *internal buffer limit* message, modifications to the office may be required to alleviate the overflow condition.

If you receive the *Max of 4096 objects can be scheduled* message, contact customer support.



XYZ 707

Message ID

XYZ 707: office or NMS indicated timeout occurred

Description

NTM or the office timed out while waiting for a response.

Minor

Corrective action

Use the `sysstat` or `linkstat` command to see if NTM is running. If it is, try to access the office or NTM later.



XYZ 708 (CTL 708)

Message ID

XYZ 708: office or NMS indicated add failure (already exists) [for control type = <type>]

Description

An add-operation request failed because the requested operand already exists. For example, you have attempted to add a trunk group control that already exists.

Minor

Corrective action

Request a modify operation instead of an add or a delete, or request an add operation again. Run the appropriate audit for controls.



XYZ 709 (CTL 709)

Message ID

XYZ 709: office or NMS indicated delete failure (does not exist) [for control type = <type>]

Description

The control to be deleted does not exist in the office on the NTM system.

Minor

Corrective action

Run the appropriate audit for controls.



XYZ 710 (CTL 710)

Message ID

XYZ 710: office or NMS indicated modify failure (does not exist) [for control type = <type>]

Description

The item to be modified does not exist in the office or NTM. For example, you attempted to modify a call gap by changing the domain or destination or both.

Minor

Corrective action

Add the item instead of modifying it.



XYZ 711 (CTL 711)

Message ID

XYZ 711: NMS indicated *cli* out of service (manually or due to failure)

Description

This error is sent from the office; it indicates that either the link has been deactivated for audits or the link does not exist.

Parameters

cli Name of the office that is out of service

Minor

Corrective action

Check the link to the office using the `links stat` command.

- If the link is manually out of service, run the `act` command on the appropriate link.
- If the link is active, contact customer support.



XYZ 712

Message ID

XYZ 712: NMS indicated illegal request [for switch]

Description

NTM could not process a request because of illegal parameters.

Minor

Corrective action

Check the parameters of the request.



XYZ 713

Message ID

XYZ 713: *office_name* indicated invalid trunk group, *message*

Description

The trunk group specified in the request is not valid (that is, it is not in the NTM database).

Parameters

office_name The name of the office for which the tgsched audit was being executed

message May be one of the following:

- Not an outgoing trunk group
- Has not been modified for function
- Not a traffic trunk group
- No route number defined for specified trunk group

(0)R = *route name*

where *route name* is the name of an office route.

Important! The route name appears in capital letters because the office refers to routes in that notation. When you enter route names into the record base, you must also use capital letters.

Detailed description

The ***no route number defined for specified trunk group (0)R=route message*** indicates that the route has been marked for scheduling (“options=sched”) in the record base trunk group file (“/musr/rb/tg/*office*”) and is invalid for data collection from the office.

The ***not an outgoing trunk group*** message indicates that the trunk group(s) in the request needs to be outgoing in direction.

The ***has not been modified for function*** message indicates that the trunk group(s) in the request has not been activated or properly set up for the request function.

The ***not a traffic trunk group*** message indicates that the requested function only accepts traffic trunk groups and that some other type of trunk group was specified.

Minor

Corrective action

Follow these steps:

.....

- 1 Enter a valid trunk group name.
 - If *not an outgoing trunk group*, then use a different outgoing trunk group. If the specified trunk group has a companion trunk group, the companion should be outgoing, and it could be used instead.
 - If *has not been modified for function*, then the trunk group must first be activated in the office for the requested function.
 - If *not a traffic trunk group*, then a traffic trunk group should be used.
 - If *no route number defined for specified trunk group*, then follow these steps:

.....
- 2 Enter a valid trunk group name.

.....
- 3 Remove the “options=sched” designation from the trunk group file for the invalid route.

.....
- 4 Run a single office create for the office. Enter: **create xchnge** *office_name*

.....
- 5 When the single office create has completed successfully, execute the tgsched audit again.

.....
E N D O F S T E P S
.....



XYZ 714

Message ID

XYZ 714: NMS indicated overload condition (could not service request)

Description

Data collection has exceeded the capacity of the internal request queues. Data collection processes maintain a queue of outstanding switch requests. Once the queue is full, the data collection process sends this message when it receives subsequent requests.

Important! This message is not related to processor performance.

Minor

Corrective action

This message usually appears during peak periods.

Wait a few minutes before retrying requests and data collection may “catch up” and free up space on the queue.

If this does not help, deactivate data and discretets on less critical offices to free data collection resources.



XYZ 715

Message ID

XYZ 715: audit office, control successful, but response did not match request

XYZ 715: Control type = <control_type>, control action = <control_action> successful at *cli*, but response did not match request - run an audit

Description

The control was successful at the switch, but it failed at the NTM database.

Minor

Corrective action

Run the appropriate audit.



XYZ 716

Message ID

XYZ 716: *office_name* - unknown response received[, *message*]

Description

NTM has received an unknown response from the office.

Parameters

office_name Valid office name

message One of the following

- Invalid or unrecognized syntax
- Response does not match request
- Invalid route name in switch

Detailed description

The *invalid or unrecognized syntax* message indicates that NTM received a response from the office that was not expected or recognized.

The *response does not match request* message indicates that NTM received a valid response from the office, but the response is inappropriate and does not match the request.

The *invalid route name in switch response, the invalid route is <invalid route name>* message indicates that the office responded with a route name that NTM considers invalid (for example, the route name contained consecutive plus signs).

The level may be either of the following, depending on the cause:

- Minor
- Major

Corrective action

Run the appropriate audit.

Re-execute the command that caused the error. If the error continues, contact customer support.

If *invalid or unrecognized syntax*, consult NTM customer support immediately.

If *response does not match request*, the office is out of sync. Deactivate and reactivate the link; then try the command again. If this message continues, consult NTM customer support.



XYZ 717

Message ID

XYZ 717: NMS failure (e.g., database failure)

Description

A general NTM operation, such as a database access, failed.

Minor

Corrective action

Check the database with the `dbstat` command and repeat the request.

Look at other messages preceding this one in the error log to see if a more detailed description of the failure was logged. Save the error log and call customer support.



XYZ 718

Message ID

XYZ 718: partial database retrieval failure

Description

The DBSRVR (Database Server) cannot retrieve all of the requested data. This error could occur if you requested trend data or summed data when not all the data is available. It could also occur if you requested a retrieval of control information for which the control counts were not available from the office.

Minor

Corrective action

If there is a problem with the database, a system response will be logged in the error log.

If it is a case of missing trend data or control data, it may be necessary to wait one or more collection intervals until the missing data is available.



AUD 719

Message ID

AUD 719: audit type = *audit_type*. No response received from *clli*

Description

A response has been received from the DCC indicating that the switch was not responding.

Parameters

<i>audit_type</i>	Type of audit
<i>clli</i>	The office that is not responding

Minor

Corrective action

Verify the DCC-to-switch communication link.



XYZ 719

Message ID

XYZ 719: needed NMS processors are not responding

Description

NTM was unable to communicate with an associated processor. This could be a DCC, a FEP, or an office.

Minor

Corrective action

Check the error log for additional information. Also check with the administrator(s) of the other processors to identify and correct the problem.



XYZ 720

Message ID

XYZ 720: one or more systems did not respond to the external search

Description

An external search on a page was requested. (For example, the EX selection window was “selected” and a RETRV was done.) However, one or more NTM systems queried by the page failed to contribute data.

Minor

Corrective action

This error can result from one or more of the following conditions:

1. One of the links is failing
2. All the other NTMs in the external search are deactivated
3. There is a timeout condition in one NTM
4. There is a time synchronization problem between NTMs

The following actions correspond to these problems:

-
- 1 Check for a link error in the “/musr/log/errors” file and for any link failures indicated by the `linkstat` command. Notify the system administrator of these errors.

 - 2 Activate each NTM using the command line `act office=<NTM_name>`.

 - 3 Restrict the view on the page if there is a timeout problem. This action limits the amount of data the page retrieves and allows you to view the data from the other NTM systems.

 - 4 Do one of the following:
 - a. Compare the times of the NTM systems involved using the `UNIX system date` command. If there is a significant discrepancy (more than 20 seconds), ensure that time synchronization is not inhibited at any of the NTM systems. To do this,

check for the existence of the “/nm/db/notimesync” and “/nm/db/notimecheck” files. Remove these files if they exist and run the `stopsys` and `startsys` commands.

- b. Ask the system administrator to synchronize the NTM systems with the time synchronize procedure.

.....
E N D O F S T E P S



XYZ 721

Message ID

XYZ 721: audit office, control successful, but NMS database update failed

Description

NTM was unable to update the NTM database with the specified control.

Minor

Corrective action

Check the error log and audit the switch.



XYZ 722

Message ID

XYZ 722: office or NMS indicated maximum number of controls currently active

Description

Either the office or NTM discovered that the maximum number of controls for this control type are already active. For example, this error will occur when 65 call gaps are added to an office and the maximum number allowed is 64.

Minor

Corrective action

Use the **ctrlog** command to see which controls are currently active, and possibly replace one of the existing controls.



XYZ 723

Message ID

XYZ 723: NMS indicated invalid action specified

Description

NTM indicated that the value specified for the `action` field is invalid.

Minor

Corrective action

Check the possible actions that are allowed for this type of control.



XYZ 724

Message ID

XYZ 724: office or NMS indicated invalid npa or cc specified

Description

Either the office or NTM discovered that the value specified for the “npa” field for domestic HTR (Hard-To-Reach) controls was invalid or the “cc” value was invalid for international HTR controls.

Minor

Corrective action

Reenter the control using valid “npa” or “cc” values. The “npa” value must be 3 digits, while the “cc” value must be 2 digits.



XYZ 725

Message ID

XYZ 725: NMS indicated invalid nxx or nn specified

Description

Either the office or NTM discovered that the value specified for the “nxx” field for domestic HTR controls was invalid or the “nn” value was invalid for international HTR controls.

Minor

Corrective action

Reenter the control using valid “nxx” or “nn” values. The “nxx” value must be 3 digits, and the “nn” value must be 2 digits.



XYZ 726

Message ID

XYZ 726: NMS indicated invalid failure threshold specified

Description

The value for the failure threshold field is invalid.

Minor

Corrective action

Check the valid values for the field and reenter the control.



XYZ 727

Message ID

XYZ 727: office or NMS indicated invalid counter block specified

Description

An invalid counter block was specified.

Minor

Corrective action

Check the valid values for the counter blocks and reenter the control.



XYZ 728

Message ID

XYZ 728: office or NMS indicated invalid turnoff interval specified

Description

An invalid reroute turnoff interval was specified.

Minor

Corrective action

Check the valid values for the reroute turnoff interval and reenter the control.



XYZ 729

Message ID

XYZ 729: NMS indicated invalid study class specified

Description

An invalid study class was specified.

Minor

Corrective action

Check the valid values for the study classes and reenter the control.



XYZ 730

Message ID

XYZ 730: office or NMS indicated invalid option specified [or supporting feature not purchased]

Description

This error indicates one of two possible situations:

- Either NTM or the office indicated that an invalid option was specified for a trunk group or a reroute control.
- The NTM feature that supports the desired capability has not been purchased and installed.

Minor

Corrective action

Check the valid options of the desired type of control and reenter the control.



XYZ 731

Message ID

XYZ 731: NMS indicated invalid code specified

XYZ 731: NMS indicated invalid controlled code specified for switch

Description

NTM indicated that the code is invalid.

Minor

Corrective action

Check the code and reenter the control.



XYZ 732

Message ID

XYZ 732: office or NMS indicated invalid rate specified

Description

Either the office or NTM discovered that the value specified for the rate field is invalid.

Minor

Corrective action

Check the valid values for the rate and reenter the control.



XYZ 733

Message ID

XYZ 733: NMS indicated invalid “to” office specified

**XYZ 733: NMS indicated invalid “to” office specified in command =
<command> to *cli***

Description

NTM indicated that the “To Office” was not a valid office.

Minor

Corrective action

Check the valid office names and reenter the control.



XYZ 734

Message ID

XYZ 734: NMS indicated invalid suffix specified

**XYZ 733: NMS indicated invalid suffix specified in command = <command>
to *cli***

Description

NTM indicated that the value specified for the suffix is not valid.

Minor

Corrective action

Check the valid suffixes and reenter the control.



XYZ 735

Message ID

XYZ 735: NMS indicated specified tg is a one-way-in tg

**XYZ 735: NMS indicated 1-way in trunk group specified in command =
<command> to *cli***

Description

NTM indicated that the trunk group specified is a 1-way-in trunk group. Trunk group controls cannot be placed on 1-way-in trunk groups.

Minor

Corrective action

Check the valid trunk groups and verify that the one you specify is not a 1-way-in trunk group. Then, reenter the control.



XYZ 736

Message ID

XYZ 736: NMS indicated invalid list specified

Description

NTM indicated that the value for the HTR list parameter is not valid.

Minor

Corrective action

Check the valid list values and reenter the control.



XYZ 737

Message ID

XYZ 737: NMS indicated invalid sk/cn specified

Description

NTM indicated that the value of the s k / c n parameter is invalid.

Minor

Corrective action

Check the valid skip/cancel values and reenter the control.



XYZ 738

Message ID

XYZ 738: NMS indicated invalid ih/rs specified

Description

NTM indicated that the value of the `ih/rs` parameter is invalid.

Minor

Corrective action

Check the valid inhibit/restore values and reenter the control.



XYZ 739

Message ID

XYZ 739: NMS indicated invalid category specified

Description

NTM indicated that the value of the category field is invalid.

Minor

Corrective action

Check the valid category values and reenter the control.



XYZ 740

Message ID

XYZ 740: NMS indicated invalid threshold specified

Description

NTM indicated that the value of the threshold field is invalid.

Minor

Corrective action

Check the valid threshold values and reenter the control.

Important! Threshold level 1 must be greater than or equal to threshold level 2.



XYZ 741

Message ID

XYZ 741: NMS indicated invalid domain/type specified

Description

NTM indicated that the value of the domain or type field is invalid for the office.

Minor

Corrective action

Check the valid domain or type values and reenter the control.



XYZ 742

Message ID

XYZ 742: NMS indicated invalid gap specified

**XYZ 742: NMS indicated invalid gap rate specified in command =
<command> to *cli***

Description

NTM indicated that the value of the gap field is invalid.

Minor

Corrective action

Check the valid gap values and reenter the control.



XYZ 743

Message ID

XYZ 743: NMS indicated invalid ann c specified

**XYZ 743: NMS indicated invalid announcement specified in command =
<command> to *cli***

Description

NTM indicated that the value of the `ann c` parameter is invalid.

Minor

Corrective action

Check the valid announcement values and reenter the control.



XYZ 744

Message ID

XYZ 744: NMS indicated invalid trap specified

Description

NTM indicated that the value of the t r a p parameter is invalid.

Minor

Corrective action

Check the valid trap values and reenter the control. Also, if t r a p is “on”, check that the call gap level is set to “all” when adding call gaps.



XYZ 745

Message ID

XYZ 745: NMS indicated invalid % alternate specified

**XYZ 745: NMS indicated invalid % alternate specified in command =
<command> to *cli***

Description

NTM indicated that the value of the alternate field is invalid.

Minor

Corrective action

Check the valid percent alternate values and reenter the control.



XYZ 746

Message ID

XYZ 746: NMS indicated a rate-based control already exists on this tg

Description

NTM discovered that a rate-based control is already present on this trunk group.

Minor

Corrective action

Only one rate-based control is permitted on each trunk group. Use the control log to find the existing rate-based control.



XYZ 747

Message ID

XYZ 747: NMS indicated invalid number of vias specified

**XYZ 747: NMS indicated invalid number of vias specified in command =
<command> to *cli***

Description

NTM indicated that the number of via trunk groups specified is invalid. The maximum is 7.

Minor

Corrective action

Check the correct number of via trunk groups and reenter the control.



XYZ 748

Message ID

XYZ 748: NMS indicated invalid number of domains specified

Description

NTM indicated that the number of domains specified is invalid. The maximum is 5.

Minor

Corrective action

Check the correct number of domains and reenter the control.



XYZ 749

Message ID

XYZ 749: NMS indicated invalid number of rdbs specified

Description

NTM indicated that the number of routing data blocks specified is invalid. The maximum is 16.

Minor

Corrective action

Check the correct number of routing data blocks and reenter the control.



XYZ 750

Message ID

XYZ 750: NMS indicated invalid number of codes specified

Description

NTM indicated that the number of codes specified is invalid. The maximum is 16.

Minor

Corrective action

Check the correct number of codes and reenter the control.



XYZ 751

Message ID

XYZ 751: NMS indicated first via specified is invalid

**XYZ 751: NTM indicated invalid first via specified in command =
<command> to *cli***

Description

NTM indicated that the trunk group specified in the first via is invalid.

Minor

Corrective action

Check the valid trunk groups and reenter the control.



XYZ 752

Message ID

XYZ 752: NMS indicated second via specified is invalid

**XYZ 752: NTM indicated invalid second via specified in command =
<command> to *cli***

Description

NTM indicated that the trunk group specified in the second via is invalid.

Minor

Corrective action

Check the valid trunk groups and reenter the control.



XYZ 753

Message ID

XYZ 753: NMS indicated third via specified is invalid

**XYZ 753: NTM indicated invalid third via specified in command =
<command> to *cli***

Description

NTM indicated that the trunk group specified in the third via is invalid.

Minor

Corrective action

Check the valid trunk groups and reenter the control.



XYZ 754

Message ID

XYZ 754: NMS indicated fourth via specified is invalid

**XYZ 754: NTM indicated invalid fourth via specified in command =
<command> to *cli***

Description

NTM indicated that the trunk group specified in the fourth via is invalid.

Minor

Corrective action

Check the valid trunk groups and reenter the control.



CTL 755

Message ID

CTL 755: DB OPEN FAILED: CTLSRV TERMINATED.

Description

The control subsystem could not open the NTM database. Since controls cannot be validated or recorded, the control server terminates.

Important! It is likely the control server was not the only one to encounter problems with opening the database.

Critical

Corrective action

Stop and restart the system.



XYZ 755

Message ID

XYZ 755: NMS indicated fifth via specified is invalid

**XYZ 755: NTM indicated invalid fifth via specified in command =
<command> to *cli***

Description

NTM indicated that the trunk group specified in the fifth via is invalid.

Minor

Corrective action

Check the valid trunk groups and reenter the control.



CTL 756

Message ID

CTL 756: Input file incorrect for PCR.

Description

The file is in the wrong format. Either it should be in TSLCR/TSLPCR format (check the feature bit audit data), or the PCR format is incorrect.

Minor

Corrective action

Edit the file and run the command again.



XYZ 756

Message ID

XYZ 756: NMS indicated sixth via specified is invalid

**XYZ 756: NTM indicated invalid sixth via specified in command =
<command> to *cli***

Description

NTM indicated that the trunk group specified in the sixth via is invalid.

Minor

Corrective action

Check the valid trunk groups and reenter the control.



CTL 757

Message ID

CTL 757: Input file incorrect for TSLPCR.

Description

The file is in the wrong format. Either it should be in PCR format (check the feature bit audit date), or the TSLCR/TSLPCR format is incorrect.

Minor

Corrective action

Edit the file and run the command again.



XYZ 757

Message ID

XYZ 757: NMS indicated seventh via specified is invalid

**XYZ 757: NTM indicated invalid seventh via specified in command =
<command> to *cli***

Description

NTM indicated that the trunk group specified in the seventh via is invalid.

Minor

Corrective action

Check the valid trunk groups and reenter the control.



CTL 758

Message ID

CTL 758: The SSCR feature is invalid for this office.

Description

The SSCR feature is not valid for the xchnge. The feature is not turned on at the *5ESS*.

Minor

Corrective action

No action is required. This message is for your information only.



XYZ 758

Message ID

XYZ 758: NTM indicated invalid rdb specified

Description

NTM indicated that the value of the **rdb=** parameter is invalid.

Minor

Corrective action

Check the valid routing data block values and reenter the control.



XYZ 759

Message ID

XYZ 759: NMS indicated timeout occurred but total office removals continue

XYZ 759: NMS indicated Total Office Control timeout occurred for *cli*, but total office removals continue

Description

The page or command timed out waiting for the removal acknowledgment response for the total office control. This message does not indicate that the control failed. The control is still in progress, but it is taking longer than normal.

Minor

Corrective action

This occurs when there are many active controls in the database. Use the CNTOTAL page to do a retrieval, then check the number of remaining active controls. In subsequent retrievals, the number of controls still active should decrease. If the number of active controls does not become zero, check the error log for any system responses. Try the total office removal again, or run an audit on that office.

□

XYZ 760

Message ID

XYZ 760: NMS indicated FNPA is not assigned to 6-digit resolution

Description

NTM indicated that the value of the FNPA (Foreign NPA) code is not assigned to a 6-digit resolution.

Minor

Corrective action

Try another code.



XYZ 761

Message ID

XYZ 761: NMS indicated invalid hunt specified.

**XYZ 761: NMS indicated invalid hunt specified in command = <command> to
*cli***

Description

NTM indicated that the value of the `hunt` parameter is invalid.

Minor

Corrective action

Check the valid hunt values and reenter the control.



XYZ 762

Message ID

XYZ 762: NMS indicated invalid % direct specified

**XYZ 762: NMS indicated invalid % direct specified in command =
<command> to *cli***

Description

NTM indicated that the value of the direct field is invalid.

Minor

Corrective action

Check the valid percent direct values and reenter the control.



XYZ 763

Message ID

XYZ 763: NMS or switch indicated invalid domain response received

Description

The audit server detected a control with an invalid switch domain value. The following information will typically be included with the above message:

```
domain : 11 - domain not found in database
Discarding control:
  rr from=sim4e14ent03 tg=sim4e12ent02-001 act=add
  rrtype=code tfc=alt rout=pct
  alt=12 type=orr options=apr+htr
  vias=sim4e13ent05-031+sim4e13ent05-032
  vrto=yes+yes domains=11
```

In this example, “11” is used as the domain value received from the switch. If this control were to be placed into the database, it would not be removable because the user interface does not allow a user to specify an invalid domain when attempting the delete. This example shows a reroute control being discarded. Any of several control types use domains and may appear in such a message.

Minor

Corrective action

This message appears only if a specific domain value is not defined in the record base domain file of the office (“/usr/rb/domain/c11i”). Correct this situation by adding the undefined value to this file and performing a `create` and `installdb` on the domain file for the office.



CTL 765

Message ID

**CTL 765: nms hpn7 silc: Fail to update Oracle Data Base with Error file stored in /musr/ctrl/error/
silc from=oh5e1 tg=ohdms1-10 act=enable**

Description

NTM indicated that the Oracle database failed to accept the control being requested.

Minor

Corrective action

Verify that the parameters for the control were correct, then reenter the control. If this message persists, contact customer support.

XYZ 766

Message ID

XYZ 766: NMS indicated invalid pp number specified

Description

NTM indicated that the value of pp number specified is invalid.

Minor

Corrective action

Enter a pp number in the range from 1 to 63.



CTL 767

Message ID

CTL 767: NMS indicated specified tg is a 1-way-in tg or a multifrequency tg

Description

NTM indicated that the specified trunk group is a 1-way-in trunk group or that it uses MF (multifrequency) signaling.

DOC controls cannot be placed on a 1-way-in trunk group or on a trunk group that uses MF signaling.

Minor

Corrective action

Verify that the valid trunk groups are not 1-way-in and/or do not use MF signaling; then reenter the control.



XYZ 768

Message ID

XYZ 768: office or NMS indicated restore failure (already restored)

Description

The office or NTM indicated that the HTR code you are trying to restore has already been restored.

Status

Corrective action

Verify that you have entered the correct code.

- If so, no action is necessary.
- If not, reenter the command or page with the correct code.



XYZ 769

Message ID

XYZ 769: office or NMS indicated an inhibit failure (already inhibited)

Description

The office or NTM indicated that the HTR code you are trying to inhibit has already been inhibited.

Status

Corrective action

Verify that you have entered the correct code.

- If so, no action is necessary.
- If not, reenter the command or page with the correct code.



XYZ 770

Message ID

XYZ 770: NMS indicated invalid duration specified

Description

The specified duration is not in the valid range.

Minor

Corrective action

Enter a duration in the range from 1 to 12, and reenter the control.



XYZ 771

Message ID

XYZ 771: NMS indicated first trunk group specified is invalid

Description

The first specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 772

Message ID

XYZ 772: NMS indicated second trunk group specified is invalid

Description

The second specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 773

Message ID

XYZ 773: NMS indicated third trunk group specified is invalid

Description

The third specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 774

Message ID

XYZ 774: NMS indicated fourth trunk group specified is invalid

Description

The fourth specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 775

Message ID

XYZ 775: NMS indicated fifth trunk group specified is invalid

Description

The fifth specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 776

Message ID

XYZ 776: NMS indicated sixth trunk group specified is invalid

Description

The sixth specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 777

Message ID

XYZ 777: NMS indicated seventh trunk group specified is invalid

Description

The seventh specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 778

Message ID

XYZ 778: NMS indicated eighth trunk group specified is invalid

Description

The eighth specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 779

Message ID

XYZ 779: NMS indicated ninth trunk group specified is invalid

Description

The ninth specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 780

Message ID

XYZ 780: NMS indicated tenth trunk group specified is invalid

Description

The tenth specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 781

Message ID

XYZ 781: NMS indicated 11th trunk group specified is invalid

Description

The eleventh specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 782

Message ID

XYZ 782: NMS indicated 12th trunk group specified is invalid

Description

The twelfth specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 783

Message ID

XYZ 783: NMS indicated 13th trunk group specified is invalid

Description

The thirteenth specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 784

Message ID

XYZ 784: NMS indicated 14th trunk group specified is invalid

Description

The fourteenth specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 785

Message ID

XYZ 785: NMS indicated 15th trunk group specified is invalid

Description

The fifteenth specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 786

Message ID

XYZ 786: NMS indicated 16th trunk group specified is invalid

Description

The sixteenth specified trunk group is invalid.

Minor

Corrective action

Enter a valid trunk group and reenter the control.



XYZ 787

Message ID

XYZ 787: NMS indicated invalid attempt specified

Description

The specified attempt is not in the valid range.

Minor

Corrective action

Enter an attempt in the range from 1 to 200, and reenter the control.



XYZ 788

Message ID

XYZ 788: NMS indicated invalid overload level specified

Description

The specified overload level is not in the valid range.

Minor

Corrective action

Enter an overload level in the range from 0 to 7, and reenter the control.



XYZ 789

Message ID

XYZ 789: NMS indicated invalid con specified

Description

The specified con (constant for threshold mapping) is not in the valid range.

Minor

Corrective action

Enter a con in the range from 0 to 255, and reenter the control.



XYZ 790

Message ID

XYZ 790: NMS indicated invalid cpl specified

Description

The specified cpl (number of calls per line) is not in the valid range.

Minor

Corrective action

Enter a cpl in the range from 1 to 255, and reenter the control.



XYZ 791

Message ID

XYZ 791: NMS indicated invalid priority specified

Description

The specified priority is not valid.

Minor

Corrective action

Enter a priority of low, high, or critical; then reenter the control.



XYZ 792

Message ID

XYZ 792: NMS indicated invalid study specified

Description

The specified special study is not valid.

Minor

Corrective action

Enter a special study name of 13 characters or fewer, and reenter the control.



XYZ 793

Message ID

XYZ 793: NMS indicated invalid number of trunk groups specified

Description

The specified number of trunk groups was invalid for this type of control.

Minor

Corrective action

Enter the correct number of trunk groups, and reenter the control.



XYZ 794

Message ID

XYZ 794: *office_name* function is not connected *message*

Description

This system response refers to commands that attempt to deactivate or remove objects from the office's schedule. Objects are generally trunk groups, but they also may be traffic destination codes (trds).

Parameters

- office_name* Valid office name
- message* One of the following:
- for specified object
 - for any object

Minor

Corrective action

No corrective action is necessary. The command being attempted does not need to be executed since the desired condition already exists.



XYZ 795

Message ID

XYZ 795: *office_name* task has already been executed

Description

This message indicates that the requested operation has already taken place.

Parameters

office_name Valid *office_identifier*

Minor

Corrective action

No corrective action is necessary. The command being attempted does not need to be executed since the desired condition already exists.



XYZ 796

Message ID

XYZ 796: *office_name* indicated unreasonable value, *message*

Description

This message indicates that the office has detected an invalid value in the request. The specific messages (for time delay, limit value, hysteresis, etc.) are returned by the office. They indicate the value that is invalid.

Parameters

office_name Valid *office_identifier*

message One of the following:

- time delay must be in range 0–128 secs
- limit value must be in range 0–100
- hysteresis must be in range 0–25
- limit value minus hysteresis can not be less than 0

Minor

Corrective action

Edit the appropriate record base file and change the value for the parameter. Then run the `create` and `installdb` commands on that record base file.



XYZ 797

Message ID

XYZ 797: *office_name* data not allocated for function

Description

This message indicates that the office is not prepared for the request.

Parameters

office_name Valid office name

Minor

Corrective action

Allocate data space in the office to enable the requested function.



AUD 798

Message ID

AUD 798: office indicated no objects temporarily disconnected

Description

This error is sent from the office; it indicates that the audit request attempted to reset NM counter data for a route that was not disconnected.

Minor

Corrective action

Contact your office administrator to correct the problem.



NMC 799

Message ID

NMC 799: Cannot send message <additional debugging information>

Description

A process could not send a message to another process. This could point to:

- an internal software problem caused by running out of temporary message queues
- or*
- excessive requests by external entities

Minor

Corrective action

This message may appear soon after you have run the `startsys` or `stopsys` command. If the system is running when you get this message, check the number of message queues being used via the *UNIX* command “`ipcs -q | wc -l`”. If the number is greater than 200, the system is out of message queues. This problem can also be caused if one message queue overflows. Contact customer support for help in clearing this problem.



7 System Responses: 800+

Overview

Purpose

This chapter describes the system responses generated by NTM. All messages are listed in numeric order regardless of prefix.

Terminology

The following terms are used interchangeably throughout the *System Responses Guide*:

- *exchange, office, xchnge, xchange, switch*
- *cli, exchange_identifier, entity*
- *alarm, discrete*

This chapter contains the following system responses:

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GUI 1157	7-91
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GUI 1358	7-135
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GUI 1364	7-141
GUI 1365	7-142
GUI 1366	7-143
GUI 1367	7-144
GUI 1368	7-145
GUI 1401	7-146
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GUI 1404	7-149
GUI 1405	7-150
GUI 1406	7-151
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BDR 800

Message ID

BDR 800: Backup and Disaster Recovery Feature is not available

Description

Your system does not have BDR.

Status

Corrective action

Do not attempt to run BDR commands.



XYZ 800

Message ID

XYZ 800: NMS indicated invalid destination type specified

Description

An invalid destination type was specified.

Minor

Corrective action

Enter a correct destination type and reenter the command.



BDR 801

Message ID

BDR 801: Backup and Disaster Recovery Feature is not available

Description

BDR is turned off.

Status

Corrective action

Check the state of BDR using the `bdr_state -p` command. If BDR is inactive, enter `bdr_state -a`



XYZ 801

Message ID

XYZ 801: NMS indicated invalid route option specified

Description

An invalid route option was specified.

Minor

Corrective action

Enter a correct route option and reenter the command.



BDR 802

Message ID

BDR 802: Collection *coll_name* is Primary for *backup_center*

Description

The specified collection is also primary for the backup center.

Parameters

coll_name Name of the collection
backup_center Name of the backup center

Status

Corrective action

Each adm should use the `bdr_chgstat -s` command to view the status of the collection for the center. Establish where (which center) you want the collection to be primary. Then, use either `bdr_chgstat -b` and/or `bdr_chgstat` to correct the problem.



XYZ 802

Message ID

XYZ 802: NMS indicated invalid control origin (nmo) specified

Description

An invalid nmo value was specified.

Minor

Corrective action

Enter a correct nmo value in the range 0–255, and reenter the command.



BDR 803

Message ID

BDR 803: Couldn't find any backup server's name. Check the /etc/hosts file.

Description

No alias name for a backup server exists in the “/etc/hosts” file. This file is usually populated automatically. The alias names may have been accidentally deleted.

Minor

Corrective action

In the “/etc/hosts” file on the server, add `NMSbackupsrvX` next to the servers of each NTM center to which the Primary collection must be backed up. (*X* must be a digit between 0 and 9).



XYZ 803

Message ID

XYZ 803: NMS indicated invalid A-subscriber class (tcl) specified

Description

An invalid tcl value was specified.

Minor

Corrective action

Enter a correct tcl value in the 0–15 range, and reenter the command.



BDR 804

Message ID

BDR 804: Collection *coll_name* on machine *backup_center* is up to date

Description

The specified collection was not copied to the backup center because the date and file size were the same at both the initiating center and the backup center.

Parameters

coll_name Name of the collection

backup_center Name of the center where the collection was to be copied

Status

Corrective action

No action is required. This message is for your information only.



CTL 804

Message ID

CTL 804: office indicated invalid temporary route table...

Description

This error is sent from the office; it indicates that the tar control request that was sent referred to an invalid temporary route table. Additional information may be printed at the end of the above system response.

Minor

Corrective action

Contact your NTM or office administrator to correct the problem.



BDR 805

Message ID

BDR 805: rcp of *coll_name* from *initiating_center* to *backup_center* was unsuccessful

Description

The collection could not be copied to the backup center. The links could be down temporarily.

Parameters

coll_name Name of the collection

initiating_center Center where the collection is Primary and where the distribution was initiated

backup_center Center where the collection is Backup

Major

Corrective action

Wait awhile and try to copy the collection to the backup center again. If still unsuccessful, contact NTM customer support.



CTL 805

Message ID

CTL 805: office indicated temporary route table error...

Description

This error is sent from the office; it indicates that the tar control request that was sent referred to an invalid temporary route table. Additional information may be printed at the end of the above system response.

Minor

Corrective action

Contact your NTM or office administrator to correct the problem.



BDR 806

Message ID

BDR 806: Unsuccessful distribution *coll_name* from *initiating_center* to *backup_center*.

Description

After the copy, the number of bytes for the collection on the backup center does not match the number of bytes for the collection at the center where the collection is Primary.

Parameters

coll_name Name of the collection you attempted to distribute
initiating_center Name of the center that initiated the data collection
backup_center Name of the center where the collection was to be distributed

Major

Corrective action

Try to distribute the collection again. If unsuccessful, contact customer support.



CTL 806

Message ID

CTL 806: office indicated temporary alternative routing error...

Description

This error is sent from the office; it indicates that the control request made an attempt to end temporary alternative routing on a tar that is not active for test or for operation. Additional information may be printed at the end of the above system response.

Minor

Corrective action

Contact your NTM or office administrator to correct the problem.



CTL 806 — U.S.

Message ID

CTL 806: MTD TG! No NTM controls allowed.

Description

You attempted to place a control on a TSG that has been assigned an MTDI.

Minor

Corrective action

Do not attempt to place a control on a TSG that has been assigned an MTDI.



CTL 807

Message ID

CTL 807: office indicated function already connected to a specified route

Description

This error is sent from the office; it indicates that the control request attempted to connect a function (for example, add/modify restriction data) on a route for which the same data already exists.

Status

Corrective action

No action is required. This message is for your information only.



CTL 808

Message ID

CTL 808: office indicated function has not been connected for specified object

Description

This error is sent from the office; it indicates that the control request attempted to disconnect a function (for example, destination blocking) that has not been connected for the specified object (for example, a trd).

Minor

Corrective action

No action is required. This message is for your information only.



XYZ 812

Message ID

XYZ 812: Invalid digit tree pointer value

Description

The value specified for the “tdc” field is invalid.

Minor

Corrective action

Check the “tdc” value and reenter the control.



XYZ 817

Message ID

XYZ 817: switch indicated trunk group schedule list overflow

Description

The switch indicated that the trunk group schedule list is full and no more trunk groups can be scheduled.

Minor

Corrective action

Verify that NTM is not scheduling more trunk groups than are allowed for a *GTD-5* switch.



XYZ 818 — U.S.

Message ID

XYZ 818: FEP detected error - either internal or in communicating with switch

Description

The FEP indicated that an error code was returned during a Switch Not Ready condition.

Minor

Corrective action

Audit the switch again.



XYZ 818

Message ID

XYZ 818: Invalid destination code

Description

The value specified for the “code” field is invalid.

Minor

Corrective action

Check the “code” value and reenter the control.



XYZ 819

Message ID

XYZ 819: Invalid cancel percentage

Description

The percentage specified for the “cancel” field is invalid.

Minor

Corrective action

Check the “cancel” percentage, and reenter the control.



XYZ 820

Message ID

XYZ 820: Invalid reserve value

Description

The value specified for the “reserve” field is invalid.

Minor

Corrective action

Check the “reserve” value, and reenter the control.



XYZ 821

Message ID

XYZ 821: Invalid attempt value

Description

The value specified for the “attempt” field is invalid.

Minor

Corrective action

Check the “attempt” value, and reenter the control.



XYZ 822

Message ID

XYZ 822: Invalid complete percentage

Description

The percentage specified for the “complete” field is invalid.

Minor

Corrective action

Check the “complete” percentage, and reenter the control.



XYZ 823

Message ID

XYZ 823: Invalid block percentage

Description

The percentage specified for the “block” field is invalid.

Minor

Corrective action

Check the “block” percentage, and reenter the control.



XYZ 824

Message ID

XYZ 824: Mediation device NACK failure

Description

NTM received a NACK (negative acknowledgment) from the Mediation Device for the control sent.

Minor

Corrective action

Check the Mediation Device link to the switch.

References

See the *Mediation Device Operations and Administration* guide.



XYZ 825

Message ID

XYZ 825: Mediation device error

Description

NTM received an error from the Mediation Device for the control.

Major

Corrective action

Check the Mediation Device link to the switch.

References

See the *Mediation Device Operations and Administration* guide.



XYZ 826

Message ID

XYZ 826: Mediation device NACK failure for call gap control intermediate command

Description

NTM received a NACK from the Mediation Device for the intermediate c g control command sent.

Minor

Corrective action

Check the Mediation Device link to the switch.

References

See the *Mediation Device Operations and Administration* guide.



XYZ 827

Message ID

XYZ 827: Mediation device error for call gap intermediate command

Description

NTM received an error from the Mediation Device for the intermediate c g control command sent.

Major

Corrective action

Check the Mediation Device link to the switch.

References

See the *Mediation Device Operations and Administration* guide.



XYZ 828

Message ID

XYZ 828: MD NACK for htr intermediate command Stage 1

Description

NTM received a NACK from the Mediation Device for the intermediate Stage 1 h t r control command sent.

Minor

Corrective action

Check the Mediation Device link to the switch.

References

See the *Mediation Device Operations and Administration* guide.



XYZ 829

Message ID

XYZ 829: MD NACK for htr intermediate command Stage 2

Description

NTM received a NACK from the Mediation Device for the intermediate Stage 2 htr control command sent.

Minor

Corrective action

Check the Mediation Device link to the switch.

References

See the *Mediation Device Operations and Administration* guide.



XYZ 830

Message ID

XYZ 830: MD error for htr intermediate command Stage 1

Description

NTM received an error from the Mediation Device for the intermediate Stage 1 h t r control command sent.

Minor

Corrective action

Check the Mediation Device link to the switch.

References

See the *Mediation Device Operations and Administration* guide.



XYZ 831

Message ID

XYZ 831: MD error for htr intermediate command Stage 2

Description

NTM received an error from the Mediation Device for the intermediate Stage 2 h t r control command sent.

Minor

Corrective action

Check the Mediation Device link to the switch.

References

See the *Mediation Device Operations and Administration* guide.



XYZ 833

Message ID

XYZ 833: NMS indicated unable to read response from gateway

Description

The DCOL process was unable to read a file change response that was sent by the gateway. Possible reasons the response could not be read are:

- The response file does not exist or has incorrect permissions
- The directory does not exist or has incorrect permissions
- The file system is corrupted

Major

Corrective action

Contact customer support.



AUD 834

Message ID

AUD 834: dcc *dcc* indicated switch *switch* not responding

Description

The DCC to which the switch is connected is not able to receive a response on the audit request from the switch. There is a problem with the link between the DCC and the switch, or the switch is not responding, or the switch is responding so slowly that the DCC has given up.

Parameters

dcc	Name of the DCC that cannot communicate with the switch
switch	Name of the switch that is not responding

Minor

Corrective action

Audit the switch again. If the problem persists, contact the DCC administrator to determine the cause.

□

XYZ 835

Message ID

XYZ 835: NMS indicated invalid temporary route table specified

Description

An invalid trt value was specified.

Minor

Corrective action

Enter a correct trt value, and reenter the command.



CTL 836

Message ID

**CTL 836: nms *coll_name* NMS indicated some ctrls already exist (allow only 1 ctrl/TG)
pp from=ofcname pp=pp#**

Description

Only one control per trunk group is allowed with this switch.

Parameters

coll_name Name of the collection

Minor

Corrective action

Make sure there is only one control per trunk group. If there is more than one, remove controls until only one per trunk group remains.



CTL 837

Message ID

CTL 837: NMS indicated specified tg is a one-way-out tg

Description

The trunk group entered for the control command is a 1-way-out trunk group. The parameter requires a 1-way-in (or both) trunk group.

Minor

Corrective action

Rerun the control command with a valid 1-way-out trunk group for the parameter.



XYZ 838

Message ID

XYZ 838: switch indicated invalid TG - MTD TG! No NTM controls allowed
message

Description

An add-operation request failed because an attempt was made to place a control on a trunk subgroup (TSG) marked for modified trunk subgroup (MTD) collection. This message applies only to offices on generic 4E19 and later.

Parameters

message Echoes the requested control

Minor

Corrective action

Follow these steps:

- 1 Verify that the control information in the *message* section is correct.
Result: If so, either NTM or the office has indicated that the trunk group is marked as MTD.

- 2 Verify that the trunk group entered in *message* is marked MTD:

- 3 Enter the from- and to-offices specified in *message* on a Trunk Group Search Page. This returns all trunk groups (not just those with exceptions), identifying ones marked MTD in the CTRL column.

- 4 If the trunk group you're looking for is not marked MTD, run the appropriate audit for the control type.

5 Enter the control again, selecting a TSG that is not marked for MTD collection
(see step 1a).

6 If not, try the control again.

END OF STEPS



NMC 840

Message ID

NMC 840: snd/rcv error, the process or client is probably no longer present

Description

The client that requested information from the server is no longer present or accepting messages. The user may have quit out of (terminated) a page or command before the process completed. When this happens, the server or process attempts to reply to the command or page, but it is no longer executing.

Minor

Corrective action

Run the terminated client (command or page) again and wait for the response.



AUD 841

Message ID

AUD 841: office indicated function is not connected...

Description

This error is sent from the office; it indicates that the particular function in the audit request is not connected at the office. Additional information may be printed at the end of the above system response.

Minor

Corrective action

Contact your office administrator to correct the problem.



AUD 842

Message ID

AUD 842: office indicated task has already been executed...

Description

This message is sent from the office; it indicates that the particular task requested by the audit has already been performed at the office. An example would be an attempt to add a route to the office's schedule when it already has been scheduled at the office. Additional information may be printed at the end of the above system response.

Status

Corrective action

No action is required. This message is for your information only.



NMC 843

Message ID

NMC 843: NMCS Timed Out: No response from server

Description

The timer expired while waiting for a response message from one of the server processes.

If this message prints from `ongoing`, it means the data stream was searched for records meeting the search criteria specified in the SQL file. No matching records were found within 3 hours and `ongoing` terminated.

Minor/Status

Corrective action

Retry the page or command that timed out. The system is probably extremely busy.



NMC 844

Message ID

NMC 844: Client Process is no longer present

Description

The user process that requested an action is no longer running, so is unable to receive the response.

Minor

Corrective action

If you exit a command or page using the `DELETE` key while a request is pending, you will occasionally receive this message. If the message occurs frequently, stop and restart the system. If the condition persists, contact customer support.



NMC 845

Message ID

NMC 845: Server, “*service*”, is down

Description

A server or service needed to perform the requested action is not currently running.

Parameters

service Name of service required for user-requested action

Major

Corrective action

Make sure the system is running. If it is not, run the `startsys` command. Retry the page or command by first exiting the page or command and then reentering it.

Make sure no system backups are in progress as backups take certain resources offline during the backup.

If the condition persists, contact customer support.



NMC 846

Message ID

NMC 846: Timed Out: No space in message queue

Description

The system has failed to send a request message (could be timeout or other failure).

Major

Corrective action

Retry the page or command. If the same response occurs, execute and save the output of the 'ps -ef' and 'ipcs -qa' commands. Run the `stopsys` command followed by the `startsys` command. If the condition persists, send the output from the ps and ipcs commands to the Alcatel-Lucent customer support engineer on duty for analysis.



CTL 854

Message ID

CTL 854: NMS indicated SSCR threshold table does not exist

Description

The table ID specified does not exist on the *5ESS*.

Minor

Corrective action

Either add the table ID with the `sscrthr` command or use a valid table ID.



CTL 864

Message ID

CTL 864: NMS indicated invalid trunk group which exists for another overflow assignment

Description

NTM indicated that the trunk group you entered already had an overflow assignment.

Minor

Corrective action

Ensure that the trunk group you entered was correct. If so, no action is required; if not, reenter the command using the correct trunk group name.

References

See the `ofl asgn` command in the *Input Commands Guide*.



CTL 866

Message ID

CTL 866: NMS indicated SCPA control Failure

Description

NTM indicated that the switch returned a response containing “FAILED”. This error may have been caused by entering an invalid `code` value.

Minor

Corrective action

Ensure that a valid value was entered in the `code` parameter. If so, no action is required; if not, reenter the command using the correct values.

References

See the `dto` command in the *Input Commands Guide*.



CTL 867

Message ID

CTL 867: Could not open control statistics output file

Description

The output file for the *AXE* control response could not be opened.

Minor

Corrective action

Ensure that the file permissions for both the “/musr/log” directory and the “ctrl_stat_[mtg, tara, roac, mcg]” files are accessible by the user.

References

See the `canf/cant/skip` (tg), `cg`, `roac`, and `tara` commands in the *Input Commands Guide*.



CTL 868

Message ID

CTL 868: Could not write to control statistics output file

Description

The write failed for the *AXE* control response.

Minor

Corrective action

Ensure that the file permissions for both the “/usr/log” directory and the “ctrl_stat_[mtg, tara, roac, mcg]” files are writable by the user.

References

See the `canf/cant/skip` (tg), `cg`, `roac`, and `tara` commands in the *Input Commands Guide*.



CTL 869

Message ID

CTL 869: Control statistics file not updated

Description

The routine to update the control statistics file did not complete successfully.

Minor

Corrective action

Verify that the “/musr/log/ctrl_stat_[mtg, tara, roac, mcg]” file exists and is are writable.

References

See the `canf/cant/skip` (tg), `cg`, `roac`, and `tara` commands in the *Input Commands Guide*.



CTL 870

Message ID

CTL 870: NMS indicated invalid response program number specified

Description

The response program number (RPN) entered is not in the NTM database.

Minor

Corrective action

Select a valid RPN and rerun the command. Or, if you believe the RPN is valid (on the *AXE* office but not in the NTM database), then run the RPN audit to synchronize

References

See the `audit` command in the *Input Commands Guide*.



EXCP 888

Message

EXCP 888: Maximum number of alerts has been exceeded

Description

The number of alerts has exceeded the maximum value. The threshold rules are not defined correctly or a general problem with physical network has occurred.

Minor

Corrective action

Modify the threshold rules to not show alerts in usual maintenance. Do one of the following actions:

- Set the `interval` key to "1" or remove part of the threshold rule "after interval...".
- Increase the `interval` key, so that alerts indicates only major permanent problems.



NDB 891

Message ID

NDB 891: RSPTE table not created yet for *dbname*

Description

A database was accessed that does not have an RSPTE (list of offices) table created. This system response occurs when NTM is started for any database with an “active” status.

Parameters

dbname Database name

Status

Major

Corrective action

If the error occurs for the “current” database, stop the system (`stop sys`). Confirm that the full `create` and `install db` commands have been performed. This creates the list of offices as specified in the record base files.

If the error occurs for an “active” database that contains no data (for example, historical data), ignore the system response.



RDB 900

Message ID

RDB 900: Bad RDB configuration data

Description

Specific messages will usually refer to a non-existent or invalid data item in an internal RDB configuration table.

Major

Corrective action

Contact Alcatel-Lucent Customer Support.



RDB 901

Message ID

RDB 901: Internal RDB software error

Description

Specific messages will usually refer to an internal inconsistency in the system.

Major

Corrective action

Contact Alcatel-Lucent Customer Support.



RDB 902

Message ID

RDB 902: RDB error

Description

This error message can vary in meaning but largely deals with relational database stability.

Major

Corrective action

Due to the wide variety of errors that are included with RDB 902, there are several possible corrective actions. Some of these are:

- The system response reports an unrequested software shutdown. Stop and restart the NTM system using the `startsys` and `stopsys` commands.
- A forking process error is reported. A possible UNIX cron error has occurred. Check the `syslog` file for more information.
- Out of memory *<process name>*. Reboot the NTM system.
- Objmgr respawned. If this error persists the system may have corrupt data, contact Alcatel-Lucent Customer Support.

□

RDB 903

Message ID

RDB 903: RDB system call error

Description

The message will reflect a process has been respawned. If this error persists the system may have corrupt data.

Major

Corrective action

Contact Alcatel-Lucent Customer Support.



RDB 920

Message ID

RDB 920: SQL Error in a ccintf process.

Description

This message is generated by NTM and will include an Oracle error number and message.

Major

Corrective action

If the message occurs frequently, stop and restart the system. If the condition persists, contact customer support.



RDB 921

Message ID

RDB 921: RDB Oracle general error.

Description

This message is generated by NTM and will include an Oracle error number and message.

Status

Corrective action

Refer to the Oracle software error message manual for suggested corrective action.



RDB 922

Message ID

RDB 922: RDB Bad Application Data.

Description

The message reflects errors in the inbound data from the EXCP/HOD process.

Major

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1101

Message ID

GUI 1101: An unrecognized message was received from the Network Overview Data Server

Description

The map applet received an unrecognized message from the Network Overview Data Server.

Major

Corrective action

Contact Alcatel-Lucent Customer Support



GUI 1102

Message ID

GUI 1102: Permission denied

Description

The Network Overview Data Server rejected the security token sent by the map applet.

Major

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1103

Message ID

GUI 1103: The URL was bad. Check the Java Console for more information.

Description

The URL generated as a result of clicking a facet was malformed.

Minor

Corrective action

Contact Alcatel-Lucent Customer Support



GUI 1104

Message ID

GUI 1104: The map applet had an internal error. Check the Java Console for more information.

Description

The map applet had an internal error which it reported to the Netscape Java Console.

Major

Corrective action

Reload the map instance page with SHIFT/RELOAD.

If this error occurs frequently, contact Alcatel-Lucent Customer Support.



GUI 1105

Message ID

GUI 1105: At least one required parameter is missing.

Description

The parameters passed to the map applet did not include a required parameter.

If a bookmark was used to bring up the map instance page, it may refer to a malformed URL.

Minor

Corrective action

Contact Alcatel-Lucent Customer Support



GUI 1106

Message ID

GUI 1106: The map applet could not establish a connection to the Network Overview Data Server.

Description

The map applet could not establish a socket connection to the Network Overview Data Server.

Major

Corrective action

Verify the Network Overview Data Server is running.

If this error occurs frequently, contact Alcatel-Lucent Customer Support.



GUI 1107

Message ID

GUI 1107: No error type was specified.

Description

No “errorType” argument was passed to the CGI script that generates the error pages for maps.

Minor

Corrective action

Contact Alcatel-Lucent Customer Support



GUI 1108

Message ID

GUI 1108: The map applet could not read reference data.

Description

The Network Overview Data Server did not send the map applet the reference data it requested.

Major

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1109

Message ID

GUI 1109: The Network Overview Data Server died.

Description

The Network Overview Data Server child that was serving the map applet client died unexpectedly.

Major

Corrective action

Verify the NTM Host is running.

Contact Alcatel-Lucent Customer Support



GUI 1110

Message ID

GUI 1110: Maximum map clients requesting service from the network overview data server on <host> exceeded. Maximum number is 12.

Description

The per-host limit of 12 map sessions would be exceeded if another map client were allowed.

Minor

Corrective action

Reduce the number of active map sessions.



GUI 1111

Message ID

GUI 1111: An unknown error type was specified.

Description

An unrecognized “errorType” argument was passed to the CGI script that generates the error pages for maps.

Minor

Corrective action

Contact Alcatel-Lucent Customer Support



GUI 1112

Message ID

GUI 1112: Network Overviews: <N> clients on <workstation name> have requested service from the network overview data server on <host>. The maximum number of network overview clients per client machine is 4. Maximum exceeded for <workstation name>.

Description

The per user limit of 4 map sessions would be exceeded if another map client were allowed.

Minor

Corrective action

Reduce the number of active map sessions for this user.



GUI 1150

Message ID

GUI 1150: n_o_server: n_o_server starting.

Description

The Map Server is starting up.

None

Corrective action

No action is required.



GUI 1151

Message ID

GUI 1151: n_o_server: n_o_server exiting.

Description

The Map Server is exiting.

None

Corrective action

No action is required.



GUI 1152

Message ID

GUI 1152: n_o_server: n_o_server loading reference data.

Description

The Map server has begun to read its reference from the LDAP server or other data sources.

None

Corrective action

No action is required.



GUI 1153

Message ID

**GUI 1153: n_o_server: n_o_server detected that the system is running.
Starting data collection.**

Description

The Map server has noted that the NTM system is currently running and is about to start an ongoing process to retrieve data.

None

Corrective action

No action is required.



GUI 1154

Message ID

GUI 1154: n_o_server: n_o_server starting collection from all data sources.

Description

The Map server is about to initialize all of its data sources.

None

Corrective action

No action is required.



GUI 1155

Message ID

GUI 1155: n_o_server: n_o_server checked whether the system is running. The system is not yet running. Waiting <NUMBER> seconds before checking again. Once the system is running, the n_o_server will start data collection.

Description

This situation occurs on a reboot of the system. The Map server is started before the NTM portion of the system is completely initialized. The Map server will wait until it sees that the NTM system is finished starting up before proceeding.

Minor

Corrective action

Use the `sysstat` command to verify that NTM system is running.



GUI 1156

Message ID

GUI 1156: n_o_server: <FILENAME> does not exist. Cannot start Network Overview Server n_o_server.pl. If <FILENAME> is not the correct path, correct the path in n_o_server_defs.pl.

Description

The Map server has attempted to read the data source configuration file. The full name for this file is defined in “/nm/web/defs/n_o_server_defs.pl”. Either the file does not exist, or the map server cannot read the file, perhaps as a result of file or directory permission problems.

Critical

Corrective action

Make sure the file exists in the location specified in n_o_server_defs.pl.

Make sure that the file and directory permissions are correct.



GUI 1157

Message ID

**GUI 1157: n_o_server: n_o_server stopping data source <TYPE>
<ARGUMENTS>**

Description

The map server does this after a stopsys/startsys. It stops all of its data sources one at a time, rereads references data, and then starts all of its data sources again.

None

Corrective action

No action is required.



GUI 1158

Message ID

**GUI 1158: n_o_server: n_o_server could not stop data source <TYPE>
<ARGUMENTS>. pid for data source is not defined.**

Description

The Map server attempted to stop the process providing the data for the data source. However, it was unable to find a process ID for this process, and so was unable to stop the process. Either the process never existed, or no longer exists.

Minor

Corrective action

Check the process list to make sure that there are no unused data source processes.



GUI 1159

Message ID

GUI 1159: n_o_server: n_o_server re-initializing after a startsys

Description

The Map server has noted that the NTM system has started or restarted. This implies that reference data may have changed. The Map server is about to reread its reference data to ensure that it knows about the most current status of the system.

None

Corrective action

No action is required.



GUI 1160

Message ID

GUI 1160: n_o_server: n_o_server stopping all data sources

Description

During the re-initialization of the Map server, the map server will stop all of its data sources in order to reread reference data.

None

Corrective action

No action is required.



GUI 1161

Message ID

GUI 1161: n_o_server: n_o_server reloading reference data after a startsys.

Description

The Map server is about to reread reference data.

None

Corrective action

No action is required.



GUI 1162

Message ID

GUI 1162: n_o_server: n_o_server restarting all data sources

Description

The Map server is about to restart all of its data sources after having reread reference data.

None

Corrective action

No action is required.



GUI 1163

Message ID

GUI 1163: n_o_server: n_o_server child forked: # of <TYPE> clients is <NUMBER>

Description

The Map server has received a request to start a new map. The map server responds to this request by forking off a child process. The map server is only able to service a given number of child processes so it must keep track of how many processes it is currently serving.

None

Corrective action

No action is required.



GUI 1164

Message ID

GUI 1164: n_o_server: n_o_server child exiting: Maximum # of <TYPE> exceeded. Maximum number is <NUMBER>

Description

The users have tried to initiate more map clients than the map server can handle. This request and all future requests for new map clients will be denied until some map clients are killed.

Major

Corrective action

Send some map client requests to a different Map server on a different host.

Kill some currently running map clients.



GUI 1165

Message ID

GUI 1165: n_o_server: n_o_server did not receive set up information for this client within the timeout period of <NUMBER> seconds. Ending session.

Description

This occurs when the map applet silently dies before sending all necessary information to the map server, or when reading reference data takes so long that the map applet is unable to send the required information to the map server within the timeout period.

Critical

Corrective action

Ensure that the reference data source is active - LDAP server, LDIF files, etc.

If this error occurs frequently, contact Alcatel-Lucent Customer Support.



GUI 1166

Message ID

GUI 1166: n_o_server: n_o_server child terminated. # of <TYPE> clients is now <NUMBER>

Description

A map client has died. This increases the number of new map clients that can be started.

None

Corrective action

No action is required.



GUI 1167

Message ID

GUI 1167: n_o_server: n_o_server child terminated. Debug file /tmp/debug.childServer<NUMBER> was not removed because it may contain logged errors.

Description

A map client has died and its log file contained some output. If debugging is turned on, the output may contain information that would identify a problem.

Status

Corrective action

If the client was terminated normally, then no action needs to be taken.

If the client repeatedly terminates abnormally, contact Alcatel-Lucent Customer Support. Attach the log file when contacting field support.



GUI 1168

Message ID

**GUI 1168: n_o_server: n_o_server lost connection to <TYPE> data source.
Will attempt reconnection in <NUMBER> seconds**

Description

The map server lost its connection to its data source. It will attempt to reestablish the connection on its own.

Minor

Corrective action

Make sure that the data sources are not dying abnormally.



GUI 1169

Message ID

GUI 1169: n_o_server: n_o_server could not re-establish connection to <TYPE> after <NUMBER> attempts. n_o_server data collection from this data source has been down since <TIME>. Stop and restart n_o_server to attempt data source reconnection.

Description

The map server has been unable to make a connection to a data source. The map server has tried repeatedly to make this connection but has been unable to.

Major

Corrective action

Stop and restart the map server.

If this error occurs frequently, contact Alcatel-Lucent Customer Support.



GUI 1170

Message ID

GUI 1170: n_o_server: n_o_server daemon died. No new network overview clients will be able to connect to the server

Description

Something caused the Map server to die.

Critical

Corrective action

Follow these steps:

-
- 1 Check the server log in /tmp/debug.parentServer.

 - 2 Restart the map server: as nsadmin, run /nm/web/other-bin/start_n_o_server.

 - 3 If this error occurs frequently, contact Alcatel-Lucent Customer Support.

END OF STEPS



GUI 1171

Message ID

GUI 1171: n_o_server: n_o_server cannot fork: <MESSAGE>

Description

Something has happened that makes it impossible for the map server to fork off a child process to handle a client request.

Critical

Corrective action

Follow these steps:

- 1 Check the <MESSAGE>. Address the problem as described in <MESSAGE>.
 - 2 If this error occurs frequently, contact Alcatel-Lucent Customer Support.
-

END OF STEPS



GUI 1172

Message ID

GUI 1172: n_o_server: n_o_server can't start <COMMAND> on host <HOST>

Description

The Map server has attempted to start an ongoing process with the command: <COMMAND>. This attempt failed to create a stable process - the process died immediately.

Critical

Corrective action

Follow these steps:

- 1 Check the <COMMAND>.

- 2 Make sure that the proper permissions for the ongoing command are in place.

- 3 If this error occurs frequently, contact Alcatel-Lucent Customer Support.

END OF STEPS



GUI 1173

Message ID

GUI 1173: n_o_server: n_o_server started <COMMAND> on host <HOST>

Description

The map server successfully started up a new ongoing process.

None

Corrective action

No action is required.



GUI 1174

Message ID

GUI 1174: n_o_server: n_o_server detects that the system is not yet started. n_o_server cannot start data collection until the system is started. The server will check the status of the system in 30 seconds

Description

The map server has detected that the NTM process is not active. It will assume that this is a transient situation and will check again later.

Minor

Corrective action

Make sure that the NTM system is supposed to be stopped.



GUI 1175

Message ID

**GUI 1175: n_o_server: n_o_server could not bind to port <NUMBER>:
<MESSAGE>. Will attempt to reconnect in 4 minutes**

Description

The map server was restarted but could not bind its standard port. This means that there is another process listening on port <NUMBER>. This is most likely another map server process. The map server will wait and attempt to gain control of port <NUMBER> a little later in case a dying map server has some connections blocking the port.

Minor

Corrective action

Make sure there is only one map server process running.



GUI 1176

Message ID

GUI 1176: n_o_server: n_o_server could not bind to port <NUMBER> on second attempt: <MESSAGE>. n_o_server exiting

Description

The map server waited for a while and was still unable to bind to port <NUMBER>. This implies that another map server is listening on that port.

Major

Corrective action

Make sure that only one map server is running.



GUI 1177

Message ID

GUI 1177: n_o_server: n_o_server started daemon on port <NUMBER>

Description

The map server has started and has been successfully bound to port <NUMBER>

None

Corrective action

No action is required.



GUI 1178

Message ID

GUI 1178: n_o_server: <FILENAME> does not exist. Cannot start Network Overview Server data source <COMMAND>

Description

This would occur when the map server is run in test mode, and the script used to provide data is unavailable.

Minor

Corrective action

Verify that you want to be in test mode. Make sure the script exists.

If you need further assistance, contact Alcatel-Lucent Customer Support.



GUI 1179

Message ID

**GUI 1179: n_o_server: n_o_server can't start test script <FILENAME>
<DATAFILE>**

Description

The test script <FILENAME> was executed with data from <DATAFILE>, however a stable process did not result. This means that the map server will not be receiving data from the test script.

Minor

Corrective action

Verify that you want to be in test mode. Make sure the script exists.
If you need further assistance, contact Alcatel-Lucent Customer Support.



GUI 1180

Message ID

GUI 1180: n_o_server: n_o_server started simulated data stream using <COMMAND> on host <HOST>

Description

The map server is running in test mode using data generated by <COMMAND>

None

Corrective action

Verify that you want to be in test mode.



GUI 1181

Message ID

GUI 1181: n_o_server: n_o_server failed to delete reference data item - cn: <NAME> - <MESSAGE>

Description

Someone using the map editing feature attempted to delete a node from a map. There was some problem with the deletion that should be explained in <MESSAGE>

Major

Corrective action

Make corrections as suggested by <MESSAGE>.

If you need further assistance, contact Alcatel-Lucent Customer Support.



GUI 1182

Message ID

**GUI 1182: n_o_server: n_o_server failed to modify reference data item - cn:
<NAME> - <MESSAGE>**

Description

Someone using the map editing feature attempted to modify a node on a map. There was some problem with the operation that should be explained in <MESSAGE>

Major

Corrective action

Make corrections as suggested by <MESSAGE>.

If you need further assistance, contact Alcatel-Lucent Customer Support.



GUI 1183

Message ID

**GUI 1183: n_o_server: n_o_server failed to add new reference data item -
cn: <NAME> - <MESSAGE>**

Description

Someone using the map editing feature attempted to add a node to a map. There was some problem with the operation that should be explained in <MESSAGE>

Major

Corrective action

Make corrections as suggested by <MESSAGE>.

If you need further assistance, contact Alcatel-Lucent Customer Support.



GUI 1184

Message ID

**GUI 1184: n_o_server: n_o_server received error from GUIRefDat:
<MESSAGE>**

Description

While trying to read reference data for a map client, the map server encountered an error. The map displayed does not have any nodes. This is normal for maps named EditTimestamp and Map_Welcome. The user will have to evaluate whether the lack of nodes is a problem for any other maps that displays this message.

Major

Corrective action

If necessary, contact Alcatel-Lucent Customer Support.



GUI 1185

Message ID

GUI 1185: n_o_server caught fatal error: error_description.

Description

The n_o_server encountered a fatal UNIX error.

Critical

Corrective action

Restart the n_o_server by running “/nm/web/other-bin/start_n_o_server” as root



GUI 1186

Message ID

GUI 1186: n_o_server: received an invalid permissions token from a client requesting service. Permission denied to the client that sent the token.

Description

The map server checks that a request for data comes from a valid application before it services the request. It was unable to validate the request.

Minor

Corrective action

Follow these steps:

- 1 Make sure that a legitimate user is receiving this message.
 - If no legitimate user is getting this message then an unauthorized person may be trying to view a map using an unauthorized NTM application.
 - If a legitimate user is getting this message, then reload the map applet using Shift-Reload, or restart the Netscape browser.

- 2 Ensure that the user's LDAP entry contains the proper Host ID Set entries, and that all of the entries in the Host ID Set are valid UNIX users.

- 3 If the problem persists, contact Alcatel-Lucent Customer Support.

END OF STEPS



GUI 1187

Message ID

GUI 1187: n_o_server: <USER> given a surveillance subnet mask = <MASK> on host <HOST>

Description

A user was given subnet permissions to view data over one or more sub networks.

None

Corrective action

If this user is not supposed to have these permissions, then revoke them.



GUI 1190

Message ID

GUI 1190: debug->writeToLog("ntmErrorLog","\$serverName LVLNONE GUI 1190 ERR_LOG \"\$serverName child server (pid \$\$) lost connection to the client process. Most likely cause is that the client of type \$dataSinkType died. Exiting this \$serverName child process.\"")

Description

A map client has died or exited without sending the proper termination message. The child server has attempted to send data or read data via the socket connection, which has been terminated by the external client process. The external child process did not send a termination message prior to terminating the socket connection. If the external child process had sent a termination message prior to terminating the socket connection, this message would not have been generated. If debugging is turned on, the output may contain information that would identify a problem.

This message is only used to indicate that an external process has improperly exited. This message typically occurs with ISA.

Status

Corrective action

If the external client process was terminated normally, then no action needs to be taken.

If the client repeatedly terminates abnormally, contact Alcatel-Lucent Customer Support. Attach the log file when contacting field support.

GUI 1196

Message ID

GUI 1196: n_o_server: client requested subnetwork permissions for <USER> but no subnet permissions are specified for <USER> on this host. <USER> was given a surveillance subnetwork mask = 0 (no permission to see anything.)

Description

There is no record of <USER> ever being assigned subnetwork permissions on the host.

Minor

Corrective action

Check that <USER> has been created as a user on the host.

If you need further assistance, contact Alcatel-Lucent Customer Support.



GUI 1197

Message ID

GUI 1197: Timeout #number while the n_o_server (pid pid_number) was trying to process alert data (number_of_alerts alerts) for client_type client. Attempting to process data again.

Description

This error occurs when the n_o_server is in overload. Overload may occur because the system is generating more than 2000 alerts every 5 minutes. It may also occur if the overall system is in overload.

Major

Corrective action

The n_o_server will automatically retry. No action is necessary unless the problem persists. If the problem persists, contact Alcatel-Lucent Customer Support to discuss increasing the maximumInactiveEventServerTime definition.



GUI 1198

Message ID

GUI 1198: The end client would not accept data from the n_o_server for <timeout - default 300> seconds. The n_o_server is giving up trying to send data and is ending the session with the client.”

Description

The Network Overview Server (n_o_server) receives requests to send alerts from end clients such as: maps, alert tables, the link status display, and other OSS systems. If the n_o_server is unable to send alerts to the end client within a timeout period (the default is usually 5 minutes), there is likely something wrong with the end client. The n_o_server drops the connection to the end client to avoid wasting system resources.

Minor

Corrective action

None. The end client should automatically attempt to reconnect to the n_o_server.



GUI 1199

Message ID

GUI 1199: End client notified this child n_o_server that it had not heard from it in number_seconds seconds. Retrying..."

Description

The map or alert table has not received any messages from the n_o_server in an unusually long amount of time. This situation can also occur when there is a congested network between the NTM host and the client machine where the map or alert table is running.

This timeout can also occur if the n_o_server is in overload, trying to process more than the supported 2000 alerts in a 5 minute interval.

Minor

Corrective action

The map or alert table will attempt to recover automatically. If this error persists or occurs frequently, the performance of the network between the host and the client should be examined. If the performance of the network can not be improved, contact Alcatel-Lucent Customer Service to discuss increasing the heyDudeTimeout definition.



GUI 1201

Message ID

GUI 1201: n_o_server: Limit of \$maxIndicators supported alerts reached

Description

When a limit of total 8000 alerts is reached then this message is written in the NTM error log.

Minor

Corrective action

None. This is only information that limit is reached. When on the next period will be less exceptions the message would not appear.



GUI 1351

Message ID

GUI 1351: User Administration: Unable to retrieve the NetMinder Base Config LDAP entry. LDAP responds: <MESSAGE>

Description

The NTM Base Config LDAP entry contains information regarding which features are installed on the system and are active. An LDAP query was unable to locate this entry.

Critical

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1352

Message ID

GUI 1352: User Administration: Unable to retrieve the Web User Administration LDAP entry. LDAP responds: <MESSAGE>

Description

The Web User Administration entry contains the list of web users who can act as web user administrators. An LDAP query was unable to locate this entry.

Critical

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1353

Message ID

**GUI 1353: User Administration: Unable to complete requested operation.
LDAP responds: <MESSAGE>**

Description

The query that was requested was executed, but during the execution of the query some error was encountered. This error is contained in <MESSAGE>.

Major

Corrective action

Depending on the <MESSAGE>, no action may be required. Errors are generated if there were no entries matching the query.

Depending on the severity of the <MESSAGE> you may need to contact Alcatel-Lucent Customer Support.



GUI 1354

Message ID

GUI 1354: User Administration: Unable to find the entry for a uid reported by a group. LDAP responds: <MESSAGE>

Description

During a query for users with a particular permission, an error occurred when looking up information about one of the users with that permission.

Minor

Corrective action

Contact Alcatel-Lucent Customer Support to have the permission entry validated.



GUI 1355

Message ID

GUI 1355: User Administration: An error occurred when trying to read the privileges associated with a particular feature. LDAP responds: <MESSAGE>

Description

A query was executed to get a list of all the permissions associated with a particular feature. This error may have occurred because there are no permissions associated with a particular feature.

Minor

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1356

Message ID

GUI 1356: User Administration: The passwords submitted do not match. No modifications were done.

Description

An addition or modification to a user's entry was performed. The passwords submitted were not the same.

Major

Corrective action

Resubmit with the two password fields having the same value.



GUI 1357

Message ID

GUI 1357: User Administration: Someone has attempted to modify the URL for this submission with regards to UserID set for the host. The actual idset for the user is different from what is contained in LDAP. This is a security issue. This error has been logged. Details: <MESSAGE>

Description

Someone attempted to modify the URL of a request to change the list of UNIX IDs that the user could run as. The list contained in the URL was different from the previous value contain in the directory server.

Major

Corrective action

Contact your local administrator about changing your Host ID Set.



GUI 1358

Message ID

GUI 1358: User Administration: Someone has attempted to modify the URL for this submission with regards to the IDSet for the user for the host. This is a security issue. This error has been logged. Details: <MESSAGE>

Description

Someone attempted to modify the URL of a request to change the list of UNIX IDs that the user could run as. The list contained in the URL was different from the previous value contain in the directory server.

Major

Corrective action

Contact your local administrator about changing your Host ID Set.



GUI 1359

Message ID

GUI 1359: User Administration: Someone has modified the URL for this submission with regards to the default UserID for the host. This is a security issue. This error has been logged. Details: <MESSAGE>

Description

Someone attempted to modify the URL of a request to change the default Host ID for the user to a *UNIX* ID that is contained in the user's list of available UNIX host IDs.

Major

Corrective action

Contact your local administrator about changing your Host ID Set.



GUI 1360

Message ID

GUI 1360: User Administration: Unable to modify the LDAP entry for the user. LDAP responds: <MESSAGE>

Description

An attempt was made to modify a user's entry per a request from the Web User Administration web page. An error occurred while making the modification.

Major

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1361

Message ID

GUI 1361: User Administration: Unable to delete the user's entry. LDAP responds: <MESSAGE>

Description

While attempting to delete the user's entry, an error occurred as described in <MESSAGE>. This implies that the entry did not get deleted properly.

Major

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1362

Message ID

GUI 1362: User Administration: Unable to modify the privileges entry to account for a web user entry being deleted. LDAP responds: <MESSAGE>

Description

After the user's entry was deleted, changes were needed in some of the permission entries to remove the user from these permissions. A problem occurred when attempting to update the permissions.

Minor

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1363

Message ID

GUI 1363: User Administration: Unable to add the entry for the new web user. LDAP responds: <MESSAGE>

Description

A problem occurred when attempting to add a new user.

Major

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1364

Message ID

GUI 1364: User Administration: Unable to modify the privileges entry to account for a web user entry being added. LDAP responds: <MESSAGE>

Description

When adding a new user with permissions, a problem was encountered when updating permission entries.

Major

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1365

Message ID

**GUI 1365: User Administration: Unable to modify the entry for the web user.
LDAP responds: <MESSAGE>**

Description

When attempting to modify the entry for an existing web user, an error was encountered. This implies that the changes requested were not successfully made.

Major

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1366

Message ID

GUI 1366: User Administration: Unable to modify the privileges entry to account for a web user entry being modified. LDAP responds: <MESSAGE>

Description

When attempting to modify an existing user's entry, an error occurred when applying permission changes. This implies that the requested permission changes were not successful.

Major

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1367

Message ID

GUI 1367: User Administration: Unable to retrieve the web user's LDAP entry. LDAP responds: <MESSAGE>

Description

When attempting to read the user's LDAP entry to populate the web form, an error occurred. The exact error is contained in <MESSAGE>.

Major

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1368

Message ID

**GUI 1368: User Administration: Unable to retrieve the user's LDAP entry.
LDAP responds: <MESSAGE>**

Description

When attempting to read the user's LDAP entry to populate the web form, an error occurred. The exact error is contained in <MESSAGE>.

Major

Corrective action

Contact Alcatel-Lucent Customer Support.



GUI 1401

Message ID

GUI 1401: Bad format for the port number

Description

Bad command parameter is used when the ErrorLogServer is starter.

Major

Corrective action

Check if the entry for the ErrorLogServer in /etc/inittab right or not.



GUI 1402

Message ID

GUI 1402: Could not open the server socket

Description

Error happened when trying to open the server socket.

Critical

Corrective action

Check if the port was already used by other service or if the system resource was used up.



GUI 1403

Message ID

GUI 1403: Could not establish the connection with the client

Description

Error happened when trying to accept the connection request from the client.

Major

Corrective action

Check if there was network connection problem.



GUI 1404

Message ID

GUI 1404: Could not get IO stream from the socket

Description

Error happened when trying to get IO stream from the socket.

Minor

Corrective action

Check if there was network connection problem.



GUI 1405

Message ID

GUI 1405: Could not read or write the socket IO stream

Description

Error happened when trying to read from or write the socket IO stream.

Minor

Corrective action

None



GUI 1406

Message ID

GUI 1406: No. *clientno* client *start/end* in *modetype* mode

Description

Information about the new client and how many clients have been connected since the server is starter.

Parameters

<i>clientno</i>	The serial no. for the client
<i>start/end</i>	It could be starts or ends
<i>modetype</i>	It could be automatic or manual

None

Corrective action

None



GUI 1407

Message ID

GUI 1407: Total active clients: *activeclientNo*

Description

Information about how many clients are currently connected.

Parameters

activeclientNo Number of total active client

None

Corrective action

None



GUI 1408

Message ID

GUI 1408: Could not start tail process

Description

Start tail process failed. This indicates a system problem.

Critical

Corrective action

System administrator should check the sanity of the system.



GUI 1409

Message ID

GUI 1409: Could not read or close the input stream from the tail process

Description

Read or close the input stream from the tail process failed.

Major

Corrective action

Check the system resource usage.



GUI 1410

Message ID

GUI 1410: The thread could not sleep well

Description

The thread was interrupted during sleep.

Minor

Corrective action

None.



GUI 1411

Message ID

GUI 1411: The server received broken error message

Description

The server received broken error message because there were too many error messages generated.

Minor

Corrective action

Check the system status.



GUI 1415

Message ID

GUI 1415: AuAppletServ: Using Default Port (8085)

Description

Report that the Auto Update Applet Server will attempt to start at port 8085.

None

Corrective action

None.



GUI 1416

Message ID

GUI 1416: AuAppletServ: Bad format for Port Number + <error message from JVM>

Description

Illegal value is given for the Port Number.

Critical

Corrective action

Check the value of port number in the /etc/services file for this service.



GUI 1417

Message ID

GUI 1417: AuAppletServ: Invalid socket port number (should be >1024)

Description

Port number given is less than 1025. All ports less than 1025 are reserved.

Critical

Corrective action

Check the value of port number in the “/etc/services” file for this service and change it to be a valid number greater than 1024.



GUI 1418

Message ID

GUI 1418: AuAppletServ: Started Server Listening at Port: + <port>

Description

Report that the Auto Update Applet Server is started and listening for client connect requests at port 8085.

None

Corrective action

None



GUI 1419

Message ID

GUI 1419: AuAppletServ: Couldn't create server socket + <error message from JVM>

Description

Report that the Auto Update Applet Server couldn't create a socket to listen for connect requests.

Critical

Corrective action

Check system network resources and also analyze the error message from JVM.



GUI 1420

Message ID

GUI 1420: AuAppletServ: Accepted connection from child: + <child number>

Description

Report that the Auto Update Applet Server accepted connect request from a new client.

Location of Message

`/var/adm/syslog/syslog.log`

None

Corrective action

None



GUI 1421

Message ID

GUI 1421: AuAppletServ: Couldn't accept new client connection + <error message from JVM>

Description

Report that the Auto Update Applet Server couldn't accept connect request from a client.

Major

Corrective action

Check system network resources and also analyze the error message from JVM.



GUI 1422

Message ID

GUI 1422: AuEventReader: Couldn't start event collector process + <error message from JVM>

Description

Report that the Event Reader process of Auto Update Applet Server couldn't start the event collector process.

Critical

Corrective action

Verify if the AuAtmEvents.sh process can be started manually and also analyze the error message from JVM.



GUI 1423

Message ID

GUI 1423: AuEventReader: Null event from Event Collector process

Description

Report that the Event Reader process of Auto Update Applet Server received a null event.

Major

Corrective action

Verify if the AuAtmEvents.sh process is running.



GUI 1424

Message ID

GUI 1424: AuEventReader: Couldn't read event from event collector process + <error message from JVM>

Description

Report that the Event Reader process of Auto Update Applet Server couldn't read event.

Major

Corrective action

Verify if the AuAtmEvents.sh process is running and also analyze the error message from JVM.



GUI 1425

Message ID

GUI 1425: AuEventReader: Couldn't close IO Streams + <error message from JVM>

Description

Report that the Event Reader process of Auto Update Applet Server couldn't close the input / output streams before exiting.

None

Corrective action

Check system network resources and also analyze the error message from JVM.



GUI 1426

Message ID

GUI 1426: AuChildServ: Couldn't open socket IO Streams + <error message from JVM>

Description

Report that the Child Server process of Auto Update Applet Server couldn't open the output stream on the socket.

Major

Corrective action

Check system network resources and also analyze the error message from JVM.



GUI 1427

Message ID

GUI 1427: AuChildServ: Couldn't put thread to sleep + <error message from JVM>

Description

Report that the Child Server process of Auto Update Applet Server couldn't put the thread to sleep.

Major

Corrective action

Analyze the error message from JVM.



GUI 1428

Message ID

GUI 1428: AuChildServ: Child stopped

Description

Report that the Child Server process is stopped (after the applet it has been serving is no longer active).

Location of Message

/var/adm/syslog/syslog.log

None

Corrective action

None.



GUI 1429

Message ID

GUI 1429: AuChildServ: Couldn't close IO Streams + <error message from JVM>

Description

Report that the Child Serverclass of Auto Update Applet Server couldn't close the output streams.

Major

Corrective action

Check system network resources and also analyze the error message from JVM.



GUI 1500

Message ID

GUI 1500: WebServer: The Web Server invalid user authentication attempt threshold exceeded -<attempt threshold> - client=<client ID> - Web User ID=<user> - Locked.

Description

A web user with ID of <user> has reached the number of consecutive invalid authentication attempts <attempt threshold> from the client machine <client ID> causing the web access capability of this user to be locked from further access.

Minor

Corrective action

An administrator should contact the user to assess the nature of the invalid attempts. A web user administrator may enable the web user's access by resetting the user's password through the Web User Administration web page.



GUI 1501

Message ID

GUI 1501: WebServer: The Web Server invalid user authentication attempt threshold exceeded -<attempt threshold> - client=<client ID> - FAILED LDAP Modify to Lockout Web User ID= <user> - <LDAP error message>.

Description

A web user with ID of <user> has reached the number of consecutive invalid authentication attempts <attempt threshold> from the client machine <client ID>, but the attempt to lock the user's entry within the Directory Server (LDAP) failed with message <LDAP error message>.

Minor

Corrective action

Verify the Directory Server is running by running the `/nm/web/sup_soft/ldap/bin/status` command. The Directory Server is indicated as the "slapd" process. If the Directory Server wasn't intentionally stopped then it should be restarted. As root run `/nm/web/sup_soft/ldap/bin/start`. If Directory Server was running then analyze the `"/opt/openldap/local/logs/ldap_log"` file.

□

GUI 1502

Message ID

GUI 1502: WebServer: A Web Server invalid user authentication attempt counting failure occurred - dbmopen of the /nm/web/tmp/PWAdbm files failed.

Description

The web server cannot perform its invalid user authentication attempt processing because the files used to store ineffective attempts could not be opened. This message will appear the first time from each web server sub-process and every 30 times after to avoid swamping the errors file with messages. It is likely that the web server is still serving web pages properly, but the ineffective attempts processing is not working correctly.

Minor

Corrective action

Verify that the user `nsadmin` can write to the directory `/nm/web/tmp`, and that the `"/nm/web/tmp/PWAdbm*"` files are owned by `nsadmin` and are readable and writable by `nsadmin`. Verify that the file system for `"/nm/web/tmp"` directory is not full.

Additionally, the GUI 1502 error will also cause the following message to be logged into the web server error log file `"/opt/apache/logs/error_log"`:

```
[<date>][warn][client <client ID>]Failed dbmopen of PWA hash  
file
```



EAT 1503

Message ID

EAT 1503: Error during parsing <file> file. Executioner exiting...

Description

The file <file> has invalid format and then the Executioner process stops.

Critical

Corrective action

Change the <file> to achieve valid format.



EAT 1504

Message ID

EAT 1504: EOP is received, and some jobs will be killed.

Description

The Executioner process received an End Of Period message while not all of the jobs have finished. It means that all currently running jobs are killed. After that the Executioner starts jobs from the beginning in order specified in the “*/musr/udjobs/jobList*” file.

Critical

Corrective action

Improve jobs to make them faster. You can also increase MAX_PARALLEL_JOBS value in the “*/musr/udjobs/conf*” file.



EAT 1505

Message ID

EAT 1505: Feature ENHTHRANL disabled. Executioner exiting...

Description

Feature 437, "Enhanced Thresholding and Analysis" is disabled.

Critical

Corrective action

None.



8 Record Base Error Messages

Overview

Purpose

This chapter describes the system responses generated by NTM. All messages are listed in numeric order regardless of prefix.

Terminology

The following terms are used interchangeably throughout the *System Responses Guide*:

- *exchange, office, xchnge, xchange, switch*
- *cli, exchange_identifier, entity*
- *alarm, discrete*

Contents

This chapter contains the following system responses:

Record base errors — unnumbered	8-3
Numbered messages — new locations	8-15



Record base errors — unnumbered

Overview

Purpose

This section discusses the unnumbered errors associated with the record base component of NTM.

Contents

This section contains the following system responses:

Cannot add	8-4
Cannot copy	8-6
INPUT ERROR: Exceeded maximum of 64 ...	8-7
INPUT ERROR: cannot create ...	8-8
INPUT ERROR: Office file does not ...	8-9
INPUT ERROR: duplicate route %S	8-10
INPUT ERROR: iec trunk group ...	8-11
INVALID CODE	8-12
INVALID ENTRY	8-13
INVALID KEYWORD: keyword ...	8-14



Cannot add

Message ID

Cannot add duplicate tgid=*tgid number*

Description

While running a create, the system encountered a duplicate Trunk Group ID.

If the number given is positive, it is the TGID that is duplicated in the Trunk Group File.

If the number given is negative, it is actually showing the SFGN or ICPREFIX number, and you must calculate the SFGN or ICPREFIX that is duplicated.

Parameters

tgid number The TGID number, or SFGN/ICPREFIX number that is duplicated.

Corrective action

Follow these steps:

If TGID listed is a positive number:

- 1 Check Trunk Group File for duplicate TGIDs (they appear as tgn in the file)
- 2 Correct TGID(s) so that there are no duplicates.
- 3 Run the `create` command on the office again.

END OF STEPS

If TGID listed is a negative number:

- 1 Subtract given number from 32,768.
- 2 Resulting number is duplicated SFGN or ICPREFIX.

3 Access the Trunk Group File and correct the SFGN or ICPREFIX so that there are no duplicates.

4 Run the `create` command on the office again.

`END OF STEPS`



Cannot copy

Message ID

Cannot copy *dbfiles* to temporary area

Description

The `create` process copies database files to a temporary area from which they are installed during the `install db` process. If this copy fails, the updated database cannot be installed.

Parameters

`dbfiles` “rspte” or “all files”

Corrective action

Contact customer support.



INPUT ERROR: Exceeded maximum of 64 ...

Message ID

INPUT ERROR: Exceeded maximum of 64 monitored trunk groups, tg=*trunk group* not added

Description

The maximum number of monitored trunk groups has been exceeded. (This error occurs when a user is creating the “/musr/rb/tg” and “/musr/rb/ptg” trunk group files.)

Parameters

trunk group Trunk group that exceeded the limit and thus was not added to the monitor

Corrective action

Follow these steps:

- 1 Check the trunk group files.

- 2 Remove the monitor and the start and stop keywords from the trunk groups until the number of monitored trunk groups is less than 64.

- 3 Run the `dbtest` and `create` commands on the office again.

END OF STEPS



INPUT ERROR: cannot create ...

Message ID

INPUT ERROR: cannot create an external office

Description

A file exists in the “/musr/rb/office” directory that is an external office.

If the office is an external office, a file should not exist in the “/musr/rb/office” directory; rather, external offices should only appear in the “rspte”, “tg”, and “office” record base files.

If the office should actually be an internal office:

Corrective action

Follow these steps:

- 1 Find the office name in the “rspte” file.

- 2 Make sure it is not marked as an external office, that is, with an asterisk (*).
 - If it is, correct the file and run the `dbtest` and the `create` commands by the “rspte” file again.

- 3 If new trunk groups (with new external destination offices) need to be added:
 - a. Run the `create` and `installdb` commands with the `rspte` option
 - b. Then run the single office `dbtest` and `create` commands for the office with new trunk groups.

END OF STEPS



INPUT ERROR: Office file does not ...

Message ID

INPUT ERROR: Office file does not exist

Description

An office file (“/musr/rb/office”) does not exist in the record base.

Corrective action

Follow these steps:

- 1 Create an office file in “/musr/rb/office”.

- 2 Run a single office dbtest and create commands on the office.

END OF STEPS



INPUT ERROR: duplicate route %s

Message ID

INPUT ERROR: duplicate route %s

Description

A route name from the trunk group file is duplicated.

Parameters

%s Name of the duplicate route

Corrective action

Follow these steps:

- 1 Remove the duplicate route name from the trunk group file indicated in the error message.

- 2 Run the `dbtest` and `create` commands on the office again.

END OF STEPS



INPUT ERROR: iec trunk group ...

Message ID

INPUT ERROR: iec trunk group *to_office_suffix* will not be scheduled

Description

An attempt was made to schedule an iec (inter-office carrier) trunk group. (Only regular trunk groups should be scheduled.)

Parameters

*to_office_suffix*Name of iec trunk group

Corrective action

Follow these steps:

- 1 Remove the `options=sched` parameter from the iec trunk group record.
 - 2 Run the `create` command on the office again.
-

END OF STEPS



INVALID CODE

Message ID

INVALID CODE: *num* is invalid; code must be at least 3 digits. Line *line* of file `/musr/rb/codes/domestic`

Description

A code in the “`/musr/rb/codes/domestic`” file does not contain three digits.

Parameters

<i>num</i>	Invalid code
<i>line</i>	Line on which invalid code appears

Corrective action

Follow these steps:

- 1 Edit the “`/musr/rb/codes/domestic`” file.
-

- 2 Make the code three digits.

Example: If the code is entered in the file as 17, edit the file and change “17” to “017”.

- 3 Run the `dbtest` command on the file again.

END OF STEPS



INVALID ENTRY

Message ID

INVALID ENTRY: Internal entity *c11i* already exists

Description

An entity name (*c11i*) is duplicated in the “/musr/rb/rspte/rspte” file.

Parameters

c11i The entity name that is duplicated in any of the partition's “rspte” files.

Corrective action

Follow these steps:

-
- 1 Remove the duplicate entry.

 - 2 Run the `dbtest rspte` and `create rspte` commands again.

 - 3 Stop the system (`stopsys`).

 - 4 Install the file using `installdb rspte now`.

 - 5 Start the system (`startsys`).

END OF STEPS



INVALID KEYWORD: keyword ...

Message ID

INVALID KEYWORD: keyword *keyword* **is invalid;** *error message*

Description

A keyword that is not valid for a particular record has been entered.

Parameters

keyword **Keyword in error**
error message **Additional information that describes the error**

Corrective action

Follow these steps:

-
- 1** Check the record base file indicated in the error message at the line specified for the error.

 - 2** Remove the invalid keyword.

 - 3** Run the `dbtest` and the `create` commands again.

END OF STEPS



Numbered messages — new locations

Overview

Purpose

This section provides a table that lists the many error messages that have been or will be renumbered; they were moved to the appropriate chapters in this guide.

Contents

This section contains the following system responses:

Numbered message table	8-16
--	------



Numbered message table

Table

This table provides a list of the changed/changing messages for your reference.

Message Text	Error No.	Page
EXCESS DATA: keyword regparts cannot have more than 34 value(s).	INP 106	(2-17)
EXCESS DATA: keyword sets cannot have more than four values.	INP 107	(2-18)
INPUT ERROR: Invalid tg in pool: <to_xchnge_suffix>	INP 111	(2-27)
INPUT ERROR: Exceeded maximum number of <num> <records>	INP 112	(2-29)
INPUT ERROR: <xchnge> has duplicated <parameter> value	INP 113	(2-31)
INPUT ERROR: <xchnge> not added, exceeded maximum of <num> <type> xchnge	INP 114	(2-33)
INPUT ERROR: calc <calc> is duplicated	INP 115	(2-36)
INPUT ERROR: calc <calc>, low value exceeds high value	INP 116	(2-38)
INVALID CHARACTER: <char> is invalid in data item <value> for keyword <keyword>	INP 118	(2-42)
INVALID KEYWORD: keyword <keyword> is invalid; <error message>	INP 119	(2-44)
INVALID OFFICE: <xchnge> does not exist; <parameter>	INP 120	(2-47)
INVALID OPTIONS: <parameter> is invalid. Reenter remaining values beginning with new value for <parameter> <Parameter>	INP 121	(2-50)
INVALID <KEYWORD> : <value> is invalid for keyword <keyword> ; <error message>	INP 122	(2-53)
INVALID TO: <xchnge_identifier-suffix> is invalid; not a valid trunk group.	INP 123	(2-56)

Message Text	Error No.	Page
RANGE ERROR: <value> for keyword <keyword> should be in a range of <low> to <high>	INP 124	(2-58)

Glossary

A	B	C	D	E	F	G	H	I	L	M	N	O	P	R	S	T	U	V	W
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

A **Activate**

To make an office active for data collection.

Alarm

Visible report of a trouble condition in the network. Alarms usually require immediate attention from network personnel.

Alert

Visible report of a potential trouble condition in the network.

Allow

Indicates the permitting of an action, such as permitting automatically triggered audits to run.

ASCII

American Standard Code for Information Interchange

A 7-bit code for providing as many as 128 different characters. An eighth bit can be added as a parity check for error detection purposes.

Attempt

An attempt to seize a circuit in a route. An attempt may be successful or unsuccessful.

Audit

An integrity check through which 8920 NTM corrects differences between its own database and office databases.

Audit

An integrity check through which 8920 NTM corrects differences between its own database and office databases.

B **Backing Up**

The process of copying data onto a separate medium for the purpose of data retention.

BDR

Backup and Disaster Recovery - NAR only

Blocking

The inability of the calling party to be connected to the called party because either all suitable trunk paths are busy or a path between a given inlet and any suitable free outlet of the switching network is unavailable.

C Calculation

Calculated counts used to signify changing network conditions and, when thresholded, to alert network managers to events that might require action to prevent excessive network congestion.

CANF

Cancel From

A post-hunt protective trunk group control that prevents a percentage of overflow traffic for a selected originating trunk group from advancing to any alternate route.

CANT

Cancel To

A pre-hunt protective trunk group control that prevents a percentage of traffic from accessing a selected destination trunk group.

CCITT

Consultative Committee on International Telegraphy and Telephony

CCS

Common Channel Signaling

A form of signaling in which a group of circuits share a signaling channel.

CG

Call Gap

A protective control that allows a fixed number of calls to succeed to a code (telephone number) in a 5-minute interval.

CID

Customer Identification

A single record and all fields of information associated with it.

Client

A client uses the resources of another device (computer) or application. Client is another term for a PC on a local area network.

CLLI

Common Language Location Identifier

Connection

An attempt for a circuit that succeeds in obtaining a circuit. Also called a seizure.

Control Data

Data that describes the actual controls in place for the network.

CPU

Central Processing Unit

CRO

Cancel Rerouted Overflow

A reroute trunk group control option that prevents overflow traffic on a via route (VB) from overflowing back to the direct route (AV). Not activating the CRO can result in an external loop.

D Database

A collection of data organized for rapid search and retrieval by a computer.

DCC

Data Collection Concentrator

Deactivate

To make an office inactive for data collection.

Dejavu

System feature that allows network data to be recorded for replay and analysis. Dejavu may also be referred to as Playback mode.

Dejavu Mode

Mode used to retrieve historical data from the database.

Destination

A specified area or country in which the called subscriber is located. A destination is identified by its destination code (the digits used for routing the call).

Discrete

An on/off indicator that notifies network managers that: changes have been made to the status of the office; significant events have taken place within the office. 8920 NTM polls the offices for discretetes at regular intervals.

DOC

Dynamic Overload Control

A control that senses machine congestion and activates preplanned internal and external overload controls on an outgoing or a 2-way trunk group out of a particular "From Office". The Common Channel Signaling No. 7 version of DOC is called ACC (Automatic Congestion Control).

Domain

A type of calling service, such as POTS (Plain Old Telephone Service), ACNT (*Accunet*), SDN (Software Defined Network), or ISDN (Integrated Services Digital Network).

E Error Code

An identification field used to identify the module or feature reporting the error.

Error Log

The error log is a file that contains the generated error messages.

Error Messages

System responses resulting from software-detected errors, changes in the system status, or non-executable commands.

Error Number

Number associated with error codes that help identify specific messages.

ESS

Electronic Switching System

Exception

A calculation based on office or trunk group data that exceeds a user-defined threshold. It indicates an abnormal working condition in the network.

Exception Level

A number associated with an exception, indicating the severity or priority of the exception. High-numbered exception levels are more severe.

Exception Printer

Printer that automatically prints out exceptions found each 5-minute period.

Exception Processing

Process used to collect raw data from the switch, perform calculations on the data, and, as a result, find exceptions based on predefined thresholds.

Exception Report

Formatted report of all exceptions that have occurred during the most recent 5-minute period.

Exception Reporter SQL File

Files used to restrict the entities and trunk groups that appear on the exception report.

Execution Error

The 8920 NTM GUI presents error messages in response to conditions such as improper permission, execution errors, etc. Execution errors are related to the execution of requests that affect the network elements to which the 8920 NTM host is connected (e.g., control requests or HTR administration).

F FEP**Front-End Processor**

An application that acts as a [DCC](#). Purchaseable feature for NAR only.

FML**Field Manipulation Language**

A set of C-language functions for defining and manipulating data storage structures called fielded buffers.

From Office

Internal network element that originates the trunk group.

G **Generic**

The version released to provide specific services, features, or functions.

H **Host Computer**

Computer (machine) used to run the 8920 NTM.

HTR

Hard-To-Reach

A code (telephone number) is designated as hard-to-reach because the number of attempts and failures to the code exceed user-defined thresholds.

Hysteresis

The minimum amount of change required to make a difference.

I **IEC**

InterExchange Carrier

Incoming Calls

Incoming trunk seizures at the office.

Inhibit

Indicates the blocking of an action, such as blocking automatically triggered audits from running.

Internal Error Message

An error message reported in the error log and on the system console.

L **Link Status**

The signaling system connection status of an office.

M **MF**

Multifrequency

Monitoring

Comparing the traffic on selected trunk groups with assigned thresholds.

N **NCP**

Network Control Point

A routing, billing, and call control database system.

NetMinder™ Network Traffic Management System

A system that provides near-real time surveillance of the network elements connected to it for the purpose of managing network congestion.

Network Management

A set of procedures, equipment, and operations designed to keep a traffic network (a telephone network, for example) operating near maximum efficiency when unusual loads or equipment failures would otherwise force the network into a congested, inefficient state.

NMC

Network Management Center

A centralized location at the network management layer used to consolidate input from various network elements to monitor, control, and manage the state of a network in a telecommunications organization.

NPA

Numbering Plan Area

A geographic division within which telephone directory numbers are subgrouped. A 3-digit NXX (local exchange) code is assigned to each NPA, where: N = any digit 2 through 9; X = any digit 0 through 9.

NPR

8920 NTM Performance Reporting

NS

Number Service

NTM

Network Traffic Management

NTM Host

The server on which the 8920 NTM is run.

O Office

A local switch connected to your host computer.

One-Way Trunk

A trunk that can be seized at only one end.

P Page

A page is a universal resource locator (URL), part of the 8920 NTM application. A page is displayed inside a [Window](#). The user selects, changes and transfers pages within the same window.

Pooled Trunk Group

A collection of trunk groups that are treated as a single trunk group for calculation purposes.

R RDB

Routing Data Block

Record Base

A collection of ASCII files containing reference information about the network to be managed by the 8920 NTM.

Reference Data

Data that describes what the network is managing. This consists of either data about the network management center itself (such as the configuration of the center and threshold tables) or data about the network being monitored (such as the switching systems and trunk groups in the network management center's cluster). User-defined reference data is stored in the "/musr/rb" directory. Some reference data is supplied to the database by audits. This data typically changes infrequently.

Reflexive Error Message

An error message that goes immediately back to the user via the screen rather than directly to the error log file.

Regular Expression

A way of searching for patterns of characters in text strings. In 8920 NTM, it applies to Network Element search fields used to find particular switches or trunk groups.

Report Writer

An analysis tool used to view both long- and short-term network data.

Reroute

An expansive trunk group control that is used to take traffic from congested or failed routes to other trunk groups not normally included in the route advance chain. These other trunk groups, called "vias," should have available idle circuits (AIC) to be used for the reroute.

ROAC

Restrictive Outgoing Available Circuits

Route

One or more trunk groups providing a connection between offices.

RPN

Response Program Control

RSPTTE

Regional, Sectional, Primary, Toll, and End office

S SCCP

Signaling Connection Control Part

A signaling protocol that provides additional routing and management functions for transfer of messages other than call setup between signaling points.

SCP

Service Control Point

A remote database within the SS7 network that supplies the translation and routing data needed to deliver advanced network services. Also called Signal Control Point.

Select Mouse Button

Mouse button used to specify an object to operate on and to manipulate objects and controls. (Usually the left mouse button.)

Shared Memory

A RAM-based data structure on the host that is used to store discrete, control, and exception data. Portion of memory accessible to multiple processes.

Signaling

The transmission of address (pulsing), supervision, or other switching information (including any information required for billing) between stations and switching systems, and between switching systems.

Single Office Create

The process for creating (compiling) all office-related files for one office only. A single office create acts directly on the current database; no `installdb` command is necessary to install the changes to the database.

SKIP

Skip route control

A pre-hunt trunk group control that allows all or a percentage of traffic to bypass a specific route and to advance to the next route in its normal routing pattern.

SL

Signaling Link

SQL

Structured Query Language

Database language used for creating, maintaining, and viewing database data.

SQL File

A data request file that lets you specify what data should be retrieved from the database or the ongoing shared memory and to define the format of the data.

STP

Signal Transfer Point

A message switching system that permits signaling messages to be sent from one switching system to another by way of one or more other offices at which STPs are located. It reduces the number of data links required to serve a network.

STR

Selective Trunk Reservation

An automatic trunk group control that reserves the last few trunks of a trunk group for critical users exclusively and eliminates the need to queue critical users for inter-switch trunks.

Subnetwork

A subdivision of the network that allows parts of the network to be monitored and controlled independently of the main network.

Suffix

A user-defined string (up to 5 characters long) used to identify a particular office or trunk group. The suffix is separated from the office or trunk-group name by a hyphen.

Surveillance Data

Discrete and measurement data collected periodically from the switch.

SVC

Switched Virtual Circuit

A virtual circuit connection established across a network on an as-needed basis and lasting only for the duration of the transfer.

Switch

A computer system that channels telephone calls from one place to another and keeps track of each call that it transfers.

Syntax

The format in which a command is entered, including the input command name, parameters, and action options.

System Error

The 8920 NTM GUI presents error messages in response to conditions such as improper permission, execution errors, etc. A system error is presented when an error occurs on the 8920 NTM host during the generation of a web page or during the processing of a request from a web page (except certain control related requests).

T TG

Trunk Group

A group of trunks with similar electrical characteristics that go between two geographical points. A trunk group performs the same function as a single trunk, except that on a trunk group multiple conversations can be carried. Trunk groups are used as traffic demands them.

TGMON

Trunk Group Monitor

A *UNIX* system file used for trunk group observation.

TGMON SQL

File that allows you to define which trunk groups and associated trunk group data appear on the trunk group monitor.

Threshold

A preset limit of exceptions that each network element must exceed during each 5-minute period before 8920 NTM determines that the office is experiencing patternable trouble.

Thresholding

The process of setting values to be compared against data values (raw counts) collected from the switches every 5 minutes to determine exception conditions.

To Office

Internal or external network element that is the termination of a trunk group.

Translations

Information the switch uses to convert incoming data on a call into an outgoing trunk location. The switch accesses various tables or “translators” stored in the system to choose the appropriate physical path (trunk group) over which to send the call. The end product of a translation is a physical location (or trunk) in the network. The process of updating and maintaining the translation tables in switching systems is referred to as writing or creating “recent change” orders.

Trunk

A telephone communication path or channel between two points, one of them usually being a telephone company central office or switching center.

Trunk Group

See “TG” (p. G-9).

Trunk Group Number

Number assigned to a trunk group in the switch.

TSG

Trunk Subgroup

TTO

Transmitter Time-Out

U Usage

A measure of trunk or equipment occupancy expressed in Erlangs or CCS.

V VCS

Virtual Circuit Switch

W Window

A window is box-type graphic displayed when specific buttons, icons, function keys or hot keys are selected in a windows operating system environment. Each window contains various control attributes including a means to close the box, typically an “X” in the upper right corner. The window identifier is displayed in the task bar. The user opens and closes windows.

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