Electronic Private Automatic Branch Exchange and Business Communication Systems

Network Administration Center (NAC)

System Administration and Maintenance Guide

Publication history

November 1994

This document was issued as the *Network Administration Center (NAC) 2 System Administration and Maintenance Guide* (NTP 553-4011-510) Standard 1.0.

Contents

About this document

Terminology

The term "Meridian 1" is used throughout this document, and refers to Meridian 1 and Meridian 1-ready systems, such as Meridian 1 SL-1 style cabinets that have been upgraded.

Conventions

The following conventions are used throughout the NAC document set:

CALLS ANSWD

Words in this type represent the data seen on the screens and reports.

{RETURN}

Capitalized words or characters within brackets represent a specific key on the keyboard. When two or more such keys appear side by side, all the keys must be pressed simultaneously to achieve the desired effect.

Press **{RETURN}** or **{CONTROL}{R}** to begin the procedure.

>   *Note:* **{RETURN}** and **{ENTER}** are interchangeable.

[Commands]

Words within square brackets represent the generic name attached to a specific function key.

For example: **[**Command**s]**

For more information on the function key capabilities, please refer to the *NAC 2 Supervisor's User Guide* (P0724352), "General function keys" section in "The NAC workstation" chapter.

Activity Code Report

Bold text represents specific text which must be typed on the keyboard. Always press **{ENTER}** after typing and entry. This confirms the text and indicates to the system that the user is ready to continue.

For example: Enter **10**, followed by **{ENTER}**.

"Graphic Format Definition"

Italicized text within quotation marks represents a specific choice which must be made from a menu.

For example: Choose *"Graphic Format Definition"* from the Report Definition submenu.

Graph Title

Italicized text represents the name of a specific field on a screen or report.

For example: Move the cursor to the *Display Name* field.

"Network Configuration Control"

Text in quotation marks represents references to other areas of this document.

For example: Refer to the "Profile Maintenance" chapter.

NAC Operations

Italicized text represents references to other documents.

For example: Refer to the *NAC 1.0 Installation* (NTP 553-4011-100) document.

Other NAC documents

Additional information about the Network Administration Center (NAC) Release 2 is contained in the following Northern Telecom documents:

- 553-4011-110   NAC 2 Installation Guide
- P0724352   NAC 2 Supervisor's User Guide
- 553-3201-200   Application Equipment Module Installation Guide

Reference to other ACD documents

Other Northern Telecom ACD documents associated with NAC are listed below:

- P0802089   *Meridian MAX 6 Supervisor's User Guide*
- P0802091   *Meridian MAX 6 Supervisor's Reference Guide*
- 553-4001-111   *Meridian MAX 6 Installation Guide*
- 553-4001-811   *Meridian MAX 6 Maintenance and Diagnostics Guide*
- 553-4001-911   *Meridian MAX 6 Overview*
- 553-4001-210   *Meridian MAX 6 Installation Upgrade Guide for Meridian MAX 3, 4, 4.6 and 5 Systems*
- 553-4001-212   *Meridian MAX 6 Platform Upgrade Guide for ACD-MAX 3, 4 and ACD-D Systems*
- 553-4011-800   *NAC 1.0 System Messages*
- P0734020   *NAC 1.0 Supervisor's User Guide*
- P0743664   *Meridian MAX 5 Supervisor's User Guide*
- P0743656   *Meridian MAX 5 Supervisor's Reference Guide*
- 553-4001-111   *Meridian MAX 5 Installation Guide*
- 553-4001-811   *Meridian MAX 5 Maintenance and Diagnostics Guide*
- 553-4001-911   *Meridian MAX 5 Overview*
- 553-4001-210   *Meridian MAX 5 Installation Upgrade Guide for Meridian MAX 3, 4 and 4.6 Systems*
- 553-4001-212   *Meridian MAX 5 Platform Upgrade Guide for ACD-MAX 3, 4 and ACD-D Systems*
- P0741145   *Meridian MAX - IPE 4.6 Supervisor's User Guide*

- 553-4001-024   *Meridian MAX - IPE 4.6 Master Index*
- 553-4001-121   *Meridian MAX - IPE 4.6 Installation*
- 553-4001-821   *Meridian MAX - IPE 4.6 Maintenance and Diagnostics*
- 553-4001-921   *Meridian MAX - IPE 4.6 Overview*
- 553-4001-004   *Meridian MAX 4 Master Index*
- 553-4001-111   *Meridian MAX 4 Installation*
- 553-4001-811   *Meridian MAX 4 Maintenance and Diagnostics*
- 553-4001-911   *Meridian MAX 4 Overview*
- P0737511   *Meridian MAX 4 Supervisor's User Guide*
- 553-4001-101   *Meridian MAX 3.4x Installation (NAC Appendix 1 Connectivity)*
- 553-4001-002   *Meridian MAX 3.3 Master Index*
- 553-4001-101   *Meridian MAX 3.3 Installation*
- 553-4001-501   *Meridian MAX 3.3 Operations*
- 553-4001-801   *Meridian MAX 3.3. System Messages*
- 553-4001-901   *Meridian MAX 3.3 Overview*
- P0730129   *Meridian MAX 3.3 Supervisor's User Guide*
- 553-2671-100   *ACD Basic Features Description (Package A)*
- 553-2671-101   *ACD Advanced Features Description (Package B)*
- 553-2671-103   *Load Management*
- 553-2671-104   *ACD–D General Description (Section 3 only)*

Sample screens

All screen depictions assume a DEC VT420 or compatible workstation is being used. If a different workstation is used, there may be a difference between the function key menu as it appears on the screens and the function key menu as it appears in this document. For more information, please refer to the *NAC 2 Supervisor's User Guide* (P0724352), "The NAC workstation" chapter, "Keyboard" section.

Introduction

Overview

This guide consists of two main sections: NAC Maintenance and Administration programs, and NAC error messages.

The NAC Maintenance and Administration program section is also separated into three chapters. These chapters provide information on shutting down the system, restarting the system, backing up the customer database on tape, restoring the database, configuring the NAC hardware, and changing the database configuration.

The NAC error messages section lists the operating and task errors that can be generated during the NAC operation.

Background Diagnostics

Background diagnostic programs are run regularly on the NAC.

Bootable SSID

The NAC operating system tape contains a bootable Standalone System Interactive Diagnostics (SSID) kernel for the MVME167 processor. This allows the installer to boot the SSID kernel when booting from the Release 2 operating system tape.

The following procedure is used to boot this system from tape:

1   Boot the NAC.

2   Press **{Break}** at the prompt, **Autoboot in Progress...To abort hit [Break].**

3   Type **bo 0,40,test167**

The following procedure is used to boot SSID from the hard disk:

1   Boot the NAC.

2   Press **{Break}** at the prompt, **Autoboot in Progress...To abort hit [Break].**

3   Type **bo 0,0,/diag/test167**

For more information about SSID, refer to the *Application Module Advanced Maintenance Guide* (533-3201-512).

NAC polls Meridian MAX

Whenever the NAC is switched on, it polls the Meridian MAX systems connected to it and requests acknowledgement. This poll is taken at a predetermined rate, and constantly repeated while the NAC is operating.

The Meridian MAX system (Version 4.3x, Version 6.xx, and higher) is programmed to seek and respond to the NAC poll.

Provided that the poll is taken by the NAC and responded to by the Meridian MAX, the system can interact with the Meridian MAX system.

If the NAC does not receive an acknowledgement within a specified time interval, the NAC reports that it cannot connect to the Meridian MAX system.

Error logging and corrective action by NAC software

The NAC has full reporting capability if an error occurs in any task. These errors are logged in the NAC error log file. When possible, corrective action is taken by the NAC software.

Power-up diagnostics.

Hardware diagnostics automatically execute at power-up. This prompts any detected faults to be displayed on the NAC system console. These diagnostics test the memory, I/O ports, and system console keyboard.

Hardware detection

The operating system installation procedure performs a hardware automatic detection routine and displays the system's hardware on the screen. This includes the CPU board, memory, hard disk, and tape drive. The installation procedure can be aborted if the hardware configuration being displayed is inaccurate.

Maintenance and administration programs: overview

The NAC Maintenance and Administration system running and system shutdown programs are used to:

- display the NAC options

- shut down and restart the system

- back up the database to a tape and restore it, if required

- perform simple diagnostics

- change the administrator password

- configure and upgrade the NAC hardware

Logging into the system

Follow this procedure to log into the NAC Maintenance and Administration main menu:

1 Log into the console as **maint**.
A prompt for a password appears.

2 Enter the current password.
This is the password supplied by the NAC supplier or modified by the network administrator. The NAC Maintenance and Administration main menu appears, if the correct password is entered.

Hardware platform

The NAC runs on the SNN hardware platform. The hardware is composed of :

- a single-module system

- a new MVME167-34 CPU card

- a new Mass Storage Unit (MSU) containing a 1.2 GByte hard disk and a 600 MByte cassette tape drive

- one to five MVME332XT serial I/O cards

Power outages

Console lockup

When a power outage occurs, there is a possibility of a maintenance console lock-up. Follow this procedure to unlock the terminal:

1 Press **{F3}** on the terminal keyboard to access the terminal set-up directory screen.

2 Select *"Clear Comm"* and press **{ENTER}** to clear the communication port.

3 Press **{F3}** to exit the set-up directory.

4 Press **{BREAK}**, followed by **{ENTER}**. Repeat this step until the login prompt appears.

Note: Physically locking the maintenance console keyboard prevents the NAC from rebooting. It also prevents access to the NAC Maintenance and Administration programs. This is not recommended.

Changing the NAC system time

Follow this procedure to reset the NAC system time for situations such as an adjustment in Daylight Savings Time:

1 Display the NAC Maintenance and Administration main menu (system running mode).
This menu is described in the "Maintenance and administration programs: system running" chapter.

2 Press **s** to select the *Shutdown the System* option.
A prompt appears to confirm that the system is to be shut down.

3   Press **y** to confirm that the system is to be shut down.
After several seconds, the NAC Maintenance and Administration main menu (system shutdown mode) appears. This menu is described in the "Maintenance and administration programs: system shutdown" chapter.

4   Press **r** to select the *Restart and Power Down Utilities* option.
The Restart and Power Down Utilities submenu appears.

5   Press **r** to select the *Restart the NAC System* option.
A prompt appears to confirm that the system is to be restarted.

6   Press **y** to confirm that the system is to be restarted.
A series of system messages are displayed. This takes a few minutes. The system stops at a prompt which asks if the time and date are to be changed. The current date and time appear above this prompt.

7   Enter **y** at the prompt to indicate that the time and date are to be changed.
Another prompt appears to enter the new time and date.

8   Enter the new time and date in the format mmddhhmmyy.
*This represents the month, day, hour, minutes and year. For example, enter **0131153095** to represent January 31, 1995, 3:30PM.*

After the time and date are entered, they are once again displayed on the screen. Another prompt appears asking if the time and date have been entered correctly.

9   Two options are available:

a) Enter **y** if the entries are correct.
The system continues to reboot. When it is finished, the console login prompt appears.

or

b) Enter **n** if the entry is incorrect.
The prompt to enter the new time and date reappears.

Maintenance and administration programs: system running

This chapter describes the menus and field selections that are available when the system is running. If the system is not already running, refer to the "Logging into the system" section in the "Maintenance and administration programs: overview" chapter for more information. Figure 3-1 shows the NAC Maintenance and Administration main menu while the NAC is running.

Figure 3-1
NAC Maintenance and Administration main menu

NAC Maintenance and Administration

View NAC Options

Shutdown the System

Backup Customer Data to Tape

Diagnostics

Password Change

Configuration of NAC System (View Only)

Help

Logout

Press v,s,b,d,p,c,h, or 1 and ENTER:
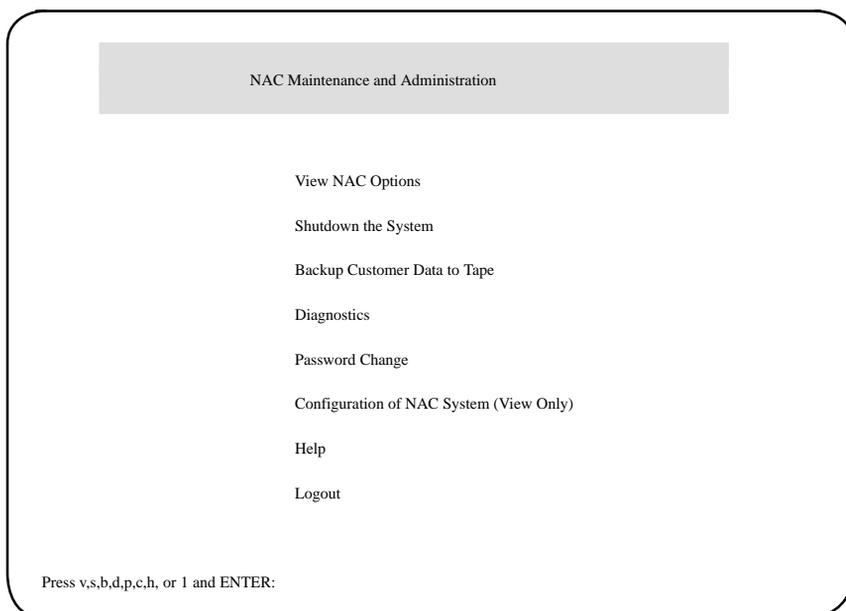
Help facility

A *"Help"* facility on the main menu (and each submenu) describes how to use the NAC Maintenance and Administration operations. Press **h** and **{ENTER}** to view this information.

View NAC options

Press **v** and **{ENTER}** on the main menu to access the View NAC Options submenu, shown in Figure 3-2. This submenu provides access to the current options (including options such as software version number or hard drive size) and information on the application tape.

Figure 3-2
View NAC Options submenu
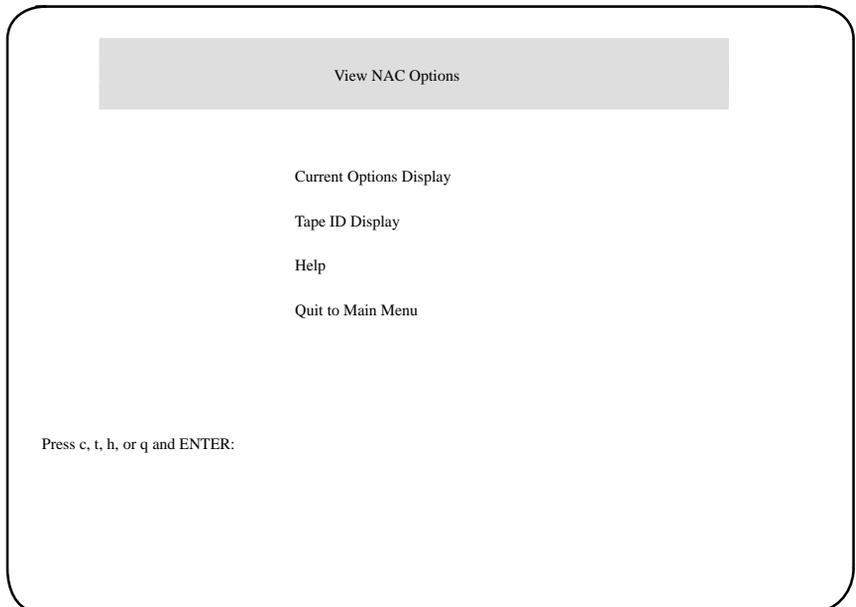
```
                        View NAC Options




                  Current Options Display

                  Tape ID Display

                  Help

                  Quit to Main Menu




  Press c, t, h, or q and ENTER:
```

Current Options Display

Press **c** and **{ENTER}** to display the current options. This provides information regarding the NAC product release number, software version number, database version number, hardware platform, hard drive size, tape drive size, and number of ports.

Tape ID Display

Press **t** and **{ENTER}** to display the application tape identification information. This allows the maintenance personnel to verify the NAC application tape before installing from it.

Help

Press **h** and **{ENTER}** to display the Help screen.

Quit to Main Menu

Press **q** and **{ENTER}** to return to the main menu.

Shutdown the System

Press **s** and **{ENTER}** on the main menu to shut down the NAC software. A prompt appears to confirm the instruction. Enter **y** and **{ENTER}** to confirm the shutdown, or just **{ENTER}** to quit.

The main menu reappears once the NAC software is shut down. From this location, new software can be installed or the database can be restored from tape.

CAUTION
Do not power down a system without first performing the system shutdown procedure.

The NAC must not be powered off without first shutting down the system. Failure to do so may result in unrecoverable corruption to the data and operating systems.

The shutdown process synchronizes the information currently in system memory with the information on the hard drive. Only in extenuating circumstances should the system be powered off without first shutting down.

Backup Customer Data to Tape

Press **b** and **{ENTER}** on the main menu to save the current customer data on tape. A message appears asking that a blank 600 MByte tape be inserted into the tape drive. Figure 3-3 illustrates the correct way to insert the tape.

The system verifies that the customer data is written to the tape. When the process is completed, the inserted tape becomes the back-up tape. Label the tape with the current date and time.

Figure 3-3
Inserting a cassette into the NAC tape drive
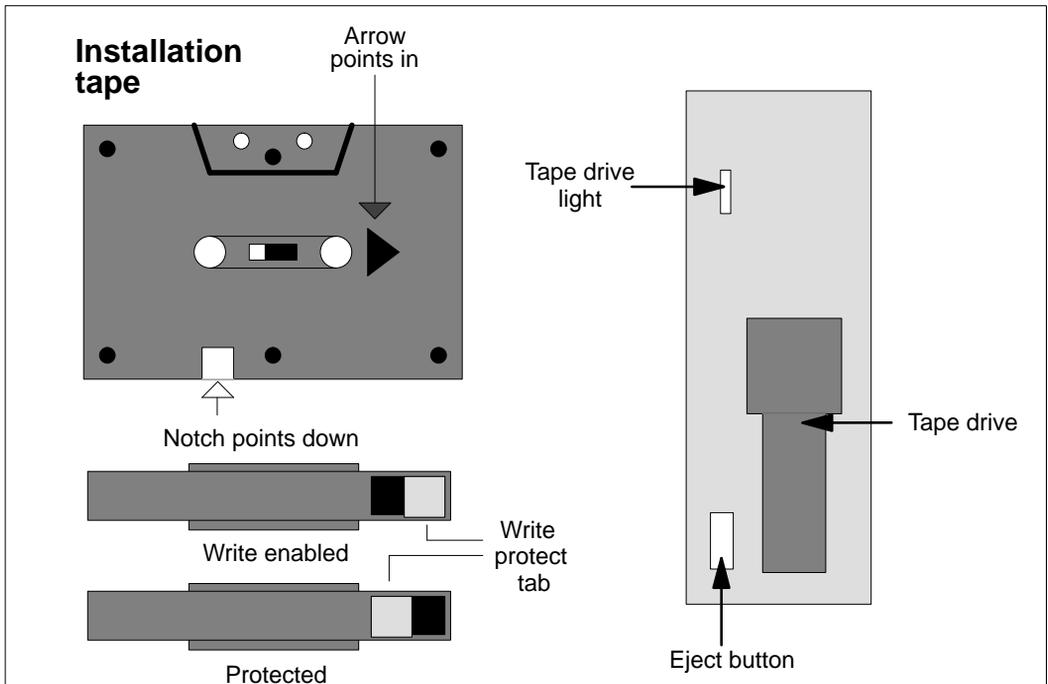
Diagnostics

Press **d** and **{ENTER}** on the main menu to access the NAC System Diagnostics submenu, shown in Figure 3-4. This submenu provides access to viewing, printing, displaying, and searching the NAC error log. Options are also available to display the amount of free disk space, cancel printing of the error log, and print the UNIX system log.

Figure 3-4
NAC System Diagnostics submenu

NAC System Diagnostics

View NAC Error Log   Search NAC Error Log

Print NAC Error Log   Cancel Printing of NAC Error Log

Display UNIX System Log   UNIX System Log Printout

Free Disk Space   Help

Quit to the Main Menu

Press v, s, p, c, d, u, f, h, or q and ENTER:

View NAC Error Log

Press **v** and **{ENTER}** to view the NAC error log. This is a record of the error and information messages generated by the NAC since the midnight routines were last run. Refer to the "NAC error messages" chapter for more information.

Search NAC Error Log

Press **s** and **{ENTER}** to search the NAC error log for error messages dealing with a specific subject, component, or problem.

Print NAC Error Log

Press **p** and **{ENTER}** to print the NAC error log to the system's default tabular printer.

Cancel Printing of the NAC Error Log

Press **c** and **{ENTER}** to cancel printing of the NAC error log.

Display UNIX System Log

Press **d** and **{ENTER}** to display the UNIX system log. This is a record of the most recent operating system and SCSI I/O messages generated by the UNIX system.

UNIX System Log Printout

Press **u** and **{ENTER}** to print the UNIX system log to the default system printer.

Free Disk Space

Press **f** and **{ENTER}** to display the utilization of the disk blocks in the NAC. Each disk block is 512 bytes.

Help

Press **h** and **{ENTER}** to display the Help screen.

Quit to the Main Menu

Press **q** and **{ENTER}** to return to the main menu.

Password change

Press **p** and **{ENTER}** on the main menu to change the NAC Maintenance and Administration password. This causes the following message to appear:

New Password:

Follow this procedure to change the password:

1   When the *New Password* prompt appears, enter the new password and press **{ENTER}**.
The password can be five to eight characters. Another prompt appears asking that the new password be reentered.

2   Reenter the password and press **{ENTER}**.
The main menu reappears.

Configuration of NAC System (View Only)

Press **c** and **{ENTER}** on the main menu to access the Configure NAC System submenu, shown in Figure 3-5. This provides options to view the port assignments, network configurations, and system parameters. The information is for display purposes only and cannot be changed.

Figure 3-5
Configure NAC System submenu

```
Configure NAC System

                    1.   Port Assignment (View Only)
                    2.   Network Definition (View Only)
                    3.   System Parameters (View Only)
                    4.   Exit




         Use up and down arrows to move among menu items and press
                    ENTER to make a selection
```
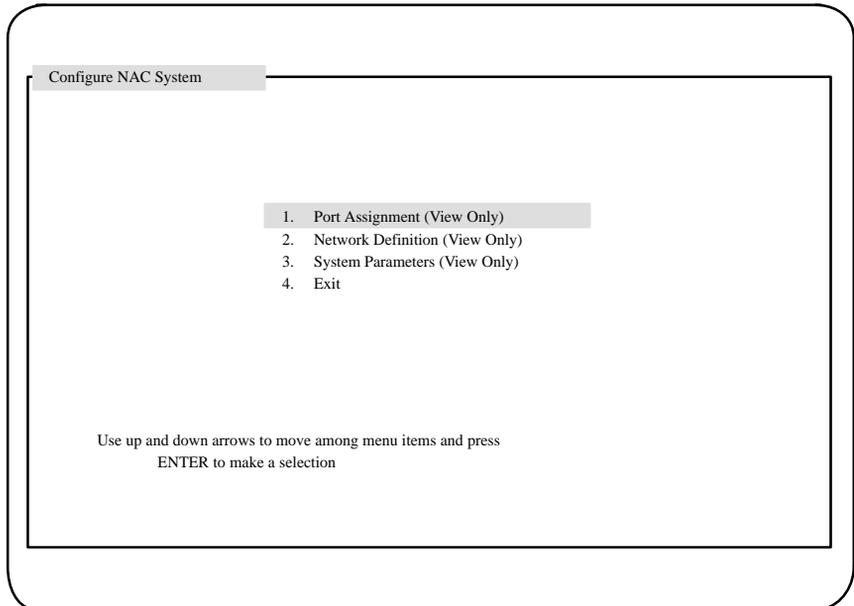
Port Assignment

Position the cursor bar over the *"Port Assignment (View Only)"* option and press **{ENTER}.** The NAC 2 Communication Port Assignment screen, shown in Figure 3-6, appears.

This screen reflects the actual number of MVME332XT Serial I/O card ports detected on the system during the boot-up phase of installation. This value matches the *Number of Ports Found* field in the Current Options Display screen (described in this chapter). When an MVME332XT card is either added or removed after the NAC is installed, the *"I/O Ports Reconfiguration on System Restart"* option (described in this chapter) should be enabled through 'maint' to run the auto-detect mechanism.

Figure 3-6
NAC Communication Port Assignment screen

Port	Device	Connect	Baud	Name/Comment

Assigned Displays:6,Printers: 1   Available Ports: 25

NAC Communication Port Assignment

Port	Device	Connect	Baud	Name/Comment
Card 2,Conn 1A	**Network Link**	**Direct**	**9600**	**max#1**
Card 2,Conn 1B	**Network Link**	**Direct**	**9600**	**max#2**
Card 2,Conn 1C	**Network Link**	**Direct**	**9600**	**max#3**
Card 2,Conn 2A	**Network Link**	**Direct**	**9600**	**max#4**
Card 2,Conn 2B	**Network Link**	**Direct**	**9600**	**max#5**
Card 2,Conn 2C	**HP LaserJet**	**Direct**	**9600**	**LaserJet**
Card 2,Conn 3A				
Card 2,Conn 3B				
Card 3,Conn 1A	**VT220 or Compatible**	**Direct**	**9600**	
Card 3,Conn 1B	**VT220 or Compatible**	**Direct**	**9600**	
Card 3,Conn 1C	**Remote Login**	**Direct**	**9600**	**338**
Card 3,Conn 2A				
Card 3,Conn 2B				
Card 3,Conn 2C				
Card 3,Conn 3A				
Card 3,Conn 3B				
Card 4,Conn 1A				

PF1 = Commands   F6 = View customer default printers

FUNCTION KEYS

PF1=Commands
The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**
  Returns the system to the Configure NAC System submenu without saving changes.

PF1=Select no command
Removes the Commands pop-up from the screen.

F6=View customer default printers
Displays the customer's default tabular printer and default graphic printer.

FIELDS

Port
Specifies the physical port on the NAC.

Device
Specifies the physical device attached to each port. Devices include printers, workstations, network links and remote logins.

Connect
Specifies whether the device is directly connected to the port or via a modem.

> *Note:* For network links, when the connection is done via the modem, the number to be dialed is stored in the modem itself. For more information, see the *NAC 2 Installation Guide* (NTP 553-4011-110), "Peripheral devices" chapter, "Network Link modems" section.

Baud
Specifies the communication speed used by each device. Modems can be set to 2400 or 9600 baud. Directly connected devices communicate at 9600 baud.

Name/Comment
Specifies the identifier for each port. This can be used to identify the location of the device connected to each port in the work environment. For printer devices, this is the name displayed in the printer menus.

Network Definition (View Only)

To access this screen, position the cursor over the *"Network Definition (View Only)"* option on the Configure NAC System screen and press **{ENTER}.** The NAC Network Definition/Installation screen, shown in Figure 3-7, appears. This screen can only be used to view the nodes connected to the NAC.

Figure 3-7
NAC Network Definition/Installation screen

NAC **Network Definition/Installation**

Node Addr	Node Name	Short Name	Time Zone	Connection Baud	Port	——Remote Login—— Port Directory Number	Ntwk Link
338	Toronto	TOR	0.0	9600	C2–2B		Enbl
393	Ottawa	OTT	0.0	9600	C2–2A		Dsbl
444	Richardson	RCH	0.0	9600	C2–1A	C3–1C	Enbl
646	Mountainview	MTV	0.0	9600	C2–1B		Dsbl
655	Santa Clara	SCL	0.0	9600	C2–1C		Enbl

PF1 = Commands   PF2 = Options   Remove = Delete record

FUNCTION KEYS

PF1=Exit
Returns the system to the Configure NAC System submenu.

FIELDS

Node Addr
Specifies the three-digit network address assigned to the switch at installation.

Node Name
Specifies the descriptive name assigned to the node.

Short Name
Specifies the abbreviated name for the node.

Time Zone
Specifies the difference between the time at the nodal site and the NAC site. The value must be between –12.0 and +12.0 in 0.5 hour units. For example, if the NAC site is in New York, and the nodal site is in Los Angeles, -3.0 appears as the time zone because there are three hours difference between Eastern Time and Pacific Time. If the NAC site is in Los Angeles and the nodal site is in New York, the entry is 3.0**.**

Connection Baud
Specifies the baud rate for the network link connection.

Connection Port
Specifies the network link of the NAC to node connection.

Remote Login Port
Specifies the port identifier used for a direct remote login connection to the MAX node.

Remote Directory Number
Specifies the number to be dialed when connecting the remote login modem to the appropriate node (the NAC handles the dialing automatically). The commas in the directory number cause the dialing to pause momentarily. For example, it can be used when dialing a prefix to access an external line.

Ntwk Link
Indicates the state of the communication link between the node and the NAC.

If this field is set to disabled, the node does not provide information to the NAC, supervisor messages are not transmitted to or from the node, remote printing cannot occur between the node and the NAC, and remote supervisor logins to the node are prohibited.

System Parameters (View Only)

To access this screen, position the cursor over the *"System Parameters (View Only)"* option on the Configure NAC System screen and press **{ENTER}.** The System Parameters screen, shown in Figure 3-8, appears. This screen can only be used to view the various system parameters.

Figure 3-8
NAC System Parameters screen

```
  NAC System Parameters

  Customer Name            : ABC Company
  Network Administrator Password  : XYZ
  Default Language           : English
  Tabular Printer          : RuggedWriter
  Graphic Printer          : LaserJet
  NAC to Node Login Password     : ACDNetwork
  Statistics Transmission Rate   : 30

  PF1=Commands  PF2=Options  PF3=Edit field  REMOVE=Erase field
```
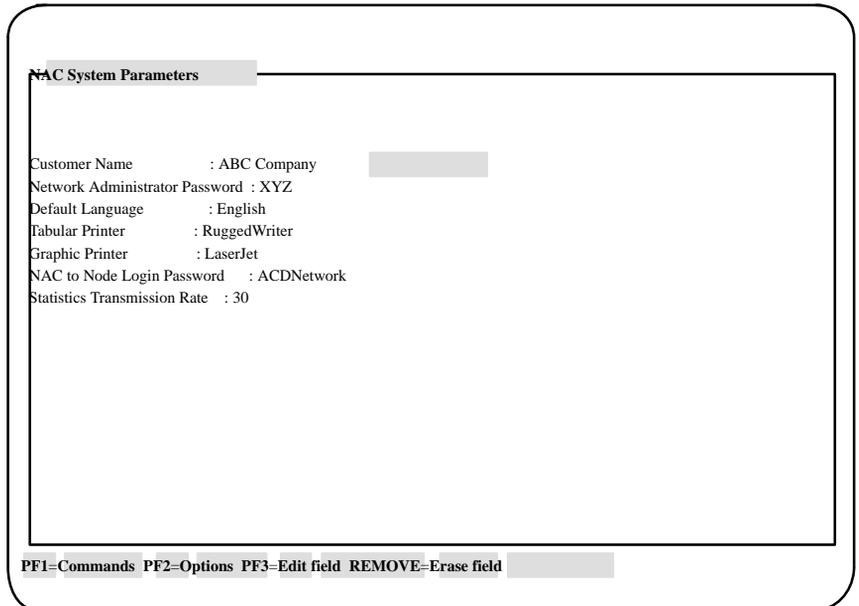
FUNCTION KEYS

PF1=Exit
Returns the system to the Configure NAC System submenu.

FIELDS

Customer Name
Provides the NAC customer name. Typically, the customer name is the same as the company name.

Network Administrator Password
This field is optional. It provides the password that must be entered to access the NAC's network administration node. If the field is left blank, a supervisor with network administrator privileges can always be in network administrator mode when logged in. This feature is described in detail in the *NAC 2 Supervisor's User Guide* (P0724352).

Default Language
Provides the default language used by the network supervisors.

Tabular Printer
Identifies the default tabular printer.

Graphic Printer
Identifies the default graphic printer.

NAC to Node Login Password
Defines the password used by the system to bring up the network link between the NAC and its Meridian MAX nodes. This field is a security measure to ensure that only legitimate users access the NAC and the Meridian MAX nodes. If this field is changed, the *Network Administrator Password* field at each Meridian MAX node (not to be confused with the network administrator password in this feature) must be changed to match it.

Statistics Transmission Rate
Determines the frequency of statistics transmission from each Meridian MAX site to the NAC. It must be set according to the amount of data being transmitted and the speed of the transmission.

Maintenance and administration programs: system shutdown

This chapter describes the menus and field selections that are available when the system is shut down. If the system is running, refer to the "Shutdown the system" section under "Maintenance and administration programs: system running" chapter for instructions for shutting down.

Figure 4-1
NAC Maintenance and Administration menu

```
NAC Maintenance and Administration



                    View NAC Options

                    Restart and Power Down Utilities

                    Backup and Restore Utilities

                    Diagnostics

                    Password Change

                    Configure NAC System

                    Help

                    Logout


Press v,r,b,d,p,c,h, or 1 and ENTER:
```
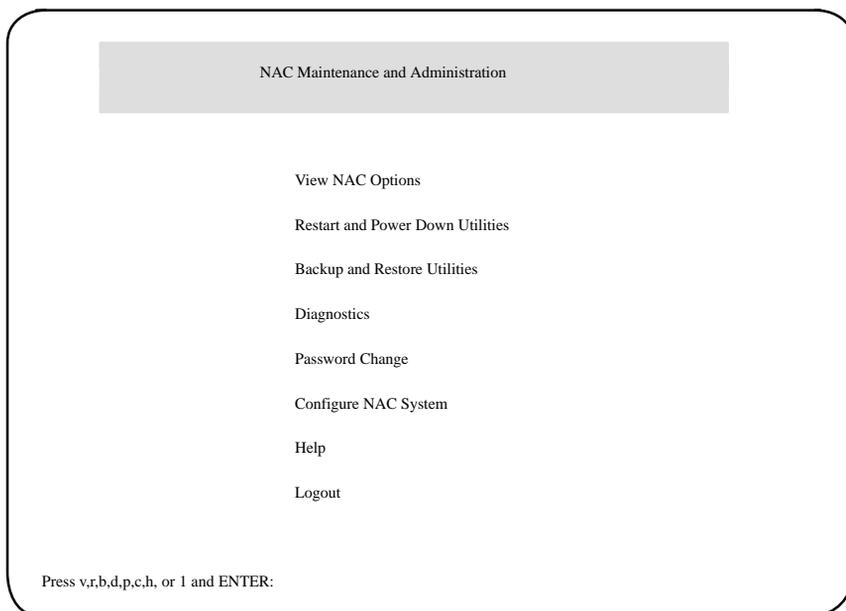
Help facility

A *"Help"* facility on the main menu (and on each submenu) describes how to use the NAC Maintenance and Administration operations. Press **h** and **{ENTER}** to view this information.

View NAC options

Press **v** and **{ENTER}** on the main menu to access the View NAC Options submenu, shown in Figure 4-2. This submenu provides access to the current options (including options such as software version number or hard drive size) and information on the application tape.

Figure 4-2
View NAC Options submenu
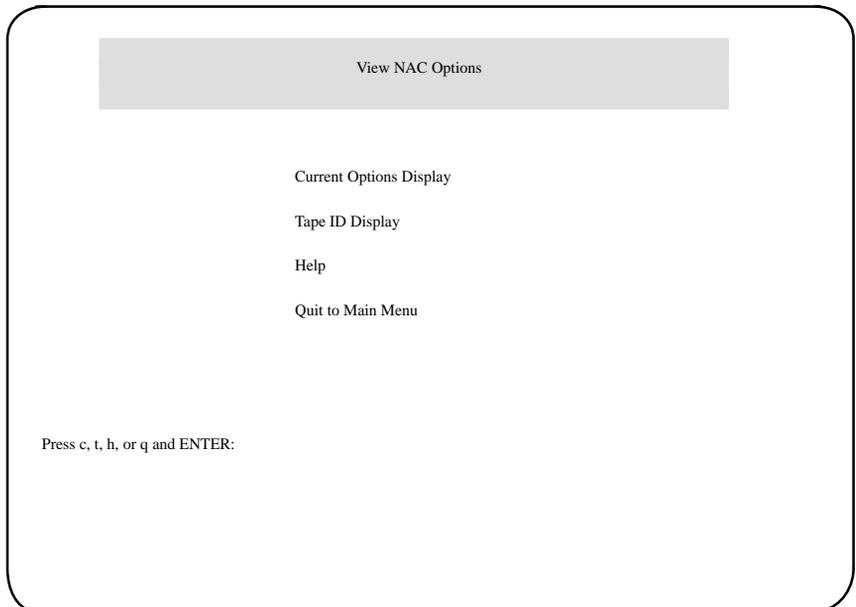
```
                         View NAC Options




                    Current Options Display

                    Tape ID Display

                    Help

                    Quit to Main Menu




  Press c, t, h, or q and ENTER:
```

Current Options Display
Press **c** and **{ENTER}** to display the current options. This provides information regarding the NAC product release number, software version number, database version number, hardware platform, hard drive size, tape drive size, and number of ports.

Tape ID Display
Press **t** and **{ENTER}** to display application tape identification information. This allows the maintenance personnel to verify the NAC application tape before installing from it.

Help
Press **h** and **{ENTER}** to display the Help screen.

Quit to Main Menu
Press **q** and **{ENTER}** to return to the main menu.

Restart and Power Down Utilities

Press **r** and **{ENTER}** on the main menu to access the Restart and Power Down Utilities submenu, shown in Figure 4-3. This allows the NAC to be restarted, and secured for a power down.

Figure 4-3
Restart & Power Down Utilities submenu


```
                    Restart and Power Down Utilities



            Restart the NAC System

            Secure the System for Power Down

            I/O Port Reconfiguration on System Restart

            Help

            Quit to the Main Menu



Press r,s,i,h, or q and ENTER:
```

Restart the NAC System
Press **r** and **{ENTER}** to restart the NAC. This option allows NAC to be restarted when it is not running.

Press **y** and **{ENTER}** to confirm the system restart.

Press **{ENTER}** to quit.

Secure the System for Power Down

Press **s** and **{ENTER}** to safely power the NAC down. Do not attempt to power down the system without running this option first. A power down is required to perform any hardware maintenance or to reset the software if the normal *"Restart the NAC System"* option is not functioning.

CAUTION
Do not power down a system without first performing the system shutdown procedure.

The NAC must not be powered off without first shutting down the system. Failure to do so may result in unrecoverable corruption to the data and operating systems.

The shutdown process synchronizes the information currently in system memory with the information on the hard drive. Only in extenuating circumstances should the system be powered off without first shutting down.

I/O Port Reconfiguration on System Restart

Press **i** and **{ENTER}** to select I/O port reconfiguration. This option allows the system to recognize additional and removed I/O cards when the system is restarted or powered back on. This option is disabled by default. It must be enabled before restarting the system each time the user wishes to execute this feature.

When enabled, the system runs the automatic hardware detect program, which detects the actual number of accessible MVME332XT ports in the system during the boot-up sequence. When the system is powered on, the Configure NAC System screen appears to allow users to redo port assignments. The user is also prompted to enter the Network Definition screen to reassign any network links that may have been changed or removed. Refer to the "Configure NAC System" section of this chapter for more information on these screens.

If an I/O card is removed, the devices associated with it are automatically deleted. All devices assigned to the removed card (a network link, remote

login, supervisor display, or any system default printers) must be reassigned during boot-up to other cards in port assignment.

For any other printers on the removed card, the result is similar to deleting printers in port assignment.

Help
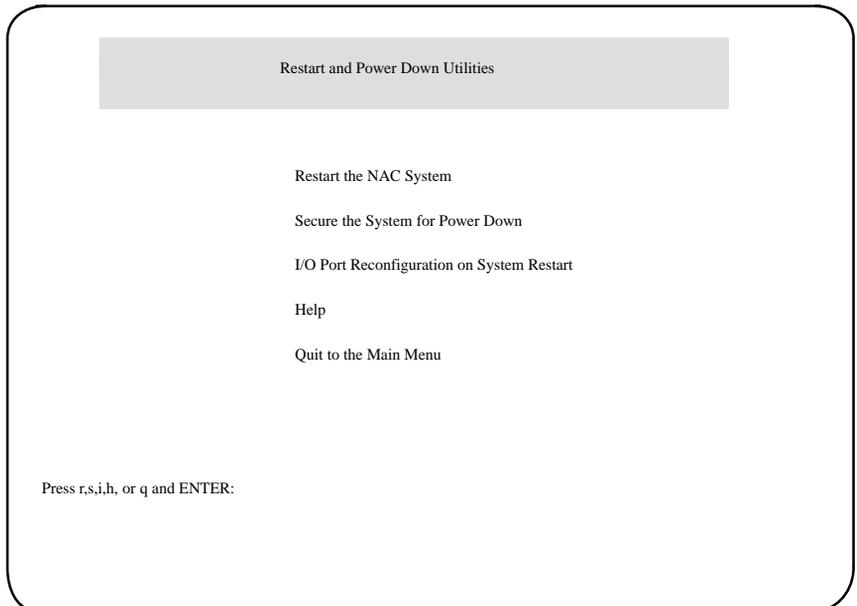Press **h** and **{ENTER}** to display the Help screen.

Quit to the Main Menu
Press **q** and **{ENTER}** to return to the main menu.

Backup and Restore Utilities

Press **b** and **{ENTER}** on the main menu to access the Backup and Restore Utilities submenu, shown in Figure 4-4. This provides options to back up the customer data to tape, restore customer data from tape, and load a new software release.

Figure 4-4
Backup and Restore Utilities submenu

Backup and Restore Utilities

Backup Customer Data to Tape

Restore Customer Data from Tape

Load New Software Release

Help

Quit to the main menu

Press b,r,l,d,h or q and ENTER:
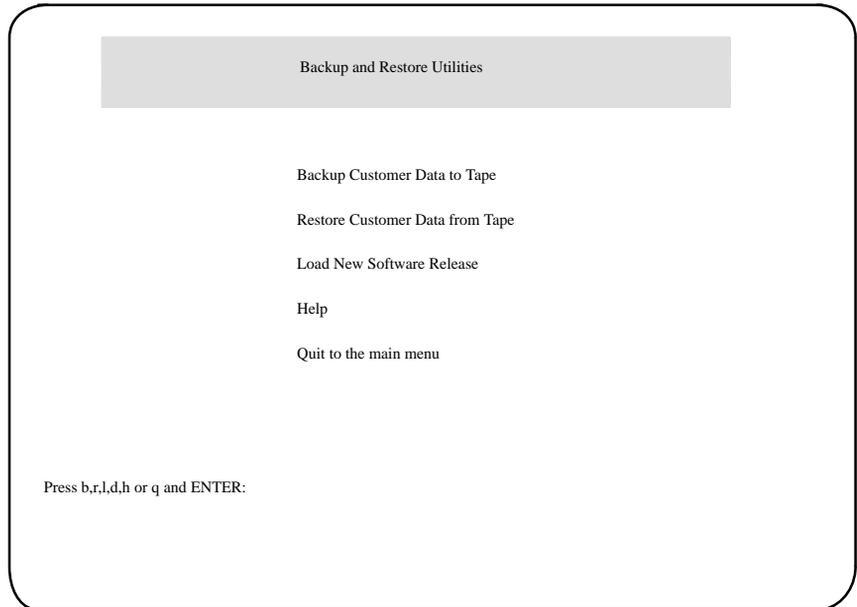
Backup Customer Data to Tape

Press **b** and **{ENTER}** to save the current customer data on tape. A message appears asking that a blank 600 MByte tape be inserted into the tape drive. Figure 4-5 illustrates the correct way to insert the tape.

The system verifies that the customer data has been written to the tape. When the process is completed, the inserted tape becomes the back-up tape. Label the tape with the current date and time.

Figure 4-5
Inserting a cassette into the NAC tape drive
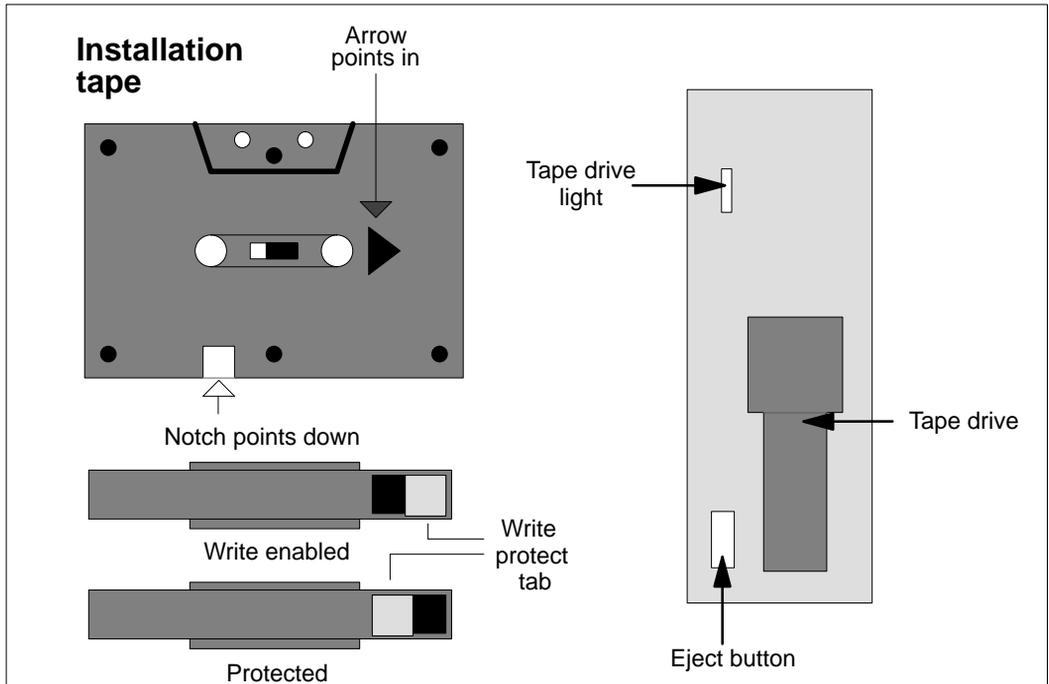
Restore Customer Data from Tape

Press **r** and **{ENTER}** to restore the customer data from a back-up tape. A message appears asking that the back-up tape be inserted into the tape drive.

If the hardware configuration of the NAC has changed since the back-up tape was made, use the *"Configure NAC System"* option from the main menu after the customer data is restored.

Note: The system checks the backup tape for the following information on the system for which it was produced: software release, options, and hardware platform. The restore is aborted if this information does not match that of the current system. If the backup was created while the system was running, a database check is performed to verify the integrity of the database.

Load New Software Release

Press **l** and **{ENTER}** to install a new version of the software.

> *Note:* It is recommended that a back-up be made of the current customer data before installing new software.

Help

Press **h** and **{ENTER}** to display the Help screen.

Quit to the Main Menu

Press **q** and **{ENTER}** to return to the main menu.

Diagnostics

Press **d** and **{ENTER}** on the main menu to access the NAC System
Diagnostics submenu, shown in Figure 4-6. This submenu provides access
to viewing, printing, displaying, and searching the NAC error log. Options
are also available to display the amount of free disk space, cancel printing
of the error log, print the UNIX system log, and test I/O ports.

Figure 4-6
NAC System Diagnostics submenu

```
                        NAC System Diagnostics



     View NAC Error Log                Search NAC Error Log

     Print NAC Error Log               Cancel Printing of NAC Error Log

     Display UNIX System Log           UNIX System Log Printout

     Free Disk Space                   Test I/O Ports

     Help                              Quit to the Main Menu




   Press v,s,p,c,d,u,f,t,h, or q and ENTER:
```

View NAC Error Log

Press **v** and **{ENTER}** to view the NAC error log. This is a record of the
error and information messages generated by the NAC since the midnight
routines were last run. Refer to the "NAC error messages" chapter for more
information.

Search NAC Error Log

Press **s** and **{ENTER}** to search the NAC error log for error messages
dealing with a specific subject, component, or problem.

Print NAC Error Log
Press **p** and **{ENTER}** to print the NAC error log to the system's default tabular printer.

Cancel Printing of the NAC Error Log
Press **c** and **{ENTER}** to cancel printing of the NAC Error Log.

Display UNIX System Log
Press **d** and **{ENTER}** to display the UNIX system log. This is a record of the most recent operating system and SCSI I/O messages generated by the UNIX system.

UNIX System Log Printout
Press **u** and **{ENTER}** to print the UNIX system log to the default system printer.

Free Disk Space
Press **f** and **{ENTER}** to display the utilization of the disk blocks in the NAC. Each disk block is 512 bytes.

Test I/O Ports
Press **t** and **{ENTER}** to test the I/O ports. To use this utility, the NAC must be shut down and all terminals and printers connected to it must be turned on. After this option is selected, the message **I/O TEST** should appear on all active terminals and printers attached to the NAC. Wait 15–40 seconds for this procedure to execute.

### Help
Press **h** and **{ENTER}** to display the Help screen.

Quit to the Main Menu
Press **q** and **{ENTER}** to return to the main menu.

Password change

Press **p** and **{ENTER}** on the main menu to change the NAC Maintenance and Administration password. This causes the following message to appear:

New Password:

Follow this procedure to change the password:

1 When the *New Password* prompt appears, enter the new password and press **{ENTER}**.
The password can be five to eight characters. Another prompt appears asking that the new password be reentered.

2 Reenter the password and press **{ENTER}**.
The main menu reappears.

Configure NAC System

Press **c** and **{ENTER}** on the main menu to access the Configure NAC
System submenu, shown in Figure 4-7. This submenu provides access to
assign ports, configure the network, and set system parameters.

Figure 4-7
Configure NAC System submenu
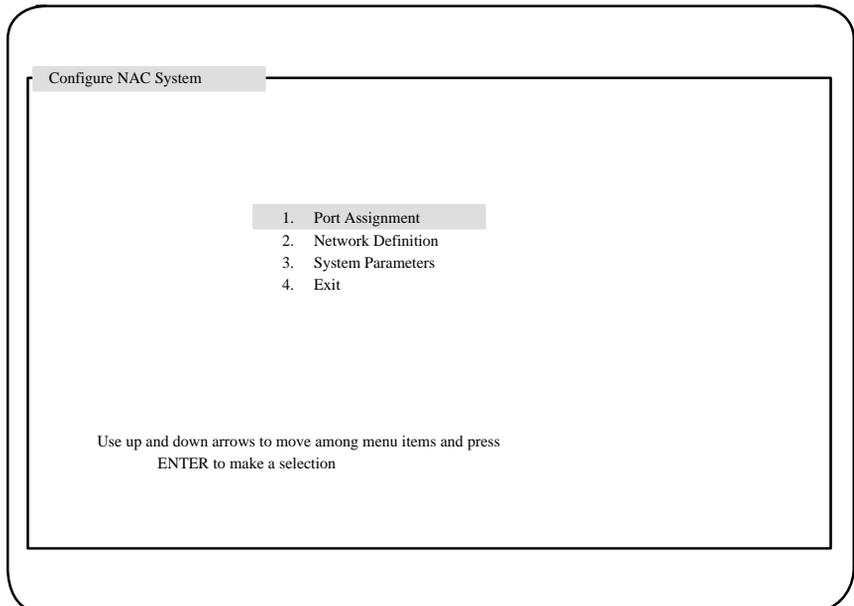
Port Assignment

Position the cursor bar over the "*Port Assignment*" option and press
{ENTER}. The NAC 2 Communication Port Assignment screen, shown in
Figure 4-8, appears.

This screen reflects the actual number of MVME332XT Serial I/O card
ports detected on the system during the boot-up phase of installation. This
value matches the *Number of Ports Found* field in the Current Options
Display screen (described in this chapter). When an MVME332XT card is
either added or removed after the NAC is installed, the *"I/O Ports
Reconfiguration on System Restart"* option (described in this chapter)
should be enabled through maint to run the auto-detect mechanism.

Figure 4-8
NAC Communication Port Assignment screen
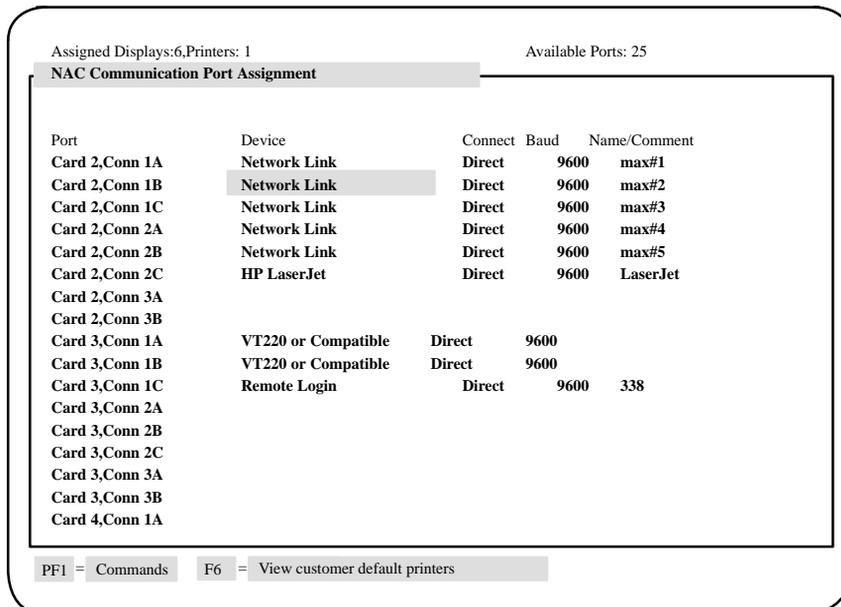
Port	Device	Connect	Baud	Name/Comment
Card 2,Conn 1A	Network Link	Direct	9600	max#1
Card 2,Conn 1B	Network Link	Direct	9600	max#2
Card 2,Conn 1C	Network Link	Direct	9600	max#3
Card 2,Conn 2A	Network Link	Direct	9600	max#4
Card 2,Conn 2B	Network Link	Direct	9600	max#5
Card 2,Conn 2C	HP LaserJet	Direct	9600	LaserJet
Card 2,Conn 3A				
Card 2,Conn 3B				
Card 3,Conn 1A	VT220 or Compatible	Direct	9600	
Card 3,Conn 1B	VT220 or Compatible	Direct	9600	
Card 3,Conn 1C	Remote Login	Direct	9600	338
Card 3,Conn 2A				
Card 3,Conn 2B				
Card 3,Conn 2C				
Card 3,Conn 3A				
Card 3,Conn 3B				
Card 4,Conn 1A				

Assigned Displays:6,Printers: 1   Available Ports: 25

NAC Communication Port Assignment

PF1 = Commands   F6 = View customer default printers

FUNCTION KEYS

PF1=Commands
The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**
  Returns the system to the Configure NAC System submenu without saving changes.

- **Save changes and exit**
  Saves the changes and returns the system to the Configure NAC System submenu.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a list of valid entries for the *Device* or *Connect* fields. In the *Device* field, the pop-up window displays a list of supported devices including displays and printers. In the *Connect* field, it displays the available connectivity options.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Edit field
Edits the *Name/Comment* field.

PF3=End editing
Ends the editing process for the *Name/Comment* field.

Remove=Erase field
Removes the contents of a field.

F6=Update customer default printers
Updates the customer's default tabular and graphic printers.

FIELDS

Port
Specifies the physical port on the NAC.

Device
Specifies the physical device attached to each port. Devices include printers, workstations, network links and remote logins.

While the system is shut down, all devices can be added or deleted. The default printer can be deleted but another must be assigned in its place.

Connect
Specifies whether the device is connected directly to the port, or via a modem.

> *Note:* For network links, when the connection is done via the modem, the number to be dialed is stored in the modem itself. For more information, see the *NAC 2 Installation Guide* (NTP 553-4011-110), "Peripheral devices" chapter, "Network Link modems" section.

Baud

Specifies the communication speed used by each device. Modems can be set to 2400 or 9600 baud. Directly connected devices communicate at 9600 baud.

Name/Comment

Specifies the identifier for each port. This can be used to identify the location of the device connected to each port in the work environment. For printer devices, this is the name displayed in the printer menus.

Network Definition

To access this screen, position the cursor over the "*Network Definition*" option on the Configure NAC System screen and press **{ENTER}**. The NAC Network Definition/Installation screen appears as shown in Figure 4-9.

This screen allows the network to be configured by defining all of the nodes which are to be connected to the NAC. Nodal information can be added or modified to the MIS network. A node can also be deleted, enabled, or disabled from the network.

Figure 4-9
NAC Network Definition/Installation screen

NAC **Network Definition/Installation**

Node Addr	Node Name	Short Name	Time Zone	Connection Baud	Port	Remote Login Port Directory Number	Ntwk Link	
338	Toronto	TOR	0.0	9600	C2–2B			Enbl
393	Ottawa	OTT	0.0	9600	C2–2A			Dsbl
444	Richardson	RCH	0.0	9600	C2–1A	C3–1C		Enbl
646	Mountainview	MTV	0.0	9600	C2–1B			Dsbl
655	Santa Clara	SCL	0.0	9600	C2–1C			Enbl

PF1 = Commands   PF2 = Options   Remove = Delete record

FUNCTION KEYS

PF1=Commands
The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**
  Returns the system to the Configure NAC System submenu without saving changes.

- **Save changes and exit**

  Saves the changes and returns the system to the Configure NAC System submenu.

PF1=Select no command

Removes the Commands pop-up window from the screen.

PF2=Options

Displays a list of valid entries for the fields.

PF2=Remove options pop-up

Removes the Options pop-up window from the screen.

Remove=Delete record

Deletes an entry from the screen.

Remove=Erase field

Removes the contents of a field.

FIELDS

Node Addr

Specifies the three-digit network address assigned to the switch at installation.

Node Name

Specifies the descriptive name assigned to the node.

Short Name

Specifies the abbreviated name for the node.

Time Zone

Specifies the difference between the time at the nodal site and the NAC site. The value must be between –12.0 and +12.0 in 0.5 hour units. For example, if the NAC site is in New York, and the nodal site is in Los Angeles, -3.0 appears as the time zone because there are three hours difference between Eastern Time and Pacific Time. If the NAC site is in Los Angeles and the nodal site is in New York, the entry would be 3.0.

Connection Baud

Specifies the baud rate for the network link connection.

Connection Port

Specifies the network link of the NAC to node connection.

Remote Login Port
Specifies the port identifier used for a direct remote login connection to the MAX node.

Remote Login Directory Number
Specifies the number to be dialed when connecting the remote login modem to the appropriate node (the NAC handles the dialing automatically). The commas in the directory number cause the dialing to pause momentarily. For example, it could be used when dialing a prefix to access an external line.

Ntwk Link
Indicates the state of the communication link between the node and the NAC. The contents of the field may be changed to enabled or disabled through the **[Options]** key.

If this field is set to disabled, the node does not provide information to the NAC, supervisor messages are not transmitted to or from the node, remote printing cannot occur between the node and the NAC, and remote supervisor logins to the node are prohibited.

If this field is set to enabled, the node provides information to the NAC, supervisor messages are transmitted to or from the node, remote printing can occur between the node and the NAC, and remote supervisor logins to the node are permitted.

System Parameters

To access this screen, position the cursor bar over the "*System Parameters*" option on the Configure NAC System screen and press **{ENTER}**. The NAC System Parameters screen appears as shown in Figure 4-10. This screen allows you to make changes to the various system parameters.

Figure 4-10
NAC System Parameters screen
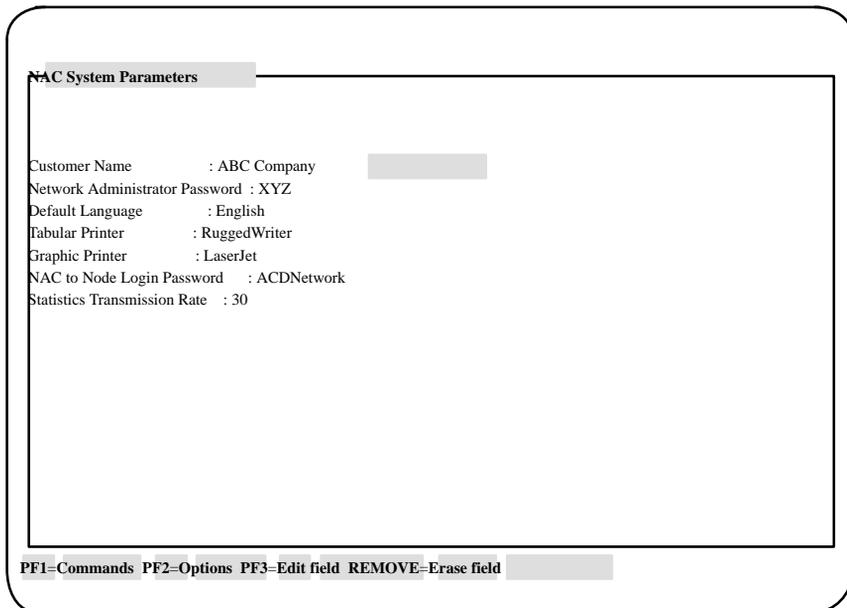
```
NAC System Parameters

Customer Name           : ABC Company
Network Administrator Password  : XYZ
Default Language        : English
Tabular Printer         : RuggedWriter
Graphic Printer         : LaserJet
NAC to Node Login Password    : ACDNetwork
Statistics Transmission Rate   : 30

PF1=Commands  PF2=Options  PF3=Edit field  REMOVE=Erase field
```

FUNCTION KEYS

PF1=Commands

The following commands are available after pressing **[Commands]**:

- **Exit (without saving changes)**

  Returns the system to the Configure NAC System submenu without saving any changes.

- **Save changes and exit**

  Saves the changes and returns the system to the Configure NAC System submenu.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Ends the editing process for a field.

Remove=Erase field
Removes the contents of a field.

FIELDS

Customer Name
Provides the NAC customer name. Typically, the customer name is the
same as the company name.

Network Administrator Password
This field is optional. It provides the password that must be entered to
access the NAC's network administration node. If the field is left blank, a
supervisor with network administrator privileges, defined in his/her profile,
can always be in network administrator mode when logged in. This feature
is described in detail in the *NAC 2 Supervisor's User Guide* (P0724352).

Default Language
Provides the default language used by the network supervisors.

Tabular Printer
Identifies the default tabular printer.

Graphic Printer
Identifies the default graphic printer.

NAC to Node Login Password

Defines the password used by the system to bring up the network link between the NAC and its Meridian MAX nodes. This field is a security measure to ensure that only legitimate users access the NAC and the Meridian MAX nodes. If this field is changed, the *Network Administrator Password* field at each Meridian MAX node (not to be confused with the Network Administrator Password in this feature) must be changed to match it.

Statistics Transmission Rate

Determines the frequency of statistics transmission from each Meridian MAX site to the NAC. It must be set according to the amount of data being transmitted and the speed of the transmission.

NAC error messages

The NAC error messages, which are descriptive in nature, are displayed directly on the NAC maintenance console. There are two groups of errors: operating system errors and task errors. All errors are logged by the system. This chapter deals with NAC error messages; for information on operating system errors, refer to the "Operating system error messages" chapter.

To view or print the error messages, refer to the "Diagnostics" sections in the "Maintenance and administration programs: system running" or "Maintenance and administration programs: system shutdown" chapters.

Task errors

Three types of task error messages may be seen:

- informational
  These do not cause a termination of task execution.

- warning
  These do not cause a termination of task execution.

- fatal
  These stop task execution (at which point, the task is restarted).

Each error message indicates the following:

- name of the task which experienced the error

- severity of the error

- time and date the error occurred

- name of the routine, which printed the message

- line number in that routine's code, which caused the error print request.

The format of a task error message is:

```
eeeeeeeeee    xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
PROGRAM:   pppppppppp
TASK: tttttttttt   INCIDENT OCCURRED AT hh:mm:ss      dd/mm/yy
FUNCTION: ffff  IN MODULE: mmmm    LINE NUMBER: nn
```

Where:

eeeeeeeeee	=	error type (either FATAL or WARNING or INFORMATIONAL)
xxxxxxxxxx	=	text of the error message
pppppppppp	=	program name
tttttttttt	=	task name. This is the name of the executable file or library. If <Task> appears, this indicates that the error message corresponds to more than one task.
ffff	=	function name
mmmm	=	module name. This is the name of the individual software unit where this error occurred. If <Module> appears, this indicates that the error message corresponds to more than one module.
nn	=	line number in the module

Fatal errors

Note: Some of the fatal error messages shown here contain one or more of the following character strings: %d, %s, %c, or %lx.

The message as it appears on the screen replaces these character strings with the appropriate information. The string, %d, represents a number. The string, %s, represents the name of either a database table or a task. The string, %c, represents a single character. The string, %lx, represents a hexadecimal number.

Table 5-1 **Fatal error messages**	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"Acckey failure [%d] — table: %s" display Uremote.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation.	
"alarms are not allowed in NAC" signal processor Usignal.c A system error has occurred. Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.	
"An unknown error (number %d) was detected" ft_server ft_server.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.	
"An unknown error (number %d) was detected" lpath fxfr.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.	
"attach shared memory failed (READ): %s" libcommon Uatt_shm.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.	

Table 5-1 **Fatal error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"attach shared memory failed: READ" nccrcv   Uncc_mem.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.
"attach shared memory failed (WRITE): %s" libcommon   Uatt_shm.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.
"Attempt to open channel to unknown node." cstats   Ucstats.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.
"bad argument to system call" signal processor   Usignal.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"can not find path directory" naclink   Uapp_send.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.
"can not find shared memory directory" linkread   Ulinkread.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.
"Can not open command pipe" ncc_sched   Uncc_sched.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message Task   Module Explanation Error Recovery Procedure
"Can not open pipe for application" naclink   Unaclink.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"Can not open pipe for maintenance" linkread   Ulinkread.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"Can not open pipe for maintenance" naclink   Unaclink.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"Can not open pipe from linkreader" linkread   Ulinkread.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Can not open pipe from linkreader" naclink   Unaclink.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Can not open pipe to linkreader" linkread   Ulinkread.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"Can not open pipe to linkreader" naclink   Unaclink.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Can not open request pipe"
ncc_sched   Uncc_sched.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

"Can not open response pipe"
ncc_sched   Uncc_sched.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

"can not reassign output devices"
MAPA Monitor   monitor.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"cannot access SM file"
netlnkini   Unetlnkini.c
No available memory was found.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.

"cannot acquire memory from system"
lib_usrif   getkey.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem persists then call your Northern Telecom service representative.

"cannot attach to MAPA public memory"
MAPA Controller   ctl_main.c
No available memory was found.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message Task   Module Explanation Error Recovery Procedure
"Cannot attach to Naclink Shared Memory" cstats   Ucstats.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"Cannot attach to Netstats Shared Memory" cstats   Ucstats.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"cannot attach to shared memory nac_mem" linkread   Ulinkread.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"cannot attach to shared memory" naclink   Unaclink.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"cannot create message to queue" MAPA Controller   ctl_main.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.

Table 5-1 Fatal error messages	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"cannot find destination pn" MAPA Controller ctl_master.c Installation failed or the site has an improper version of the release materials. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.	
"Cannot find path directory" naclink Ucmis_sub.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.	
"cannot find the path directory" naclink Uapp_error.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.	
"cannot find the path directory" naclink Uapp_rcv.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.	
"Cannot fork passthru process." display mapaif.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.	
"cannot get key" MAPA Controller ctl_main.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.	

Table 5-1
Fatal error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure
"cannot get memory"
MAPA Controller   ctl_main.c
No available memory was found.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"cannot get memory"
MAPA Controller   ctl_utils.c
No available memory was found.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"Cannot open cc cmd pipe %s"
nccsend   Unccsend.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"cannot open /etc/systemid"
MAPA Controller   ctl_main.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"cannot open from_client pipe"
MAPA Client   client.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"cannot open prog_list"
MAPA Controller   ctl_master.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message Task   Module Explanation Error Recovery Procedure
"cannot open sys_list" MAPA Controller   ctl_main.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"Cannot open terminal device in CLOCAL mode" display   Uterm_setup.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"Cannot open terminal device" display   Uterm_setup.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"Cannot open the named pipe [%s]" ft_server   ft_server.c A system error has occurred. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Cannot redirect stderr" display   Udisplay.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"Cannot redirect stderr" mpsa   Umpsa.c A system error has occurred while trying to redirect standard error in 'mpsa'. No action is required.
"Cannot redirect stderr" nccsend   Unccsend.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

Table 5-1 **Fatal error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Cannot start %s – execv failed" MAPA Controller   ctl_utils.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type) and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"can't find dependent" MAPA Controller   ctl_master.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type) and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"can't open input pipe" nccrcv   Unccrcv.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type) and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"could not attach shared memory" MAPA Monitor   monitor.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type) and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"Could not open SUPMSG_DIR dir!" display   Usupmsg.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type) and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"Could not open SUPMSG_IN dir!" display   Usupmsg.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type) and reinstall the system if they are correct. Call your Northern Telecom service representative if the problem persists.
"Could not set terminal into raw mode" display   Uterm_setup.c A system error has occurred. Review the Supervisor Display defined in the hardware configuration and make sure they are correct. If they are, shut down the system and run "Test I/O Ports" from the System Diagnostics menu. If the problem persists, call your Northern Telecom service representative.

Table 5-1 **Fatal error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Could not set terminal into raw mode" lib_usrif   uicommon.c A system error has occurred. Review the Supervisor Display defined in the hardware configuration and make sure they are correct. If they are, shut down the system and run "Test I/O Ports" from the System Diagnostics menu. If the problem persists, call your Northern Telecom service representative.
"Couldn't allocate DB shared memory" nccrcv   Uload_ncc.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Couldn't allocate DB shared memory" nccrcv   Unccrcv.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Database access failure — table: langs" display   Ulogin.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database access failure — table: langs" mpsa   <Module> A database error has occurred. Do a database check to verify the integrity of the data. If this is unsuccessful, reinstall the hardware and software (if there were errors during the most recent installation/upgrade of the NAC system). If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database access failure — table: profile" display   Ucmis_mmenu.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

Table 5-1 **Fatal error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Database access failure — table: profile" display   Ulogin.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database access failure — table: spvids" display   Ulogin.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database access failure [%d] — table: profile" nccsend   Unccsend.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database paths not defined" <Task>   <Module> Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"Database read failure — table: formulae" crptgen   Urptgen.c A database error has occurred. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"Database read failure — table: formula" crptgen   Urptgen.c A database error has occurred. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"Database read failure — table: grf_elem" crptgen   Urptgen.c A database error has occurred. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Database read failure — table: grf_fmts"
crptgen   Urptgen.c
A database error has occurred.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

"Database read failure — table: %s"
<Task>   <Module>
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Database record creation failure [%d] — table: %s"
<Task>   <Module>
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Database record deletion failure [%d] — table: %s"
replay   Ureplay.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Database selection failure — table: listdefn"
display   Uncc_lists.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Database table is full — table: %s"
display   Uterm_setup.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Database table is full — table: %s" LangServer   lang.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Database table is full — table: %s" <Task>   <Module> A database error has occurred. Call your Northern Telecom service representative.
"Database write failure [%d] — table: %s" <Task>   <Module> A database error has occurred. Call your Northern Telecom service representative.
"db_man_init failed" sys_rpts   Urpt_init.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"db_switch to data failed" sys_rpts   Urpt_utils.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"db_switch to system failed" sys_rpts   Urpt_utils.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"db_switch to language failed" sys_rpts   Urpt_utils.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

Table 5-1 **Fatal error messages**
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**
"Error attempting to obtain token semaphore" display Utoken.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Error %d reading SYSDB table dSP_COLS" display Ucrealtime.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Error %d reading SYSDB table dSP_DNS" cstats Ucstats.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Error %d reading SYSDB table nODELIST" cstats Ucstats.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Error %d reading SYSDB table profile" cstats Ucstats.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Error %d reading SYSDB table threshld" cstats Ucstats.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure

"Error Displaying ULANGDB file"
LangServer   langdriver.c
The task was unable to write the requested portion of the User Language Database file to the specified disk file. Contact your Northern Telecom service representative.

"Error getting data from ACD_DNS Table"
display   Ulistman.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Error getting data from display model record"
mpsa   Udev_info.c
A database error has occurred while building the display items. Contact your Northern Telecom service representative for assistance.

"Error getting data from DNLIST Table"
display   Ulistman.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Error getting data from list definition record"
display   Ulistman.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Error getting data from list definitions record"
display   Ulistman.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Error getting data from list definition record"
display   Upa_dspdef.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure

"Error getting data from list definition record"
display   Urptmain.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Error getting data from list element record"
display   Ulistman.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Error getting data from list type record"
display   Ulistman.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Error getting data from Node List Table"
<Task>   <Module>
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Error getting data from printer record"
display   Uprtmenu.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Error getting data from printer model record"
mpsa   Udev_info.c
A database error has occurred while building the printer items. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Error getting data from row element record"
display   Upa_dspdef.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Error opening cmd pipe %s"
cstats   Ucstats.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

"Error opening terminal."
display   mapaif.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

"Error opening transaction log file"
replay   Ureplay.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

"Error reading video attributes file"
lib_usrif   pscreen.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

"Error seeking in User Language File"
LangServer   lang.c
An error occurred during creation of the User Language Database shared memory. The task was unable to properly read the database file. Verify that the NAC installation has no errors. If no errors exist, contact your Northern Telecom service representative. Otherwise, re-install the NAC software. Contact your Northern Telecom service representative if the problem persists.

"Error selecting list definitions"
display   Ulistman.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Error selecting list definitions"
display   Upa_dspdef.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

"Error selecting list definitions"
display   Urptmain.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

"Error selecting mis ids"
display   Unetspvdef.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Error setting remote port in raw mode."
display   Uremote.c
A system error has occurred.
Review the Supervisor Display defined in the hardware configuration and make sure they are correct. If they are, shut down the system and run "Test I/O Ports" from the System Diagnostics menu. If the problem persists call your Northern Telecom service representative.

"Error setting remote port in raw mode."
linkread   Usetty.c
A system error has occurred.
Review the Supervisor Display defined in the hardware configuration and make sure they are correct. If they are, shut down the system and run "Test I/O Ports" from the System Diagnostics menu. If the problem persists call your Northern Telecom service representative.

"error while releasing semaphore for report generation"
crptgen   Urptgen.c
An internal system variable has reached an illegal state.
Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"error while requesting semaphore for report generation"
crptgen   Urptgen.c
An internal system variable has reached an illegal state.
Perform the print function again. Call your Northern Telecom service representative if the problem persists.

Table 5-1
Fatal error messages

Error Message
Task **Module**
Explanation
Error Recovery Procedure

"Error writing page header to output file"
crptgen   Upg_hd.c
A system error has occurred.
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Error writing to terminal device"
display   Uat_modem.c
A system error has occurred.
Review the Supervisor Display defined in the hardware configuration and make sure they are correct. If they are, shut down the system and run "Test I/O Ports" from the System Diagnostics menu. If the problem persists call your Northern Telecom service representative.

"Error writing to terminal device"
linkread   Usetty.c
A system error has occurred.
Review the Supervisor Display defined in the hardware configuration and make sure they are correct. If they are, shut down the system and run "Test I/O Ports" from the System Diagnostics menu. If the problem persists call your Northern Telecom service representative.

"Expected record not found — table: grf_elem"
crptgen   Urptgen.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Expected record not found — table: grf_fmts"
crptgen   Urptgen.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Expected record not found — table: profile"
crptgen   Urptgen.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Expected record not found — table: rpt_defn"
crptgen   Urptgen.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Expected record not found — table: rpt_parm"
crptgen   Uquery_tf.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Expected record not found — table: rpt_per"
crptgen   Uquery_tf.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Expected record not found — table: SERDEVS"
mpsa   Uconfig.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Expected record not found — table: shifts"
crptgen   Uquery_tf.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Expected record not found — table: tab_elem"
crptgen   Urptgen.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Expected record not found — table: tab_fmts"	
crptgen	Urptgen.c
A database error has occurred.	
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"Failed to access list elements key"	
display	Ulistman.c
A database error has occurred.	
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"Failed to reassign I/O device to '%s' "	
display	Uterm_setup.c
A failure occurred while the system attempted to set up the indicated device.	
Shut down the system and run "Test I/O Ports" from the System Diagnostics Menu. If the test fails then call your Northern Telecom service representative. If all devices pass the test then reboot the system.	
"Failed to reassign I/O device to '%s' "	
mpsa	Umpsa.c
A failure occurred while the system attempted to set up the indicated device.	
Shut down the system and run "Test I/O Ports" from the System Diagnostics Menu. If the test fails then call your Northern Telecom service representative. If all devices pass the test then reboot the system.	
"Failed to set up selection table"	
<Task>	<Module>
A database error has occurred.	
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.	
"File write failure – CC transaction log index file"	
nccsend	Uncc_txlog.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error.	
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.	

Table 5-1
Fatal error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure

"File write failure – CC transaction log master file"
nccsend   Uncc_txlog.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"File write failure – CC transaction log text file"
nccsend   Uncc_txlog.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"fldesc returns %d"
replay   Ureplay.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

"floating–point exception"
signal processor   Usignal.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.

"fork failed"
MAPA Controller   ctl_utils.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"fork of watcher fails"
MAPA Controller   ctl_main.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

Table 5-1 **Fatal error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"fstat check failed on pipe from cclink" ncc_sched   Uncc_sched.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"fstat check failed on pipe from cc_request" ncc_sched   Uncc_sched.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"fstat failed [%d]" LangServer   lang.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Gfield failure [%d] — table: %s,field: %s" display   Uremote.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"hangup signal received" signal processor   Usignal.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.
"header not found in input pipe" MAPA Client   client.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Home path of user is not set correctly"
sys_rpts   Urpt_init.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

"Illegal command line argument."
cstats   Ucstats.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

"illegal instruction"
signal processor   Usignal.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.

"Improper access to database file."
LangServer   lang.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation call your Northern Telecom service representative.

"Internal Error"
display   Upa_ntwk.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"Internal Error"
mpsa   Upa_ntwk.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"interrupt signal received"
signal processor   Usignal.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.

Table 5-1 **Fatal error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"invalid argument to db_switch" sys_rpts   Urpt_utils.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"Invalid argument [%c]. Use: –p –m (–I –O –R)" ft_server   ft_server.c A system error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade. If the problem persists after reinstallation call your Northern Telecom service representative.
"Invalid arguments passed" display   Udisplay.c A system error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade. If the problem persists after reinstallation call your Northern Telecom service representative.
"invalid arguments passed" MAPA Monitor   monitor.c A system error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade. If the problem persists after reinstallation call your Northern Telecom service representative.
"Invalid arguments passed" mpsa   Umpsa.c A system error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade. If the problem persists after reinstallation call your Northern Telecom service representative.
"Invalid arguments passed" <Task>   <Module> A system error has occurred caused by passing invalid arguments to this task. Contact your Northern Telecom service representative for assistance.

Table 5-1
Fatal error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure
"Invalid arguments passed" nccsend   Unccsend.c A system error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade. If the problem persists after reinstallation call your Northern Telecom service representative.
"Invalid arguments used to invoke cc_sched" ncc_sched   Uncc_sched.c A system error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade. If the problem persists after reinstallation call your Northern Telecom service representative.
"Invalid arguments used to invoke grgen" crptgen   Ugrgen.c A system error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade. If the problem persists after reinstallation call your Northern Telecom service representative.
"Invalid arguments used to invoke ncc_request" ncc_request   Uncc_req.c A system error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade. If the problem persists after reinstallation call your Northern Telecom service representative.
"Invalid arguments used to invoke crptgen" crptgen   Urptgen.c A system error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade. If the problem persists after reinstallation call your Northern Telecom service representative.
"Invalid arguments used to invoke rpt_request" crptgen   Urpt_req.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure

"Invalid arguments used to invoke sys_rpts"
sys_rpts   Urpt_main.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"Invalid baud rate"
display   Udisplay.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"Invalid field value — field: rd_type"
crptgen   Urptgen.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"Invalid logical key name in keyboard file"
lib_usrif   keyboard.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"invalid node_key from database"
nccrcv   Ullist.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"invalid node_key from database"
netlnkini   Unetlnkini.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

Table 5-1 **Fatal error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Invalid rpt defn grouping key" sys_rpts   rpt_utils.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the most recent installation/upgrade of the NAC system, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"ioctl error setting device" linkread   Usetty.c A system error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the most recent installation/upgrade of the NAC system, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"IPC env var not found" display   Umain_mgr.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"IPC environment variable not found" <Task>   <Module> Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"IPC not defined" netlnkini   Unetlnkini.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"Keyboard description file is empty" lib_usrif   keyboard.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

Table 5-1 **Fatal error messages**
Error Message **Task   Module** **Explanation** **Error Recovery Procedure**
"Link reader is dying– Rebirth to Bring up link" linkread   Umprotocol.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Link reader task is not running" naclink   Unaclink.c A system error has occurred. The task should begin its recovery process. If it does not, shut down the system and restart the process from the maintenance console. If the problem persists, call your Northern Telecom service representative.
"Linkreader is not active, restarts" naclink   Ucom_hdl.c A system error has occurred. The task should begin its recovery process. If it does not, shut down the system and restart the process from the maintenance console. If the problem persists, call your Northern Telecom service representative.
"MAX_DEV_TYPES is inconsistent" mpsa   Udev_info.c A system error has occurred. Re-install the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade or the problem persists after re-installation, call your Northern Telecom service representative.
"max number of lines exceeded for rpt template" sys_rpts   Urpt_tmpl.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Memory allocation failure" <Task>   <Module> No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, shut down the system. Verify that the system is configured with the correct amount of memory.   If the problem reoccurs then call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message Task Module Explanation Error Recovery Procedure
"Menu does not contain any menu items"
lib_usrif   menu.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"message is invalid"
LangServer   lang.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"mknod fails"
MAPA Controller   ctl_main.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"mknod for queue fails"
MAPA Controller   ctl_main.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"msgrcv failed"
MAPA Controller   ctl_main.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"msgsnd failed, type =%lx, size =%d"
MAPA Controller   ctl_utils.c
A system error has occurred.
Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"NACLINK task is terminating, Restart by MAPA"
naclink   Unaclink.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

Table 5-1 **Fatal error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"NETERR: Attempt to send data to unknown node %d" cstats   Ucstats.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Network error %d, node: %s." cstats   Ucstats.c A system error has occurred. An earlier Warning Error Message should clarify the reason for this error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"nil mem ptr returned" netlnkini   Unetlnkini.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"no access to the shared memory name file: %s" libcommon   Uatt_shm.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"no Comm Manager for master" MAPA Controller   ctl_main.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"no Comm Manager for peer" <Task>   <Module> An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"no Comm Manager for recipient" MAPA Controller   ctl_master.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"no Comm Manager for requestor"
MAPA Controller   ctl_master.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"no Comm Mgr for master"
MAPA Controller   ctl_utils.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"no data in /etc/systemid"
MAPA Controller   ctl_main.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"No entry found in ACDTERMCAP file for '%s'."
lib_usrif   pscreen.c
The user interface could not locate the terminal-specific information for this device in the Terminal Capabilities file. Specify a different terminal type or keyboard language. This is a problem with the application and should be reported to your Northern Telecom service representative.

"No language(s) enabled"
display   Ulogin.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"No language(s) enabled"
mpsa   Upa_misc.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"No list menu has been built"
display   Uncc_lists.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure

"No list types selected"
display   Ulistman.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"no master node specified"
MAPA Controller   ctl_main.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"no PN data found in sys_list"
MAPA Controller   ctl_main.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"No printers selected"
display   Uprtmenu.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"no programs in prog_list"
MAPA Controller   ctl_master.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"No raw data base fields in desired statistics group"
display   Ufmladef.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"No terminal models selected"
display   Uterm_setup.c
There are no records found in the dSP_MODEL table. This table is loaded during system installation. Check whether any errors occurred during installation. Re-install the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after re-installation, contact your Northern Telecom service representative.

Table 5-1 Fatal error messages
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**
"Non–continuous CELL array" lib_usrif vscreen.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"num read not equal to num in header" LangServer lang.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"number of read tries exceeded" MAPA Client client.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Number of windows is inconsistent" lib_usrif window.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Only physical devices are supported" display Udisplay.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. Call your Northern Telecom service representative.
"Only physical devices are supported" display Ulogin.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. Call your Northern Telecom service representative.
"Out of Memory." <Task> <Module> No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Pathname of keyboard description file is unknown"
lib_usrif   keyboard.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

"Pathname of video attributes file is unknown"
lib_usrif   pscreen.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.

"Potential key table mixup"
crptgen   Usel_crit.c
An internal system variable has reached an illegal state.
Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Problems closing output file."
LangServer   langdriver.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"process terminated by sigterm"
signal processor   Usignal.c
A process was terminated by the user through MAPA Monitor.
No user action required.

"prog_table is full"
MAPA Controller   ctl_utils.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"Read error from modem."
display   mapaif.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"read error on pipe to MAINTENANCE CONSOLE"
naclink   Ucom_hdl.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"read failed on pipe to MAINTENANCE CONSOLE"
naclink   Ucom_hdl.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"Read failed"
libquery   Uquery_util.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Record location failure [%d] — table: %s, loc: %d"
replay   Ureplay.c
A database error has occurred.
Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.

"Remote Login Port Configuration Error"
display   Uremote.c
A system error has occurred.
Review the Remote Login Supervisor Configuration Menu and make sure they are defined correctly. If they are, shut down the system and run "Test I/O Ports" to ensure the hardware connections are correct. If the problem persists, call your Northern Telecom service representative.

"Remote op arguments too long"
cquery   Ucquery.c
A system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Remote op program name too long"
cquery   Ucquery.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"Report definition is invalid"
crptgen   Urptgen.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"request for graph failed"
crptgen   Urpt_mapaif.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"request for report failed"
crptgen   Urpt_mapaif.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"Seek failed"
libquery   Uquery_util.c
An internal system variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"segmentation or IOT trap"
signal processor   Usignal.c
A system error has occurred.
If there are other recent messages relevant to this problem or scenario check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Selection table setup failure [%d] —: table: %s"
<Task>   <Module>
A database error occurred while trying to read from the table (%s). Check the error message for the <Task> and <Module> reporting the problem. Contact your Northern Telecom service representative for assistance.

Table 5-1 Fatal error messages	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"Selsort failure [%d] —: %s" <Task> <Module> A database error has occurred while the system performed a selection and sort from the table '%s'. Contact your Northern Telecom service representative.	
"Semaphore failure – ftok" libcommon Ushm_gate.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.	
"Semaphore failure – semctl error %d" libcommon Ushm_gate.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.	
"Semaphore failure – semget error %d" libcommon Ushm_gate.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.	
"Semaphore failure – semop error %d" libcommon Ushm_gate.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.	
"Terminal control block attach failed" display Uterm_cntrl.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.	

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Terminal control block creation failed"
display   Uterm_cntrl.c
No available memory was found.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.

"Terminal control block key creation failed"
display   Uterm_cntrl.c
No available memory was found.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.

"Terminal control semaphore 'get' operation failed"
display   Udisp_sema.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"Terminal control semaphore initialization failed"
display   Udisp_sema.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"Terminal control semaphore key creation failed"
display   Udisp_sema.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"Terminal control semaphore 'release' operation failed"
display   Udisp_sema.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message Task   Module Explanation Error Recovery Procedure
"terminating" MAPA Controller   ctl_main.c This message appears after a system shutdown. No further action is required provided the shut down was intended (ie. it was requested by a user). If no request was issued by a user, call your Northern Telecom service representative.
"THERE ARE MORE THAN %d ENTRIES IN sERDEVS!" mpsa   Uconfig.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they are correct, then re-install the NAC system. Otherwise, call your Northern Telecom representative.
"Token granting semaphore initialization failed" display   Utoken.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Token granting semaphore key creation failed" display   Utoken.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Token granting semaphore 'release' operation failed" display   Utoken.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"too many pipes between PNs" MAPA Controller   ctl_utils.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Too many virtual screens" lib_usrif   vscreen.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure

"Too many windows"
lib_usrif   window.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"Transfer of file '%s' to display node failed"
crptgen   Urpt_mapaif.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.

"ULANGDB field semaphore 'get' operation failed"
libcommon   Ulang_sema.c
A problem occurred when someone was trying to get exclusive access to the User Language Database (ULANGDB). This is a serious error and indicates that users will not have access to any of the text they have defined in the system such as report titles. Shut down and restart the NAC system. If the problem persists, contact your Northern Telecom service representative.

"ULANGDB field semaphore initialization failed"
libcommon   Ulang_sema.c
A problem occurred when trying to initialize the User Language Database (ULANGDB). This error most likely occurred during system start-up and indicates that users will not have access to any of the text they have defined in the system such as report titles. Shut down and restart the NAC system. If the problem persists, contact your Northern Telecom service representative.

"ULANGDB semaphore initialization failed"
libcommon   Ulang_sema.c
A problem occurred when trying to initialize the User Language Database (ULANGDB). This error most likely occurred during system start-up and indicates that users will not have access to any of the text they have defined in the system such as report titles. Shut down and restart the NAC system. If the problem persists, contact your Northern Telecom service representative.

"ULANGDB semaphore 'release' operation failed"
libcommon   Ulang_sema.c
A problem occurred when someone was trying release access to the User Language Database (ULANGDB). This is a serious error and indicates that users will not have access to any of the text they have defined in the system such as report titles. Shut down and restart the NAC system. If the problem persists, contact your Northern Telecom service representative.

| **Table 5-1** |
| **Fatal error messages** |

| **Error Message** |
| **Task** **Module** |
| **Explanation** |
| **Error Recovery Procedure** |

| **"ULANGDB shared memory semaphore key creation failed"** |
| libcommon Ulang_sema.c |
| A problem occurred when trying to initialize the User Language Database (ULANGDB). This error most likely occurred during system startup and indicates that users will not have access to any of the text they have defined in the system such as report titles. Shut down and restart the NAC system. If the problem persists, contact your Northern Telecom service representative. |

| **"unable to access App. in pipe"** |
| naclink Ucom_hdl.c |
| Installation failed or the site has an improper version of the release materials. |
| Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative. |

| **"unable to access network profile record"** |
| naclink Ucmis_sub.c |
| A database error has occurred. |
| Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative. |

| **"unable to access nodelist database"** |
| naclink Ucmis_sub.c |
| A database error has occurred. |
| Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative. |

| **"Unable to add record to dSP_COLS"** |
| display Upa_dspdef.c |
| A database error has occurred. |
| Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative. |

| **"Unable to associate a device with SWS proc., rc = %d"** |
| crptgen Umkgrpt.c |
| An internal system variable has reached an illegal state. |
| Perform the print function again. If the problem still persists, call your Northern Telecom service representative. |

Table 5-1 **Fatal error messages**
Error Message **Task   Module** **Explanation** **Error Recovery Procedure**
"Unable to attach segment." LangServer   lang.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"Unable to attach to CC queue memory segment" cclib   Uget_cc_mem.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"Unable to calloc memory for msg" display   Usupmsg.c No available memory was found. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system. Reboot the system to verify that the system is configured with the correct amount of memory. If no memory problem is uncovered and the problem persists, call your Northern Telecom service representative.
"Unable to change database context: SYSDB" crptgen   Urptgen.c A database error has occurred. Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.
"Unable to close file: stdout" sys_rpts   Urpt_main.c A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Unable to close file: stdout" crptgen   Urptgen.c A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

Table 5-1 **Fatal error messages**
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**
"Unable to create CC queue memory segment" cclib Uget_cc_mem.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Unable to create error message virtual screen" lib_usrif keyboard.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. Call your Northern Telecom service representative.
"Unable to create page head buffer with malloc()" crptgen Utabgen.c A system error has occurred. Perform the print function again. If the problem still persists, call your Northern Telecom service representative.
"Unable to create period table with malloc()" crptgen Uquery_tf.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Unable to create temporary selection file" libquery Uquery_util.c A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate serious problems then call your Northern Telecom service representative.
"Unable to detach segment" LangServer lang.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Unable to draw graph with SWS proc., rc = %d" crptgen Umkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

Table 5-1 **Fatal error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Unable to find delimiter character" crptgen   Umkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to get segment" LangServer   lang.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Unable to gfield dD_ITEM" display   Upa_dspdef.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Unable to gfield dD_NEXT" display   Upa_dspdef.c A database error has occurred. Reinstall the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade, or if the problem persists after reinstallation, call your Northern Telecom service representative.
"Unable to initialize NAC database manager" crptgen   Urptgen.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Unable to initialize query engine global parameters" crptgen   Uquery_tf.c An internal system variable has reached an illegal state. Call your Northern Telecom service representative.
"Unable to open ACD-MIS termcap file" lib_usrif   pscreen.c The user interface could not open the terminal capabilities file. No login sessions will work. If this is a new installation and problems existed during the installation, re-install the system. This problem should be reported to your Northern Telecom service representative.

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	
"Unable to open file: graphic report data intermediate file"	
crptgen	Ugr_utils.c
A system error has occurred.	
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.	
"Unable to open file: graphic report intermediate file"	
crptgen	Ugr_utils.c
A system error has occurred.	
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.	
"Unable to open file: graphic report intermediate file"	
crptgen	Umkgrpt.c
A system error has occurred.	
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.	
"Unable to open file: graphic report page file"	
crptgen	Ugrg_utils.c
A system error has occurred.	
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.	
"Unable to open file: graphic report preview file"	
crptgen	Ugrg_utils.c
A system error has occurred.	
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.	
"Unable to open file: graphic report temp print file"	
crptgen	Ugrg_utils.c
A system error has occurred.	
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.	
"Unable to open file: graphic report temporary file"	
crptgen	Ugr_utils.c
A system error has occurred.	
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.	

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Unable to open file: query engine output file"	
crptgen	Ugr_utils.c
A system error has occurred.	
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.	

"Unable to open file: crptgen information output file"	
sys_rpts	Urpt_utils.c
A system error has occurred.	
Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.	

"Unable to open keyboard description file"	
lib_usrif	Ukeyboard.c
Installation failed or the site has an improper version of the release materials.	
Check your release materials (that is, version number and system type). If they are correct, then reinstall the NAC system. Otherwise, call your Northern Telecom service representative.	

"Unable to open output file for writing."	
LangServer	langdriver.c
A system error has occurred.	
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.	

"Unable to open pipe to CCSHED"	
ncc_request	Uncc_req.c
A system error has occurred. An earlier Warning Error Message should clarify the reason for this error.	
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.	

"Unable to open SWS graphic template, rc = %d"	
crptgen	Umkgrpt.c
A system error has occurred.	
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.	

"Unable to open tabular report generator index output file"	
crptgen	Utabgen.c
A system error has occurred.	
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.	

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Unable to open tabular report generator output file"
crptgen   Utabgen.c
A system error has occurred.
Check the definition to ensure that it was established properly. Perform the print function again.
Call your Northern Telecom service representative if the problem persists.

"Unable to open tabular report preview file"
sys_rpts   rpt_utils.c
A system error has occurred.
Ignore the message if this is an isolated incident. Call your Northern Telecom service
representative if the problem persists.

"Unable to open tabular report input file"
crptgen   Utabgen.c
A system error has occurred.
Check the definition to ensure that it was established properly. Perform the print function again.
Call your Northern Telecom service representative if the problem persists.

"Unable to open ULANGDB file"
LangServer   lang.c
An error occurred in an initial attempt to open the User Language Database. Verify that the NAC
installation has no errors. If no errors exist, contact your Northern Telecom service
representative. Otherwise, re-install the NAC software. Contact your Northern Telecom service
representative if the problem persists.

"Unable to open video attributes file"
lib_usrif   pscreen.c
A system error has occurred.
Check the definition to ensure that it was established properly. Perform the print function again.
Call your Northern Telecom service representative if the problem persists.

"unable to read App–in pipe"
naclink   Ucom_hdl.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the
problem reoccurs then call your Northern Telecom service representative.

"unable to read common header from APP–in pipe"
naclink   Ucom_hdl.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the
problem reoccurs then call your Northern Telecom service representative.

Table 5-1 **Fatal error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Unable to read data from Request pipe (cc_sched main line)" ncc_sched   ncc_sched.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Unable to read data from Response pipe (cc_sched main line)" ncc_sched   ncc_sched.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.
"Unable to read file: gr report intermediate file" crptgen   Umkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to read file: graphic report intermediate file" crptgen   Umkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to reopen temporary key file" cquery   Ucquery.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to replace legend strings. rc = %d" crptgen   Umkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"Unable to replace text strings, rc = %d" crptgen   Umkgrpt.c A system error has occurred. Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	
"Unable to send data to SWS proc., rc = %d"	
crptgen	Umkgrpt.c
A system error has occurred.	
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.	
"Unable to set axis label and scaling, rc = %d"	
crptgen	Umkgrpt.c
A system error has occurred.	
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.	
"Unable to start SWS graphic processor, rc = %d"	
crptgen	Umkgrpt.c
A system error has occurred.	
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.	
"Unable to switch to %s database"	
mpsa	Uconfig.c
A System Database error occurred when trying to save the configuration for port assignment.	
Try the operation again. Contact your Northern Telecom representative if the problem persists.	
"Unable to terminate SWS proc., rc = %d"	
crptgen	Umkgrpt.c
A system error has occurred.	
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.	
"unexpected signal"	
signal processor	Usignal.c
An internal system variable has reached an illegal state.	
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.	
"Unknown error message %d"	
ft_server	ft_server.c
A system error has occurred.	
Look for other recent messages relevant to this problem or scenario and check their meaning. If these indicate other serious problems, call your Northern Telecom service representative. Otherwise, no action is required.	

Table 5-1
Fatal error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	
"Unknown error message %d"	
lpath	fxfr.c
A system error has occurred.	
Look for other recent messages relevant to this problem or scenario and check their meaning. If these indicate other serious problems, call your Northern Telecom service representative. Otherwise, no action is required.	
"unknown message type"	
LangServer	lang.c
An internal system variable has reached an illegal state.	
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.	
"unrecognized init variable"	
linkread	Ulinkread.c
An internal system variable has reached an illegal state.	
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.	
"unrecognized init variable"	
naclink	Unaclink.c
An internal system variable has reached an illegal state.	
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then call your Northern Telecom service representative.	
"Write error on pipe to linkreader %d"	
naclink	Ucom_hdl
A system error has occurred.	
Ignore the message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.	
"Write error to CCSHED pipe"	
ncc_request	Uncc_req.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected.	
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.	
"Write error to stdout."	
display	mapaif.c
A system error has occurred.	
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.	

Table 5-1 **Fatal error messages**	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"write fails" MAPA Client client.c Either insufficient memory was installed in the system, irregular system activities occurred, or a system error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then call your Northern Telecom service representative.	
"write to pipe with no read process" signal processor Usignal.c A system error has occurred. Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.	

Warning error messages

Note: Some of the warning error messages shown here contain one or more of the following character strings: %d, %s, %c, or %lx.

The message as it appears on the screen replaces these character strings with the appropriate information. The string, %d, represents a number. The string, %s, represents the name of either a database table or task. The string, %c, represents a single character. The string, %lx, represents a hexadecimal number.

Table 5-2 **Warning error messages**	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"Acckey failed for nODELIST table. (rc = %d)" mpsa Upa_ntwk.c The key access failed for the nODELIST database table. The return code (rc) of the acckey call that failed is shown. Try the operation again. If the problem occurs again, contact your Northern Telecom service representative.	
"acckey failed for profile table – defaults used" sys_rpts Urpt_init.c A database error has occurred. The miscellaneous options will be defaulted. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	
"acckey failed for spvids table – defaults used" sys_rpts Urpt_init.c A database error has occurred. The supervisor's language cannot be retrieved. The requested system report will be generated in the customer default language. If the problem persists, call your Northern Telecom service representative.	
"Agent statistic group not supported at the CMIS" cquery Ucquery.c The feature is not supported in NAC. No recovery procedure is required.	
"Already Logged on–Logging Out" naclink Ucmis_opdu.c A system variable has reached an illegal state. The system should begin its recovery process and will start again without intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.	

Table 5-2
Warning error messages

Error Message
Task **Module**
Explanation
Error Recovery Procedure

"An unknown error (number %d) was detected"
ft_server   ft_server.c
A system error has occurred.
Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.

"An unknown error (number %d) was detected"
ft_server   fxfr.c
A system error has occurred.
If the problem reoccurs, contact your Northern Telecom service representative.

"An unknown Network Message was detected"
ft_server   fxfr.c
A system error has occurred.
Look for other recent messages relevant to this message. If the messages found are serious, shut the down the system and call your Northern Telecom service representative. Otherwise, ignore this message.

"application directory not found"
MAPA Controller   ctl_main.c
A file cannot be found.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"Application unknown (pn %d; pid %d)"
MAPA Controller   ctl_utils.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.

"asked to kill pidless program"
MAPA Controller   ctl_main.c
A variable has reached an illegal state.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.

"attach shared memory failed (ATTACH): %s"
libcommon   Uatt_shm.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	
"Attempted to delete an un–created form"	
lib_usrif	form.c
An internal variable has reached an illegal state.	
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	
"Attempted to delete an un–created menu"	
lib_usrif	menu.c
An internal variable has reached an illegal state.	
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	
"Attempted to delete an un–created table form"	
lib_usrif	table.c
An internal variable has reached an illegal state.	
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	
"attempted to delete an non–existent entry"	
nccrcv	Utcup.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected.	
If the problem reoccurs then shut down and restart the system.	
"Authentication failure"	
linkread	Ulinkread.c
This message implies that there is an activation key mismatch.	
Verify that the NAC installation has no errors. Ensure that the correct installation diskettes were used during the installation. If the correct diskettes were used, call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Authentication failure"	
naclink	Unaclink.c
This message implies that there is an activation key mismatch.	
Verify that the NAC installation has no errors. Ensure that the correct installation diskettes were used during the installation. If the correct diskettes were used, call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Bad ACDTERMCAP parameter: illegal escape character"	
lib_usrif	pscreen.c
There is a problem in the terminal capabilities file for this device. The escape sequence specified after the '=' is not in the correct format. The user interface will continue reading the file. If you experience problems with your terminal, specify a different terminal type. This should be reported to your Northern Telecom service representative.	

Table 5-2
Warning error messages
Error Message
Task   **Module**
Explanation
Error Recovery Procedure
"Bad ACDTERMCAP parameter: missing '#' **for numeric parameter"**
lib_usrif   pscreen.c
There is a problem in the terminal capabilities file for this device. The numeric capability specified does not contain a '#'. The user interface will continue reading the file. If you experience problems with your terminal, specify a different terminal type. This should be reported to your Northern Telecom service representative.
"Bad ACDTERMCAP parameter: string parameter lacks '='**."**
lib_usrif   pscreen.c
There is a problem in the terminal capabilities file for this device. The string capability specified does not contain an '='. The user interface will continue reading the file. If you experience problems with your terminal, specify a different terminal type. This should be reported to your Northern Telecom service representative.
"Bad CHNL_STS msg."
cstats   Ucstats.c
A variable has reached an illegal state.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"bad DYNA_PIPE record"
MAPA Controller   ctl_utils.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"Bad filename %s – does not match cquery id %d"
cquery   Ucquery.c
A variable has reached an illegal state.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"Bad filename %s – does not match node id %d"
cquery   Ucquery.c
A variable has reached an illegal state.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"Bad filename %s – incorrect format"
cquery   Ucquery.c
A variable has reached an illegal state.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"bad message type"
MAPA Controller   ctl_main.c
A system error has occurred.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.

Table 5-2
Warning error messages

Error Message
Task   Module
Explanation
Error Recovery Procedure

"Bad option [%c]. Use: a d p r t x y (I O M P R)"
ft_server   ft_server.c
A system error has occurred.
Repeat the operation. If the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem still persists, call your Northern Telecom service representative.

"Bad option [%c]. Use: a d p r t x y (I O M P R)"
ft_server   fxfr.c
A system error has occurred.
Repeat the operation. If the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem still persists, call your Northern Telecom service representative.

"bad prog defn"
MAPA Controller   ctl_master.c
An internal system variable has reached an illegal state.
The system should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"bad rc from req_prog_status %d"
MAPA Client   client.c
A variable has reached an illegal state.
The system should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"bin directory not found"
MAPA Controller   ctl_master.c
A file cannot be found.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC system. Call your Northern Telecom representative if the problem persists.

"can not close APPL pipe –"
<Task>   <Module>
A system error has occurred.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.

Table 5-2 Warning error messages
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"can not find shared memory directory" naclink   Unaclink.c A file cannot be found. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC system. Call your Northern Telecom representative if the problem persists.
"can not open APPL pipe –" <Task>   <Module> Message intended for a specific application could not be passed to that application. This can be caused by timing problems and should clear up on its own. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"Can not open APPL – %s" naclink   Ucmis_sub.c Message intended for a specific application could not be passed to that application. This can be caused by timing problems and should clear up on its own. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"Can not open APPL – %s" <Task>   <Module> A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"Can not open APPL – %s %d" naclink   Uapp_rcv.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"Can not open network port" linkread   Ulinkread.c The specified network port is not configured properly. Choose review hardware configuration through MAINT. Make sure the port is configured as a network port. If it is not configured properly, shut down the system. Enter MPSA and configure it. Restart the system, if the problem persists, then call your Northern Telecom service representative.

Table 5-2 **Warning error messages**
Error Message **Task   Module** **Explanation** **Error Recovery Procedure**
"Can not open trace file" naclink   Ucom_hdl.c The trace log file cannot be opened. Shut down and restart the system. Repeat the operation, if the problem persists, then call your Northern Telecom service representative.
"can not write to APPL pipe –" \<Task\>   \<Module\> Message intended for a specific application could not be passed to that application. This can be caused by timing problems and should clear up on its own. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"Can not write to APPL – %s %d" \<Task\>   \<Module\> A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"cannot access shared memory file" naclink   Uapp_smif.c A file cannot be found. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC system. Call your Northern Telecom representative if the problem persists.
"Cannot acknowledge pipe: %s, rc = %d" display   Usupmsg.c A variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Cannot add ACD–DN element: out of memory" cquery   Ucquery.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Cannot add error information to report information file" sys_rpts   Urpt_utils.c A system error has occurred. Ignore this message if this is an isolated incident, otherwise shut down and restart the system.
"Cannot add nodal information to report information file" sys_rpts   Urpt_utils.c A system error has occurred. Ignore this message if this is an isolated incident, otherwise shut down and restart the system.
"Cannot add node: too many nodes" cquery   Ucquery.c The system defined limit is exceeded. Call your Northern Telecom service representative.
"Cannot add records past system defined limit." LangServer   lang.c The system defined limit is exceeded. Call your Northern Telecom service representative.
"Cannot allocate name_table: out of memory" cquery   Ucquery.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.
"Cannot change name of a STATIC program %s" MAPA Controller   ctl_utils.c A system variable has reached an illegal state. Call your Northern Telecom service representative.
"Cannot change task name – out of memory" MAPA Controller   ctl_utils.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Call your Northern Telecom service representative.
"Cannot close file %s" cquery   Ucquery.c A system error has occurred. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system. If the problem persists, call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message
Task · · · · · · · · · · · · · · · **Module**
Explanation
Error Recovery Procedure

"Cannot close file %s"
Print_Admin · · · · · · · · · · · Ulp_setup.c
A system error has occurred while trying to close the Lock_File file. Contact your Northern Telecom representative for assistance.

"Cannot close output data file for query"
cquery · · · · · · · · · · · · · · · Ucquery.c
A system error has occurred.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system. If the problem persists, call your Northern Telecom service representative.

"Cannot close pipe %s"
cquery · · · · · · · · · · · · · · · Ucquery.c
A system error has occurred.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system. If the problem persists, call your Northern Telecom service representative.

"Cannot close pipe %s%d"
cquery · · · · · · · · · · · · · · · Ucquery.c
A system error has occurred.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system. If the problem persists, call your Northern Telecom service representative.

"Cannot close pipe: %s"
<Task> · · · · · · · · · · · · · · · <Module>
A system error has occurred.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system. If the problem persists, call your Northern Telecom service representative.

"Cannot close the named pipe with descriptor %d"
<Task> · · · · · · · · · · · · · · · <Module>
A system error has occurred.
Ignore this message if this is an isolated incident, otherwise shut down and restart the system.

"Cannot create CC response pipe"
display · · · · · · · · · · · · · · · Uncc_send.c
A system error has occurred.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system. If the problem persists, call your Northern Telecom service representative.

"Cannot create file %s"
cquery · · · · · · · · · · · · · · · Ucquery.c
A system error has occurred.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system. If the problem persists, call your Northern Telecom service representative.

Table 5-2 Warning error messages
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Cannot create name_table: out of memory" cquery   Ucquery.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system. If the problem persists, call your Northern Telecom service representative.
"Cannot delete file %s" cquery   Ucquery.c A file was not found. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system. If the problem persists, call your Northern Telecom service representative.
"Cannot determine grafcap for %s" libcommon   Uprint_job.c A system error has occurred. Shut down and restart the system. Repeat the print function. If the problem reoccurs then call your Northern Telecom service representative.
"Cannot determine node_id for node_addr %d [%d]" cquery   Ucquery.c A database problem occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"Cannot empty pipe %s" cquery   Ucquery.c A system error has occurred. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system. If the problem persists, call your Northern Telecom service representative.
"Cannot extract data from node_addr %d" cquery   Ucquery.c Report fails to extract data from a MAX node. Verify the Network Link hardware and the Link's status. Check the error messages at the MAX node to determine the cause of the failure.
"Cannot find name index" cquery   Ucquery.c An internal system variable has reached an illegal state. If the problem reoccurs, then shut down and restart the system.

Table 5-2 **Warning error messages**	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"Cannot find program %s" MAPA Controller ctl_main.c A variable has reached an illegal state. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	
"cannot find program" MAPA Controller ctl_master.c A variable has reached an illegal state. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	
"cannot find prog_table entry" MAPA Controller ctl_utils.c A variable has reached an illegal state. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	
"Cannot get node_addr for node_id %d [%d]" cquery Ucquery.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Cannot lock file %s" Print_Admin Ulp_setup.c A system error has occurred while trying to obtain the lock for Lock_File file. Contact your Northern Telecom service representative for assistance.	
"Cannot make model file" Print_Admin Ulp_setup.c A system error has occurred while creating the model file for printer. Contact your Northern Telecom service representative for assistance.	
"Cannot match string from max system state file" libcommon Umax_mode.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Cannot obtain lock" Print_Admin Ulp_setup.c A database error has occurred. Re-install the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade or the problem persists after re-installation, call your Northern Telecom representative.	

Table 5-2 Warning error messages
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Cannot open CC command pipe" display   Uncc_send.c A system error has occurred. Call your Northern Telecom service representative.
"Cannot open CC response pipe" display   Uncc_send.c A system error has occurred. Call your Northern Telecom service representative.
"cannot open console pipe" MAPA Monitor   monitor.c A system error has occurred. Call your Northern Telecom service representative.
"cannot open db_list" MAPA Controller   ctl_master.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"Cannot open file %s" cquery   Ucquery.c A system error has occurred. Call your Northern Telecom service representative.
"Cannot open file %s" Print_Admin   Ulp_setup.c A system error has occurred while trying to open the Lock_File to shut down the printer scheduler. Contact your Northern Telecom service representative for assistance.
"Cannot open max system state file" libcommon   Umax_mode.c A system error has occurred. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"Cannot open NETMSG_PIPE: %s" display   Usupmsg.c A system error has occurred. Call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	
"cannot open network port"	
linkread	Ulinkread.c
Network Link will not come up.	
Reinstall the NAC system. Call your Northern Telecom service representative if the problem persists.	
"Cannot open nquery file %s"	
cquery	Ucquery.c
A system error has occurred.	
Call your Northern Telecom service representative.	
"Cannot open pipe %s [%d]"	
cquery	Ucquery.c
A system error has occurred.	
Call your Northern Telecom service representative.	
"Cannot open pipe %s for task NCCRCV"	
nccrcv	Unccrcv.c
A system error has occurred.	
Call your Northern Telecom service representative.	
"Cannot open pipe: %s"	
display	Unet_mgr.c
A system error has occurred.	
Call your Northern Telecom service representative.	
"cannot open pipe_list"	
MAPA Controller	ctl_main.c
A system error has occurred.	
Call your Northern Telecom service representative.	
"Cannot open %s pipe for sending msgs to node"	
nccsend	Unccsend.c
A system error has occurred.	
Call your Northern Telecom service representative.	
"Cannot open %s"	
display	Usupmsg.c
A file/directory was not found.	
If the system is newly installed, reinstall the system and make sure there are no installation errors. Otherwise, shut down and restart the system. If the problem persists, call your Northern Telecom service representative.	

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	
"Cannot open SUPMSG_DIR"	
display	Usupmsg.c
A file/directory was not found.	
If the system is newly installed, reinstall the system and make sure there are no installation errors. Otherwise, shut down and restart the system. If the problem persists, call your Northern Telecom service representative.	
"Cannot open SUPMSG_IN"	
display	Usupmsg.c
A file/directory was not found.	
If the system is newly installed, reinstall the system and make sure there are no installation errors. Otherwise, shut down and restart the system. If the problem persists, call your Northern Telecom service representative.	
"Cannot open the file %s for reading"	
mpsa	Uprt_info.c
A system error has occurred while opening the file '%s' for reading. Try mpsa again. If the problem persists, call your Northern Telecom service representative.	
"Cannot open the named pipe [%s]"	
ft_server	ft_server.c
A system error has occurred.	
Repeat the operation, if the problem reoccurs, then shut down and restart the system. Repeat the operation again, if the problem persists, call your Northern Telecom service representative.	
"Cannot open the named pipe [%s]"	
ft_server	fxfr.c
A system error has occurred.	
Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.	
"Cannot process unit name"	
cquery	Ucquery.c
A system error has occurred.	
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	
"Cannot read & delete nquery file %s"	
cquery	Ucquery.c
A file/directory was not found for the operation.	
Perform the operation again. If the problem still persists, shut down and restart the system.	

Table 5-2
Warning error messages

Error Message
Task   Module
Explanation
Error Recovery Procedure

"Cannot read max system state file"
libcommon   Umax_mode.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative.

"Cannot read tower configuration file"
display   Uterm_setup.c
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"cannot remove message queue"
MAPA Controller   ctl_main.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Cannot remove the file [%s]"
ft_server   fxfr.c
A system error has occurred.
Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.

"Cannot send datagram message %c [%d]"
cquery   Ucquery.c
A system error has occurred.
Try the operation again. If the problem persists, call your Northern Telecom service representative.

"Cannot send remote op [%d]"
cquery   Ucquery.c
A system error has occurred.
Try the operation again. If the problem persists, call your Northern Telecom service representative.

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Cannot set threshold at %s" naclink   Ucmis_sub.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"Cannot set threshold at %s" naclink   Uapp_rcv.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"Cannot set threshold at %s" naclink   Uapp_send.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"Cannot start nquery on node_addr %d on attempt %d" cquery   Ucquery.c A system error has occurred. Try the operation again. If the problem persists, call your Northern Telecom service representative.
"Cannot store selection keys: out of memory" cquery   Ucquery.c Either insufficient memory was installed on the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Cannot turn on threshold checking with descriptor %d" ft_server   fxfr.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.

Table 5-2
Warning error messages

Error Message Task Module Explanation Error Recovery Procedure
"Cannot turn on thresholding for pipe %s [%d]" cquery   Ucquery.c The threshold is not turned on the specific pipe. No user intervention is necessary. If there are no further relevant messages, it can be ignored.
"Cannot unlock file %s" Print_Admin   Ulp_setup.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem persists, shut down the system and contact your Northern Telecom service representative.
"Cannot unpack file %s" cquery   Ucquery.c A system error has occurred during the requested operation. Repeat the operation. If the problem persists, please call your Northern Telecom service representative.
"Cannot use the same task name – out of memory" MAPA Controller   ctl_utils.c No available memory was found. Call your Northern Telecom service representative.
"Cannot write calculation description" cquery   Ucquery.c A system error has occurred during the requested operation. Repeat the operation once more. Monitor the MAPA error log very carefully. If the problem persists, call your Northern Telecom service representative.
"Cannot write cquery id to file" cquery   Ucquery.c A system error has occurred during the requested operation. Repeat the operation once more. Monitor the MAPA error log very carefully. If the problem persists, call your Northern Telecom service representative.
"Cannot write selection list" cquery   Ucquery.c A system error has occurred during the requested operation. Repeat the operation once more. Monitor the MAPA error log very carefully. If the problem persists, call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Can't access the source file #%d = [%s]" ft_server   fxfr.c A system error has occurred. If this is a recently installed system, reinstall the system and make sure there are no installation errors. Otherwise, shut down and restart the system. Repeat the relevant operation. If the problem still persists, call your Northern Telecom service representative.
"Can't do file read or write of %d bytes." ft_server   fxfr.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down and restart the system. This task should recover by itself. If the problem persists, then call your Northern Telecom service representative. Otherwise, ignore this message.
"Can't expend the destination work file by %ld bytes" ft_server   fxfr.c A system error has occurred. Repeat the relevant operation. If the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem persists, call your Northern Telecom service representative.
"Can't fork a child process for FT request %05ld" ft_server   ft_server.c A system error has occurred. The task should be able to recover by itself. Repeat the operation. If the problem persists, call your Northern Telecom service representative.
"Can't fork a child process for FT request %05ld" ft_server   fxfr.c A system error has occurred. The task should be able to recover by itself. Repeat the operation. If the problem persists, call your Northern Telecom service representative.
"Can't link/copy the file [%s] as [%s]" ft_server   fxfr.c A system error has occurred. If this is a recently installed system, reinstall the system and make sure there are no installation errors. Otherwise, shut down and restart the system. Repeat the relevant operation. If the problem still persists, call your Northern Telecom service representative.

| **Table 5-2** |
| **Warning error messages** |

| **Error Message** |
| **Task**   **Module** |
| **Explanation** |
| **Error Recovery Procedure** |

| **"Can't open message file!"** |
| display   Usupmsg.c |
| A file was not found. |
| Look for other recent messages relevant to this message. If the messages found are serious, shut down and restart the system. This task should be recovered by itself. If the problem persists, then call your Northern Telecom service representative. Otherwise, ignore this message. |

| **"Can't open the work file [%s]"** |
| ft_server   fxfr.c |
| A system error has occurred. |
| Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message. |

| **"Can't preprocess the file [%s] with [%s]"** |
| ft_server   fxfr.c |
| A system error has occurred. |
| Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message. |

| **"Can't post–process the file [%s] with [%s]"** |
| ft_server   fxfr.c |
| A system error has occurred. |
| Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message. |

| **"Can't rename child task as [%s]"** |
| ft_server   fxfr.c |
| A system error has occurred. |
| Repeat the relevant operation. If the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem still persists, call your Northern Telecom service representative. |

| **"Can't reset the work file to byte %ld"** |
| ft_server   fxfr.c |
| A system error has occurred. |
| Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message. |

Table 5-2 Warning error messages
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Can't spawn child (pid%d) for FT request %05ld" ft_server   fxfr.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.
"Can't xfr netmsg %s, rc = %d" display   Unet_mgr.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"Can't xfr netmsg %s, rc = %d" display   Usupmsg.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"channel number out of range" naclink   Uapp_send.c A variable has reached an illegal state. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"Channel out of range" naclink   Uapp_send.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Channel out of range %d" naclink   Uapp_rcv.c A system variable has reached an illegal state. The system should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.
"Check task status" naclink   Ucom_hdl.c This is an informative message which should be ignored if this is an isolated incident. Otherwise, call your Northern Telecom representative if the problem persists.

Table 5-2 Warning error messages

Error Message Task   Module Explanation Error Recovery Procedure
"chnl sts invalid on free chnl" naclink   Uapp_send.c A internal system variable has reached an illegal state. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"CH_XFR error – invalid channel/status" naclink   Uapp_rcv.c A system error has occurred. The system should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.
"cmd buffer length [%d] too long" display   mapaif.c A system variable has reached an illegal state. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"Communication link to the ACD MIS node ID %d failed" <Task>   <Module> A system error has occurred. Choose review hardware configuration through MAINT. Make certain the port is configured as a network port. If it is not configured properly, shut down the system. Check the hardware connection and make sure the right cables are used. Enter **MPSA** and configure it. Restart the system. If the problem persists, then call your Northern Telecom service representative. For more information on the hardware connection and cables, refer to the *NAC 2 Installation Guide* (553-4011-110), "Hardware installation" chapter, "Cables" section.
"Configuration control transaction log is corrupted" nccsend   Uncc_txlog.c The transaction log is corrupt. The system will delete it and create a new one. No user action is required.
"could not attach MAPA memory" libmapa   mapa_lib.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Could not extract data from any node" cquery   Ucquery.c A file transfer problem has occurred. Retry the operation that generated this error. Call your Northern Telecom service representative if the problem persists.
"could not find locked DB" MAPA Controller   ctl_master.c A variable has reached an illegal state. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"could not find program" MAPA Controller   ctl_master.c A variable has reached an illegal state. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"could not find queued DB" MAPA Controller   ctl_master.c A variable has reached an illegal state. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"could not find queued program" MAPA Controller   ctl_master.c A variable has reached an illegal state. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"Could not find unallocated display table slot" mpsa   Udsp_info.c A system database error has occurred when adding a new supervisor workstation to the System Database. Repeat the operation. If the problem persists, contact your Northern Telecom service representative.
"Could not find unallocated printer table slot." mpsa   Uprt_info.c A system error occurred while trying to add a printer record to System Database. Contact your Northern Telecom service representative.
"Could not open NCC response pipe %s" nccsend   Unccsend.c A file cannot be found. Look for other recent messages relevant to this message. If the messages found are serious, shut down and restart the system. This task should be recovered by itself. If the problem persists, then call your Northern Telecom service representative. Otherwise, ignore this message.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Couldn't send channel request for node id %hd rc %d"
nccsend   Unccsend.c
An internal system variable has reached an illegal state.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Cquery aborting"
cquery   Ucquery.c
A system error has occurred.
Repeat the operation. If the problem still persists, call your Northern Telecom service representative.

"Cquery file: path name too long [%s]"
cquery   Ucquery.c
An internal system variable has reached an illegal state.
Repeat the operation. If the problem still persists, call your Northern Telecom service representative.

"Creating Static Language Segment..."
LangServer   lang.c
This is an informative message for which no user intervention is required. The task is executing its recovery procedure.

"Creating User Language Segment..."
LangServer   lang.c
This is an informative message for which no user intervention required. The task is executing its recovery procedure.

"crptgen has exceeded its allowable processing time"
sys_rpts   Urpt_proc.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

"Customer profile record not found"
display   Upa_misc.c
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

Table 5-2 Warning error messages
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Customer profile record not found" mpsa   Upa_misc.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"data base on too many nodes" MAPA Controller   ctl_master.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"data base unknown" MAPA Controller   ctl_master.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"Database access failure — table: listelm" display   Ulistman.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"Database access failure — table: spectra" libquery   Uquery_sys.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"Database access failure [%d] — table: spectra" display   Uspectrum.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

Table 5-2
Warning error messages

Error Message
Task   Module
Explanation
Error Recovery Procedure

"Database read failure [%d] — table: %s"
<Task>   <Module>
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"Database record access failure [%d] — table: %s"
<Task>   <Module>
A database error has occurred.
Re-install the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade or the problem persists after re-installation, call your Northern Telecom representative.

"Database record creation failure [%d] — table: %s"
<Task>   <Module>
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"Database record deletion failure [%d] — table: %s"
<Task>   <Module>
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"Database table is full — table: displays"
display   Uterm_setup.c
The system defined limit has been exceeded.
Call your Northern Telecom service representative.

"Database table is full — table: rpt_defn"
display   Urptdef.c
System defined limit has been exceeded.
Call your Northern Telecom service representative.

"Database table is full — table: %s"
display   Ufmladef.c
System defined limit has been exceeded.
Call your Northern Telecom service representative.

Table 5-2 **Warning error messages**	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"Database table is full — table: %s" display Uncc_co.c System defined limit has been exceeded. Call your Northern Telecom service representative.	
"Database table is full — table: %s" lib_cc Uq_cc_cmd.c System defined limit has been exceeded. Call your Northern Telecom service representative.	
"database update fails" MAPA Controller ctl_master.c A system error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Database write failure [%d] — table: %s" <Task> <Module> A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Datagram has incorrect data_len [%d]" cquery Ucquery.c An internal system variable has reached an illegal state. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	
"DATAGRAM NAK received for %s" naclink Uapp_rcv.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.	
"DATAGRAM NAK received for %s" naclink Uapp_send.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.	

Table 5-2 Warning error messages	
Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	
"Datagram not responded"	
naclink	Uopdu_hdl.c
An internal system variable has reached an illegal state.	
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	
"DB read failure — table: nACDNODE"	
display	Usupmsg.c
A database error has occurred.	
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"DB read failure — table: nODELIST"	
display	Usupmsg.c
A database error has occurred.	
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"delete failed"	
display	Ufmladef.c
An internal database error has occurred while attempting to write a formula definition.	
Look for other recent messages and check their meaning. Attempt to write the formula definition again. If the problem persists, call your Northern Telecom service representative.	
"Dest path for APPL does not match in table – %s"	
naclink	Ucmis_sub.c
A database error has occurred.	
Verify that the NAC installation has no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Dev_in pipe threshold set failed"	
linkread	Ulinkread.c
A system error has occurred.	
Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.	

Table 5-2
Warning error messages

Error Message Task / Module / Explanation / Error Recovery Procedure
"Dev_in pipe threshold set failed %d"
naclink   Unaclink.c
A system error has occurred.
Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"Dev_in pipe threshold set failed"
naclink   Unaclink.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Did not receive requested msg %lx, got %lx"
libmapa   mapa_lib.c
Informative.
Ignore this message if this is an isolated incident. Otherwise, call your Northern Telecom representative if the problem persists.
"Duplicate video attribute"
lib_usrif.c   pscreen.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.
"entry table full — can't add entry"
nccrcv   Uinit_rt.c
A system limit was reached.
Call your Northern Telecom service representative.
"Error accessing list definition record"
display   Ulistman.c
A variable has reached an illegal state.
Ignore this message is this is an isolated incident. Otherwise, shut down and restart the system.
"Error accessing personnel table"
display   Unetspvdef.c
A variable has reached an illegal state.
Ignore this message is this is an isolated incident. Otherwise, shut down and restart the system.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	
"Error accessing the nACDNODE table"	
display	Usysrpts.c
A database error has occurred.	
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Error adding list definition record"	
display	Ulistman.c
A database error has occurred.	
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Error adding list element field"	
display	Ulistman.c
A database error has occurred.	
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Error adding list element record"	
display	Ulistman.c
A database error has occurred.	
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Error closing file for list info page."	
display	Ulistman.c
A database error has occurred.	
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Error closing file for list output."	
display	Ulistman.c
A database error has occurred.	
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	

Table 5-2
Warning error messages

Error Message Task / Module / Explanation / Error Recovery Procedure

Error Message
Task   **Module**
Explanation
Error Recovery Procedure

"Error closing file for list output."
display   Upa_dspdef.c
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"Error closing local tty port"
linkread   Usetty.c
A system error has occurred.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.

"Error closing Remote Login port %s"
display   Uremote.c
A system error has occurred.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.

"Error %d from channel setup to node %s."
cstats   Ucstats.c
A system error has occurred.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.

"Error %d from rcv_acddata"
cstats   Ucstats.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

"Error %d reading from tof data pipe"
display   Ucrealtime.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

"Error %d reading from SYSDB table spvids"
display   Ucrealtime.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Error %d sending MODE to node %s."
cstats   Ucstats.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

"Error %d writing to Cstats cmd pipe"
display   Ucrealtime.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

"Error %d writing tof data to pipe: %s."
cstats   Ucstats.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

"Error deleting list definition record"
display   Ulistman.c
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"Error during makeset."
display   Ulistman.c
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"error encountered when unlinking RPT_Scripts"
sys_rpts   Urpt_end.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

Table 5-2 **Warning error messages**

Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**
"error encountered when unlinking SQL_Scripts" sys_rpts Urpt_end.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"error flushing console pipe" MAPA Monitor monitor.c The system is trying to flush the console pipe, but is having difficulties. The system will repeat the process as often as required until the process is successfully completed. If the problem persists, call your Northern Telecom service representative.
"Error getting data from list definition record" display Ulistman.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"Error getting data from nODELIST" display Upa_ntwk.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"Error getting data from nODELIST" <Task> Upa_ntwk.c A database error has occurred. Re-install the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade or the problem persists after re-installation, call your Northern Telecom service representative.
"error in decoding NOP message" process_OPDU Uopdu_hdl.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Error in rcv_acddata [%d]"
cquery   Ucquery.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

"Error initializing Network modem (Hangup)"
linkread   Usetty.c
An error occurred during the initialization sequence to the Network Modem.
Ensure the modem in use is one of the supported modems. Check the connection between the modem and the corollary box. If the problem still persists, call your Northern Telecom service representative.

"Error initializing Network modem (Reset)"
linkread   Usetty.c
An error occurred during the initialization sequence to the Network Modem.
Ensure the modem in use is one of the supported modems. Check the connection between the modem and the corollary box. If the problem still persists, call your Northern Telecom service representative.

"Error initializing Network modem (SetUp)"
linkread   Usetty.c
There is a problem initializing the modem.
Check the modem model to ensure that it is one of the modems supported by NAC. Next, check the modem and make sure it is operational (check whether the power is on). Check the connection between the modem and the corollary box. If the problem still persists, call your Northern Telecom service representative. Once the problem is corrected, the task should restart by itself.

"Error initializing Remote Login modem on port %s"
display   Uremote.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Error opening banner file: %s"
display   Ucrealtime.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Error opening Cstats cmd pipe" display   Udisplay.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"error opening /dev/clock" MAPA Controller   ctl_utils.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error opening file for display definition output." display   Upa_dspdef.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error opening file for list info page." display   Ulistman.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error opening file for list output." display   Ulistman.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error opening file: %s" display   Unet_mgr.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Error opening file: %s" display   Usupmsg.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error opening NETMGR_IN" display   Unet_mgr.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error opening Network tty port" linkread   Usetty.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error opening pipe: %s for node: %s" cstats   Ucstats.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error opening read pipe %s" LangServer   lang.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error opening Remote Login port %s" display   Uremote.c There may be a connection problem between the remote login modem and NAC or the modem is not supported by the system. Check the modem to ensure it is the model supported. Make sure that the connection is set up properly. If the problem persists, call your Northern Telecom service representative.

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Error opening text file: %s" display   Ucrealtime.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error opening tof data pipe: %s" display   Ucrealtime.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error opening write pipe %s" LangServer   lang.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error reading from network link" naclink   Ucom_hdl.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.
"Error reading graphic page file name" display   Ugrf_view.c A system error has occurred. Ignore this message if it is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Error reading sERDEVS table" <Task>   Upa_ntwk.c A database error has occurred. Re-install the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade or the problem persists after re-installation, call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	
"Error reading xmit interval from SYSDB"	
cstats	Ucstats.c
A database error has occurred.	
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative.	
"Error receiving acddata: rc = %d"	
display	Unet_mgr.c
A system error has occurred.	
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.	
"Error receiving CC Message"	
nccsend	Uncc_ckpipe.c
A system error has occurred.	
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.	
"error receiving message"	
nccrcv	Unccrcv.c
A system error has occurred.	
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	
"Error reopening local tty port"	
linkread	Usetty.c
There is a problem reopening the modem.	
Check the modem to ensure it is the model supported. Make sure that the connection is set up properly. If the problem persists, call your Northern Telecom service representative.	
"Error reopening Remote Login port %s"	
display	Uremote.c
There is a problem reopening the modem.	
Check the modem to ensure it is the model supported. Make sure that the connection is set up properly. If the problem persists, call your Northern Telecom service representative.	
"Error req_prog_resume(%s)"	
display	Upa_ntwk.c
A system error has occurred.	
Repeat the operation to a network link from Parameter Administration. If the problem persists, shut down and restart the system. Call your Northern Telecom service representative.	

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Error req_prog_suspend(%s)" display   Upa_ntwk.c A system error has occurred. Repeat the operation to a network link from Parameter Administration. If the problem persists, shut down and restart the system. Call your Northern Telecom service representative.
"Error selecting list definitions" display   Ulistman.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"Error sending file to printer." display   Ulistman.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error sending file to printer." display   Upa_dspdef.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error setting Network tty port" linkread   Usetty.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.
"Error setting Remote Login port %s" display   Uremote.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

Table 5-2 **Warning error messages**
Error Message **Task   Module** **Explanation** **Error Recovery Procedure**
"Error setting threshold, pipe: %s for node: %s" cstats   Ucstats.c A system error has occurred. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"Error storing: %s/%s" display   Unet_mgr.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.
"Error upon receive from supmsg[%d]" display   Unet_mgr.c A system error has occurred. Send the supervisor message again. If the problem persists, call your Northern Telecom service representative.
"Error while computing the number of elements in list def." display   Ulistman.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"error writing to console pipe" MAPA Monitor   monitor.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.
"error writing to /dev/clock" MAPA Controller   ctl_utils.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Error writing to nODELIST table. (rc = %d)" mpsa   Upa_ntwk.c An error occurred trying to write to the specified database table. The return code (rc) of the unify call that failed is shown. Re-install your NAC system. If the problem occurs again, contact your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message
Task **Module**
Explanation
Error Recovery Procedure

"exceeded maximum outstanding datagrams"
naclink   Uopdu_hdl.c
Exceeded system limit.
Call your Northern Telecom service representative.

"exec of new_cron fails – suggest reboot"
MAPA Controller   ctl_utils.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"execv failed: argv[%d]='%s'"
MAPA Controller   ctl_utils.c
A system error has occurred.
Shut down and restart the system. If the problem persists, call your Northern Telecom service representative.

"Expected record not found — table: grf_fmts"
display   Ugrfdef.c
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"Expected record not found — table: rpt_parm"
crongen   Ucron_init.c
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"Expected record not found — table: rpt_parm"
crptgen   Uquery_tf.c
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

Table 5-2
Warning error messages

| Error Message |
| Task   Module |
| Explanation |
| Error Recovery Procedure |

"Expected record not found — table: rpt_per"
crongen   Ucron_init.c
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"Expected record not found — table: %s"
display   Urptdef.c
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"Expected record not found — table: shifts"
crongen   Ucron_init.c
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"Expected record not found — table: tab_fmts"
display   Ufmtdef.c
A database error has occurred.
Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"Expected to receive 1 file, received %d files"
cquery   Ucquery.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

"Extraneous CSYSRPT_REQ message received, status = %d"
display   Usysrpts.c
A variable has reached an illegal state.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.

"Extraneous MAP_REQ_GRAPH message received, status = %d"
display   Urptdef.c
A variable has reached an illegal state.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.

Table 5-2 Warning error messages
Error Message   **Task**   **Module**   **Explanation**   **Error Recovery Procedure**
"Extraneous REPORT_REQ message received, status = %d"   display   Urptdef.c   A variable has reached an illegal state.   Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"Failed to create file for CC queue shared memory"   cclib   Uget_cc_mem.c   A variable has reached an illegal state.   Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"Failed to determine pipe status"   lib_cc   Urcv_packet.c   A variable has reached an illegal state.   Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"Failed to determine spool pipe status"   lib_usrif   printer.c   A variable has reached an illegal state.   Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"failed to extract fields from tab_elem"   display   Ufmladef.c   A database error has occurred.   Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"Failed to generate print file banner page"   libcommon   Uprint_job.c   A system error has occurred.   Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"failed to get current time"   MAPA Controller   ctl_utils.c   A system error has occurred.   The previous time string is used as default.
"Failed to kill cron at first attempt [%d]"   MAPA Controller   ctl_utils.c   A system error has occurred.   The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

Table 5-2 Warning error messages
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Failed to locate record in pRINTERS table" libcommon   Uprint_job.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"failed to make shared memory writable by all" netlnkini   Unetlnkini.c A system error has occurred. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"failed to put fields in tab_elem" display   Ufmladef.c System defined limit exceeded. Call your Northern Telecom service representative.
"Failed to resync cron [%d] – suggest reboot" MAPA controller   ctl_utils.c The cron task is not synchronized with the changed time. For better system performance, it is suggested to reboot the system.
"Failed to send string update message" LangServer   lang.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Failed to set up selection table" display   Ulistman.c A database error has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"Failed to spool file in text printer queue – system=%d, errno=%d" libcommon   Uprint_job.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

Table 5-2 **Warning error messages**	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"Failed to spool to NAC graphic printer [%d]" libcommon Uprint_job.c A system error has occurred. Shut down and restart the system. Repeat the print function. If the problem reoccurs then call your Northern Telecom service representative.	
"Failed to spool to NAC tabular printer [%d]" libcommon Uprint_job.c A system error has occurred. Shut down and restart the system. Repeat the print function. If the problem reoccurs then call your Northern Telecom service representative.	
"Failure to initialize modem" display Uterm_setup.c There is a problem initializing a modem. Check the modem to ensure it is the model supported. Make sure that the connection is set up properly. If the problem persists, call your Northern Telecom service representative.	
"Fewer pages than expected in graphic preview file" display Ugrf_view.c An internal variable has reached an illegal state. Default maximum to existing number of pages. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.	
"File create failure – CC transaction log data file" nccsend Uncc_txlog.c An internal database error has occurred. The ACD–DN name definitions cannot be retrieved. If the problem persists, call your Northern Telecom service representative.	
"File create failure – CC transaction log index file" nccsend Uncc_txlog.c An internal database error has occurred. The ACD–DN name definitions cannot be retrieved. If the problem persists, call your Northern Telecom service representative.	
"File create failure – CC transaction log master file" nccsend Uncc_txlog.c The ACD–DN name definitions cannot be retrieved. If the problem persists, call your Northern Telecom service representative.	
"File link error: SRC=%s, DST=%s" display Utab_view.c The ACD–DN name definitions cannot be retrieved. If the problem persists, call your Northern Telecom service representative.	

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"File open error: mode=write, path=%s"	
display	Utab_view.c
The ACD–DN name definitions cannot be retrieved. If the problem persists, call your Northern Telecom service representative.	

"File open failure — access: read"	
display	Upreview.c
A variable has reached an illegal state.	
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	

"File open failure – CC transaction log data file"	
nccsend	Uncc_txlog.c
A variable has reached an illegal state.	
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	

"File open failure – CC transaction log index file"	
nccsend	Uncc_txlog.c
A variable has reached an illegal state.	
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	

"File open failure – CC transaction log master file"	
nccsend	Uncc_txlog.c
A variable has reached an illegal state.	
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	

"File open failure"	
crongen	Ucron_gen.c
A system error has occurred.	
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	

"fork failed"	
MAPA Controller	ctl_utils.c
A variable has reached an illegal state.	
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	

"fork of new_cron fails"	
MAPA Controller	ctl_utils.c
A variable has reached an illegal state.	
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.	

"Form has already been created"	
lib_usrif	form.c
A variable has reached an illegal state.	
Call your Northern Telecom service representative.	

Table 5-2
Warning error messages

Error Message Task	Module
Explanation Error Recovery Procedure	

"freopen of stdout fails"
MAPA Controller   ctl_main.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"fstat failed [%d]"
libcommon   Unacd_msg.c
A system error has occurred.
Look for other recent messages relevant to this program or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"ftok fails"
libmapa   mapa_lib.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"FT request %05ld (session %d) rejected: limit reached"
ft_server   fxfr.c
The number of deferred messages has reached the system limit – specified file transfer has been rejected.
Look for other recent messages relevant to this messages. If the messages found are serious, shut down and restart the system. This task should recover by itself. If the problem persists, then call your Northern Telecom service representative. Otherwise, ignore this message.

"FT Usage: ft f1/d1...fn/dn dx (/fx iff '–a' option"
ft_server   fxfr.c
A system error has occurred.
Repeat the operation, if the problem reoccurs, then shut down and restart the system. Repeat the operation again, if the problem persists, call your Northern Telecom service representative.

"gfield failed for customer name"
sys_rpts   Urpt_init.c
A database error has occurred. The report will still be produced but the space where the customer name appears will be left blank.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.

Table 5-2
Warning error messages

Error Message Task   Module Explanation Error Recovery Procedure
"gfield failed for default language – English used" sys_rpts   Urpt_init.c A database error has occurred. If there is trouble accessing the definition for the default language, then the default language of English will be used. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"gfield failed for supervisor's language" sys_rpts   Urpt_init.c A database error has occurred. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"Gfield failure [%d] — table: %s, field: %s" cquery   Ucquery.c A database error has occurred. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"grgen abnormal termination caused by signal %d" crptgen   Ugrgen.c A system error has occurred. Perform the print function again. Call your Northern Telecom service representative if the problem persists.
"grgen is deferring sanity a second time" crptgen   Ugrgen.c The report is taking a long time. If this problem persists for the current report, call your Northern Telecom service representative.
"Grouping key specification error" cquery   Ucquery.c An internal system variable has reached an illegal state. Call your Northern Telecom service representative.
"Halt request received – shutdown starting" MAPA Controller   ctl_main.c System is shutting down. No user action is required. If this message is received without a shutdown being done via MAINT then call your Northern Telecom service representative.
"I_AM_DONE from static program %s (pid %d)" MAPA Controller   ctl_main.c A static program is terminating. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.

Table 5-2
Warning error messages
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"I_AM_DONE from static program %s (pn %d; pid %d)" MAPA Controller   ctl_main.c A static program is terminating. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"I_AM_DONE from unknown program (pid %d)" MAPA Controller   ctl_main.c An unknown program is terminating. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"I_AM_INIT from unknown program" MAPA Controller   ctl_main.c An unknown program has finished initializing. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"ILLEGAL message on NET MAINTENANCE CONSOLE" naclink   Ucom_hdl.c A system error has occurred. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"Illegal node in SYSDB table nODELIST." cstats   Ucstats.c A database problem has occurred. Verify that the NAC installation had no errors. If so, then call your Northern Telecom service representative if the problem persists.
"illegal start command" MAPA Controller   ctl_slave.c A variable has reached an illegal state. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"Incoming NOP is rejected –" naclink   Uopdu_hdl.c The task "naclink" cannot decode a network message. Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.
"Incomplete Nos Logon–Retrying" naclink   Ucmis_opdu.c Informative. No user intervention is necessary. The task should restart by itself. If the problem persists, call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Incorrect arguments: no command found"
Print_Admin　　　　　　　　Ulp_setup.c
A system error has occurred. Re-install the hardware and software if there were errors during the most recent installation/upgrade of the NAC system. If there were no errors during the installation/upgrade or the problem persists after re-installation, call your Northern Telecom representative.

"Incorrect baud_rate, 9600 is used"
linkread　　　　　　　　　　Ulinkread.c
Wrong baud rate was chosen.
The default baud rate 9600 is used. No user intervention is necessary.

"Incorrect baud_rate, direct 9600 used"
linkread　　　　　　　　　　Ulinkread.c
Wrong baud rate was chosen.
The default baud rate 9600 is used. No user intervention is necessary.

"Incorrect cquery id [%d] in msg – should be %d"
cquery　　　　　　　　　　　Ucquery.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention.

"Interrupt received while writing to Dev_out_pipe"
naclink　　　　　　　　　　　Ucom_hdl.c
A variable has reached an illegal state.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.

"invalid argument '%c'"
MAPA Client　　　　　　　　client.c
A variable has reached an illegal state.
Ignore this message if this is an isolated incident. Otherwise, shut down and restart the system.

"invalid argument [%c]. Use: –p –m (–I –O –R)"
ft_server　　　　　　　　　　fxfr.c
A system error has occurred.
Repeat the operation, if the problem reoccurs, then shut down and restart the system. Repeat the operation again, if the problem persists, call your Northern Telecom service representative.

"Invalid argument [%s] given"
ft_server　　　　　　　　　　ft_server.c
A system error has occurred.
Repeat the operation. If the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem still persists, call your Northern Telecom service representative.

Table 5-2 Warning error messages
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Invalid argument [%s] given" ft_server   fxfr.c A system error has occurred. Repeat the operation. If the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem still persists, call your Northern Telecom service representative.
"Invalid attribute name in video attribute file" lib_usrif   pscreen.c Installation failed or the site has an improper version of the release material. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.
"Invalid background color specification" lib_usrif   pscreen.c There is a problem in the Video Attributes file for this device. A background color has been specified which is invalid. The user interface will continue reading the file. If you experience problems, specify a different terminal type. This should be reported to your Northern Telecom service representative.
"Invalid CC message rcvd –––> %d" nccsend   Unccsend.c An internal variable has reached an illegal state. Call your Northern Telecom service representative.
"Invalid character following '^'" lib_usrif   uicommon.c An internal variable has reached an illegal state. Call your Northern Telecom service representative.
"Invalid criteria logical key number [%d]" cquery   Ucquery.c A system variable has reached an illegal state. Repeat the operation. If the problem persists, then call your Northern Telecom service representative.
"Invalid Datagram return result" naclink   Uapp_error.c This message represents a transient error. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

Table 5-2 **Warning error messages**
Error Message **Task   Module** **Explanation** **Error Recovery Procedure**
"Invalid descriptor %d used" ft_server   ft_server.c A system error has occurred. Repeat the operation. If the problem reoccurs, then shut down and restart the system. Repeat the operation. If the problem still persists, call your Northern Telecom service representative.
"Invalid descriptor %d used" ft_server   fxfr.c A system error has occurred. Look for other recent messages relevant to this messages. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"Invalid display status = %d" mpsa   Udsp_info.c An internal variable has reached an illegal state. Contact your Northern Telecom service representative.
"Invalid file type found in CC log file" display   Upreview.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Invalid file type found in preview file" display   Upreview.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"invalid FLAG passed: %s" libcommon   Uatt_shm.c An internal variable has reached an illegal state. Call your Northern Telecom service representative.
"Invalid foreground color specification" lib_usrif   pscreen.c There is a problem in the Video Attributes file for this device. A foreground color has been specified which is invalid. The user interface will continue reading the file. If you experience problems, specify a different terminal type. This should be reported to your Northern Telecom service representative.

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Invalid Language Number" LangServer   lang.c An internal system variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, shut down the system and contact your Northern Telecom service representative.
"invalid message type id from APP–in pipe" naclink   Ucom_hdl.c A system error has occurred. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Invalid monochrome attribute specification" lib_usrif   pscreen.c There is a problem in the Video Attributes file for this device. The file contains a monochrome attribute which is unknown to the user interface. The user interface will continue reading the file. If you experience problems, specify a different terminal type. This should be reported to your Northern Telecom service representative.
"Invalid node unit specified" sys_rpts   Urpt_utils.c A system variable has reached an illegal state. The system should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.
"Invalid node unit %d specified [%d]" cquery   Ucquery.c A system error has occurred. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Invalid period definition table" crptgen   Uquery_tf.c A database error has occurred. Check your materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.
"invalid polling interval %ld" libmapa   mapa_lib.c A system error has occurred. Call your Northern Telecom service representative.

Table 5-2 Warning error messages	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"Invalid printer status = %d" mpsa Uprt_info.c An error has occurred while trying to delete a printer. Contact your Northern Telecom service representative for assistance.	
"Invalid query node type indicator [%d]" cquery Ucquery.c A system error has occurred. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.	
"invalid range type" sys_rpts Urpt_scan.c A system error has occurred. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.	
"Invalid relative timezone indicator [%d]" cquery Ucquery.c A system error has occurred. Call your Northern Telecom service representative.	
"Invalid report number requested" sys_rpts Urpt_proc.c An internal variable has reached an illegal state. Call your Northern Telecom service representative.	
"invalid return from compare keys" search search.c An internal variable has reached an illegal state. Call your Northern Telecom service representative.	
"Invalid stats group %d" display Urptmain.c A database error has occurred. Verify that the NAC installation has no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Invalid token" lib_usrif uicommon.c An internal variable has reached an illegal state. Call your Northern Telecom service representative.	

Table 5-2 **Warning error messages**	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"Invalid type in validate_entry" display Urptmain.c A database error has occurred. Verify that the NAC installation has no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Invalid type_of_entry %d" display Urptmain.c A database error has occurred. Verify that the NAC installation has no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.	
"Invalid window number" lib_usrif menu.c An internal variable has reached an illegal state. Call your Northern Telecom service representative.	
"IPC not defined" naclink Uapp_smif.c An internal variable has reached an illegal state. The task should restart the process. If the problem persists then shut down and restart the system. If the problem persists, call your Northern Telecom service representative.	
"IS_INIT for unknown program" MAPA Controller ctl_master.c An internal variable has reached an illegal state. Call your Northern Telecom service representative.	
"IS_INSANE for unknown program" MAPA Controller ctl_master.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.	
"Keystroke sequence missing" lib_usrif keyboard.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.	

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"kill fails"
MAPA Controller   ctl_main.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"kill fails"
MAPA Controller   ctl_utils.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"kill for unknown program %s"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"lang_add fails"
LangServer   lang.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"lang_add str number does not match that of the peer"
LangServer   lang.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"lang_del fails"
LangServer   lang.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"lang_mod fails"
LangServer   lang.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

Table 5-2 **Warning error messages**	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"lang_statfind fails" display Ufmladef.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.	
"length requested exceeds maximum" crptgen Udata_ln.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.	
"List element selection failed" display Ulistman.c A database error has occurred. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.	
"List element selection failed" display Upa_dspdef.c A database error has occurred. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.	
"Logical character code is invalid" lib_usrif pscreen.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.	
"Logical function key definition is missing" lib_usrif keyboard.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.	
"Logical video attribute definition is missing" lib_usrif pscreen.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.	

Table 5-2
Warning error messages

Error Message Task / Module Explanation Error Recovery Procedure

Error Message
Task   Module
Explanation
Error Recovery Procedure

"Lost synchronization on configuration control pipe"
lib_cc   Urcv_packet.c
Informative only.
No user action required.

"lstatus_by_id returned %d"
cquery   Ucquery.c
A system error has occurred.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Makeset failure — parent: listdefn — child: listelem"
display   Ulistman.c
A database error has occurred.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Makeset failure — parent: rpt_defn — child: scd_rpts"
display   Urptdef.c
A database error has occurred.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Makeset failure — parent: scddef — child: scd_tims"
crongen   Ucron_gen.c
A database error has occurred.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Makeset failure [%d] — relation: %s –> %s"
<Task>   <Module>
A database error has occurred.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"makeset for report records failed"
crongen   Ucron_gen.c
A database error has occurred.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"malloc failed for rpt template" sys_rpts   Urpt_tmpl.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. If a system report failed, then shut down the system and call your Northern Telecom service representative.
"malloc failed for sql template" sys_rpts   Urpt_tmpl.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. If a system report failed, then shut down the system and call your Northern Telecom service representative.
"MAPA Controller is dead" MAPA Controller   ctl_main.c The system has failed. It will automatically restart itself. Check the preceding error messages to determine the cause for the system failure and call your Northern Telecom service representative.
"master does not know about pipe" MAPA Controller   ctl_main.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.
"Max Logons Exceeded" naclink   Ucmis_opdu.c This message represents a transient error. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Maximum number of VDTS has been exceeded" mpsa   Uupd_vdts.c A system error has occurred while a new VDT was being added. Contact your Northern Telecom service representative.
"Memory allocation failure" crongen   Ucron_gen.c A schedule definition was not saved properly. Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. Try to save the schedule again. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message
Task **Module**
Explanation
Error Recovery Procedure

"Memory allocation failure"
libquery   Uquery_util.c
This message represents a transient error.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"memory allocation failure"
MAPA Controller   ctl_utils.c
This message represents a transient error.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Menu is already created"
lib_usrif   menu.c
An internal variable has reached an illegal state.
Call your Northern Telecom service representative.

"Message (DEFER_SANITY) from unknown program (pn %d, pid %d)"
MAPA Controller   ctl_main.c
An internal variable has reached an illegal state.
Call your Northern Telecom service representative.

"message must be >=0 and <=127"
libmapa   mapa_lib.c
This message represents a transient error.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"message recipient not running"
MAPA Controller   ctl_master.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

"message recipient not running"
MAPA Controller   ctl_main.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"message recipient unknown"
MAPA Controller   ctl_master.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

"message recipient unknown"
MAPA Controller   ctl_main.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

"Message (SICK or DEAD) from unknown program (pn %d, pid %d)"
MAPA Controller   ctl_main.c
A system error has occurred.
Shut down and restart the system. If the problem reoccurs, call your Northern Telecom service representative.

"message type %ld invalid"
libmapa   mapa_lib.c
A system error has occurred.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

"MIS_NoMoreInformation— No action"
naclink   Ucmis_opdu.c
This message represents a transient error for which no user intervention is required.

"MIS_NoMoreInformation—"
naclink   Ucmis_opdu.c
This message represents a transient error for which no user intervention is required.

"Missing background color specification"
lib_usrif   pscreen.c
There is a problem in the Video Attribute file for this device. A background color has been specified which is invalid. The user interface will continue reading the file. If you experience problems, specify a different terminal type. This should be reported to your Northern Telecom service representative.

Table 5-2
Warning error messages
Error Message   **Task**   **Module**   **Explanation**   **Error Recovery Procedure**
"Missing definition for video attribute"   lib_usrif   pscreen.c   An error was encountered while reading the Video Attributes file for this device. Certain information on the screen may not be displayed correctly. Try using a different terminal type. Report this problem to your Northern Telecom service representative.
"Missing foreground color specification"   lib_usrif   pscreen.c   There is a problem in the Video Attributes file for this device. A foreground color has been specified which is invalid. The user interface will continue reading the file. If you experience problems, specify a different terminal type. This should be reported to your Northern Telecom service representative.
"Missing 'p' argument for –D command"   Print_Admin   Ulp_setup.c   Arguments for 'lp_setup' are incorrect. Contact your Northern Telecom service representative.
"Missing 'p' argument for –F command"   Print_Admin   Ulp_setup.c   Arguments for 'lp_setup' are incorrect. Contact your Northern Telecom service representative.
"Missing 'p' or 'm' argument for –C command"   Print_Admin   Ulp_setup.c   Arguments for 'lp_setup' are incorrect. Contact your Northern Telecom service representative.
"Missing 'p', 'm', 'd', or 'c', argument for –A command"   Print_Admin   Ulp_setup.c   Arguments for 'lp_setup' are incorrect. Contact your Northern Telecom service representative.
"mknod fails"   MAPA Controller   ctl_master.c   A system error has occurred.   Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"mknod fails"   MAPA Controller   ctl_main.c   A system error has occurred.   Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

Table 5-2
Warning error messages

Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**
"MKNOD_REQ from unknown program" MAPA Controller　　　　ctl_master.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative. if the problem persists.
"Modem initialization failure cleared" display　　　　Uterm_setup.c A modem initialize error has been cleared. No further action is required.
"Msg rcvd from disabled node, nodeid: %d" cstats　　　　Ucstats.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Msg rcvd with bad nodeid: %d" cstats　　　　Ucstats.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Msg with bad nodeid" cstats　　　　Ucstats.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Names are not sorted as language not set" libquery　　　　Ucquery.c A system error has occurred. Check that the report language is set in the report definition. Try to generate the report again. If the problem persists, contact your Northern Telecom service representative.
"NETERR: Bad channel %d for node %s." cstats　　　　Ucstats.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	
"NETERR: Bad Channel Status %d for Node %s."	
cstats	Ucstats.c
A system error has occurred.	
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.	
"NETERR: Bad link status value %d, node %s."	
cstats	Ucstats.c
A system error has occurred.	
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.	
"NETERR: Unexpected msg type %d rcvd from %s."	
cstats	Ucstats.c
A system error has occurred.	
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.	
"NETERR: Unknown command type %d rcvd from %s"	
cstats	Ucstats.c
A system error has occurred.	
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.	
"Netlink %d trace on"	
naclink	Ucom_hdl.c
This message indicates that the Netlink trace log is on, and that usage of the disk drive will therefore increase.	
No user intervention is necessary.	
"Netlink %d trace off"	
naclink	Ucom_hdl.c
This message indicates that the Netlink trace log is off, and that usage of the disk drive will return to what it was before the Netlink trace was turned on.	
No user intervention is necessary.	

Table 5-2 **Warning error messages**	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"Network connection is not responding" naclink Unaclink.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.	
"Network connection mode not found, direct 9600 used" linkread Ulinkread.c Wrong baud rate is chosen. The default baud rate, 9600, is used.	
"Network error – bad file desc %d, node: %s" cstats Ucstats.c A system error has occurred. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.	
"Network error %d, node: %s." cstats Ucstats.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.	
"Network port is not a modem port – check MPSA %s" linkread Ulinkread.c The specified network port is not configured as a modem port. Shut down the system. Choose MPSA and change the network port as a modem port. Restart the system; if the problem persists, then call your Northern Telecom service representative.	
"Never Received SVC UP Message from LINK READER" naclink Ucom_hdl.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.	

Table 5-2
Warning error messages

Error Message Task   Module Explanation Error Recovery Procedure
"Nextrec failure [%d] — relation: %s –> %s" cquery   Ucquery.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"nil mem_ptr" naclink   Uapp_smif.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems, then call your Northern Telecom service representative. Otherwise, no action is required.
"No '=' found in keyboard description entry" lib_usrif   keyboard.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"No '=' found in special character entry" lib_usrif   pscreen.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"No '=' found in video attribute entry" lib_usrif   pscreen.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"No Buffers available" naclink   Ucmis_opdu.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"No chnl left for net_link" naclink   Uapp_send.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"no clean copies" MAPA Controller   ctl_master.c A task failed while updating a database Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"no console pipe specified" MAPA Monitor   monitor.c Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"No node_dn = %d in NAC database" display   Unet_mgr.c The Network Link may not be installed properly, or it may be disabled through the system. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"no nodes in nODELIST!" display   Usupmsg.c A database error has occurred. Check your release materials (that is version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.
"No reply from mapa for 2 mins" libmapa   mapa_lib.c Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

Table 5-2
Warning error messages

Error Message Task Module Explanation Error Recovery Procedure

"No response from NCCSEND (ncc_sched main line)"
ncc_sched   Uncc_sched.c
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"No such status in message"
display   Usupmsg.c
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"No terminating '\'' found for keyboard label"
lib_usrif   keyboard.c
Either insufficient memory was installed in the system, irregular system activities occurred, or a software error was detected.
The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.

"Node addr %d has invalid status %d"
cquery   Ucquery.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Node %d Log on Failed – Invalid NodeId/Password"
naclink   Ucmis_opdu.c
NAC failed to logon to a MAX node.
Verify the specific nodal address and password and change if not correct. Call your Northern Telecom service representative if the problem persists.

"Node %d is disabled, cannot connect to MAX"
naclink   Unaclink.c
The specified node is currently disabled. The connection to the MAX node from NAC is not made. Choose Parameter administration option (Network definition) to ensure the node is enabled. Check the hardware connection between the corollary box and the modem/cable. If the problem still persists, then call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	
"Node [node_id = %d] is down"	
cquery	Ucquery.c
The specified node is down.	
If the node is already enabled through Network Configuration Control, then check the connection. If the problem persists, call your Northern Telecom service representative. Otherwise, ignore this message.	
"Node short name "%s" is too long [%d] – data space corrupted"	
cquery	Ucquery.c
A database error has occurred.	
"%d" is the length of the node's short name.	
Call your Northern Telecom service representative.	
"Node short name "%s" is longer than 3 characters [%d]"	
cquery	Ucquery.c
A database error has occurred.	
"%d" is the length of the node's short name.	
Call your Northern Telecom service representative.	
"node table full — can't add entry"	
nccrcv	Uinit_rt.c
A system limit has been reached.	
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.	
"Node type \"	
cquery	Ucquery.c
An internal system variable has reached an illegal state.	
Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.	
"Node_addr %d: Cannot add acddn list: out of memory"	
cquery	Ucquery.c
A system limit was reached.	
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.	

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Node_addr %d: Cannot add cdn list: out of memory"
cquery   Ucquery.c
A system limit was reached.
Check your release materials (that is, version number and system type). Ensure that the number of lists installed is not greater than the documented maximum. If the maximum has not been exceeded and problem persists, re-install the NAC. If the error message returns, call your Northern Telecom service representative.

"Node_addr %d: Cannot transfer cquery file [%d]"
cquery   Ucquery.c
A system error has occurred.
Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.

"Node_addr %d: Cannot transfer nquery file [%d]"
cquery   Ucquery.c
A system error has occurred.
Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.

"Node_addr %d: could not pack or find file %s [%d]"
cquery   Ucquery.c
A system error has occurred.
Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.

"Node_addr %d has invalid status %d"
cquery   Ucquery.c
A system error has occurred.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

"Node_addr %d has wrong status [%d]"
cquery   Ucquery.c
A system error has occurred.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message Task / Module / Explanation / Error Recovery Procedure
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Node_addr %d: Invalid interval time selection" cquery   Ucquery.c An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"Node_addr %d: Nquery file failed to transfer [%d]" cquery   Ucquery.c An internal variable has reached an illegal state. Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.
"Node_addr %d: nquery has a system error during initialization" cquery   Ucquery.c An internal variable has reached an illegal state. Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.
"Node_index %d invalid" cquery   Ucquery.c An internal variable has reached an illegal state. The task should begin its recovery process and will start again without user intervention. If the problem reoccurs then shut down the system and call your Northern Telecom service representative.
"NOP OPDU too long to be handled correctly" naclink   Ucom_hdl.c A system error has occurred. Ignore this error if this is an isolated incident. Otherwise contact your Northern Telecom service representative.
"Not waiting for %d node(s) – took too long" cquery   Ucquery.c The system could not get the historical report data from %d node(s). Check that the MAX node(s) are responding. Check the error messages on the MAX node(s). If the problem persists, call your Northern Telecom service representative.
"Nquery file: Cannot read name table entries" cquery   Ucquery.c An internal system variable has reached an illegal state. Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message	
Task	Module
Explanation	
Error Recovery Procedure	
"Nquery file: Cannot read name_type"	
cquery	Ucquery.c
An internal system variable has reached an illegal state.	
Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.	
"Nquery file: Cannot read num_of_entries"	
cquery	Ucquery.c
An internal system variable has reached an illegal state.	
Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.	
"Nquery file: Cannot read record %d"	
cquery	Ucquery.c
An internal system variable has reached an illegal state.	
Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.	
"Nquery file: Cannot read recs_to_read"	
cquery	Ucquery.c
An internal system variable has reached an illegal state.	
Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.	
"Nquery file: Cannot read size_of_data"	
cquery	Ucquery.c
An internal system variable has reached an illegal state.	
Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.	
"Nquery file: Cannot read temp_raw_fields"	
cquery	Ucquery.c
An internal system variable has reached an illegal state.	
Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.	
"Nquery file: data from node_addr %d ignored"	
cquery	Ucquery.c
An internal system variable has reached an illegal state.	
Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.	

Table 5-2
Warning error messages

Error Message
Task **Module**
Explanation
Error Recovery Procedure
"Nquery file: file %s does not exist" cquery   Ucquery.c An internal system variable has reached an illegal state. Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.
"Nquery file for node_addr %d never finished transferring" cquery   Ucquery.c A system error has occurred. Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.
"Nquery file: Incorrect name_type %d – should be %d" cquery   Ucquery.c A system error has occurred. Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.
"Nquery file: Not correct position for name tables" cquery   Ucquery.c An internal system variable has reached an illegal state. Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.
"Nquery file: num_raw_fields incorrect" cquery   Ucquery.c An internal system variable has reached an illegal state. Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.
"Nquery file: size of data incorrect" cquery   Ucquery.c An internal system variable has reached an illegal state. Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.
"Nquery file: Size of name tables incorrect" cquery   Ucquery.c An internal system variable has reached an illegal state. Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure

"Nquery on node_addr %d has not responded"
cquery   Ucquery.c
An internal system variable has reached an illegal state.
Repeat the operation. If the problem reoccurs, then shut down and restart the system. If the problem persists call your Northern Telecom service representative.

"Out of memory – discarding [to pid %d, msg %lx]"
MAPA controller   ctl_utils.c
Insufficient memory left in the system, specified message is being discarded.
Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.

"Parent unknown (pn %d; pid %d); child pid %d"
MAPA Controller   ctl_utils.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Partial CC message received – message discarded"
lib_cc   Urcv_packet.c
This message represents a transient error condition for which no user intervention is required.

"Periodic function list is full"
lib_usrif   keyboard.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Physical character code is invalid"
lib_usrif   pscreen.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

"pipe directory not found"
MAPA Controller   ctl_main.c
A file cannot be found.
Verify that the NAC installation has had no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"PLS_MKNOD from unknown program (pn %d, pid %d)" MAPA Controller   ctl_main.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"PLS_UNLINK from unknown program (pn %d, pid %d)" MAPA Controller   ctl_main.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"program did not have data base locked" MAPA Controller   ctl_master.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Program %s (pid %d) is insane" MAPA Controller   ctl_main.c A task has failed. Check for error messages from the named task (%s). If the problem persists call your Northern Telecom service representative.
"Program status error %s %d" naclink   Uapp_rcv.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"Program status error %s %d" naclink   Uapp_send.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"prog_table is full" MAPA Controller   ctl_master.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

Table 5-2 **Warning error messages**		
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**		
"prog_table is full" MAPA Controller ctl_utils.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.		
"read error on Dev_out_pfd pipe" linkread Umprotocol.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.		
"read failed on Dev_out_pfd pipe" linkread Umprotocol.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.		
"Received unexpected datagram %c from node_id %d" cquery Ucquery.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.		
"Received unexpected msg_id %d from node_id %d" cquery Ucquery.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.		
"Referenced record could not be deleted — table: formulae" display rptdef.c A database error has occurred. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.		

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Referenced record could not be deleted — table: rpt_defn" display   rptdef.c A database error has occurred. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.
"Remove printer failed rc = %d" hw_detect   Uhw_detect.c A system error occurred. The printer could not be removed. Try running hw_detect again and if the problem persists contact your Northern Telecom service representative.
"report generation failed" sys_rpts   Urpt_proc.c A system problem has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"request for graph failed" display   mapaif.c A system variable has reached an illegal state. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"request for report failed" display   mapaif.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"request for system report failed" display   mapaif.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message **Task** **Module** Explanation Error Recovery Procedure

"Requesting init data from CMIS"
naclink   Unaclink.c
The system has requested an initialization from CMIS.
Ignore this error if it is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"requestor unknown"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Required keyboard label string is missing"
display   keyboard.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

"RO was Rejected from MAX"
naclink   Ucmis_opdu.c
A system error had occurred.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

"sanity from unknown PN"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Sanity from unknown program (pn %d, pid %d)"
MAPA Controller   ctl_main.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Seqacc failure [%d] — table: %s"
cquery   Ucquery.c
A database error has occurred.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

Table 5-2 Warning error messages
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"SIGCLD handling corrected in procedure '%s'" display   Uutils.c This message represents a transient error for which no user intervention is required.
"SIGCLD handling was to trap address %x" display   Uutils.c Informative only. No user action is required.
"Some errors sending file: %s" display   Unet_mgr.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Stat failed on rpt template – no report" sys_rpts   Urpt_tmpl.c A system error has occurred. Look for other recent messages relevant to this problem or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Stat failed on sql template – no report" sys_rpts   Urpt_tmpl.c A system error has occurred. Look for other recent messages relevant to this problem or scenario and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"status for unknown program" MAPA Controller   ctl_master.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"status requested for unknown program" MAPA Controller   ctl_main.c A system error had occurred. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

Table 5-2 **Warning error messages**		
Error Message **Task**	**Module**	
Explanation		
Error Recovery Procedure		
"stime fails" MAPA Controller	ctl_utils.c	
Informative only.		
No user action is required.		
"String not found [Type %d, Number %d]" LangServer	lang.c	
A task has attempted to access a string in the User Language Database but the database does not contain a string with this type (%d) and number (%d). This can be caused by a corruption of the database. Shut down and restart the system. If the problem persists, this suggests instead that the problem is due to a software error and your Northern Telecom service representative should be contacted.		
"string too long [%d]" libmapa	mapa_lib.c	
A system error has occurred.		
Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.		
"Successfully started nquery on node addr %d" cquery	Ucquery.c	
Informative only.		
No user action is required. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.		
"system error:Arg list too long" liberror	ACD_err.c	
Informative only.		
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.		
"system error:Argument too large" liberror	ACD_err.c	
Informative only.		
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.		

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"system error:Bad address" liberror   ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.
"system error:Bad file number" liberror   ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.
"system error:Block device required" liberror   ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.
"system error:Broken pipe" liberror   ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.
"system error:Cross–device link" liberror   ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.
"system error:Device busy" liberror   ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"system error:Exec format error"
liberror   ACD_err.c
Informative only.
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

"system error:File exists"
liberror   ACD_err.c
Informative only.
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

"system error:File table overflow"
liberror   ACD_err.c
Informative only.
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

"system error:File too large"
liberror   ACD_err.c
Informative only.
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

"system error:Identifier removed"
liberror   ACD_err.c
Informative only.
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

"system error:Illegal seek"
liberror   ACD_err.c
Informative only.
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

Table 5-2 Warning error messages
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"system error:Initialization" liberror   ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.
"system error:Interrupted system call" liberror   ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.
"system error:Invalid argument" liberror   ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.
"system error:I/O error" liberror   ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.
"system error:Is a directory" liberror   ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.
"system error:Is a name file" liberror   ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

Table 5-2 **Warning error messages**		
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**		
"system error:No children" liberror ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.		
"system error:No locks available" liberror ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.		
"system error:No message of desired type" liberror ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.		
"system error:No more processes" liberror ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.		
"system error:No space left on device" liberror ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.		
"system error:No such device or address" liberror ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.		

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"system error:No such device"	
liberror	ACD_err.c
Informative only.	
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.	

"system error:No such file or directory"	
liberror	ACD_err.c
Informative only.	
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.	

"system error:No such process"	
liberror	ACD_err.c
Informative only.	
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.	

"system error:Not a character device"	
liberror	ACD_err.c
Informative only.	
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.	

"system error:Not a directory"	
liberror	ACD_err.c
Informative only.	
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.	

"system error:Not a name file"	
liberror	ACD_err.c
Informative only.	
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.	

Table 5-2 **Warning error messages**	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"system error:Not available" liberror ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.	
"system error:Not enough core" liberror ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.	
"system error:Not owner" liberror ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.	
"system error:Permission denied" liberror ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.	
"system error:Read–only file system" liberror ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.	
"system error:Remote device" liberror ACD_err.c Informative only. Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.	

Table 5-2
Warning error messages

Error Message
Task **Module**
Explanation
Error Recovery Procedure

"system error:Remote i/o"
liberror ACD_err.c
Informative only.
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

"system error:Result too large"
liberror ACD_err.c
Informative only.
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

"system error:Structure needs cleaning"
liberror ACD_err.c
Informative only.
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

"system error:Text file busy"
liberror ACD_err.c
Informative only.
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

"system error:Too many links"
liberror ACD_err.c
Informative only.
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

"system error:Too many open files"
liberror ACD_err.c
Informative only.
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

Table 5-2
Warning error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure

"system error:Would deadlock"
liberror   ACD_err.c
Informative only.
Another error message will follow that will indicate the task that is generating the error. If the description of the error message that follows instructs you to call your Northern Telecom service representative, report this system error message together with the error message that follows.

"Table form has already been created"
lib_usrif   table.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident.

"Table form has not yet been created"
lib_usrif   table.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident.

"table full, cannot add entry"
nccrcv   Utcup.c
The system limit has been reached.
Refer to the product specs to check configuration.

"Terminal Device not found in sERDEVS"
display   Uterm_setup.c
A database error has occurred.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the problem still persists, call your Northern Telecom service representative.

"Terminal %s not attached or not receiving"
display   Udisplay.c
A system error has occurred.
Shut down the system. Run the diagnostics "Run I/O test" to ensure the terminals are connected. Restart the system. If the problem still persists, call your Northern Telecom service representative.

"The FT request command is longer than maximum (%d)"
ft_server   ft_server.c
A system error has occurred.
Repeat the operation. If the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem persists, call your Northern Telecom service representative.

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"The FT request command is longer than maximum (%d)" ft_server   fxfr.c A system error has occurred. Repeat the operation. If the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem persists, call your Northern Telecom service representative.
"The given destination [%s] is not a directory" ft_server   fxfr.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"The given destination file [%s] is invalid" ft_server   fxfr.c A system error has occurred. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"The msg has invalid header" display   Usupmsg.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"The named output pipe is at its threshold" ft_server   fxfr.c The named pipe is almost at its operational limit. Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.
"The named output pipe is full" ft_server   ft_server.c The specified pipe is full. This message represents a transient condition for which no user intervention is necessary.

Table 5-2
Warning error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure

"The named output pipe is full"
ft_server   fxfr.c
The named pipe is at its limit.
Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.

"The named pipe [%s] cannot be removed"
ft_server   fxfr.c
A system error has occurred.
Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.

"The named pipe [%s] cannot be removed"
ft_server   ft_server.c
A system error has occurred.
Repeat the operation. If the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem persists, call your Northern Telecom service representative.

"The named pipe [%s] does not exist nor be created"
ft_server   ft_server.c
A system error has occurred.
If this is a recently installed system, reinstall the system and make sure there are no installation errors. Otherwise, shut down and restart the system. Repeat the relevant operation. If the problem still persists, call your Northern Telecom service representative.

"The named pipe [%s] does not exist nor be created"
ft_server   fxfr.c
A system error has occurred.
If this is a recently installed system, reinstall the system and make sure there are no installation errors. Otherwise, shut down and restart the system. Repeat the relevant operation. If the problem still persists, call your Northern Telecom service representative.

"The Network Message is too big"
ft_server   fxfr.c
A system error has occurred.
Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.

"The Network Message was detected"
ft_server   ft_server.c
This is an informative message for which no user intervention is necessary.

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"The node ID [%d] is invalid" ft_server   ft_server.c A database error has occurred. Verify that the NAC installation has no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"The node ID [%d] is invalid" ft_server   fxfr.c A database error has occurred. Verify that the NAC installation has no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"There were only %d nodes active instead of %d" cquery   Ucquery.c A system error has occurred. Shut down and restart the system. If the problem persists, call your Northern Telecom service representative.
"Too few args. Use: [options] –[<nam> [<src>...] <dst>" ft_server   ft_server.c A system error has occurred. Repeat the operation. If the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem persists, call your Northern Telecom service representative.
"Too few args. Use: [options] –[<nam> [<src>...] <dst>" ft_server   fxfr.c A system error has occurred. Repeat the operation. If the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem persists, call your Northern Telecom service representative.
"Too many (%d) retransmissions. Dest. seems down/slow" ft_server   fxfr.c Indicates there have been many retransmissions to the destination node. The task should begin its recovery process and start again without user intervention. If the problem persists, check your hardware connection. If this does not correct the problem, call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Too many deferred msgs – discarding [to pid %d, msg %lx]"
MAPA controller   ctl_utils.c
The number of deferred messages has reached the system limit, specified message(s) being discarded.
Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.

"Too many help screens. Help will appear out of sync."
lib_usrif
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident.

"Too many raw fields [%d]"
cquery   Ucquery.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Too many ROs— No action"
naclink   Ucmis_opdu.c
This message represents a transient error for which no user intervention is required.

"Transaction log file could not be opened"
libmapa   mapa_db.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Transaction log file write error"
libmapa   mapa_db.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Transaction log replay failed"
MAPA Controller   ctl_master.c
A system error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Transfer of file '%s' to grgen node failed" display   mapaif.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Transfer of file '%s' to sys_rpts node failed" display   mapaif.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"ULANGDB Shared Memory Segment Corrupted — Rebuild Segment" LangServer   lang.c A region of shared memory has been corrupted. Shut down and restart the NAC system. This should result in a full recovery of the affected memory.
"unable to access data database" sys_rpts   Urpt_proc.c The system has problems with the database lock. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.
"Unable to access dSP_COLS" display   Upa_dspdef.c A database error has occurred. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.
"Unable to acckey nODELIST" display   Usupmsg.c A database error has occurred. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message Task   Module Explanation Error Recovery Procedure
"Unable to add row to dSP_DNS" display   Upa_dspdef.c A database error has occurred. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.
"Unable to allocate response memory." cstats   Ucstats.c Installation has failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.
"Unable to attach to CC queue memory segment" cclib   Uget_cc_mem.c Installation has failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.
"Unable to attach to help shared memory." lib_usrif   help.c Installation has failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.
"Unable to close file: graphic page file" crptgen   Ugrg_utils.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Unable to close file: graphic preview file" crptgen   Ugrg_utils.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Unable to close file: graphic report data intermediate file"
crptgen   Ugr_utils.c
A system error has occurred.
Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Unable to close file: graphic report temp intermediate file"
crptgen   Ugr_utils.c
A system error has occurred.
Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Unable to close file: query engine output file"
crptgen   Ugr_utils.c
A system error has occurred.
Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Unable to close file: crptgen info file"
sys_rpts   Urpt_utils.c
A system error has occurred.
Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Unable to close file: stdout"
crptgen   Ugrgen.c
A system error has occurred.
Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Unable to close file: temporary graphic print file"
crptgen   Ugrg_utils.c
A system error has occurred.
Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Unable to close graphic report intermediate file"
crptgen   Umkgrpt.c
A system error has occurred.
Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message Task   Module Explanation Error Recovery Procedure
"Unable to close index output file" crptgen   Utabgen.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Unable to close input file" crptgen   Utabgen.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Unable to close output file" crptgen   Utabgen.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Unable to close preview file" sys_rpts   Urpt_utils.c A system variable has reached an illegal state. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Unable to copy transaction log file" MAPA Controller   ctl_master.c A database error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"Unable to create output data file for query" cquery   Ucquery.c A database error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.
"unable to create title page for report" sys_rpts   Urpt_utils.c A database error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

Table 5-2
Warning error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure

"Unable to determine system serial number %s"
linkread   Ulinkread.c
A system error has occurred.
Verify that the NAC installation has no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"Unable to determine system serial number %s"
naclink   Unaclink.c
A system error has occurred.
Verify that the NAC installation has no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.

"Unable to find row in dSP_DNS"
display   Upa_dspdef.c
A database error has occurred.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

"Unable to find row"
display   Upa_dspdef.c
A database error has occurred.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

"Unable to gfield dD_NAME"
display   Upa_dspdef.c
A database error has occurred.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

"Unable to gfield dD_NEXT"
display   Upa_dspdef.c
A database error has occurred.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

Table 5-2 **Warning error messages**	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"Unable to gfield in dSP_COLS" display Upa_dspdef.c A database error has occurred. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.	
"Unable to obtain file size – No report printed" sys_rpts Urpt_proc.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.	
"Unable to obtain super-user status" Print_Admin Ulp_setup.c A system error has occurred when trying to become super user. Contact your Northern Telecom service representative for assistance.	
"Unable to open CC log index file" display Upreview.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.	
"Unable to open CC log text file" display Upreview.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.	
"Unable to open/etc/psttys for writing" mpsa Uprt_info.c An error has occurred while trying to open the file that stores the port held open for printing purposes. Contact your Northern Telecom service representative for assistance.	
"Unable to open file: Temp_spool" sys_rpts Urpt_proc.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.	

Table 5-2 **Warning error messages**	
Error Message **Task** **Module** **Explanation** **Error Recovery Procedure**	
"Unable to open file: datafile for empty report title" sys_rpts rpt_utils.c A system error has occurred. Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.	
"Unable to open graphic page file" display Ugrf_view.c A system error has occurred. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.	
"Unable to open help file" lib_usrif help.c A databse error has occurred. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.	
"Unable to open message file" display Usupmsg.c Installation failed or the site has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.	
"Unable to open preview index file" display Upreview.c A system error has occurred. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.	
"Unable to open preview text file" display Upreview.c A system error has occurred. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.	

Table 5-2 **Warning error messages**		
Error Message **Task**	**Module**	
Explanation		
Error Recovery Procedure		
"Unable to open printer spool file" sys_rpts	Urpt_proc.c	
A system error has occurred.		
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.		
"Unable to open rpt script file" sys_rpts	Urpt_scan.c	
A system error has occurred.		
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.		
"Unable to open rpt template file for reading" sys_rpts	Urpt_tmpl.c	
A system error has occurred.		
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.		
"Unable to open special characters file" lib_usrif	pscreen.c	
A database error has occurred.		
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.		
"Unable to open sql template file for reading" sys_rpts	Urpt_tmpl.c	
A system error has occurred.		
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.		
"Unable to open temporary SQL script file" sys_rpts	Urpt_scan.c	
A system error has occurred.		
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.		

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Unable to pfield dD_ITEM"
display   Upa_dspdef.c
A database error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to pfield dD_NAME"
display   Upa_dspdef.c
A database error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to pfield dD_NEXT"
display   Upa_dspdef.c
A database error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to pfield in dSP_COLS"
display   Upa_dspdef.c
A database error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to print: crptgen graphic output"
crptgen   Ugrg_utils.c
A system error has occurred.
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

"Unable to print: crptgen graphic output"
crptgen   Urptgen.c
A system error has occurred.
Check the definition to ensure that it was established properly. Perform the print function again. Call your Northern Telecom service representative if the problem persists.

Table 5-2
Warning error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure

"Unable to print: crptgen tabular output"
sys_rpts   Urpt_proc.c
A database error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to print: crptgen tabular output"
crptgen   Urptgen.c
A database error has occurred.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Unable to read ULANGDB string record"
LangServer   lang.c
An error occurred while attempting to read from the User Language Database. A supervisor may not see the user-defined string on the screen. If this problem occurs again, contact your Northern Telecom service representative.

"Unable to read ULANGDB string record"
LangServer   langdriver.c
An error occurred while attempting to read from the User Language Database. A supervisor may not see the user-defined string on the screen. If this problem occurs again, contact your Northern Telecom service representative.

"unable to release data database"
sys_rpts   Urpt_proc.c
The system has problems with the database lock.
Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

"Unable to reopen temporary data file"
cquery   Ucquery.c
A system error has occurred.
Repeat the operation, if the problem reoccurs then shut down and restart the system. Repeat the operation again. If the problem still persists, call your Northern Telecom service representative.

Table 5-2 Warning error messages
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Unable to reopen temporary key file" cquery   Ucquery.c A system error has occurred. Repeat the operation, if the problem reoccurs then shut down and restart the system. Repeat the operation again. If the problem still persists, call your Northern Telecom service representative.
"Unable to restore %s on %s" MAPA Controller   ctl_master.c A LAN problem has occurred. If this is an isolated incident then ignore this message. However, if the problem occurs several times, call your Northern Telecom service representative.
"Unable to store message" display   Usupmsg.c Installation failed or the system has an improper version of the release materials. Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.
"Unable to unlink file: graphic report temporary data file" crptgen   Ugr_utils.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Unable to unlink file: query engine output file" crptgen   Ugr_utils.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Unable to unlink graphic report intermediate file" crptgen   Ugrgen.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Unable to unlink input file" crptgen   Utabgen.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure

"Unable to unlink tabgen index file" crptgen   Urptgen.c A system error has occurred. Ignore the message if this is an isolated incident. However, if the problem occurs several times, call your Northern Telecom service representative.
"Unable to write ULANGDB string record" LangServer   lang.c An error occurred while attempting to write to the User Language Database. A supervisor's user-defined string will not be saved. If this problem occurs again, contact your Northern Telecom service representative.
"Unexpected datagram from \%s\" cquery   Ucquery.c An unexpected message was received. Current operations may be affected. Retry if necessary. Call your Northern Telecom service representative if the problem persists.
"Unexpected datagram from node id %d" cquery   Ucquery.c An unexpected message was received. Current operations may be affected. Retry if necessary. Call your Northern Telecom service representative if the problem persists.
"Unexpected file xfr msg id %d" cquery   Ucquery.c An unexpected message was received. Current operations may be affected. Retry if necessary. Call your Northern Telecom service representative if the problem persists.
"Unexpected fxfr_fail for node_id %d" cquery   Ucquery.c An unexpected message was received. Current operations may be affected. Retry if necessary. Call your Northern Telecom service representative if the problem persists.
"Unexpected fxfr_finish for node_id %d" cquery   Ucquery.c An unexpected message was received. Current operations may be affected. Retry if necessary. Call your Northern Telecom service representative if the problem persists.

Table 5-2
Warning error messages

Error Message Task   Module Explanation Error Recovery Procedure
"Unexpected fxfr_start for node_id %d" cquery   Ucquery.c An unexpected message was received. Current operations may be affected. Retry if necessary. Call your Northern Telecom service representative if the problem persists.
"Unexpected fxfr_sts.status %d from node_id %d" cquery   Ucquery.c An unexpected status message was received from the specified node. No user action required.
"Unexpected local message from node_id %d" cquery   Ucquery.c An unexpected message was received. Current operations may be affected. Retry if necessary. Call your Northern Telecom service representative if the problem persists.
"Unexpected msg_id [%d]" cquery   Ucquery.c An unexpected message was received. Current operations may be affected. Retry if necessary. Call your Northern Telecom service representative if the problem persists.
"Unexpected nquery message %c – should be %c" cquery   Ucquery.c An unexpected message was received. Current operations may be affected. Retry if necessary. Call your Northern Telecom service representative if the problem persists.
"Unexpected nquery message %c" cquery   Ucquery.c An unexpected message was received. Current operations may be affected. Retry if necessary. Call your Northern Telecom service representative if the problem persists.
"Unexpected nquery msg %c from node_addr %d (status %d)" cquery   Ucquery.c An unexpected message was received. Current operations may be affected. Retry if necessary. Call your Northern Telecom service representative if the problem persists.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Unexpected nquery msg %c from node_addr %d with status %d"
cquery   Ucquery.c
An unexpected message was received.
Current operations may be affected. Retry if necessary. Call your Northern Telecom service representative if the problem persists.

"Unit name %s too long"
cquery   Ucquery.c
Installation failed or the system has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

"Unit name "%s" too long [%d]"
sys_rpts   Urpt_utils.c
A system variable has reached an illegal state.
The system should begin its recovery process and will start again without user intervention. If the problem reoccurs, then shut down the system and call your Northern Telecom service representative.

"unknown application message"
nccrcv   Unccrcv.c
An unexpected message was received.
Current operations may be affected. Retry if necessary. Call your Northern Telecom service representative if the problem persists.

"unknown calculation component"
display   Uflmadef.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.

"unknown change type"
nccrcv   Utcup.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.

"Unknown DN [%d]"
display   Usupmsg.c
The specified node is unknown.
Ignore this message if this is an isolated incident. Otherwise, call your Northern Telecom service representative.

Table 5-2 **Warning error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Unknown interrupt [%d]" display   Ulogin.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.
"Unknown message type" nccrcv   Unccrcv.c An unexpected message was received. Current operations may be affected. Retry if necessary. Call your Northern Telecom service representative if the problem persists.
"Unknown nodal query result [%d]" sys_rpts   Urpt_utils.c A database error has occurred. Verify that the NAC installation has no errors. If so, then call your Northern Telecom service representative. Otherwise, reinstall the NAC software. Call your Northern Telecom service representative if the problem persists.
"unknown operator" display   Uflmadef.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.
"unknown peer for COPY_REQ" MAPA Controller   ctl_master.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.
"unknown peer for MKNOD_REQ" MAPA Controller   ctl_master.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.
"unknown pipe" MAPA Controller   ctl_master.c An internal variable has reached an illegal state. Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message
Task   **Module**
Explanation
Error Recovery Procedure

"Unknown program"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.

"unknown request %x"
MAPA Client   client.c
Installation failed or the system has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

"Unknown stats group given"
cquery   Ucquery.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.

"Unknown transient %lx"
MAPA Controller   ctl_master.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.

"unknown tx_type"
replay   Ureplay.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.

"unsupported logical key number"
libquery   Uquery_sys.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.

"Unsupported node_type %s"
cquery   Ucquery.c
An internal variable has reached an illegal state.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Unsupported statistic group: %d"
cquery   Ucquery.c
Informative.
The requested statistics group is not supported in CMIS. No user intervention is required. The requested statistic group will be ignored by query.

"Value of token exceeds 377 octal"
lib_usrif   uicommon.c
An internal variable has reached an illegal state.
Call your Northern Telecom service representative.

"Value range error"
naclink   Ucmis_opdu.c
A message error.
Look for other recent messages and check their meaning. If these indicate other serious problems then call your Northern Telecom service representative. Otherwise, no action is required.

"Window does not correspond to a menu"
lib_usrif   menu.c
An internal variable has reached an illegal state.
Call your Northern Telecom service representative.

"Write error on Dev_in_pfd %d"
linkread   Umprotocol.c
A system error has occurred.
Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.

"Write error on pipe to linkreader"
naclink   Ucom_hdl.c
Installation failed or the site has an improper version of the release materials.
Check your release materials (that is, version number and system type). If they appear to be correct, reinstall the NAC release. If the error message returns, call your Northern Telecom service representative.

"Write failed"
cquery   Ucquery.c
A database error has occurred.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

Table 5-2
Warning error messages

Error Message	
Task	**Module**
Explanation	
Error Recovery Procedure	

"Write of selected data record failed"
libquery   Uquery_util.c
A database error has occurred.
Ignore this message if this is an isolated incident. Call your Northern Telecom service representative if the problem persists.

"Writing to a named pipe (with descriptor %d) failed"
ft_server   ft_server.c
A system error has occurred.
Repeat the operation. If the problem reoccurs, then shut down and restart the system. Repeat the operation again. If the problem still persists, call your Northern Telecom service representative.

"Writing to a named pipe (with descriptor %d) failed"
ft_server   fxfr.c
A system error has occurred.
Look for other recent messages relevant to this message. If the messages found are serious, shut down the system and call your Northern Telecom service representative. Otherwise, ignore this message.

"Wrong Switch State"
naclink   Ucmis_opdu.c
This message represents a transient state for which no user intervention is required.
The system will try to force a logout and restart the logon sequence.

Informational error messages

> *Note*: Some of the informational error messages shown here contain one or more of the following character strings: %d, %s, %c, or %lx.
>
> The message as it appears on the screen replaces these character strings with the appropriate information. The string, %d, represents a number. The string, %s, represents the name of either a database table or task. The string, %c, represents a single character. The string, %lx, represents a hexadecimal number.

Table 5-3 **Informational error messages**
Error Message **Task**　　　　　　　　　　**Module** **Explanation** **Error Recovery Procedure**
"A record from the %s table has been deleted from tower %d, device %s." hw_detect　　　　　　　　Uhw_detect.c Informational message to acknowledge a record has been successfully deleted from a table when running hardware detect.
"acknowledgement count expired" linkread　　　　　　　　Umprotocol.c The link has been waiting to receive the acknowledgement from MAX. The waiting time has exceeded the limit. The task should restart the process by itself. If the problem still persists, call your Northern Telecom service representative.
"An application/FT server request status change to %d" ft_server　　　　　　　　fxfr.c File transfer information. Informative; no user intervention is necessary.
"Attempting to send unknown Network Message: ID = %d" ft_server　　　　　　　　fxfr.c Unexpected message is requested to send. The task should start its recovery by itself. Informative.
"Attempting to send unknown FT Net. Msg.: ID = %d" ft_server　　　　　　　　ft_server.c Unexpected message is requested to send. The task should start its recovery by itself. Informative.
"Attempting to send unknown FT Net. Msg.: ID = %d" ft_server　　　　　　　　fxfr.c Unexpected message is requested to send. The task should start its recovery by itself. Informative.

Table 5-3 **Informational error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Bad checksum count exceeded" linkread   Umprotocol.c The link has received message(s) with bad checksum. The task should restart the process by itself. If the problem still persists, call your Northern Telecom service representative.
"Changing task's name to [%s]" fxfr   fxfr.c Rename a child process/task name. Informative; no user intervention is required.
"CHNL_SET time out – %s" naclink   Ucmis_sub.c There is a time out on the channel setting. Informative; no user intervention is necessary.
"Check task status" naclink   Ucom_hdl.c Indicates the task status information. Informative; no user intervention is required.
"Cleaned up pipe from applications" naclink   Unaclink.c Informative message indicating the clean up operation on the specified pipe. No user intervention is required.
"Cleaned up pipe from linkreader" naclink   Unaclink.c Informative message indicating the clean up operation on the specified pipe. No user intervention is required.
"Cleaned up pipe from maintenance pipe from linkreader" naclink   Unaclink.c Informative message indicating the clean up operation on the specified pipe. No user intervention is required.
"Cleaned up pipe from NACLINK task" linkread   Umprotocol.c Informative message indicating the clean up operation on the specified pipe. No user intervention is required.
"Created the named pipe [%s]" ft_server   ft_server.c The named pipe is created. Informative; no user intervention is necessary.

Table 5-3
Informational error messages

| Error Message
Task | Module |
| Explanation | |
Error Recovery Procedure	
"Created the named pipe [%s]" ft_server	fxfr.c
The named pipe is created.	
Informative; no user intervention is necessary.	
"Datagram error –" naclink	Uapp_error.c
Datagram error received.	
The task should restart the process by itself. If the problem still persists, call your Northern Telecom service representative.	
"Frame checksum failed" linkread	Umprotocol.c
The checksum in frame level is not connected.	
The task should restart the process by itself. If the problem still persists, call your Northern Telecom service representative.	
"FT #%05ld (file #%d) to node %d: status = %d; error = %d params [%s]" ft_server	fxfr.c
This message provides file transfer status information.	
If other warning messages which indicate report related problems appear, report this message together with those other messages to your Northern Telecom service representative.	
"Invalid frame sequence" linkread	Umprotocol.c
A frame sequence is not sent correctly.	
Informative; no user intervention is necessary.	
"Link restarted from remote" linkread	Umprotocol.c
The Linkreader is restarted by the remote side.	
Informative; no user intervention is necessary.	
"Maxi ft sessions exceeds 50" ft_server	ft_server.c
The ft sessions have reached the max limit.	
Informative; no user intervention is necessary.	
"Message is not sent to host" linkread	Umprotocol.c
A message is not sent to the host side.	
Informative; no user intervention is necessary.	

Table 5-3
Informational error messages

Error Message Task	Module
Explanation	
Error Recovery Procedure	

"NCC is not in product mode"	
display	Uncc_main.c
Indicates the system is not in product mode.	
Informative; no user intervention is necessary.	

"No sanity form linkreader"	
naclink	Unaclink.c
Linkreader does not report to the system.	
The task should restart the process by itself. If the problem still persists, call your Northern Telecom service representative.	

"Node_addr %d is restarting current state %d"	
cquery	Ucquery.c
Informative.	
No user intervention is required.	

"Node_id %d in unit %s is no longer valid"	
cquery	Ucquery.c
Informative.	
No user intervention is required.	

"Node %d MAX node has been rebooted"	
naclink	Ucmis_sub.c
Indicates the specified MAX node has been rebooted.	
Informative; no user intervention required.	

"Node %d Network connection to MAX is down"	
naclink	Ucmis_sub.c
Indicates the specified MAX node has been down.	
Informative; no user intervention is required.	

"Node %d Network connection to MAX is up"	
naclink	Ucmis_sub.c
Indicates the specified MAX node is up.	
Informative; no user intervention is needed.	

"Not initialized s64"	
linkread	Usetty.c
Modem register (s64) will not be initialized.	
Informative; no user intervention is necessary.	

"Opened the named pipe [%s] with descriptor %d"	
ft_server	ft_server.c
Indicates the pipe is opened with the specified descriptor.	
Informative; no user intervention is necessary.	

Table 5-3 **Informational error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Opened the named pipe [%s] with descriptor %d" lpath   fxfr.c Indicates the pipe is opened with the specified descriptor. Informative; no user intervention is necessary.
"Opened the named pipe [%s] with descriptor %d" ft_server   fxfr.c Informative. No user intervention is necessary.
"out–of–sync count expired" linkread   Umprotocol.c The out of sync from MAX is not received. The task should begin its recovery process by itself. If the problem persists, call your Northern Telecom service representative.
"previous frame not received" linkread   Umprotocol.c A frame transmission is missing. The task should begin its recovery process by itself. If the problem persists, call your Northern Telecom service representative.
"read error on DEVICE port" linkread   Umprotocol.c Linkreader has a problem on the port defined. Check the review on hardware configuration to ensure the port is defined properly. If the port is correct, call your Northern Telecom service representative.
"Received unexpected record %d (!= %d) in block %d" ft_server   fxfr.c An unexpected record is received in block specified. The task should start its correction to the record by itself; no user intervention is necessary.
"received xfr status: %d, error = %d" display   Unet_mgr.c Information on xfr. No user intervention is required.
"Receiving file #%d [%s] of size %lu (bytes); dsc. %d/%d" ft_server   fxfr.c File transfer information. Informative; no user intervention is necessary.

Table 5-3
Informational error messages

Error Message	
Task	Module
Explanation	
Error Recovery Procedure	
"Remote Operation error, MAPA code –"	
naclink	Uapp_error.c
Informative for the NAC system.	
The task should restart the process by itself. If the problem still persists, call your Northern Telecom service representative.	
"Remove printer successfully rc = %d"	
hw_detect	Uhw_detect.c
The printer was successfully removed. No action is required.	
"Requesting again block %d from the record %d"	
ft_server	fxfr.c
Request for transmission of a certain block.	
Informative; no user intervention is necessary.	
"Request to change system time to %s"	
MAPA Controller	ctl_utils.c
Informative for the NAC system.	
The task should restart the process by itself. If the problem still persists, call your Northern Telecom service representative.	
"Restart linkreader task"	
naclink	Unaclink.c
Informative for the NAC system.	
The task should restart the process by itself. If the problem still persists, call your Northern Telecom service representative.	
"Restarting cron"	
MAPA Controller	ctl_utils.c
Informative for the NAC system.	
The task should restart the process by itself. If the problem still persists, call your Northern Telecom service representative.	
"Resyncing cron with the new time"	
MAPA Controller	ctl_utils.c
The cron process will start synchronize with the new time.	
Informative; no user intervention is necessary.	
"Retry dialling to MAX"	
linkread	Ulinkread.c
The link has tried to dial the MAX.	
No user intervention is required. If the problem happens too many times, examine the modem connection and the corollary box to make sure there is a proper connection. Call your Northern Telecom service representative if the problem persists.	

Table 5-3 **Informational error messages**
Error Message **Task**   **Module** **Explanation** **Error Recovery Procedure**
"Retry dialling to MAX" linkread   Umprotocol.c The link has tried to dial the MAX. No user intervention is required. If the problem happens too many times, examine the modem connection and the corollary box to make sure there is a proper connection. Call your Northern Telecom service representative if the problem persists.
"Sending file #%d [%s] of size %lu (bytes); dsc. %d/%d" ft_server   fxfr.c File transfer information. Informative; no user intervention is necessary.
"SIGHUP signal is received" linkread   Umprotocol.c System information. Look for recent relevant messages to determine the reason why a SIGHUP is generated. If these indicate serious problems, call your Northern Telecom service representative.
"The file [%s] has been already transferred!" ft_server   fxfr.c File transfer information. Informative; no user intervention is necessary.
"The task's input pipe is empty" ft_server   ft_server.c The request pipe is empty. Informative; no user intervention is necessary.
"The task's input pipe is empty" ft_server   fxfr.c The request pipe is empty. Informative; no user intervention is necessary.
"Time out # %d: No Net. Msg. received in %.2f mins." ft_server   fxfr.c Informative. No user intervention is necessary.
"Unexpected FT Msg. received: ID %d; state/serial # %05ld" ft_server   ft_server.c Unexpected message is received. The task should start its recovery by itself. Informative.

Table 5-3 **Informational error messages**
Error Message **Task   Module** **Explanation** **Error Recovery Procedure**
"Unexpected FT Msg. received: ID %d; state/serial # %05ld" ft_server   fxfr.c Unexpected message is received. The task should start its recovery by itself. Informative.
"Unexpected Network Message received: ID = %d" ft_server   ft_server.c Unexpected Message is received. The task should start its recovery process by itself. Informative.
"Unexpected Network Message received: ID = %d" ft_server   fxfr.c Unexpected Message is received. The task should start its recovery process by itself. Informative.
"write error on DEVICE port" linread   Umprotocol.c The task "linread" cannot write to the network port. Ensure that the network link is enabled and that the cable to the port is connected.
"/tmp/fxfr.%d.dbg" ft_server   fxfr.c The log file is created. Informative; no user intervention is necessary.

Operating system error messages

Overview

Operating system error messages are logged in the UNIX System Log or appear directly on the NAC maintenance console. There are two groups of operating system errors: SCSI error messages and SYSTEM V/68 error messages. SCSI I/O (input/output) error messages are generated by the hard disk and the tape drive subsystems of the NAC module. SYSTEM V/68 error messages are generated by Motorola's UNIX operating system.

System error messages indicate error conditions that extend across the system.

Four types of operating system error messages occur:

- fatal (Recovery of data is impossible.)
- system inconsistency (A contradictory situation is found in the operating system.)
- abnormal (An extreme situation has occurred but this does not necessarily indicate a failure or problem.)
- hardware (A hardware fault has occurred.)

Note should be taken of the frequency of persistent system error messages. In the case of persistent or frequent operating system error messages, contact your Northern Telecom service representative.

The SCSI I/O error messages are logged. These error messages can be viewed on the console by logging into the console as **maint**, and entering **d** to access the *Diagnostics* screen, and then **d** to access *Display UNIX System Log*.

SYSTEM V/68 error messages generally appear on the maintenance display screen as they occur. There are some SYSTEM V/68 error messages that do appear in the UNIX System Log. To find these messages access the Display UNIX System Log in the same way as for SCSI I/O error messages. If any SYSTEM V/68 messages do occur, report them immediately to your NAC service representative.

Northern Telecom service representative

This document frequently refers to contacting your Northern Telecom service representative. This representative can be one of the following:

- an on–site technician
- a local distributor
- the Northern Telecom support center

SCSI I/O error messages

SCSI driver

Several different error messages can be generated by the SCSI (Small Computer System Interface) driver, the software, and the firmware subsystem that drives SCSI devices, such as the hard disk and tape drive. These error messages attempt to provide enough information to diagnose and provide a solution to the problem. Most of these driver error messages appear as a result of a failed hard drive or tape drive operation.

Error message types

There are two types of error messages that may be encountered. These types are recoverable and non-recoverable messages. A recoverable error message has at least one solution or course of action available to correct the problem. A non–recoverable error message usually signals that a serious problem has occurred on the device. Depending on the severity of the problem, corrective action may, or may not, be available to the user. Further detailed diagnoses in cooperation with your Northern Telecom service representative would be required to attempt a recovery from the error.

Hard drive error messages

Non-recoverable (fatal)

Hard drive error messages are generally non-recoverable. These error messages occur when data areas of the hard disk are damaged or fail. If these error messages persist, call your Northern Telecom service representative for hard disk replacement. Figure 6-1 is an example of a non-recoverable hard disk error message.

Figure 6-1
Example non–recoverable hard drive error message

```
ERROR on Disk at MVME167 SCSI bus address x, slice y
MVME167 SCSI error on Disk at SCSI address x
SDL Write command failed
SCSI sense key = 0x2 (Not Ready)


              where 'x' and 'y' are usually single digit numbers
```

Tape drive error messages

Non-recoverable (fatal)

Some tape drive error messages can be classified as non-recoverable. These error messages occur when the cassette tape or tape drive fails or is damaged. If these error messages persist, call your Northern Telecom service representative for a possible tape drive replacement. Figure 6-2 is an example of a non-recoverable error message for a tape drive error.

Figure 6-2
Example non–recoverable tape drive error message

```
FATAL ERROR  on MVME167 SCSI ctl x, Tape Drive y
MVME167 SCSI error on Tape at SCSI address y
SDL Write command failed
SCSI sense key = 0x3 (Medium Error)


              where 'x' = 0 (default SCSI controller) and
                  'y' = 4 (default SCSI address for tape)
```

Recoverable

Unlike hard disk errors, many tape drive errors are recoverable. This can usually be done by replacing a damaged tape or inserting the correct tape. Figure 6-3 is an example of a recoverable error message for a tape drive error. Table 6-3 contains tape drive error messages that have recovery solutions.

Figure 6-3
Example recoverable tape drive error message

```
WARNING: MVME167 SCSI error on Tape at SCSI address x
SDL Read command failed
SCSI sense key = 0x3 (Medium Error)


          where 'x' = 4 (default SCSI address for tape drive)
```

Recoverable SCSI I/O error messages

The error messages, documented in Table 6-1, may appear on their own or in groups depending on what tape operation is being performed. The order in which the messages appear can also be different for repeated failed tape operations. This is because the software tape driver may not receive the error messages from the tape drive firmware in the same order.

Table 6-1 **Recoverable SCSI I/O error messages**
Error Message **Explanation and Error Recovery Procedure**
"FATAL ERROR on MVME167 SCSI ctl x, Tape Drive y **MVME167 SCSI error on Tape at SCSI address y** **SDL Write command failed** **SCSI sense key = 0x4 (Hardware Error)"**
The tape drive has encountered a hardware problem and is unable to complete the tape operation.   This can be seen in any maintenance routine that uses a tape.   Perform the routine several times again. Also perform a different tape routine to test if the problem is isolated to one particular function. If the error persists, the tape drive is probably not functioning properly. Contact your Northern Telecom service representative for further assistance.
"NOTICE: Write protected on SCSI tape drive 4"
The cassette tape write protect tab has been moved to the position which disallows any tape operation to overwrite data onto the tape.   This can be seen in the following maintenance routines: • "Backup Customer Database" (online or offline)   • Midnight backup   For instructions on how to write enable the cassette tape, refer to the *NAC 2 Installation Guide* (NTP 553-4001-110).

Table 6-1
Recoverable SCSI I/O error messages

Error Message
Explanation and Error Recovery Procedure

"WARNING: MVME167 SCSI error on Tape at SCSI address 4
SDL <tape cmd> command failed
SCSI sense key = 0x2 (Not Ready)"

Any of the following commands issued by the tape driver is indicated by <tape cmd>:

Attach–Tape drive does not respond to SCSI driver
Read–Attempt by drive to read the tape failed
Write–Attempt by drive to write to the tape failed
Rewind–Attempt by drive to rewind the tape failed
Get Info–Appears after "Write protected" notice

The tape drive senses that the cassette tape is not ready to be used. The tape drive is encountering one of the following situations:

- cassette tape still "spinning up" or rewinding meaning commands cannot be issued to the tape driver while the drive is doing something else

- tape is not inserted into the tape drive

- tape inserted backwards indicated by the flashing LED on the tape drive

- tape drive door is not closed properly

- tape was accidentally removed from the tape drive during a tape operation such as a software upgrade or backup.

"WARNING: MVME167 SCSI error on Tape at SCSI address 4
SDL Read command failed
SCSI sense key = 0x3 (Medium Error)"

The tape in the drive has a serious problem. It may have been damaged from a previous tape operation or environmental factors such as dirt, dust, and improper storage could have been responsible.

This can be seen in any maintenance routine that uses a tape.

Perform the routine several times. If the error persists, replace the tape if possible. Do not attempt to reuse this tape again.

Table 6-1
Recoverable SCSI I/O error messages

Error Message
Explanation and Error Recovery Procedure

"WARNING: MVME167 SCSI error on Tape at SCSI address 4
SDL Read command failed
SCSI sense key = 0x3 (Medium Error)
Tar: tape read error"

This may occur when the NAC is attempting to verify a backup tape or during a restore from tape.

This can be seen in the following maintenance routines:

- "Backup Customer Database" routine (online or offline) verifying a damaged tape

- Midnight backup routine verifying a damaged tape

- "Restore Customer Database" routine (offline only) reading from a damaged tape

- "Tape ID Display" routine reading from a damaged tape

Retry the routines with the same tape. If the error persists, try the routine again with a different tape.

"WARNING: MVME167 SCSI error on Tape at SCSI address 4
SDL Read command failed
SCSI sense key = 0x5 (Illegal Request)"

The tape operation could not find the files for which it was asked to look. For most NAC routines, the tape that is needed is the "Customer Application Software" tape. This could mean that the application tape was not created properly or the wrong tape was inserted into the tape drive.

This can be seen in the following maintenance routines:

- "Tape ID Display" reading from an incorrect or blank tape

- "Restore Customer Database" reading from an incorrect or blank tape

- "Load New Software Release" reading from an incorrect or blank tape

Check you have inserted the proper application software tape into the tape drive. If the proper tape is in the tape drive and the error persists, a replacement tape should be made for your system.

Table 6-1
Recoverable SCSI I/O error messages

Error Message
Explanation and Error Recovery Procedure

"WARNING: MVME167 SCSI error on Tape at SCSI address 4
SDL Read command failed
SCSI sense key = 0x8 (Blank Check)"

This error may occur during tape operations where data is read from the tape. The tape operation tried to read past the end of the last file on the tape. This may signal to the user that the tape is damaged or blank or that the tape drive itself is not functioning properly.

This can be seen in the following maintenance routines:

- "Backup Customer Database" routine (online or offline) verifying a damaged tape

- Midnight backup routine verifying a damaged tape

- "Tape ID Display"

- "Restore Customer Database"

- "Load New Software Release"

Perform the routine again to check that the tape is not damaged. Also check that the tape is not a blank tape. If the error persists, a new "Customer Application Software" tape may have to be re-ordered. If this does not solve the problem, it is possible that the tape drive is not functioning properly. Contact your Northern Telecom service representative for further assistance.

"WARNING: MVME167 SCSI error on Tape at SCSI address 4
SDL Write command failed
SCSI sense key = 0x0D (Volume Overflow)"

This error may occur during tape operations where data is written to the tape. The operation tried to write data past the end of the tape which means that the last file written was probably incomplete. This may signal to the user that the amount of data being saved has outgrown the capacity of the tape. The chances of this happening are very remote.

This can be seen in the following maintenance routines:

- "Backup Customer Database" (online or offline)

- Midnight backup

Perform the routine again to ensure that the tape was completely rewound. If the error persists, try using another tape. If this does not solve the problem, contact your Northern Telecom service representative.

Table 6-1
Recoverable SCSI I/O error messages

Error Message
Explanation and Error Recovery Procedure

"WARNING: MVME167 SCSI error on Tape at SCSI address 4
SDL Write command failed
SCSI sense key = 0x3 (Medium Error)"

The tape in the drive has a serious problem. It may have been damaged from a previous tape operation or environmental factors such as dirt, dust, and improper storage could have been responsible.

This can be seen in any maintenance routine that uses a tape.

Perform the routine several times. If the error persists, replace the tape if possible. Do not attempt to reuse this tape again.

"WARNING: MVME167 SCSI error on Tape at SCSI address 4
SDL Write command failed
SCSI sense key = 0x3 (Medium Error)
Tar: tape write error"

The tape operation is attempting to write data to a tape that is potentially damaged. This may occur when the NAC is attempting to backup the data to a tape during the midnight routines or other backup operation.

This can be seen in the following maintenance routines:

- "Backup Customer Database" routine (online or offline) writing to a damaged tape
- Midnight backup routine writing to a damaged tape

Retry the routines with the same tape. If the error persists, try the routine again with a different tape.

"WARNING: MVME167 SCSI error on Tape at SCSI address 4
SDL Write command failed
SCSI sense key = 0x4 (Hardware Error)"

The tape drive has encountered a hardware problem and is unable to complete the tape operation.

This can be seen in any maintenance routine that uses a tape.

Perform the routine several times again. Also perform a different tape routine to test if the problem is isolated to one particular function. If the error persists, the tape drive is probably not functioning properly. Contact your Northern Telecom service representative for further assistance.

Table 6-1
Recoverable SCSI I/O error messages

Error Message **Explanation and Error Recovery Procedure**

"WARNING: MVME167 SCSI error on Tape at SCSI address 4
SDL Write command failed
SCSI sense key = 0x7 (Data Protect)"
 	
The cassette tape write protect tab has been moved to the position which disallows any tape operation to overwrite data onto the tape.
 	
This can be seen in the following maintenance routines:
 	
     •   "Backup Customer Database" (online or offline)
 	
     •   Midnight backup
 	
For instructions on how to write enable the cassette tape, refer to the *NAC 2 Installation Guide* (NTP 553-4001-110).

External SCSI tape drive errors

Platform upgrades to the external tape drive could generate SCSI error messages. The different types include read error, and tape not ready errors.

Table 6-2 provides a listing of some of the error messages which may occur.

Table 6-2
External SCSI tape drive error messages

Error Message

"WARNING: MVME167 SCSI error on Tape at SCSI address 5
SDL <tape cmd> command failed
SCSI sense key = 0x2 (Not Ready)"

Any of the following commands issued by the tape driver is indicated by <tape cmd>:

Attach–Tape drive does not respond to SCSI driver
Read–Attempt by drive to read the tape failed
Write–Attempt by drive to write to the tape failed
Rewind–Attempt by drive to rewind the tape failed
Get Info–Appears after "Write protected" notice

The tape drive senses that the cassette tape is not ready to be used. The tape drive is encountering one of the following situations:

- cassette tape still "spinning up" or rewinding meaning commands cannot be issued to the tape driver while the drive is doing something else

- tape is not inserted into the tape drive

- tape inserted backwards indicated by the flashing LED on the tape drive

- tape drive door is not closed properly

- tape was accidentally removed from the tape drive during a tape operation such as a software upgrade or backup.

SYSTEM V/68 SCSI error messages

Table 6-3 lists SCSI error messages generated by the SYSTEM V/68 UNIX operating system.

Table 6-3 **SYSTEM V/68 SCSI error messages**
Error Message
"No configured driver for SCSI address N"
"Resetting SCSI bus"
"SCSI Driver Library Initialization failed Local SCSI bus is not accessible sdl_init returned 0xXXX"
"SCSI initialization: memory allocation failed"
"scsidump called with bad dumpdev = 0xXXX"
"scsiintr: unexpected SCSI interrupt"
"sd_dump: ATTACH error at SCSI address N, allstat = 0xXXX"
"sd_dump: Cannot dump to sector 0"
"sd_dump: No space on dump device"
"sd_dump_write: blkno (N) is not a multiple of logical block size"
"sd_dump_write: dump truncated at end of logical device, N blocks written"
"sd_dump_write: Write error on SCSI address N, allstat = 0xXXX"
"sd_status: bp == O"
"Timeout on device at MVME167 SCSI bus address x, slice y"

SYSTEM V/68 error messages

System error messages are divided into three severity classes: NOTICE, WARNING and PANIC. When an error message is displayed, its severity class is displayed as the first part of the message. The following operating system error message tables are divided into severity classes. A description of each severity class is given with each table. If any of these messages appear, call your Northern Telecom service representative.

NOTICE messages

NOTICE error messages provide information on the system status. These messages can sometimes help you to anticipate problems before troubles occur. These error messages are defined in Table 6-4.

Table 6-4 SYSTEM V/68 NOTICE error messages
Error Message
"/usr busy: can't unmount /usr"
"bn = # er = #, #"
"Can't allocate message buffer"
"Configured value of NOFILES (#) is greater than max (#) NOFILES set to #"
"Configured value of NOFILES (#) is less than min (#) NOFILES set to #"
"contmemall – insufficient memory to allocate xx pages (system call failed)"
"contmemall – insufficient memory to lock xx pages (system call failed)"
"Device Error bn = # er = #, #"
"dupreg – insufficient memory to allocate xx pages (system call failed)"
"dupreg – insufficient memory to lock xx pages (system call failed)"
"File table overflow"
"getc pages – waiting for nnn contiguous pages"
"growreg – insufficient memory to allocate xx pages (system call failed)"
"growreg – insufficient memory to lock xx pages (system call failed)"
"iaddress > 2 24"
"*str* – insufficient memory to allocate # pages – system call failed"
"no space on floppy drive, slice #"

Table 6-4 **SYSTEM V/68 NOTICE error messages**
Error Message
"no space on integral hard disk drive #, partition #"
"Out of inodes on floppy drive, slice #"
"Out of inodes on integral hard disk drive #, partition #"
"page read error on floppy drive, slice #"
"page read error on integral hard disk #, partition #"
"shmctl – couldn't lock # of pages into memory"
"sptmemall – insufficient memory to allocate xx pages (system call failed)"
"sptmemall – insufficient memory to lock xx pages (system call failed)"
"stray interrupt at #"
"swapdel – too few free pages"
"swap space running out: needed # blocks"
"*str* – swpuse count overflow"
"useracc – couldn't lock page"
"System Halt Requested System secured for power down"
"System Halt Requested System secured for RESET"
"Return to Firmware Requested System secured for RESET"

WARNING messages

WARNING error messages indicate that the system may stop functioning if corrective action is not taken. These error messages are defined in Table 6-5.

Table 6-5
SYSTEM V/68 WARNING error messages

Error Message
"floppy disk timeout: work list flushed"
"iget – inode table overflow"
"inode table overflow"
"mfree map overflow #. Lost # items at #"
"No kernel virtual space. size = #, mode = #, base = #"
"out of swap space: needed # blocks"
"Region table overflow"

PANIC messages

PANIC error messages indicate a problem severe enough that the operating system must stop. The cause can be a hardware, software, or configuration problem.

> *Note:* When the hardware is at fault, the PANIC error message does not always reflect the immediate problem.

The system administrator should keep a log of all PANIC error messages seen on the maintenance console.

If a particular PANIC error message occurs repeatedly, contact your Northern Telecom service representative. These error messages are defined in Table 6-6.

Table 6-6 **SYSTEM V/68 PANIC error messages**
Error Message
"assertion failed: *str*, file *str* line: #"
"blkdev"
"bumprent—region count list overflow"
"cannot mount root"
"devtab"
"dupreg-pbremove"
"exec-bad magic"
"getpages—pbremove"
"getxfile-bad magic"
"iget—mounted on inode not in mount table"
"i/o error in swap"
"iput—bad mount count"
"iudat—fifo iaddress > 2 24"
"iudat—iaddress > 2 24"
"kernel bus error system panic"
"main—copyout of icode failed"

Table 6-6 **SYSTEM V/68 PANIC error messages**
Error Message
"main—swapadd failed"
"newproc—fork failed"
"newproc—no procs"
"no procs"
"not a valid root"
"pinsert—pinsert dup"
"setrq—proc on q"
"swapseg—i/o error in swap"
"SYSM68K—DELMEM premove failed"
"Timeout table overflow"
"unknown level in cmn_err (level = #, msg = ..."
"vfault—bad dbd_type"
"VME131 local bus time out"
"VME131 VME bus error"
"VME131 VMX bus error"
"xalloc—bad magic"

Electronic Private Automatic Branch Exchange and
Business Communication Systems

Network Administration
Center (NAC)

System Administration and Maintenance
Guide

**northern
telecom**