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AUDIX® Voice Power™ System R3.0

Maintenance

Notice

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Class A Statement. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of the FCC Rules which are designed to provide reasonable protection against harmful interference when operated in a commercial environment.

Operation of this equipment in a residential area is likely to cause interference, in which case the user at his/her own expense will be required to take whatever measures may be required to correct the interference.

Trademarks

DEFINITY is a registered trademark of AT&T. In this document, DEFINITY Communications System Generic 3 is often abbreviated to DEFINITY Generic 3 or Generic 3.

Ordering Information

The ordering number for this document is 585-310-113. To order this document, call the AT&T Customer Information Center at 1-800-432-6600 (in Canada, 1-800-255-1242). For more information about AT&T documents, refer to the *Business Communications Systems Publications Catalog* (555-000-010).

Comments

To comment on this document, return the comment card at the front of the document.

Acknowledgment

This document was prepared by the BCSystems Product Documentation Development Department, Denver, CO.

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About This Document

This document covers routine maintenance and troubleshooting procedures for AUDIX® Voice Power™ system Release 3.0.

This document is designed so that you can quickly find information about how, when, and why to perform specific tasks.

INTENDED AUDIENCES

This document is intended for the following audiences.

- The customer (system administrator) who can be expected to perform basic troubleshooting activities before escalating a problem through the AT&T service path.
- Technical Service Center (TSC) Tier 3 personnel who will remotely maintain and diagnose AUDIX Voice Power.
- An AT&T Tier 1 technician who will have access to the AUDIX Voice Power computer at the site.

PREREQUISITE SKILLS OR KNOWLEDGE

You do not need special skills or knowledge to use this document. However, training for the AUDIX Voice Power administrator is available and is strongly recommended.

HOW THIS DOCUMENT IS ORGANIZED

- Chapter 1, *Maintenance Overview*, provides a troubleshooting strategy and general connectivity diagrams for isolating problems.
- Chapter 2, *Trouble and Failure Indications*, lists common problems (by symptom), explanations, and possible remedies.
- Chapter 3, *System Message Listings*, details event messages generated by the system which may signal a system problem or present status information.
- Chapter 4, *Common Maintenance Procedures*, provides step-by-step instructions for performing maintenance procedures such as rebooting the system or changing the state of voice channels.
- Appendix A, *Price Element Codes*, shows all Price Element Codes (PECs) for the AUDIX Voice Power R3.0 product.

A list of abbreviations, a glossary and an index are also included in this document.

HOW TO USE THIS DOCUMENT

The *Troubleshooting Strategy* section of Chapter 1, *Maintenance Overview*, explains how to troubleshoot a problem and remedy it using the tools in this document.

CONVENTIONS USED IN THIS DOCUMENT

The following typographic conventions are used in this document.

- Terminal keys that you press are shown in rounded boxes. For example, an instruction to press the enter, carriage return, or equivalent key is shown in this document as the following.

  Press (ENTER)

- Phone pad keys that you press are shown in square boxes. For example, an instruction to press zero is shown in this document as the following.

  Press [0]

- The word *enter* means to type a value and press (ENTER). For example, an instruction to type **y** and press (ENTER) is shown in this document as the following.

  Enter **y** to continue.

- Two or three keys that you press at the same time (that is, you hold down the first key while pressing the second key and, if appropriate, the third key as well) are shown together in a rounded box and are separated by hyphens. For example, an instruction to press and hold (ALT) while typing the letter *d* is shown in this document as the following.

  Press (ALT-d).

- Information that is displayed on your terminal screen — including screen displays, field names, prompts, and error messages — is shown in typewriter-style constant-width type. Information that you enter from your keyboard is shown in constant-width bold type. Here is an example.

  At the `Login ID?` prompt, enter **`snowfox`**

- Variables that the system supplies or that you must supply are shown in italic type. For example, a message that is displayed on the screen with one of your specific filenames might be shown generically in this document as the following.

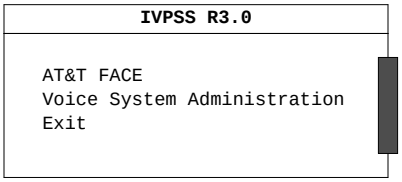
  `Your file` *filename* `has been saved.`

- The word *select* is used in this document to mean the following: move to the desired menu item using the arrow keys (highlight it) and press (ENTER).

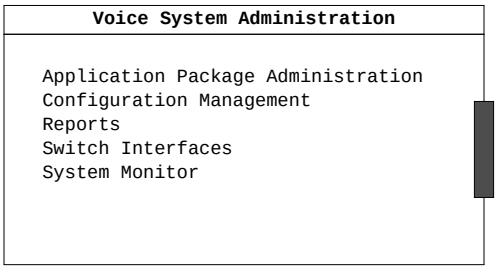
Series of Menu Selections

To perform a specific activity, you may have to pick through several menus to reach your desired destination. For example, to reach the VOICE EQUIPMENT window, you would have to do the following.

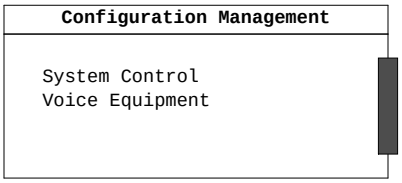
When you log on, the IVPSS R3.0 menu is displayed.



From the IVPSS R3.0 menu, select `Voice System Administration`.
This brings up the VOICE SYSTEM ADMINISTRATION menu.

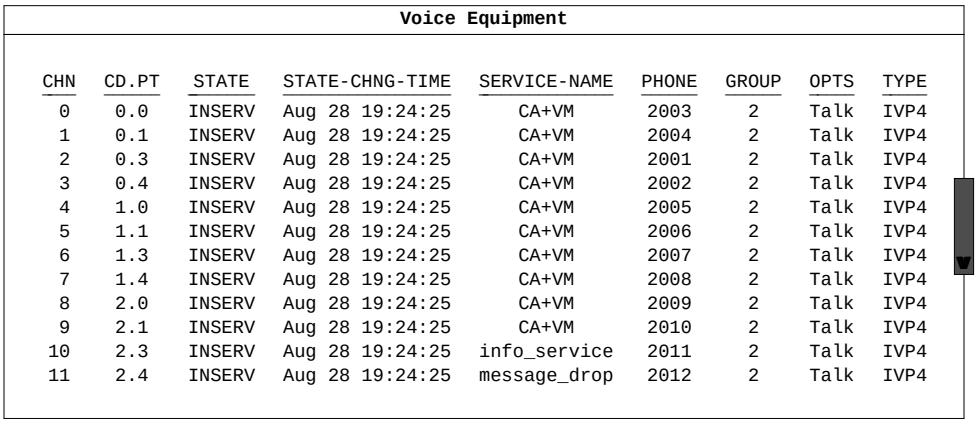


From the VOICE SYSTEM ADMINISTRATION menu, select `Configuration Management`.
This brings up the CONFIGURATION MANAGEMENT menu.



From the CONFIGURATION MANAGEMENT menu, select `Voice Equipment`.

This brings up the VOICE EQUIPMENT window.



Voice Equipment

CHN	CD.PT	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	OPTS	TYPE
0	0.0	INSERV	Aug 28 19:24:25	CA+VM	2003	2	Talk	IVP4
1	0.1	INSERV	Aug 28 19:24:25	CA+VM	2004	2	Talk	IVP4
2	0.3	INSERV	Aug 28 19:24:25	CA+VM	2001	2	Talk	IVP4
3	0.4	INSERV	Aug 28 19:24:25	CA+VM	2002	2	Talk	IVP4
4	1.0	INSERV	Aug 28 19:24:25	CA+VM	2005	2	Talk	IVP4
5	1.1	INSERV	Aug 28 19:24:25	CA+VM	2006	2	Talk	IVP4
6	1.3	INSERV	Aug 28 19:24:25	CA+VM	2007	2	Talk	IVP4
7	1.4	INSERV	Aug 28 19:24:25	CA+VM	2008	2	Talk	IVP4
8	2.0	INSERV	Aug 28 19:24:25	CA+VM	2009	2	Talk	IVP4
9	2.1	INSERV	Aug 28 19:24:25	CA+VM	2010	2	Talk	IVP4
10	2.3	INSERV	Aug 28 19:24:25	info_service	2011	2	Talk	IVP4
11	2.4	INSERV	Aug 28 19:24:25	message_drop	2012	2	Talk	IVP4

This is a long and difficult way to show how to reach a menu. Therefore, a series of menu selections is shown in this document using the following convention.

Begin at the IVPSS R3.0 menu and pick the following sequence.

```
Voice System Administration
Configuration Management
Voice Equipment
```

In this example, the IVPSS R3.0 menu is the top level menu pick for this application. It is the first menu you see when logging on to the system. It is used consistently in all menu pick series, to serve as a point of reference regardless of where you are in the menu system.

Each subsequent menu pick is shown on its own line, so that you can enter the sequence at any point and still arrive at the desired menu. Each new line represents a different deeper-level menu from which you should make the selection shown.

How To Use The Icon

An icon is a small, specific picture or drawing that has a certain meaning attached to it. The *American Heritage Dictionary* defines an "icon" as

> 1. An image; representation. b. A simile or symbol.

For example, when an oil can appears on the dashboard of your car, you know that you need to check your oil level. A cigarette in a circle with a line through the middle tells you that you are in a no-smoking area.

To help you use this document and the other documents in the AUDIX Voice Power 3.0 documentation set, a book icon is placed next to or above text that requires you to reference another book in the set.

For example, after you install the hardware required for the switch connection, you must return to the hardware installation document. The reference to the installation document would look like the following example.

Return to Chapter 2, *Making System Connections* in *6386/33 and 6386/25 Voice Processing Hardware Installation*, and continue with the instructions in that document.

When you see the icon, you know that you must reference another document.

TRADEMARKS AND SERVICE MARKS

The following trademarked products are mentioned in this document.

- AUDIX® is a registered trademark of AT&T.
- Voice Power™ is a trademark of AT&T.
- DEFINITY® Communications System is a registered trademark of AT&T.
- UNIX® is a registered trademark of UNIX System Laboratories Inc.

RELATED RESOURCES

In addition to this document, AUDIX Voice Power documentation for R3.0 includes the following.

Title	Doc #	Iss #
AUDIX Voice Power System R3.0 System and Feature Description	585-310-202	1
AUDIX Voice Power System R3.0 Documentation Guide	585-310-013	1
AUDIX Voice Power System R3.0 Planning	585-310-602	1
6386/33 and 6386/25 Voice Processing Hardware Installation	585-310-111	1
AUDIX Voice Power System R3.0 Software Installation	585-310-115	1
AUDIX Voice Power System R3.0 Installer's Checklist	585-310-112	1
AUDIX Voice Power System Upgrade Instructions	585-310-116	1
AUDIX Voice Power System R3.0 Administration	585-310-532	1
AUDIX Voice Power System R3.0 Portable User's Guide	585-310-711	1
AUDIX Voice Power System R3.0 Quick Reference	585-310-712	1
AUDIX Voice Power System R3.0 Artwork Package	585-310-713	1
AUDIX Voice Power System R3.0 Wallet Card	585-310-714	1
AUDIX Voice Power System R3.0 Business Card Sticker	585-310-715	1
AUDIX Voice Power System R3.0 Switch Integration to System 75, DEFINITY® G1, and DEFINITY® G3	585-310-203	1
AUDIX Voice Power System R3.0 Switch Integration to System 25	585-310-209	1
AUDIX Voice Power System R3.0 Switch Integration to Northern Telecom SL-1	585-310-205	1
AUDIX Voice Power System R3.0 Switch Integration to NEC NEAX 2400 MCI	585-310-201	1
AUDIX Voice Power System R3.0 Switch Integration to ROLM	585-310-206	1
AUDIX Voice Power System R3.0 Switch Integration to MITEL	585-310-207	1

*In the future, other switch integration documents (585-310-2xx) may exist.

HOW TO MAKE COMMENTS ABOUT THIS DOCUMENT

Reader comment cards are behind the title page of this document. While we have tried to make this document fit your needs, we are interested in your suggestions for improving it and urge you to complete and return a reader comment card.

If the reader comment cards have been removed from this document, please send your comments to the following address.

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1. Maintenance Overview

This chapter is intended mainly for the customer attempting to troubleshoot a problem before calling for help. This chapter provides a description of the following.

- *Service Problem Escalation Path* describes the procedure for escalating problems you cannot remedy yourself.
- *Troubleshooting Strategy* lists several tasks you should perform before escalating the problem.
- *AUDIX Voice Power Trouble Report* is a tool that allows operators and subscribers to record information about an AUDIX Voice Power problem. These reports can then be forwarded to the administrator for resolution.
- *Connectivity Diagrams* contains illustrations of the most common system configurations and their associated connections.

NOTE

Preventive maintenance on a regular basis is the key to problem-free operation and is the responsibility of the AUDIX Voice Power administrator. Chapter 11, *Ongoing Preventive Maintenance,* in *AUDIX Voice Power System R3.0 Administration* contains recommended daily, weekly, and monthly ongoing preventive maintenance task lists.

SERVICE PROBLEM ESCALATION PATH

When you purchased AUDIX Voice Power, your AT&T account team established an AT&T service path (procedures for getting help) for your site. An AT&T service path specifies who you contact when cannot fix AUDIX Voice Power problems and how you are billed for those services. If you are not familiar with your site's AT&T service path, contact your AT&T account team.

When you escalate a problem, fill out an *AUDIX Voice Power User Trouble Report* and have the following information ready for the person who will assist you.

1. What is your company name?
2. What is your name (administrator's name)?
3. What is your modem number?
4. What is your root login and password?
5. What version of AUDIX Voice Power software are you running?
6. What is your system configuration (number of channels, types of boards installed, PBX type)?
7. When (date and time) did the trouble begin?
8. Is the system actively taking calls?
9. Describe the problem. Include a scenario which will allow escalation personnel to recreate the problem.
10. Under what conditions does trouble happen?
11. Has anything about the system changed recently (added a new board, upgraded software)?
12. What have you done to troubleshoot the problem?

TROUBLESHOOTING STRATEGY

Problems with AUDIX Voice Power can be caused by something as minor as someone unplugging the monitor's power cord or as major as a damaged hard disk. The information in this document is designed to help you fix the minor problems and escalate major problems.

Below is a list of troubleshooting steps to help you find the source of a problem.

1. Gather information about the problem. Most AUDIX Voice Power problems are detected and reported by subscribers. Regardless of who encounters the problem, use the *AUDIX Voice Power User Trouble Report* in this chapter to gather and record information. You will then have a permanent record for tracking the problem.
2. Try to recreate the problem. Make test calls from the extension where the problem was encountered and from other phones for a complete understanding of the environment.
3. Try to categorize the problem in to one of the following areas: call handling, system initiation, message-waiting lamps, or hardware.
4. Turn to Chapter 2, *Trouble and Failure Indications*, and find the section that corresponds to the category of the problem you have pinpointed. Individual problems are described in bold type followed by one or more possible reasons and remedies. If there is more than one reason/remedy, the most commonly encountered is listed first. Try all remedies before proceeding to step 5 of this troubleshooting strategy.

   The remedies in Chapter 2, *Trouble and Failure Indications*, may direct you to perform a procedure in Chapter 4, *Common Maintenance Procedures*, examine the Event Log for a particular message as explained in Chapter 3, *System Message Listings*, or order a replacement component using Appendix A, *Price Element Codes.*

   If the problem you are experiencing is not described in Chapter 2, *Trouble and Failure Indications*, it may be switch related. Refer to the *Troubleshooting* chapter of the switch document included with your AUDIX Voice Power documentation set for help in resolving switch-related problems. If you have a non-AT&T switch, make sure that you troubleshoot thoroughly on the switch-side before escalating.
5. If the problem persists, escalate to the next tier of support. When you speak with AT&T personnel, be sure to tell them the troubleshooting steps you have taken.

AUDIX VOICE POWER USER TROUBLE REPORT

The *AUDIX Voice Power User Trouble Report* is a worksheet for recording problems with AUDIX Voice Power that an administrator needs to resolve. Remove the *AUDIX Voice Power User Trouble Report* from Appendix A, *Job Aids*, in *AUDIX Voice Power System R3.0 Administration* and copy it. Keep a stack at convenient locations, such as a secretary's desk or lounge area, so that they are always available. An *AUDIX Voice Power User Trouble Report* is provided in this chapter for reference.

How to Respond to a Trouble Report

When you receive an *AUDIX Voice Power User Trouble Report*, use the following steps to resolve it.

1. Contact the person who submitted the trouble and see if they can recreate the situation for you.
2. Once you feel you have a full understanding of the problem, use the troubleshooting strategy in this chapter to attempt to pinpoint the reason and implement a solution.
3. Once the problem is resolved, be sure to contact the person who submitted the trouble and inform them of how and when it was taken care of.
4. Because history information can also be an effective troubleshooting tool, file the trouble report for future reference.

AUDIX® VOICE POWER™ USER TROUBLE REPORT

To report a problem with AUDIX Voice Power, please answer all of the following questions.

1. Date and time trouble was reported _____
2. Date and time trouble occurred _____
3. Extension at which trouble occurred _____
4. Describe the trouble.

   _____

   _____

5. What task was being performed when the trouble occurred (retrieving messages, leaving a voice mail message, etc.)?

   _____

   _____

   _____

6. What (if anything) was heard signaling the problem? Check one.

Heard	✔
"login incorrect"	
"no one is available to receive your call"	
"there is no room in the mailbox to leave a message"	
"the speech database is full"	
"mailbox for *subscriber name* is full"	
busy signal	
hear ringing but AUDIX Voice Power never answers	

CONNECTIVITY DIAGRAMS

The AUDIX Voice Power R3.0 system can be integrated with several different switches from both AT&T and other manufacturers. Figures 1-1 through 1-3 provide general connectivity diagrams for System 75, DEFINITY G1 and G3; System 25; and non-AT&T switches, respectively.

The AUDIX Voice Power documentation set includes a switch integration document that corresponds to the particular type of switch you are using. Refer to the *Hardware Installation* chapter of that document for a more detailed connectivity diagram.

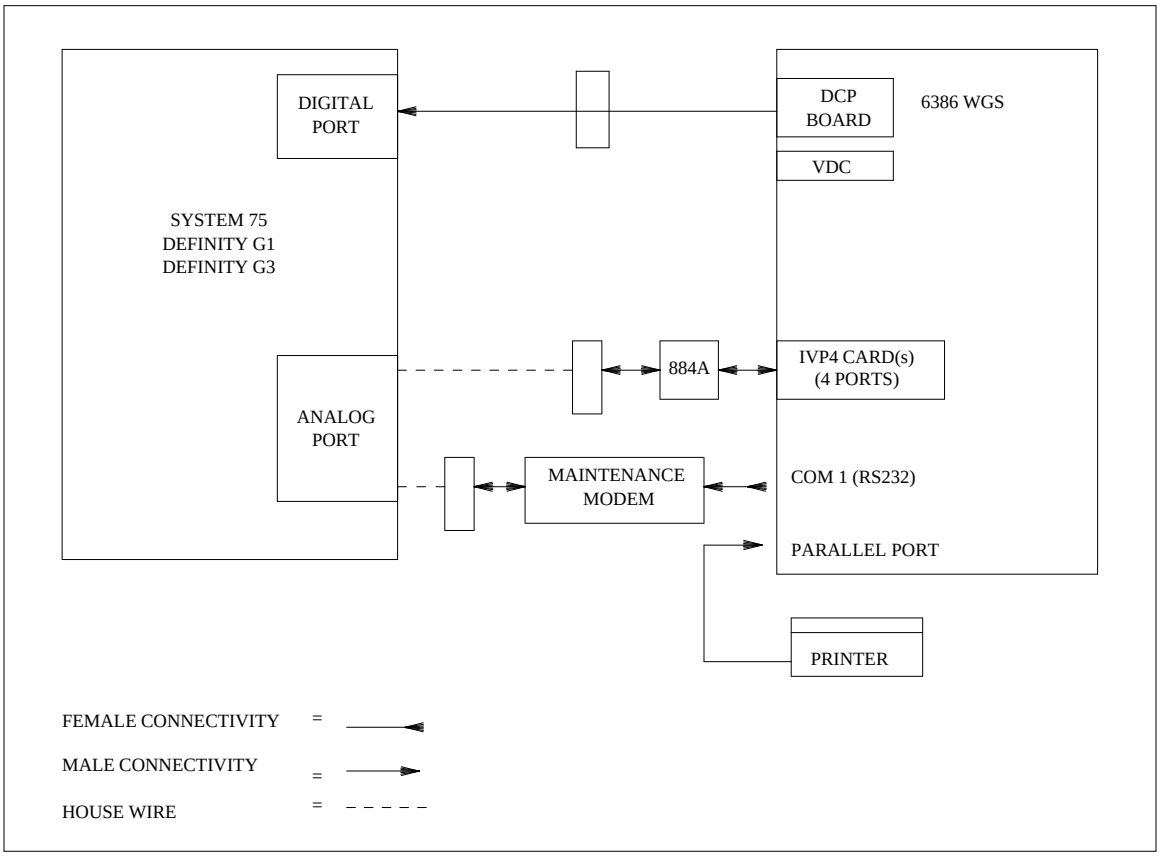


Figure 1-1. General Connectivity Diagram for System 75, DEFINITY G1, and G3

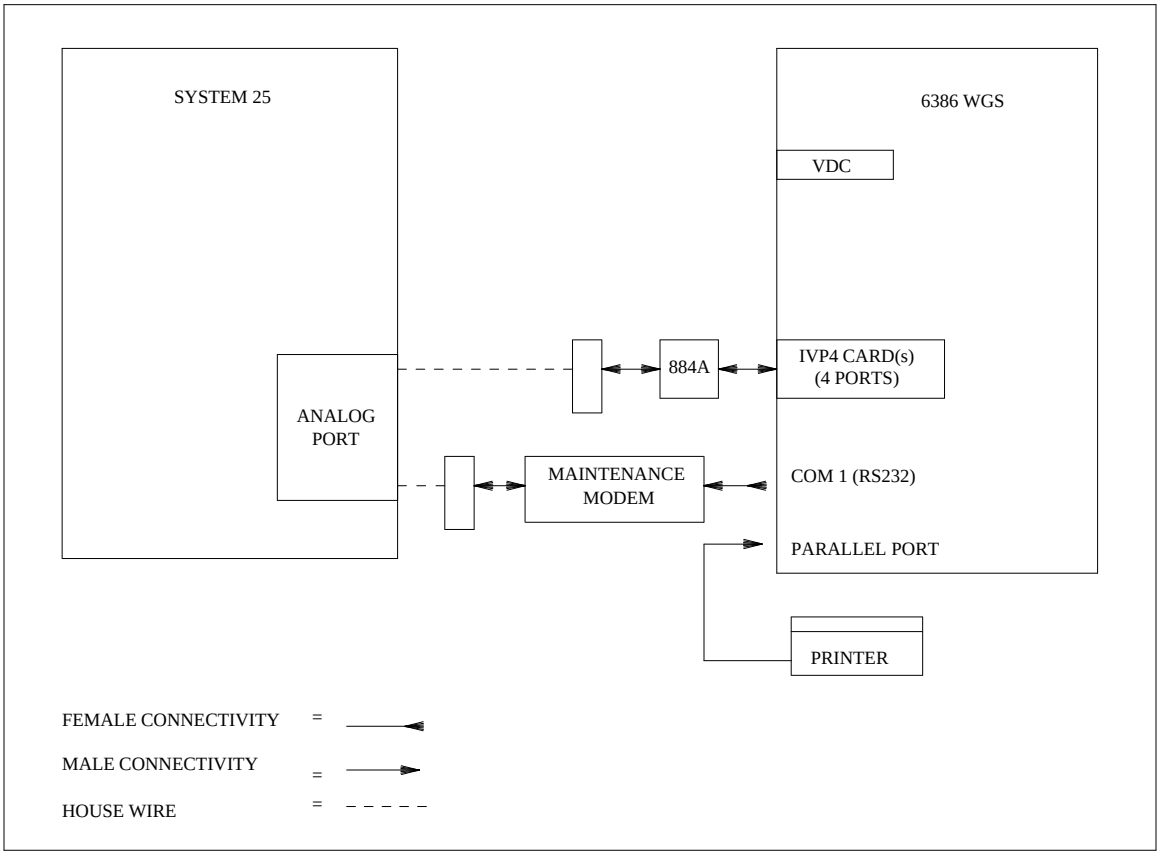


Figure 1-2. General Connectivity Diagram for System 25

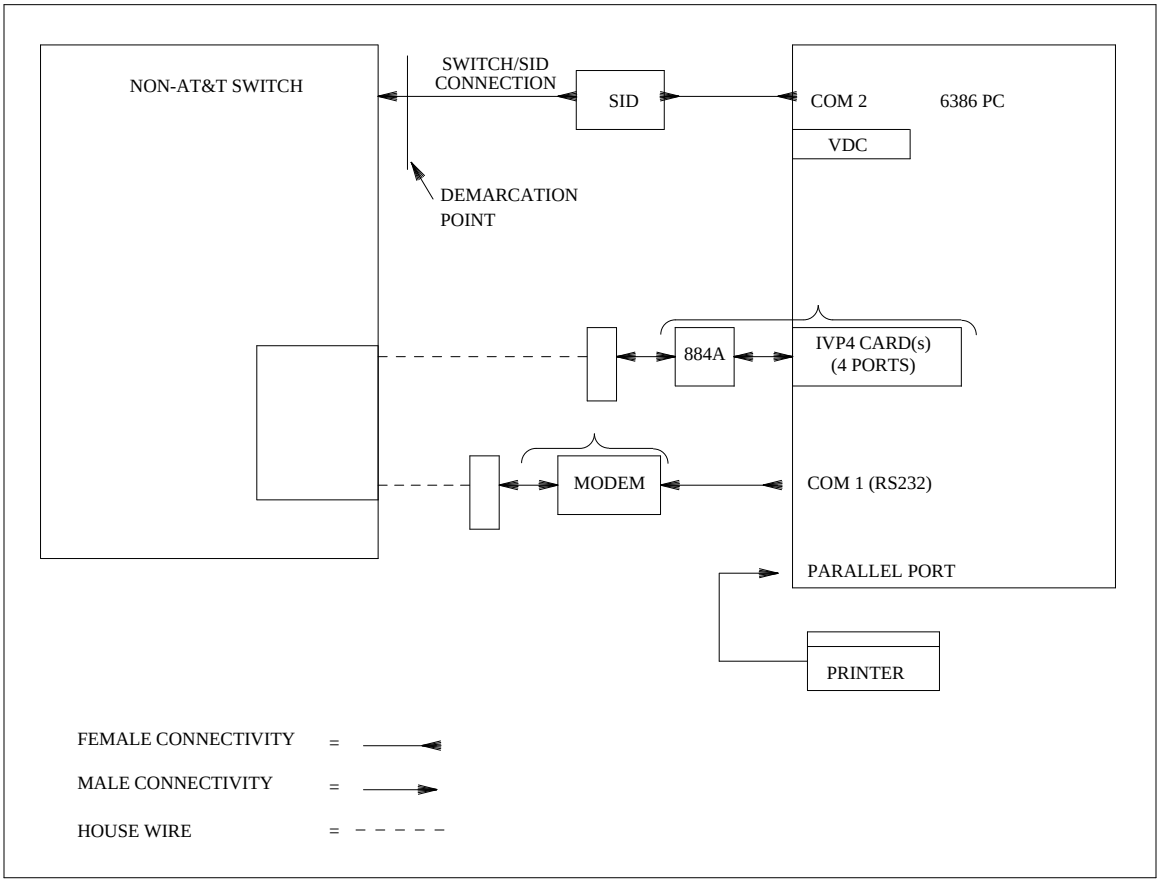


Figure 1-3. General Connectivity Diagram for Non-AT&T Switches

2. Trouble And Failure Indications

This chapter provides troubleshooting information to help you isolate and correct problems that may occur with the AUDIX Voice Power system. The following troubleshooting areas are covered.

- *Call Handling Problems* identifies problems based on error messages that you hear on the phone.
- *System Initiation Problems* helps remedy problems that may occur, for example, when logging on to the AUDIX Voice Power computer.
- *Message Waiting Lamp (MWL) Problems* explains problems that may occur with the MWLs on subscriber phones.
- *Hardware Problems* covers problems with the AUDIX Voice Power computer and related connections.

Under each heading, a symptom (how the trouble may manifest itself) is shown in bold letters. One or more possible reasons and remedies are listed below the symptom. If there is more than one reason/remedy, the most commonly encountered is listed first. The list of reasons/remedies under any one symptom may not be exhaustive.

If a remedy asks you to perform a task that you are not comfortable with, follow your AT&T service path.

CALL HANDLING PROBLEMS

This section helps you troubleshoot problems that may occur in the way AUDIX Voice Power handles calls. Many of the symptoms in this section are prompts spoken by AUDIX Voice Power that signal a problem.

The subscriber hears "login incorrect" and is unable to access his/her mailbox.

Possible Reason:	The subscriber has entered the wrong extension and/or password.
Remedy:	Ask for the subscriber's extension and use the AUDIX Voice Power computer to verify that the subscriber's profile contains all the necessary parameters. A pound sign (#) in the `Password:` field denies access to the mailbox under all circumstances. If the subscriber has a password (not a # sign), the `Password:` field is blank (password is invisible). This is for security purposes. If it is possible that the subscriber may have forgotten or is mistyping his or her password, the administrator must enter a new password and resave the profile. The old password is unrecoverable. For more information on subscriber profiles, see Chapter 10, *Subscriber Administration,* in *AUDIX Voice Power System R3.0 Administration*.

A subscriber or caller hears "that is not a valid extension" when attempting to transfer.

Possible Reason:	The `Transfer to Subscribers Only` system parameter is set to `yes` and the extension entered is not a registered subscriber.
Remedy:	If this is an extension which people transfer to often, you may wish to administer it as a subscriber with restricted privileges. For more information, see Chapter 10, *Subscriber Administration,* in *AUDIX Voice Power System R3.0 Administration*. For more information on the `Transfer to Subscribers Only` system parameter, see Chapter 13, *System Tuning,* in *AUDIX Voice Power System R3.0 Administration.*
Possible Reason:	The number of digits in the extension being transferred to exceeds the `Maximum Extension Length` system parameter.
Remedy:	Determine the `Maximum Extension Length` by going to the SYSTEM PARAMETER window. Then, check the number of digits in the extension being transferred to. If the number of digits in the extension being transferred to exceeds the `Maximum Extension Length`, increase the extension length to accommodate the extension. Note the implications of increasing this value listed in Chapter 13, *System Tuning*, in *AUDIX Voice Power System R3.0 Administration*.

A subscriber hears, "Extension *xxxx* not valid" when addressing a message.

Possible Reason:	The extension entered is not in the subscriber database.
Remedy:	Verify that a profile has been created for this extension. See Chapter 10, *Subscriber Administration,* in *AUDIX Voice Power System R3.0 Administration.*

Caller hears "Transfer failed. Please try again later."

Possible Reason:	The PBX failed to make a successful transfer. A switch group or queue length may be misadministered.
Remedy:	Refer to your vendor's PBX documentation.

Caller or subscriber hears "No one is available to receive your call," after pressing 0 to transfer to an operator.

Possible Reason:	No system operator extension or switch group is specified.
Remedy:	Specify the operator extension or operator switch group number on the SYSTEM PARAMETER window. See Chapter 13, *System Tuning,* in *AUDIX Voice Power System R3.0 Administration* for more information.
Possible Reason:	The subscriber's personal operator is busy, the system operator is busy, or the all of the operator extensions in the system operator switch group are busy and the queue is full.
Remedy:	The caller or subscriber can try to reach the operator later. If this problem is reported often, you may consider adding more operator extensions to an operator switch group. See Chapter 13, *System Tuning,* in *AUDIX Voice Power System R3.0 Administration* for more information.

The caller is never transferred to the voice mailbox when no one answers the a subscriber's phone.

Possible Reason:	The call coverage path for the extension has been incorrectly administered in the PBX.
Remedy:	Refer to the switch document in your AUDIX Voice Power documentation set and to your PBX vendor's documentation for instructions on administering call coverage paths.

Calls or transfers to AUDIX Voice Power ring, but AUDIX Voice Power never answers.

Possible Reason:	The analog line is not properly connected to the channel.
Remedy:	Perform the *Diagnosing IVP4 Boards and Channels* procedure in Chapter 4, *Common Maintenance Procedures*. Identify and record which board and which channel do not pass the diagnostics. Look at the back of the AUDIX Voice Power computer. Outside the computer case, hanging in the middle of six cables, is a small gray adapter labeled IVP4. There is one IVP4 adapter per IVP4 board. Verify that each analog line is securely connected to the IVP4 adapters. When you insert an analog line into the adapter, it will click when properly in place.
Possible Reason:	Phone to channel mapping is incorrect.
Remedy:	Verify that all channels are in the `Inserv` state. using the *Verifying Channel State* procedure in Chapter 4, *Common Maintenance Procedures*. Verify that the correct extensions and services are assigned to all channels using the *Call Through Testing* procedure in Chapter 4, *Common Maintenance Procedures*. For additional information, refer to Chapter 13, *System Tuning,* in *AUDIX Voice Power System R3.0 Administration.*
Possible Reason:	The PBX has been incorrectly administered with regard to Class of Restriction (COR).
Remedy:	Refer to the switch integration document supplied with the AUDIX Voice Power document set and to the PBX vendor's documentation for instructions on administering COR.
Possible Reason:	Switch integration software has not been installed on the system.
Remedy:	Install the switch integration software. Refer to the switch document included with your AUDIX Voice Power documentation set for instructions.
Possible Reason:	The site has a "mixed dial plan." This means that the station extensions consist of different numbers of digits.
Remedy:	Readminister the PBX so that extensions for the analog stations are all the maximum size or move the analog channel extensions to a nonmixed area of the dial plan. Refer to the switch integration document supplied with the AUDIX Voice Power document set and to the PBX vendor's documentation for instructions.

The caller or subscriber is transferred to the operator instead of being connected to AUDIX Voice Power.

Possible Reason:	The phone to channel mapping is incorrect.
Remedy:	Verify that the proper PBX extension is assigned to each channel. Use the *Call Through Testing* procedure in Chapter 4, *Common Maintenance Procedures*.

Possible Reason:	The integrated service assigned to the channel handling the call did not get any information from the PBX and/or the PBX link is down.
Remedy:	Refer to the switch document in your AUDIX Voice Power documentation set for possible troubleshooting procedures.

Possible Reason:	For System 75/G1/G3, the DCP screen is not administered properly.
Remedy:	The Event Log will contain a `bad DCP buffer` message indicating this error (#5162). Refer to Chapter 3, *System Message Listings*, in *AUDIX Voice Power System R3.0 Administration* for more information on accessing the Event Log. Refer the switch document included with your AUDIX Voice Power documentation set for information on how to administer the DCP screen.

Channels assigned to integrated services (CA+VM and CA+VM+AA) are prompting callers to reenter the extension of the person they are calling.

Possible Reason:	The switch integration packages are not assigned to the proper application.
Remedy:	Verify that the switch integration-to-application association is correct. Refer to the switch document in your AUDIX Voice Power documentation set for more information.

Messages are truncated.

Possible Reason:	There was excessive background noise when caller was leaving the message.
Remedy:	The caller needs to speak up or eliminate background noise.
Possible Reason:	The caller pressed a touch tone while recording the voice mail message. This terminated the recording.
Remedy:	Inform the caller or subscriber of this feature.
Possible Reason:	When recording the message, the caller's voice simulated a touch tone. This terminated the recording.
Remedy:	Inform the caller or subscriber that this is a rare occurrence.
Possible Reason:	The incoming trunk lines are noisy.
Remedy:	Call you local phone company and ask them to check your lines.

Caller hears "There is no room in the mailbox to leave a message."

Possible Reason:	The subscriber's mailbox is full of messages.
Remedy:	Inform the subscriber that he or she must delete unneeded messages. For more information on mailbox size, refer to Chapter 13, *System Tuning*, in *AUDIX Voice Power System R3.0 Administration.* You may also want to examine the Subscribers Over Mailbox Limit report. (See Chapter 12, *Reports,* in *AUDIX Voice Power System R3.0 Administration.*)

Caller hears "The speech database is full."

Possible Reason:	The AUDIX Voice Power system is extremely low on disk space.
Remedy:	Perform the *Stopping and Starting Voice System* procedure Chapter 4, *Common Maintenance Procedures*. This will rid the speech database of unreferenced messages, if any. You may also want to examine the Subscribers Over Mailbox Limit and Mailbox Usage reports. (See Chapter 12, *Reports,* in *AUDIX Voice Power System R3.0 Administration.*) If this happens often, you may want to consider increasing your disk space. Talk to your AT&T account team.

When the AUDIX Voice Power number is dialed, a busy signal is heard.

Possible Reason:	The *Diagnosing Equipment* procedure is in progress.
Remedy:	Retry the call later.

Possible Reason:	All channels are currently in use and the queue is full.
Remedy:	Retry the call later. If this happens often, you may want to consider adding more channels for AUDIX Voice Power. Talk to your AT&T account team.

Possible Reason:	Channels are not in service.
Remedy:	Verify that all channels are in the `Inserv` state. See the *Verifying Channel State* procedure in Chapter 4, *Common Maintenance Procedures*. If the problem persists, try to narrow the problem to a specific channel and board by performing the *Diagnosing IVP4 Boards and Channels* procedure in Chapter 4, *Common Maintenance Procedures*. Then follow your AT&T service path.

Possible Reason:	Phone-to-channel mapping is incorrect.
Remedy:	Verify that the correct extensions are mapped to their corresponding channels. Use the *Call Through Testing* procedure in Chapter 4, *Common Maintenance Procedures.*

Possible Reason:	The AUDIX Voice Power computer is not on.
Remedy:	Perform the *Visual Inspection* detailed in the *Hardware Problems* section of this chapter.

Possible Reason:	The second serial port (COM 2) was not disabled as it should have been during the hardware and/or software installation.
Remedy:	Disable COM 2. Refer to *6386/33 and 6386/25 Voice Processing Hardware Installation* for instructions.

Possible Reason:	A cartridge tape drive, FAX board, or both are installed. Neither of these is supported by AUDIX Voice Power R3.0.
Remedy:	Remove the cartridge tape drive and controller and/or the FAX board from the AUDIX Voice Power system.

Caller or subscriber hears "multiple logins."

Possible Reason:	After retrieving messages, the subscriber does not do a full hang up, then immediately tries to call the system again.
Remedy:	Try calling again later. If the problem persists, stop and start the voice system. See the *Stopping and Starting Voice System* section of Chapter 4, *Common Maintenance Procedures*.
Possible Reason:	Two people are trying to access the mailbox at the same time, probably, the subscriber and the administrator.
Remedy:	Try the call again later.

AUDIX Voice Power is taking a long time to answer.

Possible Reason:	All channels are busy.
Remedy:	If this problem occurs often, talk to your AT&T account team about evaluating the number of channels needed at your establishment.
Possible Reason:	You have just stopped and started the voice system and the scripts that process calls are restarting.
Remedy:	The first call after stopping and starting the voice system will always experience a delay in processing.

Operators are experiencing delays when transferring calls.

Possible Reason:	Your establishment has extensions with different numbers of digits.
Remedy:	After entering an extension, the operator can press # to expedite the transfer. Also, the `Maximum Extension Length` parameter should be set as low as possible while still accommodating all subscribers. See Chapter 13, *System Tuning*, in *AUDIX Voice Power System R3.0 Administration* for more information.

Caller or subscriber hears the reorder tone (holler tone).

Possible Reason:	Channel is not administered properly in the PBX.
Remedy:	Refer to the switch document in your AUDIX Voice Power documentation set and your to PBX vendor's documentation for channel administration instructions.

Caller or subscriber hears "We are unable to process your call at this time."

Possible Reason:	Database has been corrupted.
Remedy:	Check the Most Recent Audit Report as described in Chapter 12, *Reports* in *AUDIX Voice Power System R3.0 Administration.* If it displays messages similar to the following, the database has been corrupted. Follow your AT&T service path.

```
Auditing Database Files ...
The VM database was not closed gracefully
Database problems, running dbfix
Dbfix successful
Delete chain problems, running dchain
Dchain successful
Database key file problems, running keybuild
Keybuild successful
Running vmdb_fix
Problems fixing database; aborting audit
```

AUDIX Voice Power does not answer outside calls.

Possible Reason:	With System 75/G1/G3, trunk names are not administered properly.
Remedy:	See the switch document included with your AUDIX Voice Power documentation set for information on how to administer trunk names.
Possible Reason:	Database is corrupted.
Remedy:	See the "We are unable to process your call at this time" symptom in this section.

Channel 0 appears to be calling itself; there is an unusually large number of calls on channel 0.

Possible Reason:	Switch interface parameters are not properly administered.
Remedy:	Using the switch document included with your AUDIX Voice Power documentation set, access the SWITCH INTERFACE PARAMETERS screen and verify that `Signalling Type` is set to `TT` (touch tone). If this does not fix the problem, delete channels 0's extension on the PBX then readminister it. (Record all necessary information before deleting the extension.) Refer to your PBX vendor's documentation and the switch document included with your AUDIX Voice Power documentation set.

AUDIX Voice Power is answering calls on the analog channels (as determined by viewing the system monitor), but the caller does not hear a voice.

Possible Reason:	The connection of the +12V and the -12V is reversed on the power supply of the AUDIX Voice Power WGS.
Remedy:	Adjust the +12V and the -12V connections on the power supply of the AUDIX Voice Power WGS. If the problem persists, the power supply may need to be replaced. Follow your AT&T service path.

Subscribers are receiving messages which do not correctly identify the calling party.

Possible Reason:	In the System 75/G1/G3 environment, the name for the DCP line has not been administered.
Remedy:	Refer to the switch document included with your AUDIX Voice Power documentation set.

Call-answer messages are put into the wrong mailbox.

Possible Reason:	The AUDIX Voice Power subscriber database has two name entries that are exactly the same.
Remedy:	Ensure that no two AUDIX Voice Power subscribers have exactly the same name entry. See Chapter 10, *Subscriber Administration,* in *AUDIX Voice Power System R3.0 Administration* for more information.

The caller receives the personal greeting of someone other than the subscriber called.

Possible Reason:	Phone-to-channel mapping has not been done correctly.
Remedy:	Use the *Verifying Channel State* and *Call Through Testing* procedures in Chapter 4, *Common Maintenance Procedures*.

Calls to the call_answer service receive the system greeting rather than the personal greeting recorded for the individual subscriber.

Possible Reason:	The call was initially handled by the automated attendant. The caller used the *T or # feature to transfer to a subscriber who is registered as not having switch call coverage. The called station was busy or ring/no answer, and therefore the automated attendant pulled the call back and played the system greeting.
Remedy:	To ensure that the personal greeting is used, the subscriber must be registered as having switch call coverage. See Chapter 10, *Subscriber Administration,* in *AUDIX Voice Power System R3.0 Administration* for more information. On the System 75 PBX, the subscriber must also have a coverage path to the DCP station extension. See the switch document included with your AUDIX Voice Power documentation set for more information.
Possible Reason:	The greeting for the subscriber called was either not recorded or was recorded but not activated.
Remedy:	Rerecord and activate the personal greeting, using the instructions in the *AUDIX Voice Power System R3.0 Portable User's Guide.*

When using the automated attendant, pressing a valid touch tone or *T will not transfer calls.

Possible Reason:	For the analog stations, the PBX is administered with the switchhook flash set to no.
Remedy:	Readminister the analog stations in the PBX to allow the switchhook flash. Refer to the PBX vendor's documentation for instructions.

AUDIX Voice Power is slow in playing prompts, playing back messages, and answering covered calls.

Possible Reason:	The AUDIX Voice Power computer is running version 3.2.3 of the UNIX® operating system. This is an invalid platform configuration.
Remedy:	UNIX version 3.2.2 must be installed using the instructions provided in *AUDIX Voice Power System R3.0 Software Installation.* Follow your site's service path.

Possible Reason:	You are trying to run AUDIX Voice Power in an invalid configuration. That is, a cartridge tape, LAN boards, or some other device not supported by AUDIX Voice Power is included in the configuration.
Remedy:	Reconfigure the AUDIX Voice Power system in a valid configuration.

An outside caller accesses the automated attendant service and presses 0 to speak with an operator. The caller is not connected to the operator, but is put on hold for several seconds after which the automated attendant menu is replayed.

Possible Reason:	The operator is either busy or not answering, therefore, the call is pull back by AUDIX Voice Power so that the caller can choose another option from the automated attendant menu.
Remedy:	If you want the caller to hear busy or ringing, readminister the switch and the AUDIX Voice Power system so that a blind transfer takes place when a caller presses 0. A blind transfer will occur when the system operator is registered as a subscriber with switch call coverage. Refer to the PBX vendor's documentation and to Chapter 10, *Subscriber Administration*, of *AUDIX Voice Power Administration* for instructions.

Subscriber hears "system problem" when trying to retrieve messages"

Possible Reason:	A message with an improper phrase number was created by AUDIX Voice Power.
Remedy:	Have the subscriber try to retrieve messages again. If the error persists, follow your AT&T service path.

Caller or subscriber hears "This call is experiencing technical difficulties."

Possible Reason:	There is a problem with information service, message drop, or automated attendant.
Remedy:	Follow your AT&T service path.

SYSTEM INITIATION PROBLEMS

This section details problems that may occur when you start up the AUDIX Voice Power system.

Forgotten root password.

Remedy:	This is an extremely serious matter. Follow your AT&T service path.

Forgotten computer-based passwords (other than root).

Remedy:	Follow your AT&T service path. You will need to know your system's root login and password.

Cannot log in or function keys are not working.

Possible Reason:	The user is typing with capital letters. (Caps Lock key is engaged.)
Remedy:	Check the Caps Lock key. UNIX is a case-sensitive operating system, so *AUDIX* means something different from *audix*. Your logins and passwords were created using all lower-case letters. Make sure that you enter them using all lower-case letters.

System will not boot.

Possible Reason:	There is a diskette in the floppy drive that does not have bootable data.
Remedy:	Remove the diskette, and press Ctrl-Alt-Del to reboot.
Possible Reason:	There is a hardware problem.
Remedy:	Refer to the *Hardware Problems* section of this chapter.

The screen shows UNIX system or console parity errors during boot up.

Possible Reason:	A condition such as a power outage caused an ungraceful shutdown of the system. An ungraceful shutdown is when the proper shutdown procedure has not been followed and the computer loses power. (See the *Rebooting the System* section of Chapter 4, *Common Maintenance Procedures,* for the proper shutdown procedure.)
Remedy:	Record the errors printed on your screen then follow your AT&T service path.

When booting, a hardware component fails the power-on self test (POST).

Possible Reason:	There is hardware damage. For more information on the POST, refer to the *Rebooting the System* section of Chapter 4, *Common Maintenance Procedures.*
Remedy:	Note which component failed and follow your AT&T service path.

MESSAGE-WAITING LAMP PROBLEMS

This section covers some of the problems related to message-waiting lamps (MWLs). MWL problems may also be discussed in other parts of this chapter.

Subscriber has messages but MWL is not on.

Possible Reason:	In the System 75/G1/G3 environment, all MWL transactions occur using channel 0. Only voice_mail, call_answer, auto_attend, CA+VM, and CA+VM+AA services can queue MWL transactions.

Remedy:	Ensure that either voice_mail, call_answer, auto_attend, CA+VM, or CA+VM+AA is assigned to channel 0 by viewing the voice equipment window as follows.
	
	Begin at the IVPSS R3.0 menu and pick the following sequence.
	`Voice System Administration`
	`Configuration Management`
	`Voice Equipment`
	
	If one of these services is *not* assigned to channel 0, use the *Mapping PBX Extensions and Services to Channels* procedure in Chapter 4, *Common Maintenance Procedures*. Also, ensure that channel 0 is in the `Inserv` state or MWL transactions will not be performed. See the *Verifying Channel State* procedure in Chapter 4, *Common Maintenance Procedures* for instructions on verifying channels in service.

Possible Reason:	The PBX administration of the MWL is incorrect.
Remedy:	Refer to the switch document in your AUDIX Voice Power documentation set and to your vendor's PBX documentation to verify that the MWL for that extension is enabled and is the appropriate type (LED or neon).
Possible Reason:	The phone line is not properly connected to the subscriber's phone set, or the MWL bulb is burned out.
Remedy:	Check the phone set connection. When you insert the phone line into the phone set, it will click when properly in place. Test the bulb manually by sending a message-waiting call via the operator console. If the bulb does not light, replace the bulb or the phone set.

You receive many complaints that MWLs are out of sync (on when they are supposed to be off and vice versa).

Possible Reason:	The PBX link is down.
Remedy:	Refer to the switch document in your AUDIX Voice Power documentation set.

Possible Reason:	The MWL queue is malfunctioning.
Remedy:	Perform the *Stopping and Starting the Voice System* procedure in Chapter 4, *Common Maintenance Procedures*.

HARDWARE PROBLEMS

This section provides information on how to troubleshoot problems with AUDIX Voice Power hardware and related connections. If you suspect that a problem is hardware related, you should always do a visual inspection first.

Visual Inspection

A visual inspection involves looking for external signs of trouble in and around the AUDIX Voice Power hardware.

1. Make sure that the computer and monitor are getting power by checking the power cord connection at the unit and at the outlet. Check the status of the power lights located on the front of the computer case and on the front of the monitor. They should be lit.

   If the outlet is controlled by a wall switch or if the outlet is controlled by a dimmer switch, use a different outlet. If your computer is plugged into a power strip with an on/off switch, make sure the switch is on.

2. Verify that the power switch on the computer is in the *on* position. The `Console Login:` prompt will appear if the system has booted properly.

3. The floppy disk drive and hard disk drive lights are on or flashing while the disks are accessed. When there is no disk activity, the lights are off.

4. Make sure that all connectors and cables are firmly attached to the unit and to their destination.

5. Visually check the operation of the fan on the system controller. Look at the rear of the unit. The fan blades should be rotating. Hold your hand several inches in front of the fan to see if the fan is blowing. If the fan is not operating, follow your AT&T service path.

AUDIX Voice Power monitor is blank.

Possible Reason:	Monitor is not on.
Remedy:	Make sure that the monitor is getting power by checking the power cord connection in the back of the monitor and at the outlet. Turn the monitor on. Verify that the monitor's indicator light (usually found at the base of the screen) is illuminated.
Possible Reason:	Brightness control is turned down.
Remedy:	Most monitors have two dials that control brightness. One controls the brightness of the characters on the screen. The other controls the brightness of the background. Rotate these dials to see if anything appears on the screen.
Possible Reason:	The video display board, monitor, or power supply are not functioning properly.
Remedy:	Follow your AT&T service path.

Power outage.

Possible Reason:	Loss of power can cause an ungraceful shutdown of the system. Proceed cautiously after a power outage.
Remedy:	Turn off the computer and the monitor. Unless you have a surge protector, disconnect the computer and the monitor from the power supply. When the local power is back on, plug the computer and monitor in and turn them on. If the system boots to the `Console Login:` prompt, make test calls to the system and try to leave a message and retrieve a message. If the system does not boot, follow your AT&T service path.

During backup your computer displays an FD:Write failed error message.

Possible Reason:	The system cannot to write to the floppy drive.
Remedy:	Follow your AT&T service path.

Console presents I/O or Panic errors.

Possible Reason:	There is a hardware problem.
Remedy:	Perform the *Rebooting the System* procedure in Chapter 4, *Common Maintenance Procedures*. If the messages persist, write them down, then follow your AT&T service path.

Your computer displays a hard disk controller error message.

Possible Reason:	The hard disk has crashed. The read/write heads may be damaged or some dirt on the disk has caused it to malfunction.
Remedy:	Follow your AT&T service path.

3. System Message Listings

The Event Log messages inform you of system status and alert you to critical errors that interrupt system service. This chapter lists the event messages numerically by message identification number and includes the EXPLAIN key information to help you understand the message.

NOTE

Many of the messages generated, *regardless of the priority indicated*, do not affect AUDIX Voice Power service. You only need to contact a service representative when you find a problem with the operation of the AUDIX Voice Power system.

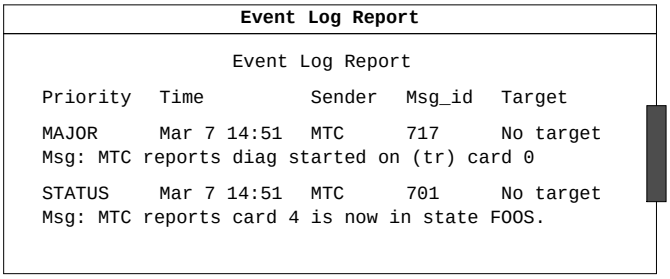
To display the Event Log, do the following.

1. Begin at the IVPSS R3.0 menu and pick the following sequence:

   ```
   Voice System Administration
   Reports
   System Reports
   Event Log Report
   ```

   The EVENT LOG REPORT window opens.

2. Press CHG-KEYS (F8), then DISPLAY (F2).



   Press END on your keypad to go directly to the end of the report where the most recent event messages appear.

   To print the Event Log, press CHG-KEYS (F8), then PRINT (F6).

EXPLAIN KEY

To see a more detailed explanation of an event message, press the EXPLAIN (F3) key.

In the EXPLAIN FORM window, enter the message ID of the event message for which you want more information, and press SAVE (F3). The EXPLANATION OF EVENT MESSAGE window opens with the information you requested. All event messages with their EXPLAIN key definitions are listed in numerical order in this chapter.

EVENT MESSAGE FORMATS

In this chapter, event messages are shown in a slightly different format from the way they actually appear in the AUDIX Voice Power Event Log.

Format Used in the Event Log

Each event message occupies at least two lines in the Event Log. The first line is divided into five fields: `Priority, Time, Sender, Msg_id` (message identification number), and `Target`. The second line displays a brief message describing the error. This brief message is always prefaced with `Msg:`.

Priority

The priority of a message usually indicates its severity. There are four event message priorities.

`Critical`	The problem is interrupting service. You must correct it immediately.
`Major`	The problem is not interrupting service now but is potentially serious. You must correct it as soon as possible.
`Inform`	The problem does not need action now. You must, however, monitor the condition.
`Status`	There is not a problem. This message is to inform you of a change in system status.

Time

The `Time` field displays the date and time when the event occurred. The `Time` field is formatted as follows.

```
<month> <day number> <military time>
```

The following is an example of how time is displayed in the Event Log.

```
Mar 7 14:51
```

Sender and Message Identification Number

Event messages on the AUDIX Voice Power system are numbered and divided into subgroups according to the software process that generates them. Software processes are abbreviated in the Event Log. These abbreviations, the processes they identify, and their message identification number range are listed in the Table 3-1.

NOTE

Table 3-1 is included here for use primarily by an AT&T services representative.

Target

The `Target` field is reserved for future use by AT&T development. It should always read `No Target`.

Table 3-1. Software Processes

Abbreviation	Process Name	Message No. Range
SPP	Speech Processes	100-199
TSM	Transaction State Machine	400-499
VROP	Voice Response Output	500-599
ET	Error Tracker	600-699
MTC	Maintenance	700-799
CDH	Call Data Handling	800-899
DIP	DATA Interface Process, CVIS	1300-1399
FFE	Form Filler	1600-1699
DBIN	Database Initialization	1700-1799
TRIP	Tip/Ring Interface Process	2000-2099
TWIP	T1 Input Process	2100-2199
SPIP	SP Input Process	2200-2299
MXMTR	Maintenance Resource Management	2500-2599
VMD	Voice Mail Data Interface Process	5000-5049
AAD	Automated Attendant Data Interface Process	5050-5089
NAUD	Night Audit	5090-5099
ADM	Administration Data Interface Process	5100-5149
DCP	Digital Communications Protocol Data Interface Process	5150-5199
RPT	Report Data Interface Process	5200-5249
OC	Outcalling Data Interface Process	5250-5299
FAXCNG	Fax Calling	5300-5349
SWIN	Switch Interface Process	5400-5449 6400-6499
REG	Registration Data Interface Process	5500-5599
P and P1	Switch Integration Device	6500-6599

Format Used in this Chapter

In this chapter, event messages begin with the message identification (`Msg_id`) number. The message mnemonic follows the message identification number. This mnemonic is useful when identifying an error message for a service representative and is not shown in the Event Log. The message priority level follows the mnemonic.

The brief Event Log message (`Msg:` above) is displayed immediately following the message priority. If the message pertains to a hardware unit, the unit type is included in parentheses, for example, `(tr)`, indicates an IVP4 (tip/ring) board. Variable fields within the message are shown enclosed within left and right arrows (< >). These variables will appear as actual values in the Event Log.

Following the Event Log message is the EXPLAIN key text. This is the text that is shown if you enter the corresponding message identification number in the EXPLANATION OF EVENT MESSAGE window. For more information on the EXPLAIN key, refer to the *Explain Key* section of this chapter.

The following hypothetical example illustrates the format of an Event Log message as listed in this chapter.

```
311  (INITASH)  (tr),  MAJOR  Initialization Error on Channel :
<channel> TR:  <integer>
```

- The message identification number is `311`.
- The mnemonic indicates that this message pertains to the [INIT]ialization [TAS]k for [H]ardware: `INITASH`.
- The hardware device is an IVP4 (tip/ring) board: `tr` .
- The message priority, `MAJOR`, means that some corrective action may be required.
- The message indicates an initialization error on a specific channel and card. In the Event Log, the actual channel number would appear in place of `<channel>` (for example `0`) and the actual card number would appear in place of `<integer>` (for example `1`).
- The EXPLAIN key text is not shown in this example.

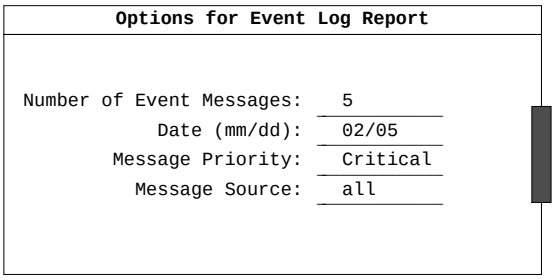
EVENT LOG DISPLAY OPTIONS

The information you see in the example EVENT LOG REPORT window in the section is based on options previously selected and saved to the AUDIX Voice Power system. The Event Log saves up to 500 event messages. If you only wish to see a particular segment of the accumulated Event Log messages, can change the Event Log display options so that only specific data is shown when you generate the Event Log. Only those messages which meet all four criteria on this window will be displayed in the Event Log.

To change Event Log display options, do the following.

1. Press OPTIONS (F1).

   The OPTIONS FOR EVENT LOG REPORT window opens.



2. Use the arrow keys to move to the option you want to change and enter a new value.

   Each parameter is described later in this section.

   The `Message Priority` and `Message Source` options have online lists of values available. Move to the field and press CHG-KEYS (F8), then CHOICES (F2) to see the list.

   NOTE

   If you do not choose a value for one or more of these parameters, the system assumes `all` as the default.

3. Press SAVE (F3) to save the new options.

   The system saves your changes and returns you to the EVENT LOG REPORT window.

4. Press DISPLAY (F2) to bring up the new Event Log, created according to the options you specified.

Number of Event Messages

The first time and every subsequent time a message occurs, it is written to the Event Log. AUDIX Voice Power saves up to 500 event messages. Once 500 messages is reached, the Event Log is maintained by deleting the old messages from the top of the log and adding new ones to the end. The `Number of Event Messages` option allows you to specify the number of event messages you wish to see. For example, if you enter **`5`** the Event Log displays the 5 most recent events it has logged which fit all the options you have specified in this window (`Date, Message Priority`, and `Message Source`). Your entry can be a single digit from 1 to 500 or the word **`all`** (for all event messages available).

Date

If you are looking for an event messages which occurred on a particular day, you can modify the `Date` field. For example, if you enter `02/05`, the system will only display event messages generated on February 5th. You must use the form "`mm/dd`" for month and day or the word **`all`** (for all dates available).

Message Priority

There are four message priorities: critical, major, inform, and status. If you wish to limit the Event Log display to a particular priority, you can enter it in this field or you can enter the word **`all`** (for all priorities available). These priorities are explained earlier in this section.

Message Source

Event message on the AUDIX Voice Power system are divided into subgroups according to the software process that generates them. If you wish to limit the Event Log display to a particular software process, enter the abbreviation for the originating software process from Table 3-1 or the word **`all`** (for all sources available).

EVENT MESSAGE LISTINGS

The following AUDIX Voice Power event messages are arranged in numerical order by message identification number. They are organized into subgroups according to the software process that outputs the message. The Event Log message appears in **bold** type. The EXPLAIN key text appears under the Event Log message.

108 (SPP_NOSAVE), MAJOR Cannot Save Shared Memory (<integer>) During <string> To Disk

The Voice Power System is attempting to save recent changes entered into the configuration. The update was not completed successfully. Check the permissions on the directories and files in the path /gendb/shmem/*. Ensure that the root file system is not out of free space. Possible damaged file system (use fsck when the system is at single user level). Possible disk or disk controller problems.

109 (VROP_GSEMA), MAJOR Cannot Get VROPQ Semaphore To Lock It

An administrative command could not access a control semaphore. The failure of the command is not serious, but the failure indicates major interprocess communication failures in the system are likely to follow soon. Try stopping the voice system with stop_vs, and then restarting with start_vs. If this is unsuccessful, a reboot of the processor will correct the problem.

110 (VROP_LSEMA), MAJOR Cannot Lock VROPQ Semaphore But It Should Be Available

An administrative command was unable to lock a semaphore that was allocated to it. The failure of the command is not serious, but the failure indicates major interprocess communication failures in the system are likely to follow soon. Try stopping the voice system with stop_vs, and then restarting with start_vs. If this is unsuccessful, a reboot of the processor will correct the problem.

401 (TSM_RCV), CRITICAL TSM: Cannot Receive Msg: ret = <integer>, errno = <integer>

TSM failed to receive a message from another process. The value of the errno indicates the reason for the error. Contact your field service representative for assistance.

402 (TSM_SND), CRITICAL TSM: Cannot Send Msg to <integer>: ret = <integer> errno = <integer> mcont = <integer>

TSM failed to send a message to another process. The value of the errno indicates the reason for the error. Contact your field service representative for assistance.

403 (TSM_ASS), MAJOR TSM: Cannot get script name for channel <channel>: ret = <integer>

TSM was unable to find the specified script corresponding to a channel number or DNIS. Ensure that the specified script is assigned to a channel or a DNIS number. The voice equipment display from the Configuration Management branch of the CVIS menu shows these assignments on the terminal.

404 (TSM_TRAN), MAJOR TSM: Cannot load script <string> for channel <channel>

TSM failed to load the specified script from disk. This message occurs if TSM encountered an error while opening or reading the script file. Ensure that:

1. The assembled script file (.T file) is in directory /vs/trans.
2. The assembled script file (.T file) is in the proper format—that is, it is the output produced by the tas assembler.
3. The script was assigned to a group and telephone number and a channel was assigned to the group. The voice equipment display from the Configuration Management branch of the CVIS menu shows these assignments on the terminal.

405 (TSM_NOSLOT), MAJOR TSM: No Slot Available for Script <string>

No room is left in the script table to place another script. If possible, unassign a script from service or try again later.

406 (TSM_NOSCRIPT), MAJOR TSM: Cannot Find Script <string>; errno = <integer>

TSM failed to open the specified script file. This occurs if the script file does not exist. The value of the errno indicates the cause of the error. Ensure that the script file (.T file) is in directory /vs/trans. Look up the value of errno in the Introduction to Section 2 in the UNIX System Programmer Reference Manual.

407 (TSM_BADSCRIPT), MAJOR TSM: Script <string> has Bad Format

The format of the script file (.T file) is invalid. This can occur if the file is not the output of the tas assembler. Ensure that the script file is the output of the tas assembler. Reassemble the script if necessary.

408 (TSM_SCRD), MAJOR TSM: Read Error on Script <string>

A read error occurred while TSM was reading the script file from disk. Hang up the telephone and try again several times. If this error repeats, delete the script file (T.file) and reassemble it.

409 (TSM_MTSCRIPT), MAJOR TSM: No Data in Script <string>

The specified script has no instructions. Ensure that the script has at least one instruction.

410 (TSM_SHMFAIL), CRITICAL TSM: Shared Memory failure: <string>, errno <integer>

TSM failed to attach a shared memory segment. This error can only be seen at initialization. The errno indicates the reason for the error. Contact your field service representative for assistance.

411 (TSM_PC_FAIL), MAJOR TSM: Script on Channel <channel> Failing PC at Instruction <integer>

The program counter (PC) value is invalid. The PC value is too small or too large. This may be caused by an invalid location or the program size has exceeded the maximum allowable limit. Ensure that the script size has not exceeded the maximum allowable limit.

412 (TSM_TSTART), MAJOR TSM: Cannot Start Transaction on channel <channel>: <string>

The script was loaded into memory, but cannot start execution because the initial program counter (PC) value is incorrect. If this error repeats, remove the script from service, reassign it and try again. If this error still occurs, delete the script file (.T file), reassemble the script, and try again.

413 (TSM_NO_SCPT_P), MAJOR TSM: Cannot open script environment param file: ret=<integer> errno=<integer>

TSM failed to open the script environment parameters file. The value of the errno indicates the reason for the error. Ensure that the file "script_param" exists in "/gendb/data".

414 (TSM_SEP_READ), MAJOR TSM:Cannot read script environment params: ret=<integer> o=<integer> rec=<integer>

TSM failed to read the script environment parameters file. The value of the errno indicates the reason for the error. Remove the file "script_param" from in "/gendb/data" and recreate it again.

415 (TSM_INIT_FAIL), CRITICAL TSM: Initialization Failure

TSM process cannot be started due to some initialization failure. Bring the system down using stop_vs and restart using start_vs. If the failure persists, contact your field service representative.

416 (TSM_INVLD_MSG), INFORM TSM: Ignored Message from <integer>, content <integer>, chan <channel>: <string>

TSM did not process an incoming message because it was inappropriate. The message originator, message content, channel number and reason for not processing are specified. TSM will continue execution after reporting the error. This error does not have serious implication, but it should be reported to a field service representative.

417 (TSM_NOSPACE), MAJOR TSM: No space for <string>, errno <integer>

TSM failed to allocate more space. Ensure that the script is not bigger than the maximum allowed limit.

418 (TSM_TR_CMD), MAJOR TSM: TR Device Driver Command (<string>) Failure: chan <channel>, board <device>

TSM failed to execute a T/R UNIX driver command. The command name and the errno are specified. Contact your field service representative for assistance.

419 (TSM_SP_CMD), STATUS TSM: SP Device Driver Command <string> Failure: board <device>, errno <integer>

TSM failed to execute a SP UNIX driver command. The command name and the errno are specified. Contact the your field service representative for assistance.

420 (TSM_T1_CMD), Major TSM: T1 Device Driver Command <string> Failure: chan <channel>, errno <integer>

TSM failed to execute a T1 UNIX driver command. The command name and the errno are specified. Contact your field service representative for assistance.

421 (TSM_SPOVERLD), MAJOR TSM: All SP boards are overloaded. Least busy SP # <integer>, usage <integer>

All the SP boards in the system are running at their maximum capacity. Try to reduce the load on the system or add more SP cards.

422 (TSM_SP_UNAVAIL), MAJOR TSM: No SP available for function <string>

An SP board cannot be allocated for the given function because no board is available with the function or all available boards are being used to maximum capacity. Try to reduce the load on the system or add more SP cards for the function needed. It is also possible that the SP is broken or is not in the "in service" state. If this is the case, try to bring the SP in service by diagnosing or restoring the card. If the problem persists, contact your field service representative.

545 (VROP_TOO_SHORT), MAJOR VROP: Coded phrase <integer> <integer> on channel <channel> too short -- deleted

The size of the coded phase was less than 200 bytes (100 ms duration for ADPCM 32). This can happen if the caller hangs up or terminates coding using a touch-tone immediately after being prompted to start recording. The phrase is deleted and a code failure message is sent to TSM.

546 (VROP_FS_RDONLY), MAJOR VROP: Speech file systems do not have WRITE permissions

All the speech file systems have READONLY permissions. Speech phrases cannot be recorded or added to these file systems. To record or add speech phrases, change the permissions of the speech file system to READWRITE in the file '/vs/data/fslist/.

547 (VROP_NORESUME),

A request to replay the last list of phrases played on a channel could not be serviced. This happens if the last list of phrases is played without the remember flag being on.

548 (VROP_NOSPBUF), CRITICAL VROP: No SP window buffers available on SP board#<integer> <string>

The system ran out of SP window buffers. Try to reduce the load on the system or add more SP cards.

550 (VROP_BADACT), MAJOR VROP Activity list is corrupted

The activity list data structure is corrupted. Restart the voice system if this error continues..

551 (VROP_LRULIST), MAJOR VROP speech buffer lru data structure is corrupted

The speech buffer data structures are corrupted. Restart the voice system if this error continues.

552 (VROP_SBM_ERR), INFORM VROP speech buffer usage count error

The speech buffer usage count has been corrupted. No harmful consequences should ensue, but restarting the voice system should correct the error.

553 (VROP_USAGE_CNT), MAJOR VROP in-use speech buffer in the speech buffer free list

The speech buffer data structures are corrupted. Restart the voice system if this error continues.

571 (VROP_CONFIG), MAJOR VROP Config file <string> is incorrect

A line in the "spchconfig" file is invalid. Edit the file "/vs/data/spchconfig" and fix the line indicated. The file should contain a line in the form:

```
nbufs    40
```

This line tells the voice system how many speech buffers to allocate in memory. A default value will be used if no valid value can be found. The voice system may need to be restarted after the file is fixed.

572 (VROP_HWERR), MAJOR Hardware Error on device <device>, chan <channel>

A hardware error on the voice system board has occurred. Run diagnostics on the indicated board.

573 (VROP_NOSPACE), CRITICAL No space available in file system <string>

No free space is available in the indicated speech file system. Remove any unneeded phrases. It is possible that the speech file system is corrupted. Run audit if you suspect file system corruption.

574 (VROP_BADFS), MAJOR Error occurred on file system <string>: (run audit when convenient)

A file system error has occurred on the indicated speech file system. Run audit when convenient.

575 (VROP_UNIXFIO), MAJOR Error occurred accessing UNIX file <string>

An error occurred accessing the indicated UNIX file. This could be caused by a disk error or by a corrupted UNIX file system. Reboot the UNIX system if you suspect a corrupted UNIX file system.

577 (VROP_NONEX), MAJOR Attempt to use non-existent phrase <integer> in talk file <integer>

A script attempted to access the nonexistent phrase indicated. Review your applications and obtain or install a replacement phrase.

578 (VROP_SHMERR), MAJOR VROP: error using shared memory region <integer>

An error occurred accessing a shared memory region used to access speech phrases. Rebooting the system may be required to correct the problem.

579 (VROP_MSGERR), MAJOR VROP: error using UNIX messages: <string> (target <integer>)

An error occurred accessing a UNIX message queue. Reboot the system to correct the problem.

580 (VROP_UNIXOPEN), INFORM Error occurred opening UNIX file <string>

An error occurred when attempting to open the indicated UNIX file. Perhaps the file can be obtained from a recent backup.

581 (VROP_TIMEOUT), INFORM VROP: Timeout detected: action <integer>

A timeout error occurred. These can occur because of other errors in the system or because of excessive system load. Restart or reboot the system if this error continues.

582 (VROP_NOACT), MAJOR VROP: no activity lists are available

The activity list, a data structure used to keep track of speech commands in progress, has been exhausted, causing some play or record operation to fail. Restart the voice system if this error continues.

583 (VROP_BADTAG), INFORM VROP: Invalid tag: action <integer>: event <integer>: act2 <integer>: type <integer>

A software error occurred. These can be associated with timeouts if the system is experiencing excessive load. Restart the system if the errors continue.

584 (VROP_NOSPCHBLK), MAJOR VROP: no speech buffer blocks available: resizing of spchconfig recommended

No speech buffer blocks are available in shared memory. Resize the nbufs parameter in the file "/vs/data/spchconfig."

585 (VROP_BADCODE), MAJOR VROP: Software Error detected: action <integer>, type <integer>

A software error was detected. Restart the voice system if the error continues and contact your field service representative for assistance.

586 (VROP_BADPHR), MAJOR VROP: phrase <integer> in talk file <integer> is bad

The indicated speech phrase is corrupted. Run audit when convenient. The phrase can be recovered from a speech file system backup.

588 (VROP_NOTIMELIST), INFORM VROP: no timeout lists are available

The timeout list data structure is exhausted. There are no direct harmful consequences, but the error may be an indication of system problems. Restart the system if the error continues.

589 (VROP_NODIRSLOT), MAJOR VROP: no directory entry available in file system <string>

The speech file system directory entries have been exhausted. No more phrases can be created until the situation is corrected. Remove any unneeded phrases and run audit when convenient.

590 (VROP_BADFREE), MAJOR Free list is corrupted on file system <string>

The speech block free list is corrupted on the indicated file system. Run audit as soon as possible to correct.

591 (VROP_PLAY_TMOUT), MAJOR Play request is not serviced fast enough

A request to play phrases has not been serviced fast enough. The system load is excessive. Attempt to reduce the load on the system to prevent poor service to customers.

592 (VROP_CODE_TMOUT), MAJOR Coding request is not serviced fast enough

A request to record a phrase has not been serviced fast enough. The system load is excessive. Attempt to reduce the load on the system to prevent poor service to the customers.

593 (VROP_FSOPEN), INFORM Error opening file system <string>

The system could not open the indicated speech file system. This can be caused by a disk error or by some system error. Run audit, reboot the system, or replace the bad disk if necessary.

594 (VROP_FSIO), MAJOR Access error to file system <string>: called from <integer>

An error occurred accessing the indicated speech file system. This can be caused by a disk error or by some system error. Run audit, reboot the system, or replace the bad disk if necessary.

595 (VROP_BADCMD), INFORM Unrecognized command received

An unrecognized command has been received by the VROP process. Inform your field service representative.

596 (VROP_DIORESPAWN), INFORM DIO process respawned

The DIO process died and respawned. Inform your field service representative if the error continues.

597 (VROP_TROPEN), MAJOR Error opening TR device driver

The VROP process failed when opening the VRS6 (TR) driver. No speech can be played or recorded on the VRS6 boards until the condition is corrected. Reboot the UNIX system to correct the problem.

598 (VROP_SPOPEN), CRITICAL VROP: SP Open Error

VROP could not perform an SP_open( ) driver call. If there is no SP card in your system, ignore this message. If there is an SP card in the system, it may have a problem. Contact your field service representative.

599 (VROP_SPATTACH), MAJOR VROP: SP Memory Attach Failure

VROP could not perform an SP_attach( ) driver call. There may be a problem with the SP card. Contact your field service representative.

601 (SHMEM_SHOW), STATUS Showing State of ET Shmem (ETCOUNTS)

The user asked the Error Tracker (ET) to display the state of its shared memory (presumably for debugging purposes). This should not occur spontaneously. If it appears without being requested, inform your field service representative. No need for immediate action.

602 (READ_DB), STATUS Change to Error Rules Recvd by ET

ET just reread its error rules file because it changed. No action is required because this is seen only during system development and startup.

603 (ET_ATT), INFORM Unexpected EOF on Error Rules File after <integer> Lines

There is an error in the rules file. Correct and recompile the rules file (run "mkerr"). This message should only be seen during system development and startup.

604 (ET_BAD_MSG), INFORM Invalid msg_id (<integer>) Received from <string>

ET received a message it does not understand. Call your field service representative for assistance when convenient.

605 (ET_CKSHMEM), MAJOR ET has Tried to Check/Reinit its SHMEM (ETCOUNTS)

ET tried to check/reinitialize its shared memory. If this message occurs continuously without a user's request, ET will not work properly until this is fixed. Try stopping and restarting the system. If this message persists, call a field service representative for assistance.

606 (ET_ESLOT), INFORM ET Discarded Msg of Type <integer> : Error Count Array Full

A software error exists or ET is getting an extreme number of messages. Call a field service representative for assistance when convenient.

607 (ET_MSGRCV), CRITICAL ET Not Read Msg: errno = <integer>, rc = <integer>

Something is wrong with the interprocess communication. ET cannot receive messages. Try stopping and restarting the system. Call a field service representative for assistance.

608 (ET_MSGSND), CRITICAL ET Not Send Msg to <string>: errno = <integer>, rc = <integer>

Something is wrong with the interprocess communication. ET cannot send a message to the specified process. Try stopping and restarting the system. Call a field service representative for assistance.

609 (ET_NO_ATT), MAJOR Cannot Open ATT Error Rules File (vs/data/errors)

Check to see that the file "/vs/data/errors" exists and check its permissions.

610 (ET_NOQ), CRITICAL ET Cannot Open its Message Queue

Something is wrong with the interprocess communication. ET cannot open its message queue. Reboot the system. Call a field service representative for assistance.

611 (ET_NORULES), MAJOR ET Cannot Access Error Rules File (<string>)

ET cannot access the specified error rules file. ET will not work properly until this problem is fixed. Call a field service representative for assistance.

612 (ET_NOSHMEM), CRITICAL ET Cannot Attach SHMEM <string>

ET is having problems with its shared memory. ET will not work properly until this problem is fixed. Try stopping and restarting the system. Call a field service representative for assistance.

613 (ET_NO_VAR), INFORM Cannot Open VAR Error Rules File (gendb/data/errors)

This is an informative message unless there is supposed to be a VAR error file. No action is required.

614 (ET_REBOOT), CRITICAL ET Attempting to REBOOT System

A module or user told ET to reboot the system, so it is trying to do so. If ET is capable of automatically rebooting the system, it shuts down within two minutes; if not, nothing should happen except that ET will read but won't process messages. However, this message indicates that the system thinks that it is in serious trouble. No action required if the system reboots itself properly. If it does not, manually reboot the system.

615 (ET_RESTART), CRITICAL ET Attempting to RESTART System

A module or user told ET to restart the system, so it is trying to do so. The system software will be stopped and restarted in 2 or 3 minutes. No action required if the system restarts itself properly. If it does not, manually restart the system.

616 (ET_SHMIT), INFORM ET Shared Memory (SHMEM ETCOUNTS) Init

ET initialized its shared memory. Informational message—no action required.

617 (ET_SHOWER), STATUS ET Printing Rules as Requested

This should not appear unless the user asks ET to print its rule file. Informational message—no action required.

618 (ET_VAR), INFORM Unexpected EOF on VAR Err Rules File after <integer> Lines

There is an error in the VAR rules file. Correct and recompile the VAR rules file (run "mkerr var").

619 (ET_SHOT), MAJOR ET Killed <string> because it was stuck

ET killed a process because it was hung. The process should bring itself up again. This message should be reported to a field service representative.

620 (ET_DEBUG), STATUS ET Verbose Mode for Debugging Toggled

This message should not appear unless the user sends the MSG to ET. To restore the normal tense mode, use "into_et" to send ET_DEBUG (or message 620) to ET. If the verbose mode appeared unexpectedly, report this to your field service representative.

621 (ET_FLOOD), INFORM <string>

This message is printed as a result of the flood control being turned on to prevent messages from flooding the screen or the ET history file.

622 (ET_URS), CRITICAL User Ordered ET to RESTART System

The user ordered ET to restart the system.

623 (ET_URB), CRITICAL User Ordered ET to REBOOT System

The user ordered ET to reboot the system.

624 (ET_WIPE), INFORM ET Removed Defunct Process <string> (<integer>) from Bulletin Board

ET removed a defunct process or an invalid process entry it found in the bulletin board. Report this message to a field service representative.

625 (ET_MISS), INFORM ET Couldn't Kill &str (arg [0]) because errno <integer>

ET tried but failed to kill a process that it found to be hung. Report this message to a field service representative.

626 (ET_STUCK), MAJOR ET Noticed <string> (<integer>) to be Stuck

ET noticed that the specified process was hung. This error message will continue to come out until something is done about the process' bulletin board entry. Stopping and restarting the system should clear the bulletin board. Report this message to a field service representative.

627 (ET_BAD_ARGS), INFORM Invld channel(<integer>)/brd(<integer>) for msgid(<integer>) Recvd from <string>

ET received a message with bad arguments (that is, invalid board number, invalid channel number for the given board number, etc.). Report this message to a field service representative.

628 (ET_NEW_PID), MAJOR ET Noticed PID for <string> changed: <integer> to <integer>; Proc probably respawned

ET noticed the process id for a given process to have changed, which indicates that the process probably died and respawned. Report this message to a field service representative.

651 (ET_DYKE), STATUS ET turned flood control <string> as requested

The user ordered ET to turn its flood control on or off via the "etset" command.

652 (ET_NEWS), STATUS ET set summary to <string> as requested

The user ordered ET to set the summary to be displayed only when it receives new error messages since it last displayed the summary or all the time regardless of whether it receives any new messages. The user made the request via the "etset" command.

653 (ET_PRIORITY), STATUS ET set summary priority to <string> as requested

The user ordered ET to set its summary priority level to the specified level via the "etset" command.

654 (ET_SUMSHOW), STATUS ET showed summary settings as requested

The user ordered ET to display its current summary settings. The user made the request via the "etset" command.

655 (ET_SUMTIME), STATUS ET set summary interval to <integer> minutes as requested

The user ordered ET to set its summary interval for the time between the display of summary messages to the specified number of minutes via the "etset" command.

700 (STA_CHAN), STATUS MTC reports channel <channel> is now in state <integer>

Maintenance reports: the permanent state of a channel has changed.

701 (STA_CARD), STATUS MTC reports card <device> is now in state <integer>

Maintenance reports: the permanent state of a card has changed.

710 (INV_RQST), INFORM MTC received invalid request, morig=<integer>, mcont=<integer>, reqst=<integer>

Maintenance received an invalid request message. The message has been ignored. This is an indication of software problems. If this error persists, try stopping and restarting the voice system.

711 (INV_TSMR), INFORM MTC received invalid tsmr, state= <integer>, mcont=<integer>

Maintenance received an invalid response from TSM. The response has been ignored. This is an indication of software problems. If this error persists, try stopping and restarting the voice system.

712 (INV_MESG), INFORM MTC received invalid message, state= <integer>, morig=<integer>, mcont=<integer>

Maintenance received an invalid message while interacting with TSM. The message has been ignored. This is an indication of software problems. If this error persists, try stopping and restarting the voice system.

714 (RCVE_MSG), CRITICAL MTC cannot receive a messages. This is an indication of system problems. Try stopping and restarting the voice system or rebooting the system

Maintenance cannot receive messages. This is an indication of system problems. Try stopping and restarting the voice system or rebooting the system.

715 (SEND_MSG), CRITICAL MTC cannot send a message, return=<integer>, errno=<integer>

Maintenance cannot send messages. This is an indication of system problems. Try stopping and restarting the voice system or rebooting the system.

716 (UNK_TYPE), MAJOR MTC detected an invalid type (<integer>), on card <device>

Maintenance detected an invalid device type in shared memory. This is an indication of system problems. Try stopping and restarting the voice system or rebooting the system.

717 (SYS_FAIL), MAJOR MTC cannot <string> for card <device>, return=<integer>, errno=<integer>

Maintenance failed a system call. This is an indication of system problems. Try stopping and restarting the voice system or rebooting the system.

718 (NO_CLOCK), MAJOR MTC cannot find clock on card <device>

Maintenance detected no clock on a system-master board. This is an indication of hardware problems. The board may need to be replaced. Try removing the device from service, and rebooting the system. If the device passes initial boot diagnostics, you may then restore the device.

722 (GET_SEMA), MAJOR MTC cannot acquire the semaphore

Maintenance cannot create the semaphore. This is an indication of system problems. Try stopping and restarting the voice system or rebooting the system.

723 (SET_SEMA), MAJOR MTC cannot set the semaphore

Maintenance cannot lock the semaphore. This is an indication of software problems. Try stopping and restarting the voice system or rebooting the system.

724 (SHM_FAIL), CRITICAL MTC cannot attach the <string> area

Maintenance cannot attach shared memory. This is an indication of software problems. Try stopping and restarting the voice system or rebooting the system.

725 (SHM_INVD), CRITICAL MTC detects a invalid <string> area

Maintenance detected invalid shared memory. This is an indication of software problems. Try stopping and restarting the voice system or rebooting the system.

726 (OPN_FAIL), CRITICAL MTC cannot perform a <string>

Maintenance cannot open the tip/ring driver. This is an indication of software problems. Try stopping and restarting the voice system or rebooting the system.

727 (CLR_SEMA), MAJOR MTC cannot clear the semaphore

Maintenance cannot unlock the semaphore.
This is an indication of software problems. Try stopping and restarting the voice system or rebooting the system.

740 (DG_START), STATUS MTC reports diag started on (<string>) card <device>

Maintenance reports: diagnostics have started on a hardware card.

741 (DG_RESLT), STATUS MTC reports diag results on card <device>, return=<integer>, errno=<integer>, <string>

Maintenance reports: diagnostic results.

742 (DG_PASSD), STATUS MTC reports diag passed on (<string>) card <device>

Maintenance reports: diagnostics have passed on a hardware card.

750 (DG_FAILD), STATUS MTC reports diag failed on card <device>, because <string>

Maintenance reports: diagnostics have failed on a hardware card. This is an indication of hardware problems. The board may need to be replaced. Try removing the device from service, and rebooting the system. If the device passes initial boot diagnostics, you may then restore the device.

800 (CDH_NOT_RCV), CRITICAL CDH not recv msg <integer> <integer>

CDH was unable to receive the specified message. This is due to failure in the mesgrcv () procedure and signifies that CDH is not functioning properly. This message indicates that CDH is not operating properly. Call the field service representative as soon as possible.

801 (CDH_BAD_MSG), INFORM Bad message from <integer>

CDH received an unrecognizable message. This message indicates that CDH is not operating properly. Call the field service representative as soon as possible.

802 (CDH_NO_WRITE), MAJOR Cannot write <string>

CDH cannot write the specified tables. This means that either call data or event data will be lost. This message indicates that the database is not operating properly. Probably it is out of space and CDH was not able to recover space. Call the field service representative as soon as possible.

803 (CDH_START), MAJOR CDH: startup failed: <string>

CDH was not able to initialize itself properly. Usually this means it could not connect to the database. The database may be not working properly. This message indicates that CDH is not operating properly. Call the field service representative as soon as possible.

804 (CDH_CDH_SUM), MAJOR CDH: CDH summary failed: <string>

The program creating call data summary information has failed. Either the database is not operating properly or is full. Call the field service representative as soon as possible.

805 (CDH_CDH_DEL), MAJOR CDH: CDH summary delete failed: <string>

The program deleting call data detail information has failed. Probably the database is not operating properly. Call the field service representative as soon as possible.

806 (CDH_CCA_SUM), MAJOR CDH: CCA summary failed: <string>

The program creating call classification summary information has failed. Either the database is not operating properly or is full. Call the field service representative as soon as possible.

807 (CDH_CCA_DEL), MAJOR CDH: CCA summary delete failed: <string>

The program deleting call classification detail information has failed. Probably the database is not operating properly. Call the field service representative as soon as possible.

808 (CDH_NO_SPACE), MAJOR CDH: CDH database is full <string>

CDH could not write a call data detail or event record to the database. The database is out of space. CDH will attempt to summarize some of the detail records and then free the space. CDH will then retry the operation. Probably the database is not sized properly and needs to be increased. Call the field service representative as soon as possible.

1300 (VS_BUG), STATUS Error in VS Software <string>

Call a field service representative.

1301 (SCRIPT_ERR), MAJOR Error in Script <string>

Script is not sending proper messages to host. Call a field service representative. Provide that individual with the message in the <string> so they can diagnose the problem.

1302 (HOST_ERR), MAJOR Error in Data from Host <string>

Host is not sending proper messages to users. Call a field service representative for assistance. Provide them with the message in the <string> so they can diagnose the problem.

1303 (HOST_STAT), INFORM Host Status Info: <string>

The host or host link has gone down or come up. If the host goes down for a significant amount of time, or goes down too frequently, call a field service representative to see what is happening.

1310 (DIP_TIMEOUT), MAJOR HOSTDIP: timeout on host channel <integer>

The host did not respond to a screen which was sent. Check the status of the host and the host link. If this error persists and the host is up, but slow, consider increasing the host timeout value.

1311 (DIP_UNRECSCRN), INFORM HOSTDIP: unrecognized screen received on host channel <integer>

The host has responded with an unexpected screen. Check the application logic and unrecognized timeout values. If the error persists run the debug command to save a log of screens to examine.

1312 (DIP_RESET), MAJOR HOSTDIP: <string>

The Winterhalter board has been reset because the host connection is in a very confused state. Check to see if the host is up. Check the application logic.

1313 (DIP_NOPOLL), MAJOR HOSTDIP: no polling on host channel <integer>

The host has stopped polling. Check the host and the host link.

1314 (DIP_LINKDOWN), MAJOR HOSTDIP: host link down

The hostlink is down. Reestablish the link.

1315 (DIP_FIELD), MAJOR HOSTDIP: field write failed on host channel <integer>

The application specified a write into a protected field on the screen. Check the application logic.

1316 (DIP_WRONGSCR), MAJOR HOSTDIP: wrong current screen specified on host channel <integer>

The current screen does not match the screen specified in a send screen instruction. Check the application logic.

1317 (DIP_OUTOFSYNC), MAJOR HOSTDIP: unexpected TSM message received for host channel <integer>

TSM sent an unexpected message to DIP0. If the message persists call a field service representative for assistance.

1318 (DIP_BADMSG), INFORM HOSTDIP: unrecognized message from <integer>

DIP0 received an unexpected message. If the message persists call a field service representative for assistance.

1319 (DIP_SND), CRITICAL DIP<integer> error when sending message to <integer>: ret <integer>, errno <integer>

Something is wrong with Interprocess Communication. Call a field service representative for assistance.

1320 (DIP_RCV), CRITICAL DIP<integer> error when receiving message: ret <integer>, errno <integer>

Something is wrong with Interprocess Communication. Call a field service representative for assistance.

1321 (DIP_COMPILE), MAJOR HOSTDIP: host script compilation error, <string>

There is a syntax error in the dip script, /vs/trans/<name>.hs. Check the application.

1322 (DIP_MALLOC), MAJOR HOSTDIP: cannot malloc space

DIP0 cannot obtain the memory it needs. Call a field service representative for assistance.

1323 (DIP_HYBER), MAJOR HOSTDIP: now hybernating as a result of fatal errors

DIP0 is now hibernating. Kill the process and it will be respawned.

1324 (DIP_HELPTO), MAJOR Host Status Info: <string>

The helper dip is not responding. Restart DIP0, which will restart the helper dip.

1325 (DIP_NOLU), MAJOR HOSTDIP: no lu available for voice channel <integer>

There is no logical unit available for a call. Make sure there are as many logical units defined as there are voice channels assigned to the application. Some logical units may be in a recovery state. Check the application to see why logical units would not be left in the proper state after a call.

1326 (DIP_BOARD), MAJOR HOSTDIP: error from board for lu <integer> errno <integer>

A command to the Winterhalter board failed. If the message persists call a field service representative for assistance.

1327 (DIP_INIT), MAJOR HOSTDIP: initialization error <string>

Initialization of DIP0 failed. Call a field service representative for assistance.

1328 (DIP_PROBLEM), MAJOR HOSTDIP: problem encountered <string>

DIP0 encountered a problem. Call a field service representative for assistance.

1329 (DIP_SHM), MAJOR DIP<integer> shared memory error <string>: ret <integer>, errno <integer>

There is a problem with shared memory. Call a field service representative for assistance.

1330 (DIP_HOSTDOWN), CRITICAL HOSTDIP: host is down, application <string>

All the LUs assigned to an application are recovering. Check the status of the host and the host link. If there is no problem with the host, free the LUs with the hfree command and attempt to reestablish the host connection manually using the terminal emulator.

1331 (DIP_HOSTUP), INFORM HOSTDIP: host is up, application <string>

At least one LU has recovered for an application which was in the hostdown

1335 (A_LINKDOWN), MAJOR ASAI: ASAI link failure detected, cause: <string>

The ASAI Link has gone down. All ASAI provided services will not function until the link has been established. The logged message will give a cause. The most common causes are:

Cause	Remedy
OFFLINE	The IPCI (ASAI) board has been taken off-line. Initialize IPCI board to bring back on-line.
L1 Down, L2 Down	Physical layer is down. Make sure that the ASAI link that runs from the Switch to the CONVERSANT is properly connected at both ends.
L1 Up, L2 Down	Link layer is down. Make sure that the TEI value on the PBX for the ASAI line is set to 3.

If message 1339 follows this message, the problem has corrected itself and no further action is required.

For more information or for causes not shown, refer to the 'System Messages' section of the Installation and Field Service Guide or the Trouble Shooting section of the ASAI feature documentation.

1336 (A_DSCRIPT_TERM), INFORM ASAI: Script '<string>' terminated on chan = <integer>

The Data-only Script running on the specified channel has terminated unexpectedly. A new script will be started automatically. No immediate action is necessary. However, this may indicate a problem with the service assigned to the domain. Frequent unexpected terminations under heavy call volumes could cause a loss of call information. Make certain that the script does not contain a quit instruction, as this will cause this behavior. Inform your field representative, should this problem occur.

1337 (A_LOGIN_FAIL), MAJOR ASAI: ASAI link failure detected, cause: <string>

The VIS (tip/ring) agent on the specified channel could not be logged in. As a result the ACD will not route calls to this channel. The logged message will give a cause for the failed login. Common causes are usually a result of incorrect administration of the ASAI feature:

Cause	Remedy
Rejected by Switch, cause=0	Extension assigned to the channel on the VIS may be incorrect.
Rejected by Switch, cause=14	Extension assigned to the channel on the VIS does not belong to the ACD split assigned to 'VIS' service.
No VIS Domain, cause=0	An ACD domain has not been administered (on the VIS) with the service 'VIS'

If message 1342 follows this message for the same channel, the problem has corrected itself and no further action is required.

For more information refer to the 'System Messages' section of the Installation and Field Service Guide or the Trouble Shooting section of the ASAI feature documentation.

1338 (A_ENREQ_FAIL), MAJOR ASAI: Domain Ext <integer>: failed, <string><integer>

The (ASAI) domain with the specified extension cannot be activated. The logged message will give a cause for the failure. Common causes are usually a result of incorrect administration of the ASAI feature:

Cause	Remedy
Can't Start script	Couldn't start service assigned to domain. Verify enough 'Virtual' channels have been allocated.
Script not responding	Service assigned to domain is not responding. Verify correct service has been assigned.
Rejected by Switch, cause = X	PBX cannot provide information for this domain. See documentation for meaning of cause value. Verify domain 'Type' and 'Extension' have been correctly administered.

If message 1343 follows this message for the same extension, the problem has corrected itself and no further action is required. For more information, refer to the 'System Messages' section of the Installation Guide or the Trouble Shooting section of the ASAI documentation.

1339 (A_RESTART), STATUS ASAI: ASAI link restarted at <string>

The ASAI Link has been established. If a link failure has previously been reported in a type 1335 message, this message indicates that the problem has been corrected. No further action is necessary.

1340 (A_NO_EVRP), INFORM ASAI: No event report associated with an incoming call, chan = <integer>

The service assigned to the VIS (tip/ring) agent on the specified channel requested call information from the ASAI feature which was not available. Verify that an ACD domain with service 'VIS' has been administered and is in service. (See the ASAI feature documentation on administering domains.) If the domain is in service, and the problems still persists, verify that the PBX extension to channel assignments have been correctly administered on the VIS. (Also see the ASAI feature documentation for information on how to administer ASAI channels)

If the problem still persists, see your field service representative.

1341 (A_PROT_ERR), STATUS ASAI: <integer> ASAI protocol errors detected in last <integer> seconds

ASAI Protocol errors have been detected. The message indicates how many errors were detected over a one minute period. An occasional report does not necessarily indicate a serious problem. If problem becomes common, check integrity of the cabling of the ASAI link. Diagnose the IPCI card (using the 'Diagnose IPCI Board' window) Replace if bad.

1342 (A_LOGIN_OK), STATUS ASAI: Chan <integer> agent: now logged in, status OK

The VIS (tip/ring) agent on the specified channel that was previously reported as having failed login, has now been logged in. No further action need be taken.

1343 (A_ENREQ_OK), STATUS ASAI: Domain Ext <integer>: now in service, status OK

The ASAI administered domain with the specified extension which was previously reported as having failed, has now recovered and is in service. No further action need be taken.

1344 (A_UNK_EVENT), STATUS ASAI: <integer> message(s) received in last minute for unknown <string> Domain

Messages are being received over the ASAI link for which there is no administered domain. The VIS discards the messages. The messages may either be Route Requests for which there is no corresponding RTE domain administered or Event Reports received for which there is no corresponding CTL domain.

In the case of unknown Route Requests, make certain that the PBX and VIS are both properly administered for adjunct routing. In the case of unknown Event Reports, make certain that the A_Tran script action is using a Destination number (or Split Ext) which corresponds to either an administered ACD, VDN, or CTL domain.

1345 (RECDIP_ERROR), STATUS Error in recognition dip <string>

An error occurred in the recognition DIP. The et message will specify the nature of the problem. Call a field service representative for assistance.

1350 (LDB_BADTBL), STATUS Table specification invalid <string>

A request was made to the local database specifying an invalid table. The table name will be specified in the et message. Check the application using this table and either correct the table name or add the table to the database.

1351 (LDB_INIT), MAJOR Error local database start-up <string>

The local database dip could not attach itself to either the database or the sysmon shared memory area. Call a field service representative for assistance.

1352 (LDB_ERROR), MAJOR Error in local database <string>

This is a general local database dip error. The specific database error is contained in the et message. Check the et log for the specific error code and a short description of the error. You can obtain further information by cross checking the error code with the database management system error code manual.

1353 (LDB_NOSPACE), MAJOR Database is out of space <string>

The database is out of space. You will either have to add space to the database or free space by deleting information from the database. A message indicating which table is full should accompany the ET message.

1354 (LDB_LOSTORA), MAJOR Lost connection to Oracle <string>

The connection to the ORACLE database that this DIP was logged onto has been dropped. The ORACLE database may have been a remote or a local instance. When the database dip recognizes this error, it exits - so that when it respawns it will attempt to reconnect to the database.

1360 (TTS_BAD_ARG), STATUS Bad Arg passed to TTS DIP

A bad argument was passed to TTS DIP. Please report this to customer support people.

1361 (TTS_BADFILE), STATUS Bad file name passed to TTS DIP.

A bad file name was passed to TTS DIP. Make sure that the file you want to be played back to the caller does exist. Also make sure that exists in the directory '/vs/data/tts' or in the directory you have specified along with the file name.

1600 (FFE_DIPFAIL), CRITICAL FORM FILLER: DIP failure: <string>

The Form Filler DIP has failed due to a system call or data base error. Stop and restart the Voice System. If the error persists, call your field service representative.

1601 (FFE_SYSERR), MAJOR FORM FILLER: System failure: <string>

A non-fatal system call error has occurred in the Form Filler DIP. If the error persists stop and restart the Voice System. If that does not help, try a UNIX reboot. If the error still persists, call your field service representative.

1602 (FFE_UNEXPMSG), INFORM FORM FILLER: Unexpected mesg from <string>

The Form Filler DIP has received an IPC message of a type that it does not expect or from a process that it does not expect. The message has been ignored by the DIP. This is a programming error. Please notify your field service representative.

1603 (FFE_REQERR), MAJOR FORM FILLER: Failure for request <string>

This message usually accompanies message 1602 and is part of the same error condition. Refer to the explanation for message 1602.

1604 (FFE_INVALID), MAJOR FORM FILLER: Invalid DIP request: <string>

A TSM application script has made an invalid request of the Form Filler DIP. This is a script programming error. Notify the script developer or contact your field service representative for assistance.

1605 (FFE_DBERR), MAJOR FORM FILLER: Data base error: <string>

The Form Filler DIP had encountered an error in accessing the Form Filler data base. Stop and restart the Voice System. If the error persists, call your field service representative.

1701 (NO _DBFILE), MAJOR NO <string> SHMEM File

Startup cannot find the file containing the system's configuration. This usually occurs when the system is being loaded for the first time. System boards will be configured with default values.

1702 (NO_BOARD), INFORM DBINIT: Board <integer> not found in devtbl(<string> with dipswitch setting <integer>)

A board in the system configuration is no longer physically present. The VOICE EQUIPMENT window (or DISPLAY command) will show a gap where this card and its related channels were positioned. If this card is, in fact, plugged into the system, this message could result from a failure to open the card's related driver (ET message 1707 would be generated) or faulty dipswitch settings. If solution not apparent, call a field service representative.

1703 (NEW_BOARD), INFORM DBINIT: Board <integer> added to the devtbl(<string> with dipswitch setting <integer>)

A new board has been physically plugged into the system and is being added to the current system configuration. This board and its channels will be put at the end of the board and channel tables (seen from VOICE EQUIPMENT window or DISPLAY command)

1704 (CLEANUP), INFORM DBINIT: Reassigning channel numbers and removing NONEX boards from devtbl

Renumber channels option selected. All Boards that are not physically plugged into the system will be removed from the board and channel tables. Board and channel tables will be renumbered such that T1's are followed by TipRings, then SP's.

1705 (DBIN_FAIL), CRITICAL DBINIT: Dbinit failed to create shared memory <string>, Return value = <integer>

Failed to create shared memory segment. Call a field service representative.

1706 (CANT_SAVE), MAJOR DBINIT: Unable to save <string> to disk

Unable to save shared memory segment to disk. This will not affect system performance, but will cause the system to lose changes made through system administration when stop_vs is executed. Call a field service representative.

1707 (NO_DRIVER), MAJOR DBINIT: Could not open <string> Driver

Unable to open a driver. This is normal for SP's and T1's if you have not installed the related hardware package. This error may result in ET error 1702. If the associated hardware package has been installed (use UNIX command "displaypkg" to verify), call a field service representative.

1708 (CANT_OPEN), MAJOR DBINIT: Could not open file <string>

Unable to open a file for writing data. Verify file exists and has "write" privileges. Call a field service representative.

1709 (DBIN_BBLOCK), CRITICAL DBINIT: Cannot create Bulletin Board lock: <string>

Could not create the Bulletin Board semaphore. Stop the voice system and remove semaphore key 5003 using UNIX command Restart the voice system. Call a field service representative if the problem persists.

1710 (DBIN_BBSHM), CRITICAL DBINIT: Cannot access Bulletin Board shared memory: <string>

Could not access the Bulletin Board Shared memory segment. Call a field service representative.

2000 (TRIP_OPEN), CRITICAL TRIP: Tip/Ring Driver Open Failure, Reason <integer>

The Tip/Ring Input Process is unable to access any of the tip/ring boards in the cabinet. The reason number may be found in the Introduction to Section 2 of the UNIX Programmer's Reference Manual. Ensure that only a single copy of the voice software is operational. Attempt a software restart. Ensure that the generic software has been properly installed. Attempt rebooting the system. As a last resort reload the generic software.

2001 (TRIP_DTBL), CRITICAL TRIP: Shared Memory (devtbl) Attach Failure, Reason <integer>

This error indicates that the Voice System initialization failed; probably dbinit did not run or did not complete successfully. The reason number is explained in the Introduction to Section 2 of the UNIX Programmer's Reference Manual. Stop and restart the voice system.

2002 (TRIP_EVNT), CRITICAL TRIP: Tip/Ring Event Receipt Failure, Reason <integer>

The tip/ring boards in the system have become inaccessible. Stop and restart the voice system.

2003 (TRP_PRTY), MAJOR TRIP: TDM Parity Error Detected on Channel <channel> and Time Slot <integer>

A parity error has been detected on the TDM bus. Diagnose equipment associated with the channel (include all SPs, T1s, and associated Tip/Ring cards) and replace the faulty equipment.

2004 (TRIP_OVFL)(tr), MAJOR TRIP: Tip/Ring Event Lost, Base <device>, lines <integer>

Too many simultaneous events have occurred on the indicated boards for the Voice System to process. DATA HAS BEEN LOST. This message describes which ports on which boards have lost data. Each bit of the line integer represents a port. The port represented is the bit position plus 32 times the base. This port number is the osindx listed in the setup file.

2005 (TRIP_SBRK)(tr), MAJOR TRIP: Break in <string> detected on channel <channel>

A gap has been detected during a coding or voice output session. Either the customer-coded voice is incomplete or the voice that the customer heard contained inappropriate silence. This condition typically is related to excessive 6386 processor load.

2006 (TRIP_SPOPEN), CRITICAL TRIP: SP Driver Open Failure, Reason <integer>

The Tip Ring Input Process is unable to access any of the SP boards in the cabinet. The reason number may be found in the Introduction to Section 2 of the UNIX Programmer's Reference Manual. Ensure that only a single copy of the voice software is operational. Attempt a software restart. Ensure that the generic software has been properly installed. Attempt rebooting the system. As a last resort, reload the generic software.

2007 (TRIP_SPATTACH), CRITICAL TRIP: SP Memory Attach Failure, Reason <integer>

This error indicates that the voice system initialization failed; probably dbinit did not run or did not complete successfully. The reason number may be found in the Introduction to Section 2 of the UNIX Programmer's Reference Manual. Stop and restart the voice system.

2009 (TRIP_CLIP), STATUS TRIP: Speech output clipping on channel <channel>

This error indicates that the output signal level on a Tip Ring channel approached the level deemed too loud for the Telephone Network by the FCC. The output signal was thus interrupted until the output signal level dropped below the threshold of noncompliance.

2100 (TWIP_OPEN), CRITICAL TWIP: T1 Driver Open Failure, Reason <integer>

The T1 Input Process is unable to access any of the T1 boards in the cabinet. The reason number may be found in the Introduction to Section 2 of the UNIX Programmer Reference Manual. Ensure that only a single copy of the voice software is operational. Attempt a software restart. Ensure that the generic software has been properly installed. Attempt rebooting the system. As a last resort reload the generic software.

2101 (TWIP_DTBL), CRITICAL TWIP: Shared Memory (devtbl) Attach Failure, Reason <integer>

This error indicates that the voice system initialization failed; probably dbinit did not run or did not complete successfully. The reason number is explained in Introduction to Section 2 of the UNIX Programmer Reference Manual. Stop and restart the voice system.

2102 (TWIP_SPOPEN), CRITICAL TWIP: SP Driver Open Failure, Reason <integer>

The T1 Input Process is unable to access any of the SP Boards in the cabinet. The reason number may be found in the Introduction to Section 2 of the UNIX Programmer Reference Manual. Ensure that only a single copy of the voice software is operational. Attempt a software restart. Ensure that the generic software has been properly installed. Attempt rebooting the system. As a last resort reload the generic software.

2103 (TWIP_SPATTACH), CRITICAL TWIP: SP Memory Attach Failure, Reason <integer>

This error indicates that the voice system initialization failed; probably dbinit did not run or did not complete successfully. The reason number is explained in Introduction to Section 2 of the UNIX Programmer Reference Manual. Stop and restart the voice system.

2104 (TWIP_CHERR), STATUS TWIP: T1-<integer>: Channel <channel> <string>

A channel specific condition has occurred on one of the T1 trunk interface boards. There are several causes for this message. Each message will display the cause. The possibles causes are:

Type	Condition	Cause
0x1	Hardware Error	Problem Transmitting Digit
0x4	Network Error	Network Violates Configuration
0x6	Network Error	FE Answered During Addressing
0x8	Command Error	Request Violates Configuration
0xa	Network Error	Far-end Permanently Offhook
0xb	Network Error	Wink Not Received
0xc	Initialization Error	Configuration Violation
0xf	Network Error	Wink Too Long

See Documentation for more detail on causes.

2105 (TWIP_EVNT), CRITICAL TWIP: Receive T1-Interrupt Failure, Reason <integer>

The T1 boards in the system have become inaccessible. Stop and restart the voice system.

2106 (TWIP_BDERR), STATUS TWIP: T1-<integer>: Board <string>

A board specific condition has occurred on one of the T1 trunk interface boards. The log entry includes a specific description of the condition and its cause. See Documentation for more detail on the causes.

2107 (TWIP_OVFL), CRITICAL TWIP: T1 Driver Event Overflow Error <integer>

The T1 boards in the system have become inaccessible. Stop and restart the voice system.

2108 (TWIP_T1FLR), STATUS TWIP: T1-<integer>: Facility Removed from Service. Cause: <string>

The T1 trunk connected to this interface board is experiencing problems. The problem is preventing the T1 card from servicing its channels. This does not normally indicate a problem with the Conversant Hardware. It may however result from improper configuration. This message will cause the board and all of its channels to go to the Facility Out-Of-Service (FOOS) state. The log entry will include a description of the cause. Causes are as follow:

Type	Cause	Explanation
0	Loss of Frame Alignment	Check Configuration or connections
1	Excessive Bi-polar Violations	Check Configuration or connections
2	CRC Errors	T1 card is detecting CRC errors.
3	Loss of Incoming Clock	T1 card is not detecting any signal.
4	Remote Down - Blue Alarm	T1 card is detecting an All Ones (AIS).
5	Remote Trouble - Yellow Alarm	Far-end is experiencing trouble.

See Documentation for more detail on causes.

2109 (TWIP_T1RST), STATUS TWIP: T1-<integer>: Facility Restored to Service

The remote end of the T1 trunk connected to this interface board has resumed operation. The connection and utility of these trunks is restored. If the channels on this card are not currently INSERVICE, they can be put in service at this time.

2110 (TWIP_PARITY), INFORM TWIP: T1-<integer>: Parity Error

A parity error has been detected on the TDM bus. Diagnose equipment associated with the channel (include all SPs, T1s, and any associated Tip/Ring cards) and replace faulty equipment.

2111 (TWIP_INFO), STATUS TWIP: T1-<integer>: <string>

This message is intended to convey miscellaneous information that emanates from a T1 card. Possible messages are: (See documentation for more details)

Message	Explanation
Hardware Failure: Line Interface Circuit	Sometimes due to bad connections or incorrect framing options. If these are OK, diagnose board. Replace card if diagnostic fails.
Hardware Failure: Transceiver Circuit	Sometimes due to bad connections or incorrect framing options. If these are OK, diagnose board. Replace card if diagnostic fails.
Bipolar Violation Report: NUM bpv/min	The T1 card is detecting Bit errors in the T1 signal. NUM represents the number of Bipolar Violations (bit errors) detected in the previous minute.

2112 (TWIP_PANIC), CRITICAL TWIP: T1-<integer>: Board died

The T1 board identified in the message has for some reason stopped functioning. Remove the card from service and run diagnostics on it. Restore the board to service if diagnostics pass. Replace the board if diagnostics fail or condition reoccurs.

2200 (SPIP_OPEN), CRITICAL SPIP: SP Driver Open Failure, Reason <integer>

The SP Input Process is unable to access any of the SP boards in the cabinet. The reason number may be found in the Introduction to Section 2 of the UNIX Programmer Reference Manual. Ensure that only a single copy of the voice software is operational. Attempt a software restart. Ensure that the generic software has been properly installed. Attempt rebooting the system. As a last resort reload the generic software.

2201 (SPIP_DTBL), CRITICAL SPIP: Shared Memory (devtbl) Attach Failure, Reason <integer>

This error indicates that the voice system initialization failed; probably dbinit did not run or did not complete successfully. The reason number is explained in Introduction to Section 2 of the UNIX Programmer Reference Manual. Stop and restart the voice system.

2202 (SPIP_REST), CRITICAL SPIP: SP-<integer> Died, type <integer>

The indicated SP board appears to have stopped operating and will automatically be halted and have its programs reloaded. This may indicate a hardware or a software problem.

2203 (SPIP_ERROR), CRITICAL SPIP: SP-<integer> error type <integer>

The indicated SP board has recognized an error condition, either in its internal hardware operation, or in a command being sent to it.

2204 (SPIP_SBRK), INFORM SPIP: SP-<channel> speechbreak timeslot <integer>

A gap has been detected during a coding or voice output session involving an SP board. Either the customer coded voice is incomplete, or the voice that the customer heard contained inappropriate silence. This condition is typically related excessive 6386 processor load.

2205 (SPIP_CLIP), STATUS SPIP: SP-<channel> clip-limit timeslot <integer>

This error indicates that the output signal level on an SP Channel approached the level deemed too loud for the Telephone Network by the FCC. The output signal was thus interrupted until the output signal level dropped below the threshold of non-compliance.

2209 (SPIP_CMP_SOFT), STATUS SPIP: SP/CMP <integer>-<integer> Soft Error, DSP <integer>

An error occurred on a DSP in the SP/CMP board set. The SP, however, believes that it has recovered from this error. Unless large numbers of this error occur, this should not be a problem.

2210 (SPIP_CMP_HARD), STATUS SPIP: SP/CMP <integer>-<integer> Hard Error

An error occurred on a DSP in the SP/CMP board set. The SP many not be able to recover from this error without being re-downloaded. Diagnostics should be run on the CMP card in question.

2500 (MXMTR_INIT), INFORM MTCXMTR: Initialization failure <string>

The mtcxmtr process, which collects error messages from the error tracker and sends them to the Resource Management System, failed to initialize correctly. This message usually indicates that the mtcxmtr process could not get the system resources that it needs to function properly. If this message persists, contact you field service representative.

2501 (MXMTR_PROC), INFORM MTCXMTR: Processing failure

The mtcxmtr process, which collects error messages from the error tracker and sends them to the Resource Management System, failed to process an error message correctly. If this message persists, contact you field service representative.

5000 (VMD_SYSERR), MAJOR <string> FAILED for <string>, erron: <integer>

The Voice Mail Database DIP encountered a system error while trying to access a database file. The value of errno indicates the error reason. The error may be due to a corrupted file or directory, or it may be due to a main memory problem.

Ensure that the / file system is not out of free space.

There may be a damaged file system (use fsck when the system is at single user level) or disk/disk controller problems.

Contact your AT&T Authorized Representative for assistance.

5001 (VMD_ENOENT), MAJOR <string> is missing

A file is missing from the Voice Mail Database.

Contact your AT&T Authorized Representative for assistance.

5002 (VMD_BADFORM), MAJOR <string> is badly formatted <string>

A Voice Mail Database file is not formatted properly. A possible software or file system problem may exist.

Contact your AT&T Authorized Representative for assistance.

5003 (VMD_OUTERR), INFORM asked to logout <string> -- already logged out

A script requested that the Voice Mail Database DIP log out a subscriber who was not currently logged in. If this message persists, contact your AT&T Authorized Representative.

5004 (VMD_SCRERR), MAJOR input data error on chan <integer>: <string>

The Voice Mail Database DIP has received bad input data from a script.

If this message persists, contact your AT&T Authorized Representative.

5005 (VMD_MSGERR), MAJOR <string> failed: ret code <integer>, errno <integer>

The Voice Mail Database DIP encountered a problem while trying to send or receive an interprocess communication message. The value of errno indicates the error reason.

Contact your AT&T Authorized Representative for assistance.

5006 (VMD_PHRDEL), INFORM cannot remove phrase <integer> due to overflow

The Voice Mail Database DIP was not able to ask VROP to delete a phrase from the speech database. The DIP's phrase removal list has overflowed.

An audit of the Voice Mail Database may help resolve the problem.

If this message persists, contact your AT&T Authorized Representative.

5007 (VMD_REQERR), MAJOR failure for request <integer> (from dip <string>): <integer>

The Voice Mail Database DIP encountered an error while trying to respond to a request. This message will usually be accompanied by another Error Tracker message which provides more specific information.

Contact your AT&T Authorized Representative for assistance.

5008 (VMD_MSGSRC), INFORM message received from unexpected source: <integer>

The Voice Mail Database DIP received a message from an unrecognized process.

If this problem persists, contact your AT&T Authorized Representative.

5009 (VMD_STARTUP), CRITICAL startup failed

The Voice Mail Database DIP could not start up properly.

Contact your AT&T Authorized Representative for assistance.

5010 (VMD_MSGUNEX), INFORM unrecognized message: <integer>

The Voice Mail Database DIP received a message that it does not recognize.

If this problem persists, contact your AT&T Authorized Representative.

5011 (VMD_UNKCALL), INFORM unknown <string> extension <string> from integrated switch

The Voice Mail Database DIP was given an extension for the Call Answer or Voice Mail Service that it could not find in the database. This message is printed only when such extension was determined through integration with the switch. The probable explanation for the message is that the called person (in the case of Call Answer) or the caller (in the case of Voice Mail) is not properly registered as a subscriber on the AUDIX Voice Power system.

Verify the presence of the extension.

If this problem persists, contact your AT&T Authorized Representative.

5012 (VMD_ADMERR), MAJOR admin process error: <string>

The Voice Mail Database DIP has received bad input data from an AUDIX Voice Power administration window.

If this problem persists, contact your AT&T Authorized Representative.

5013 (VMD_VROPERR), MAJOR VROP problem: <string>

There was a failure for a request made to VROP by the Voice Mail Database DIP. VROP encountered a failure while attempting to service the request or it may not have responded to the request.

If this problem persists, contact your AT&T Authorized Representative.

5014 (VMD_MDWARN), MAJOR couldn't send MD warning: <string>

The Voice Mail Database DIP was unable to send a Voice Mail message to the Message Drop Service Administrator. The purpose of the message was to warn the administrator that the Message Drop mailbox contains a large number of mail messages.

Make sure that a Message Drop Service Administrator has been designated. This can be done through the Service Administrator Registration window.

Also, the Message Drop Service Administrator should listen to and delete most or all of the Message Drop messages.

5015 (VMD_SHMFAIL), MAJOR problem with shmem: <string>

The Voice Mail Database DIP was unable to attach a shared memory segment.

Contact your AT&T Authorized Representative for assistance.

5016 (VMD_GETSCR), MAJOR getscript failed for chan <integer>; returned <integer>

The Voice Mail Database DIP could not obtain the name of the script assigned to a channel. Contact your field service representative for assistance.

5018 (VMD_NOMBOX), INFORM <string> failed for non-existent <string> (extension <string>)

The Voice Mail Database DIP was unable to deliver a Voice Mail message to a invalid local subscriber.

5050 (AAD_SYSERR), MAJOR <string> FAILED for <string>, errno: <integer>

The Automated Attendant DIP encountered a system error. The value of errno indicates the error reason.

The error may be due to a corrupted file or directory, or it may be due to a main memory problem. Ensure that the / and /usr file systems are not out of free space. There may be a damaged file system (use fsck when the system is at single user level) or disk/disk controller problems.

5051 (AAD_ENOENT), MAJOR <string> is missing

A file is missing from the Automated Attendant Database.

5052 (AAD_BADFORM), MAJOR <string> is badly formatted

This message indicates that a Automated Attendant Database file is not formatted correctly. A software problem or a file system problem may exist.

5053 (AAD_SCRERR), MAJOR script error on chan <integer>: <string>

The Automated Attendant DIP has received bad input data from a script.

5054 (AAD_MSGERR), MAJOR <string> failed: ret code <integer>, errno <integer>

The Automated Attendant DIP encountered a problem while trying to send or receive an interprocess communication message. The value of errno indicates the error reason.

5055 (AAD_PHRDEL), INFORM cannot remove phrase <integer> due to overflow

The Automated Attendant DIP was not able to ask VROP to delete a phrase from the speech database. The DIP's phrase removal list has overflowed. An audit of the Voice Mail Database may help resolve the problem.

5056 (AAD_REQERR), MAJOR failure for request <integer> (from <string>): <integer>

The Automated Attendant DIP encountered an error while trying to respond to a request. This message will usually be accompanied by another Error Tracker message which provides more specific information.

5057 (AAD_MSGSRC), INFORM message received from unexpected source: <integer>

The Automated Attendant DIP received a message from an unrecognized process.

5058 (AAD_STARTUP), CRITICAL startup failed

The Automated Attendant DIP could not start up properly.

5059 (AAD_MSGUNEX), INFORM unrecognized message: <integer>

The Automated Attendant DIP received a message that it does not recognize.

5060 (AAD_ADMERR), MAJOR admin process error: <string>

The Automated Attendant DIP has received bad input data from an AUDIX Voice Power Administration window.

5061 (AAD_VROPERR), MAJOR VROP problem: <string>

There was a failure for a request made to VROP by the Automated Attendant DIP. VROP encountered a failure while attempting to service the request or it may not have responded to the request.

5062 (AAD_SHMFAIL), MAJOR prob with shmem: <string>

The Automated Attendant DIP was unable to attach a shared memory segment.

5090 (NAUD_SYSERR), MAJOR <string>

System error encountered by Night Audit.

5091 (NAUD_MSGSND), MAJOR <string>

A mesgsnd failed for Night Audit.

5092 (NAUD_MSGRCV), MAJOR <string>

A mesgrcv failed for Night Audit.

5100 (ADM_SYSERR) MAJOR <string> system call failed for <string>, errno is <integer>

The administration process encountered a system error while trying to access a file. The value of errno indicates the error reason.

Check to make sure the file or directory named in the error message is not corrupted or missing.

Ensure that the / and /usr file systems are not out of free space.

There may be a damaged file system (use fsck when the system is at single-user level) or a disk/disk controller problem.

Contact your AT&T Authorized Representative for assistance.

5101 (ADM_MSGERR) MAJOR <string> failed with return code <integer> and errno <integer>

The administration process encountered a problem while trying to send or receive an interprocess communication message. The value of errno indicates the error reason.

Contact your AT&T Authorized Representative for assistance.

5150 (DCP_SYSERR), MAJOR <string> FAILED for <string>, errno: <integer>

The DCP communications process encountered a system error while trying to access a file. The value of errno indicates the error reason.

Check the file or directory named in the error message. It may be corrupted.

Ensure that the / and /usr file systems are not out of free space.

There may be a damaged file system (use fsck when the system is at single-user level) or disk/disk controller problem.

Contact your AT&T Authorized Representative for assistance.

5151 (DCP_ENOENT), MAJOR <string> is missing

The DCP communications process attempted to access a non-existent file.

Contact your AT&T Authorized Representative for assistance.

5152 (DCP_BADFORM), MAJOR <string> badly formatted <string>

The DCP communications process could not use a file because it was not formatted correctly. A software problem or a file system problem may exist.

Contact your AT&T Authorized Representative for assistance.

5153 (DCP_STARTUP), CRITIC startup failed

The DCP communications process could not start up properly.

Contact your AT&T Authorized Representative for assistance.

5154 (DCP_BADNAME), INFORM "<string>" not found in the names to exts table

A name which was received over the DCP link could not be found in the Voice Mail Database. The name may not have been administered correctly via the Subscriber Administration window.

If this problem persists, contact your AT&T Authorized Representative.

5155 (DCP_BADTABLE), MAJOR FAILURE building names to exts table

The DCP communications process could not construct a table for mapping names to extensions. Thus it cannot translate names to extensions properly.

Contact your AT&T Authorized Representative for assistance.

5156 (DCP_SHMFAIL), MAJOR problem with shmem: <string>

The DCP communications process was unable to attach a shared memory segment.

Contact your AT&T Authorized Representative for assistance.

5157 (DCP_GETSCR), MAJOR getscript failed for channel <integer>, returned <integer>

The DCP communications process could not obtain the name of the script assigned to a channel.

Contact your AT&T Authorized Representative for assistance.

5158 (DCP_DCPIFAIL), MAJOR <string> FAILED, ret is <integer>, errno is <integer>

A failure occurred in the interface between the DCP communications process and the DCP link.

Contact your AT&T Authorized Representative for assistance.

5159 (DCP_MSGERR), MAJOR <string> failed: ret code <integer>, errno <integer>

The DCP communications process encountered a problem while trying to send or receive an interprocess communications message. The value of errno indicates the error reason.

Contact your AT&T Authorized Representative for assistance.

5160 (DCP_MSGSRC), INFORM message received from unexpected source: <integer>

The DCP communications process received a message from an unrecognized process.

If this problem persists, contact your AT&T Authorized Representative.

5161 (DCP_MSGUNEX), INFORM unrecognized message: <integer>

The DCP communications process received a message that it does not recognize.

If this problem persists, contact your AT&T Authorized Representative.

5162 (DCP_BADBUF), INFORM bad DCP buffer: <string>

The DCP communications process received a bad display buffer from the DCP link.

If this problem persists, contact your AT&T Authorized Representative.

5163 (DCP_DCPIPROB), INFORM <string> failed, ret is <integer>, errno is <integer>

A problem occurred in the interface between the DCP communications process and the DCP link.

If this problem occurs frequently, contact your AT&T Authorized Representative.

5200 (RPT_SYSERR), MAJOR <string> system call failed for <string>, errno is <integer>

The Reports DIP encountered a system error while trying to access a file. The value of errno indicates the error reason.

Check to make sure the file or directory named in the error message is not corrupted or missing.

Ensure that the / and /usr file systems are not out of free space.

There may be a damaged file system (use fsck when the system is at single-user level) or a disk/disk controller problem.

Contact your AT&T Authorized Representative for assistance.

5201 (RPT_MSGERR), MAJOR <string> failed with return code <integer> and errno <integer>

The Reports DIP encountered a problem while trying to send or receive an interprocess communications message. The value of errno indicates the error reason.

Contact your AT&T Authorized Representative for assistance.

5202 (RPT_MSGSRC), INFORM message received from unexpected source: <integer>

The Reports DIP received a message from an unrecognized process.

If this problem persists, contact your AT&T Authorized Representative.

5203 (RPT_MSGUNEX), INFORM unrecognized message: <integer>

The Reports DIP received a message that it does not recognize.

If this problem persists, contact your AT&T Authorized Representative.

5250 (OC_SYSERR), MAJOR <string> system call faild for <string>, errno is <integer>

The Outcalling DIP encountered a system error. The value of errno indicates the error reason. The error may be due to a corrupted file or directory, or it may be due to a main memory problem.

Ensure that the / and /usr file systems are not out of free space.

There may be a damaged file system (use fsck when the system is at single-user level) or disk/disk controller problems.

Contact your AT&T Authorized Representative for assistance.

5251 (OC_GENERR), MAJOR <string> <integer>

The Outcalling DIP encountered a processing error. If this message persists, contact your field service representative.

5252 (OC_LIBERR), MAJOR <string> failed, vm_errno <integer>

The Outcalling DIP encountered an error while using the database library functions. The value of vm_errno indicates the error code. Contact your field service representative for assistance.

5253 (OC_SCRERR), MAJOR script error on channel <integer>: <string>

The Outcalling DIP has received bad input data from a script.

If this message persists, contact your AT&T Authorized Representative.

5254 (OC_MSGERR), MAJOR <string> failed with ret code <integer> errno <integer>

The Outcalling DIP encountered a problem while trying to send or receive an interprocess communications message. The value of errno indicates the error reason.

Contact your AT&T Authorized Representative for assistance.

5255 (OC_REQERR), MAJOR failure for request <integer> (from <string>): <integer>

The Outcalling DIP encountered an error while trying to respond to a request. This message will usually be accompanied by another Error Tracker message which provides more specific information.

Contact your AT&T Authorized Representative for assistance.

5256 (OC_MSGSRC), INFORM message received from unexpected source: <integer>

The Outcalling DIP received a message from an unrecognized process.

If this problem persists, contact your AT&T Authorized Representative.

5257 (OC_STARTUP), CRITICAL startup failed

The Outcalling DIP could not start up properly.

Contact your AT&T Authorized Representative for assistance.

5258 (OC_MSGUNEX), INFORM unrecognized message: <integer> from <integer>

The Outcalling DIP received a message that it does not recognize.

If this problem persists, contact your AT&T Authorized Representative.

5259 (OC_BADEXT), INFORM ext <string> is not valid (received from VM DIP)

The Outcalling DIP received an invalid extension in an interprocess communications message from the Voice Mail Database DIP.

If this problem persists, contact your AT&T Authorized Representative.

5260 (OC_GETSCR), MAJOR Failed to get scriptname for chan <integer>, returned <integer>

The Outcalling DIP could not obtain the name of the script assigned to a channel.

Contact your AT&T Authorized Representative for assistance.

5261 (OC_SHMFAIL), MAJOR Problem with shmem: <string>

The Outcalling DIP was unable to attach a shared memory segment.

Contact your AT&T Authorized Representative for assistance.

5262 (OC_UNEX), INFORM bad OC event: <string>

The Outcalling DIP received an unexpected message concerning the state of an outcall. For example, if the DIP has requested a particular channel for an outcall, it does not expect to receive notice from TSM that some other channel has been granted to it.

If this message persists, contact your AT&T Authorized Representative.

5263 (OC_LONGNBR), INFORM OC nbr (<string>) for <string> is too long

The Outcalling DIP has detected that a subscriber's outcalling number is longer than is allowed. This is probably a result of a decrease in the Maximum Number of Digits allowed for outcalling numbers. This parameter is controlled via the Outcalling Administration window.

5301 (FAXCNG_INFO), INFORM <string>

The FAX CNG DIP performed some unexpected action, or action in a sequence not expected. The specific action is specified by the text of the error message. This is cause for concern only if the messages are received frequently. In this case, stop the system and restart it using the stop_vs and start_vs commands. If the problem continues, shut the system down via the shutdown command and reboot the system. If the problem persists, contact your field service representative.

Specific explanations follow.

Error message: Channel <channel> already has FAX coefficients

FAX CNG DIP received a request to download FAX coefficients to a channel that was already set to FAX coefficients.

Error message: Forced coefficients to normal for channel <channel number>

FAX CNG DIP received a request to download normal coefficients to a channel. However, for some reason, the DIP had not previously saved the normal coefficients, therefore the default normal coefficients were used.

5302 (FAXCNG_WARN), INFORM <string>

The FAX CNG DIP performed some unexpected action, or action in a sequence not expected. The specific action is specified by the text of the error message. This is cause for concern only if the messages are received frequently. In this case, stop the system and restart it using the stop_vs and start_vs commands. If the problem continues, shut the system down via the shutdown command and reboot the system. If the problem persists, contact your field service representative.

Specific explanations are contained in your error message documentation.

5303 (FAXCNG_MAJOR), MAJOR <string>

The FAX CNG DIP has attempted to perform the action specified by the text of the error message, but could not do so. If the problem continues, shut the system down via the shutdown command and reboot the system. If the problem persists, contact your field service representative.

Specific explanations follow.

Could not attach shared memory

FAX CNG DIP could not attach shared memory, and therefore cannot perform its function.

Error Message: Could not malloc memory

FAX CNG DIP could not allocate memory, and therefore cannot perform its function.

Error Message: Failure on TR_open()

FAX CNG DIP could not communicate with the Tip/Ring driver, and therefore cannot perform the FAX CNG function.

Error Message: faxcng startup failed

FAX CNG DIP was unable to do all the initialization necessary, therefore it could not continue.

5400 (CREAT_SHM_FL), MAJOR <string>

The Switch Information DIP has attempted to create an area of shared memory but could not do so.

Stop the system and restart it using the stop_vs and start_vs commands.

If the problem continues, shut the system down via the shutdown command and reboot the system.

If the problem persists, contact your AT&T Authorized Representative.

5401 (AT_SHM_FL), MAJOR <string>

The Switch Information DIP has attempted to attach to an area of shared memory but could not do so.

Stop the system and restart it using the stop_vs and start_vs commands.

If the problem continues, shut the system down via the shutdown command and reboot the system.

If the problem persists, contact your AT&T Authorized Representative.

5404 (MSG_RECV_ERR), MAJOR <string>

The Switch Information DIP encountered a problem while trying to receive an interprocess communications message. The value of errno indicates the reason for the error.

Contact your AT&T Authorized Representative for assistance.

5405 (MSG_SEND_ERR), MAJOR <string>

The Switch Information DIP encountered a problem while trying to send an interprocess communications message. The value of errno indicates the reason for the error.

Contact your AT&T Authorized Representative for assistance.

5500 (REG_SYSERR), INFORM <string>

The QUEST channel registration DIP encountered a system error. The value of errno indicates the error reason.

The error may be due to a corrupted file or directory, or it may be due to a main memory problem. Ensure that the / and /usr file systems are not out of free space. There may be a damaged file system (use fsck when the system is at single user level) or disk/disk controller problems.

Contact your field service representative for assistance.

5501 (REG_STARTUP), INFORM <string>

The QUEST Channel registration DIP could not start up properly. Contact your field service representative for assistance.

5502 (REG_TIMEOUT), INFORM <string>

The QUEST Channel registration DIP timed out waiting for an event to occur. The text of the message indicates what event was expected to occur.

5503 (REG_RETRYERR), INFORM <string>

The QUEST Channel registration DIP has made multiple attempts at registering an AUDIX Voice Power channel with QUEST and has given up on that channel.

5504 (REG_MSGERR), INFORM <string>

The QUEST Channel registration DIP encountered a problem while trying to send or receive an interprocess communication message. The value of errno indicates the error reason. Contact your field service representative for assistance.

5505 (REG_ARGERR), INFORM <string>

The QUEST channel registration DIP encountered a system error. The value of errno indicates the error reason.

The error may be due to a corrupted file or directory, or it may be due to a main memory problem. Ensure that the / and /usr file systems are not out of free space. There may be a damaged file system (use fsck when the system is at single user level) or disk/disk controller problems.

Contact your field service representative for assistance.

6400 (SWIN_SYSERR) MAJOR <string> FAILED for <string>, errno: <integer>

The Switch Integration DIP encountered a system error while trying to access a file. The value of errno indicates the error reason. Check the file or directory named in the error message; it may be corrupted. Ensure that the / and /usr file system (use fsck when the system is at single user level) or disk/disk controller problems. Contact your field service representative for assistance.

6401 (SWIN_MWLUNEX) MAJOR bad MWL event: <string>

The switch integration DIP received an unexpected message concerning message waiting lamp updates. For example, if the DIP has requested a particular channel for MWL updates, it does not expect to receive notice from TSM that some other channel has been granted to it. If this message persists, contact your field service representative.

6402 (SWIN_BADFORM) MAJOR <string> is badly formatted <string>

The switch integration DIP has received bad data from an installed application package or switch integration package. Default service will be used for cases where the data does not correctly specify the service. This may result in a degradation in service. Contact your field service representative for assistance.

6403 (SWIN_MWLLIST) MAJOR MWL list problem: <string>

The switch integration DIP encountered a problem while trying to change its list of message waiting lamp update requests. This probably means that its queue (of at least 2000 requests) became full. Thus, a message waiting lamp will not be updated properly. If this message persists, contact your field service representative.

6404 (SWIN_MSGERR) MAJOR <string> failed: ret code <integer>, errno <integer>

The switch integration DIP encountered a problem while trying to send or receive an interprocess communication message. The value of errno indicates error reason. Contact your field service representative for assistance.

6405 (SWIN_STARTUP) INFORM startup failed

The switch integration DIP could not start up properly. Contact your field service representative for assistance.

6406 (SWIN_MSGUNEX) INFORM unrecognized message: <integer>

The switch integration DIP received a message that it does not recognize. If this problem persists, contact your field service representative.

6407 (SWIN_MWLUPD) INFORM MWL update failed: <string>

The switch integration DIP received notification that a script failed to update a message waiting lamp. The extension that failed was requested, so that the update would be attempted again. An occasional occurrence may somewhat delay the update of a lamp, but is not generally serious. If this problem persists, contact your field service representative.

6500 (P_PARAM_BAD), CRITICAL <string>

The SID parameters file that contains the tty device and baud rate may not be present or may contain insufficient data. This error is from the reader process. The parameters file should be in the /sid/data directory. Please request your field service representative to resolve the error immediately.

6501 (P1_PARAM_BAD), CRITICAL <string>

The SID parameters file that contains the tty device and baud rate may not be present or may contain insufficient data. This error is from the writer process. The parameters file should be in the /sid/data directory. Please request your field service representative to resolve the error immediately.

6502 (P1_LINK_UP), INFORM <string>

This is an informative message. The SID to Voice Power RS232 link is up and running. The reader process has sent this message.

6503 (P_LINK_UP), INFORM <string>

This is an informative message. The SID to Voice Power RS232 link is up and running. The writer process has sent this message.

6504 (P_LINK_DOWN), CRITICAL <string>

The reader has informed the writer that the SID to Voice Power RS232 link is down. If the link does not come back up on its own, please contact your field service representative. The representative should check the RS232 cable link from the SID box to the 386 machine, the serial ports card (if any) and the SID to PBX link. This is a serious error condition and should be quickly attended to.

6505 (P_BAD_STRING), MAJOR <string>

The SID box has sent a message to the reader process that Voice Power does not understand. Although this is not a serious problem, too many occurrences of this may indicate problems with the SID to Voice Power link.

6506 (P1_BAD_STRING), MAJOR <string>

The writer has received a message from the reader that it considers bad. This error situation should not arise. Report this error to your field representative.

6507 (P_SYSERR), MAJOR <string>

The reader process failed on a system call. If this error continues to happen, report it to your field representative.

6508 (P1_SYSERR), MAJOR <string>

The writer process failed on a system call. If this error continues to happen, report it to your field representative.

4. Common Maintenance Procedures

This chapter provides step-by-step common maintenance procedures. Do not perform these procedures unless instructed to do so by this document or by AT&T services personnel.

The following procedures are covered in this chapter.

- backing up AUDIX Voice Power files
- call through testing
- changing channel state
- diagnosing IVP4 boards and channels
- displaying installed software packages
- formatting a floppy diskette
- mapping PBX extensions to channels
- rebooting the system and power-on self test
- renumbering voice channels
- restoring a backup
- stopping and starting the voice system
- verifying channel state
- viewing the system monitor

NOTE

The procedures described in this chapter are technically oriented and require a knowledge of computers. Changing parameters set up by service technicians can disrupt service. Make sure that you know the effect of a change before making it.

BACKING UP AUDIX VOICE POWER FILES

This section describes the procedure used to perform a selective personal backup of administrative files and speech files on the AUDIX Voice Power R3.0 system. See Chapter 11, *Ongoing Preventive Maintenance,* in in *AUDIX Voice Power System R3.0 Administration* for recommendations on how often you should perform the back up procedure.

An administrative backup records data such as, system parameters, subscriber data, mailing lists, phone-to-channel mapping information, and service-to-channel mapping information. A speech backup records digitally encoded voice data, such as subscriber messages and customized greetings. Administrative backups and speech backups should be performed in conjunction—that is, you should not perform one without the other.

An AUDIX Voice Power backup requires formatted floppy diskettes. To format floppy diskettes, refer to the *Formatting a Floppy Diskette* section of this chapter. To calculate the number of diskettes needed, perform steps 1 through 13 below.

NOTE

Although not required, this procedure recommends that you stop the voice system before performing a backup. Stopping the voice system means that calls are not being accepted and, therefore, data is not being changed. This facilitates the creation of an clean up-to-date backup.

Backups should always be performed at off-peak hours. To perform a backup, do the following steps in order.

1. At the `Console Login`, enter **`root`**

   The system responds with the `Password` prompt.

2. Enter the root password.

   The system responds with the UNIX system prompt (#).

3. Enter **`ivpss_menu`**

4. Begin at the VOICE SYSTEM ADMINISTRATION menu and pick the following sequence.

   ```
   Configuration Management
   System Control
   Stop Voice System
   ```

   A WAIT TIME window appears.

5. Enter **`60`**

   This is the number of seconds the system will wait before shutting down.

6. Press SAVE (F3).

   When the process is finished, you will see the following message: `The Voice System has stopped`

7. Press ENTER to continue.

8. Press CANCEL (F6) several times to return to the UNIX system prompt (#).

9. Enter **face**

   The system displays the AT&T FACE menu.

10. Begin at the AT&T FACE menu, and select the following sequence.

    ```
    System Administration
    Backup Removable Media
    Personal Backup
    Selective Backup of Files Under /
    ```

11. If you have more than one floppy disk drive, the system displays the SELECT REMOVABLE MEDIUM menu. Make your choice and press ENTER.

    The system displays the SELECTIVE BACKUP OF FILES UNDER / window.

12. Enter **/usr/vmdb /usr/ocdb /avp/data /gendb**

13. Press SAVE (F3).

    The system calculates the number of diskettes needed and the amount of time the backup will take. If you need to format more diskettes based on the system's calculation, abort the backup procedure at this time by pressing ESC or CANCEL (F6).

14. When prompted, insert the first formatted diskette and press ENTER.

    The system begins the backup.

15. When prompted, remove the diskette and label it. Use the following labeling scheme, where *X* equals the total number of diskettes containing administrative files: Administrative Files 1 of *X*, 2 of *X*, etc.

16. If necessary, repeat steps 14 and 15 until you have backed up all required administrative files.

17. When the administrative backup is complete, remove the last diskette and press ENTER.

18. Move the cursor to `Speech Backup` and press ENTER.

    The SPEECH BACKUP menu appears.

19. Move the cursor to `Selective Backup of /Phrases` and press ENTER.

    The SELECTIVE BACKUP OF SPEECH FILES screen appears.

20. Type the following.

    ```
    Talkfile 46 phrase all
    Talkfile 47 phrase all
    ```

21. Press SAVE (F3).

22. If you have more than one floppy diskette drive, the system displays the SELECT REMOVABLE MEDIUM menu. Make your choice and press ENTER.

23. When prompted, insert the first formatted diskette and type **c** and press ENTER.

    The system calculates the number of diskettes needed and the amount of time the backup will take. If you need to format more diskettes based on the system's calculation, abort the backup procedure at this time by pressing ESC or CANCEL (F6).

24. When prompted, remove the diskette and label it. Use the following labeling scheme, where *X* equals the total number of diskettes containing speech files: Speech Files 1 of *X*, 2 of *X*, etc.

25. If necessary, repeat steps 23 and 24 until you have backed up all required speech files.
26. When the backup is complete, remove the last diskette and press ENTER.

    The system returns to the SPEECH BACKUP menu.
27. Press CANCEL (F6) repeatedly to return to the AT&T FACE menu.
28. Move the cursor to `Exit` and press ENTER.
29. Press CONT (F3) to continue.
30. Enter **`ivpss_menu`** at the UNIX system prompt (#) .
31. Begin at the VOICE SYSTEM ADMINISTRATION menu and pick the following sequence.

    ```
    Configuration Management
    System Control
    Start Voice System
    ```

    When the process is finished, you will see the following message: `Startup of the Voice System is complete`
32. Press ENTER.
33. Press CANCEL (F6) several times to return to the UNIX system (#) prompt.

CHANGING CHANNEL STATE

Taking an IVP4 channel or board out of service by changing its state stops calls from coming to a board or channel so that it can be replaced or serviced, then restored to working order.

To change the state of an IVP4 channel or board, perform the following steps in order.

1. From the `Console Login` prompt, enter **`audix`**

   The system responds with the `Password` prompt.

2. Enter the administrator's computer-based password.

3. Begin at the IVPSS R3.0 menu and pick the following sequence.

   ```
   Voice System Administration
   Configuration Management
   Voice Equipment
   ```

   The following is an example of the VOICE EQUIPMENT window.

Voice Equipment

CHN	CD.PT	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	OPTS	TYPE
0	0.0	INSERV	Aug 28 19:24:25	CA+VM	2003	2	Talk	IVP4
1	0.1	INSERV	Aug 28 19:24:25	CA+VM	2004	2	Talk	IVP4
2	0.3	INSERV	Aug 28 19:24:25	CA+VM	2001	2	Talk	IVP4
3	0.4	INSERV	Aug 28 19:24:25	CA+VM	2002	2	Talk	IVP4
4	1.0	INSERV	Aug 28 19:24:25	CA+VM	2005	2	Talk	IVP4
5	1.1	INSERV	Aug 28 19:24:25	CA+VM	2006	2	Talk	IVP4
6	1.3	INSERV	Aug 28 19:24:25	CA+VM	2007	2	Talk	IVP4
7	1.4	INSERV	Aug 28 19:24:25	CA+VM	2008	2	Talk	IVP4
8	2.0	INSERV	Aug 28 19:24:25	CA+VM	2009	2	Talk	IVP4
9	2.1	INSERV	Aug 28 19:24:25	CA+VM	2010	2	Talk	IVP4
10	2.3	INSERV	Aug 28 19:24:25	info_service	2011	2	Talk	IVP4
11	2.4	INSERV	Aug 28 19:24:25	message_drop	2012	2	Talk	IVP4

4. Press CHG-KEYS (F8), then CHGSTATE (F2).

   The CHANGE STATE OF VOICE EQUIPMENT window appears.

Change State of Voice Equipment

```
          New State:
          Equipment:
   Equipment Number:
Change Immediately?
```

5. To take a channel or board out of service, enter **`m`** in the `New State` field.

   To put a channel or board in service, enter **`i`** in the `New State` field.

   There are two choices for the `Equipment` field: `Manoos` (manually out of service) and `Inserv` (in service).

6. You can take individual channels or whole boards (cards) out of service. Specify a channel by entering **ch** in the `Equipment` field. Specify a board by entering **ca** in the `Equipment` field.
7. In the `Equipment Number` field, you can enter one number (3), and/or several individual numbers (1,4,10), and/or a range of numbers (3-5), or the word `all` (for all channels or boards). Channel numbers range from 0 to 23; board numbers range from 0 to 5.
8. Enter **y** to change state immediately in the `Change Immediately` field.

NOTE

Choosing to change the state of an IVP4 board or channel immediately disconnects all calls in progress on that board of channel. You should not enter a **y** unless the call traffic is extremely low. If you enter **n**, the IVP4 boards are changed when they are free of calls. Changing state only when boards are free may take longer, but no calls are disconnected.

9. Press SAVE (F3).

   When the change of state has been made, a COMMAND OUTPUT window appears.
10. Press CANCEL (F6) several times to return to the IVPSS 3.0 main menu.
11. Select `Exit` from the IVPSS R3.0 menu.

    You are returned to the `Console Login:` prompt.

CALL THROUGH TESTING

Call through testing verifies that calls are being processed on the proper channels.

1. Begin at the IVPSS R3.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Configuration Management
   Voice Equipment
   ```
2. Record the information in the `PHONE` field and the `SERVICE-NAME` field (VOICE EQUIPMENT window) on the next page.

Channel Number	Phone	Service
0		
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		

3. Press CANCEL (F6) to exit the VOICE EQUIPMENT window.
4. Press CANCEL (F6) to exit the CONFIGURATION MANAGEMENT window.
5. Pick `System Monitor` from the VOICE SYSTEM ADMINISTRATION window.
6. Verify that all channels read `On Hook`.
7. Call each channel number using the table you filled in above.
8. Looking at the SYSTEM MONITOR window, verify that the call comes through on the proper channel. `On Hook` should change to `Talking`.
   - For channels assigned to CA+VM and AA+CA+VM, you will hear the following. "Your call is being transferred to an operator. Please wait."
   - For channels assigned to voice_mail, you will hear either the customized voice mail greeting or the following standard voice mail greeting. "Welcome to AUDIX Voice Power. Please enter extension and pound sign."

- For channels assigned to call_answer, you will hear either the customized call answer greeting or the following standard call answer greeting. "Your call is being answered by AUDIX Voice Power. Using touch tone, please enter the number of the person you are calling followed by a pound sign."
- For channels assigned to auto_attend, you will hear one of the the standard touch tone gate, the customized touch-tone gate, the customized main menu, or the following. "The automated attendant is not in service. Please call back later."
- For channels assigned to info_service, you will hear either the customized information service message or the following: "Welcome to the AUDIX Voice Power information service."
- For channels assigned to message_drop, you will hear either the customized message drop greeting or the following: "Welcome to the AUDIX Voice Power message drop service. Record at the tone." For channels assigned to message_drop, you will hear the following.

9. If the call comes through on a different channel than the one you called, the analog lines are not connected to the proper IVP4 port or phone to channel mapping is incorrect. Either correct the analog line port connections or modify the phone to channel mapping information using the *Mapping PBX Extensions and Services to Channels* section of this chapter.

   If all calls come through on the proper channels and you hear the proper speech, the IVP4 boards are probably not the source of the problem and you should continue troubleshooting.

DIAGNOSING IVP4 BOARDS AND CHANNELS

This procedure diagnoses the IVP4 boards and channels.

To diagnose IVP4 boards and channels, perform the following steps in order.

1. Begin at the IVPSS R3.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Configuration Management
   System Control
   Diagnose Equipment
   ```
   A DIAGNOSE EQUIPMENT window appears.
2. Enter **`card`** as the equipment to diagnose.
3. Enter **`all`** as the equipment number.
4. Enter **`n`** to diagnose equipment when it is free of calls.

   NOTE

   Diagnosing IVP4 boards immediately will disconnect all calls in progress. You should not enter **`y`** unless the call traffic is extremely low. If you enter **`n`**, the IVP4 boards will be diagnosed when they are free of calls. Diagnosing equipment only when boards are free may take longer, but no calls will be disconnected.

5. Press SAVE (F3).
6. Type **`y`** to confirm your choice of diagnosing IVP4 boards immediately, regardless of calls in progress.

   The diagnostic process may take several minutes.

   The results are printed in a text window for viewing. This procedure diagnoses one board at a time. Each board has four channels.

   If the diagnosis shows a lack of a dial tone on more than one channel (`No Dial Tone Found`) on a board or if the board analysis reads `Failed`, follow your service path. Otherwise, the IVP4 boards are probably not the source of your problem and you should continue troubleshooting.

DISPLAY PACKAGE

Use the following procedure to verify what software is currently installed on the system.

1. At the `Console Login`, enter `root`

   The system responds with the `Password` prompt.

2. Enter the root password.

   The system responds with the UNIX system prompt (#).

3. Enter **`displaypkg`**

   The system displays an alphabetical listing of the software residing on the hard drive. The following is an example.

```
AUDIX Voice Power Application Software R3.0:  Software
AUDIX Voice Power Application Software R3.0:  Speech
Editing Package Version 2.0
FACE HELP Version 1.2
FACE Version 1.2.1
FMLI Version 1.2
Integrated Voice Processing System Software R3.0
Remote Terminal Package Version 2.0
```

   NOTE

   A switch integration software package will also be listed.

4. Press ENTER to return to the UNIX system prompt (#).

FORMATTING A FLOPPY DISKETTE

Formatting initializes a floppy diskette and prepares it to receive data. Formatted floppy diskettes are necessary for performing backups.

To format a floppy diskette, do the following.

1. At the `Console Login`, enter `root`

   The system responds with the `Password` prompt.

2. Enter the root password.

   The system responds with the UNIX system prompt (#).

3. Enter `face`

   The system displays the AT&T FACE menu.

4. Begin at the AT&T FACE menu, and select the following sequence.

   ```
   System Administration
   Disk Operations
   ```

5. Select the size floppy you wish to format and press ENTER.

   A screen appears to verify the size floppy you want to format.

6. Insert the floppy diskette into the floppy drive and close the door.

7. Press CONT (F3).

   A screen appears informing you that the floppy has been formatted.

8. Remove the floppy diskette from the floppy drive.

9. Press CONT (F3).

   To format another diskette, repeat steps 5 through 9.

10. Press CANCEL (F6) twice.

11. Select `Exit` from the AT&T FACE menu.

12. Press CONT (F3).

    You are returned to the UNIX system prompt (#).

MAPPING PBX EXTENSIONS AND SERVICES TO CHANNELS

PBX extensions and AUDIX Voice Power services were mapped to channels at the time of installation. If for some reason a new PBX extension or new AUDIX Voice Power service needs to be assigned to a channel, use the procedure in this section. To map PBX extensions and AUDIX Voice Power services to channels you have to stop the voice mail system and therefore you should only do this at the time of day when the system volume of usage is low.

To map PBX extensions or AUDIX Voice Power services to analog channels, do the following.

1. From the `Console Login` prompt, enter **`audix`**

   The system responds with the `Password` prompt.

2. Enter the administrator's computer-based password.

3. Begin at the IVPSS R3.0 menu and pick the following sequence.

   ```
   Voice System Administration
   Configuration Management
   System Control
   Stop Voice System
   ```

   A WAIT TIME window appears.

4. Enter **`60`**

   This is the number of seconds the system waits before stopping the voice system.

5. Press SAVE (F3).

   When the process is finished, you see the following message: `The Voice System has stopped`.

6. Press ENTER to continue.

7. Press CANCEL (F6) to exit the SYSTEM CONTROL window.

8. Pick `Voice Equipment` from the CONFIGURATION MANAGEMENT window. An example VOICE EQUIPMENT window is shown below.

Voice Equipment

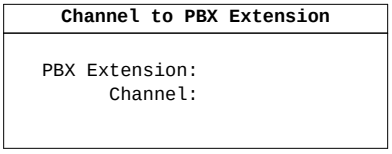
CHN	CD.PT	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	OPTS	TYPE
0	0.0	INSERV	Aug 28 19:24:25	CA+VM	2003	2	Talk	IVP4
1	0.1	INSERV	Aug 28 19:24:25	CA+VM	2004	2	Talk	IVP4
2	0.3	INSERV	Aug 28 19:24:25	CA+VM	2001	2	Talk	IVP4
3	0.4	INSERV	Aug 28 19:24:25	CA+VM	2002	2	Talk	IVP4
4	1.0	INSERV	Aug 28 19:24:25	CA+VM	2005	2	Talk	IVP4
5	1.1	INSERV	Aug 28 19:24:25	CA+VM	2006	2	Talk	IVP4
6	1.3	INSERV	Aug 28 19:24:25	CA+VM	2007	2	Talk	IVP4
7	1.4	INSERV	Aug 28 19:24:25	CA+VM	2008	2	Talk	IVP4
8	2.0	INSERV	Aug 28 19:24:25	CA+VM	2009	2	Talk	IVP4
9	2.1	INSERV	Aug 28 19:24:25	CA+VM	2010	2	Talk	IVP4
10	2.3	INSERV	Aug 28 19:24:25	info_service	2011	2	Talk	IVP4
11	2.4	INSERV	Aug 28 19:24:25	message_drop	2012	2	Talk	IVP4

You may wish to record the current PBX extensions and services in Table 4-1 for reference purposes. The table has spaces for up to 12 channels; your site may have fewer.

Table 4-1. Channels/PBX Extensions/Services

Channel Number	PBX Extension Old/New	Service Old/New
0		
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		

9. To assign PBX extensions to channels, do steps 10 through 16. To assign AUDIX Voice Power services to channels, do steps 18 through 25.
10. From the VOICE EQUIPMENT window, press CHG-KEYS (F8), then ASSIGN (F3).
11. From the ASSIGN menu, select `Channel to PBX Extension`.
12. Enter the new PBX extension for the appropriate channel in the `PBX Extension` field of the CHANNEL TO PBX EXTENSION window.



13. Enter the appropriate channel number in the `Channel` field.
14. Press SAVE (F3).

    An information window appears confirming that the PBX extension has been mapped to the channel.

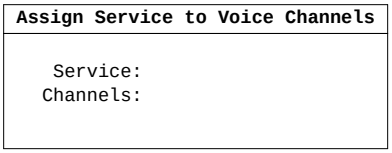
NOTE

The VOICE EQUIPMENT window is not updated until the CHANNEL TO PBX EXTENSION window is closed.

15. Press ENTER to continue.

16. Repeat steps 12 through 15 for each channel that needs a new PBX extension.
17. If you wish to assign services to channels at this time, press CANCEL (F6) and skip to step 19.

    If you do not need to change service assignments, go to step 26.
18. To assign AUDIX Voice Power services to channels, press CHG-KEYS (F8), then ASSIGN (F3) in the VOICE EQUIPMENT window.
19. From the ASSIGN menu, select `Services to Channels`.



20. Press CHOICES (F2).

    This displays all possible services. Because service names can be case-specific, you should always use the CHOICES (F2) key when choosing services.
21. Select the desired service.

    Remember that you cannot assign info_service or message_drop to channel 0.
22. In the `Channels` field, enter the channel numbers to be assigned to the designated service. You can enter channel numbers in several forms.
    - A single channel number (1)
    - A range of channels (0-4)
    - A list of single channels and ranges (1,4-7,9)
    - The word `all` (to assign all channels to the designated service)
23. Press SAVE (F3).

    A COMMAND OUTPUT WINDOW verifies that the designated channels are assigned the specified service.
24. Press CANCEL (F6).
25. To assign more services to channels, press CHG-KEYS (F8), then ASSIGN (F3). Repeat steps 19 through 24.

    If you are finished assigning extensions and services to channels, you must now start the voice system. Continue with step 26.
26. Press CANCEL (F6) until you return to the CONFIGURATION MANAGEMENT menu.
27. From the CONFIGURATION MANAGEMENT menu, select the following.

    ```
    System Control
    Start Voice System
    ```

    When the process is finished, you will see the following message: `Startup of the Voice System is complete`
28. Press CANCEL (F6) several times to return to the IVPSS R3.0 main menu.

29. Select `Exit` from the IVPSS R3.0 menu.

    You are returned to the `Console Login:` prompt.

If you change a channel's PBX extension or service, be sure to modify any PBX hunt groups, coverage paths, or stations (class of restriction) that may be affected.

REBOOTING THE SYSTEM

The procedure described in this section is called a *warm boot* because it is performed while the computer is on. A *cold boot* involves turning the computer off, then back on again.

Only do a reboot if it is the time of day where the system experiences a low volume of usage.

To do a warm reboot of the AUDIX Voice Power system, perform the following steps in order.

1. Make sure that there are no diskettes in the floppy drives.
2. Begin at the IVPSS R3.0 menu and pick the following sequence.

   ```
   Voice System Administration
   Configuration Management
   System Control
   Shutdown System
   ```

   A WAIT TIME window is presented.
3. Enter **0**

   This is the number of seconds the system waits before shutting down.
4. Press SAVE (F3).

   The following message appears.

   ```
   Do you want to continue? (y or n):
   ```
5. Enter **y**

   When the system is completely shut down, you will see the following message.

   ```
   The system is down.
   Reboot the system now.
   ```
6. Press Ctrl-Alt-Del to reboot.

   While booting, the system performs a power-on self test (POST). Information is presented in two columns on your screen. The first column lists various hardware components. The second column presents a status of the tests performed on components in the first column. If `FAIL` appears in the second column for any component, record the component's name and follow your AT&T service path.

   When the system is finished booting, you see the following prompt.

   ```
   Welcome to AT&T 386 UNIX System
   Console Login:
   ```

NOTE

You can also do a warm boot from the UNIX system prompt (#) by typing the following:
`shutdown -g0 -y -i6`

When the reboot is complete, the system displays the UNIX system prompt (#).

RENUMBERING VOICE CHANNELS

The `Renumbering Voice Channels` command on the SYSTEM CONTROL menu renumbers voice channels when an IVP4 board has been added to (or removed from) the AUDIX Voice Power computer. IVP4 boards identify themselves to the AUDIX Voice Power system through dip switch settings on the physical board. For example, the first IVP4 board has a dip switch setting of 0, and the second IVP4 board has a dip switch setting of 1. Using these settings, AUDIX Voice Power will sequentially number the IVP4 channels across all IVP4 boards. For example, the first IVP4 board has channels numbered 0, 1, 2, and 3, and the second IVP4 board has channels numbered 4, 5, 6, and 7. If an IVP4 board is added (or removed) after the system has numbered the channels, errors can occur. The `Renumbering Voice Channels` command causes AUDIX Voice Power to renumber the channels after an IVP4 board has been added (or removed).

NOTE

You should not perform the `Renumbering Voice Channels` command unless asked to do so by a service representative.

RESTORING BACKUPS

If system failure occurs, backups can be invaluable. Depending on the severity of the situation, AUDIX Voice Power software may have to be reinstalled. If this is the case, reinstall the software first, before you restore any backups. For more information on installing software, refer to *AUDIX Voice Power System R3.0 Software Installation*.

NOTE

To restore a backup, the voice system must be running. However, after restoring the backup, you must stop and start the voice system. Therefore, to minimize the disruption of incoming calls, perform this procedure only during off-peak hours.

To restore a backup, do the following steps in order.

1. Put all channels in the `Manoos` state by performing the *Changing Channel State* procedure in this chapter.
2. From the `Console Login` prompt, enter **`audix`**

   The system responds with the `Password` prompt.
3. Enter the administrator's computer-based password.
4. Begin at the IVPSS R3.0 menu and pick the following sequence.

   ```
   Voice System Administration
   Configuration Management
   System Control
   Report Voice System Status
   ```

   A window appears. If the following message is displayed in the window, the voice system has been started.

   ```
   The voice system is up and running at run level 4.
   ```

   If the following message is displayed in the window, the voice system has been stopped.

   ```
   The voice system is down and stopped at run level 2.
   ```
5. Press CANCEL (F6).
6. If the voice system is already running, skip to step 9. If the voice system is not running, continue with step 7.
7. From the SYSTEM CONTROL menu, pick `Start Voice System`.

   When the startup process is finished, the system displays the following message.

   ```
   Startup of the Voice System is complete
   ```
8. Press ENTER to continue.
9. Press CANCEL (F6) several times to return to the IVPSS 3.0 main menu.
10. Move the cursor to `Exit` and press ENTER.
11. Press CONT (F3) to continue.

    The system returns you to the `Console Login` prompt.

12. At the `Console Login` prompt, enter **`root`**

    The system responds with the `Password` prompt.

13. Enter the root password.

    The system displays the UNIX system prompt (#).

14. Enter **`face`**

    The system displays the AT&T FACE menu.

15. Begin at the AT&T FACE menu, and pick the following.

    ```
    System Administration
    Restore from Removable Media
    Personal Restore
    Restore Files under /
    ```

16. If you have more than one floppy diskette drive, the system displays the SELECT REMOVABLE MEDIA menu. Make your choice and press ENTER.

    The system displays the DISK RESTORE form asking if existing files on disk should be overwritten with files being restored.

17. Enter **`y`**

18. Press SAVE (F3).

    The system displays a confirmation message telling you to insert the diskette containing the files that you want to restore.

19. Insert the diskette labeled Administrative Files 1 of *X* and press ENTER.

    After it begins the restore, the system displays the following message.

    ```
    Restore in progress.
    ```

20. Continue inserting diskettes as prompted.

21. When the system informs you that it has completed the restore, remove the last diskette and press ENTER.

22. At the RESTORE FROM REMOVABLE MEDIA menu, restore the speech files by picking the following.

    ```
    Speech Restore
    Restore All Talkfiles and Phrases
    ```

23. If you have more than one floppy disk drive, the system displays the SELECT REMOVABLE MEDIA menu. Make your choice and press ENTER.

    The system displays a confirmation message telling you to insert the diskette containing files you want to restore.

24. Insert the diskette labeled Speech Files 1 of *X* and press ENTER.

    After the system begins the restore, the system displays the following message.

    ```
    Restoring speech
    ```

25. Continue inserting diskettes as prompted.

26. When the system informs you that it has completed the restore, remove the last diskette and press ENTER.

27. Press CANCEL (F6) repeatedly to return to the AT&T FACE menu.
28. Move the cursor to `Exit` and press ENTER.
29. Press CONT (F3) to continue.
30. At the UNIX system prompt (#) enter **`exit`**
31. From the `Console Login` prompt, enter **`audix`**

    The system responds with the `Password prompt`.
32. Enter the administrator's computer-based password.
33. Begin at the IVPSS R3.0 menu and pick the following sequence.

    ```
    Configuration Management
    System Control
    Stop Voice System
    ```

    A WAIT TIME window appears.
34. Enter **`60`**

    This is the number of seconds the system waits before stopping the voice system.
35. Press SAVE (F3).

    When the process is finished, you see the following message: `The Voice System has stopped`
36. Press ENTER to continue.
37. Pick `Start Voice System` from the SYSTEM CONTROL menu.

    When the process is finished, you see the following message: `Startup of the Voice System is complete`
38. Press ENTER.
39. Press CANCEL (F6) several times to return to the IVPSS 3.0 main menu.
40. Return all channels to the `Inserv` state by performing the *Changing Channel State* procedure in this chapter.

STOPPING AND STARTING THE VOICE SYSTEM

Only stop and start the voice system if it is the time of day where the system experiences a low volume of usage.

To stop and start the voice system, perform the following steps in order.

1. Begin at the IVPSS R3.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Configuration Management
   System Control
   Stop Voice System
   ```
   A WAIT TIME window appears.
2. Enter **60**

   This is the number of seconds the system will wait before shutting down.
3. Press SAVE (F3).

   When the process is finished, you will see the following message: `The Voice System has stopped`
4. Press ENTER to continue.
5. From the SYSTEM CONTROL menu, pick `Start Voice System`.

   When the process is finished, you will see the following message: `Startup of the Voice System is complete`
6. Press ENTER.

The AUDIX Voice Power audit command, automatically executed every time the voice system is stopped and started or the system is rebooted, checks a number of components related to AUDIX Voice Power's databases. The Most Recent Audit Report is a file to which the results of AUDIX Voice Power's audit command are written. When audit is executed, it compiles more information than can be printed on one screen. Therefore, they are written to a file which you can view when the audit is finished. If you feel that troubles may be arising due to a database problem, you may want to look at the Most Recent Audit report as discussed in Chapter 12, *Reports*, in *AUDIX Voice Power System R3.0 Administration*.

Checking Voice System Status

If you are unsure of the voice system status, do the following.

1. Begin at the IVPSS R3.0 menu and pick the following sequence.

   ```
   Voice System Administration
   Configuration Management
   System Control
   Report Voice System Status
   ```

   A window appears. If the following message is displayed in the window, the voice system has been started.

   ```
   The voice system is up and running at run level 4.
   ```

   If the following message is displayed in the window, the voice system has been stopped.

   ```
   The voice system is down and stopped at run level 2.
   ```

VERIFYING CHANNEL STATE

To verify the state of the IVP4 boards and channels, perform the following steps in order.

1. Begin at the IVPSS R3.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Configuration Management
   Voice Equipment
   ```
2. Look at the STATE field for all channels.
   - If it reads `Inserv` for all channels, you can continue testing channels using the *Call Through Testing* procedure in this chapter.
   - If it reads `Foos` for any channel, the digital line is not properly connected to the IVP4 board. Check the connection of the digital line at both ends, then perform the *Diagnosing IVP4 Boards and Channels* procedure detailed in this chapter.
   - If it reads `Manoos`, perform the *Changing Channel State* procedure in this chapter.

VIEWING THE SYSTEM MONITOR

The system monitor is a dynamic (changing) report screen that shows the activity on the AUDIX Voice Power channels. To view the system monitor, do the following.

1. Begin at the IVPSS R3.0 menu and pick the following sequence.
   ```
   Voice System Administration
   System Monitor
   ```

The report window appears on your screen. It displays new information as calls are made. For more information on the system monitor, refer to Chapter 12, *Reports*, in *AUDIX Voice Power System R3.0 Administration*.

A. Price Element Codes

This appendix contains AUDIX® Voice Power™ ordering tables for AUDIX® Voice Power™ system components. Each Price Element Code (PEC) may be used for initial system orders or for upgrades and additions. Some PEC descriptions include comcodes or J-drawing numbers which are used by Services personnel.

Table A-1. AUDIX® Voice Power™ Release 3.0 Software

PEC	Comcode/J-Drawing	Description
6950-BD1		UNIX 3.2.2

Table A-2. AUDIX® Voice Power™ Release 3.0 Hardware

PEC	Comcode/J-Drawing	Description
6950-DB1		6386/25 without disk
6950-DC1		6386/33 with 300MB disk
69595		300MB disk
69581		2MB RAM SIM Modules
8302-101		DCP card for System 75, DEFINITY G1, and DEFINITY G3
8304-IV4		4 port card
69587		VDC600 card

Table A-3. AUDIX® Voice Power™ Release 3.0 Peripherals

PEC	Comcode/J-Drawing	Description
69579		Monochrome Monitor
69586		Color Monitor
6951-417		NCR parallel printer
6950-EB1		Printer cable
63183		Hayes Smartmodem OPTIMA 2400
2721-28E		Modem cable

Table A-4. AUDIX® Voice Power™ Release 3.0 SIDS

PEC	Comcode/J-Drawing	Description
8304-NEC	J1P287AA-1 List 1	SID for NEAX
8304-RLM	J1P287AA-1 List 2	SID for ROLM
8304-NTS	J1P287AA-1 List 3	SID for Northern Telecom SL-1
8304-MIT	J1P287AA-1 List 6	SID for Mitel

Table A-5. AUDIX® Voice Power™ Release 3.0 Kits

PEC	Comcode/J-Drawing	Description
1228-300		AUDIX® Voice Power™ R3.0 Application Kit
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
	106841513	*AUDIX® Voice Power™ System R3.0 Maintenance*
	601306004	IVP4 Circuit pack, cords, manual
	106435878	AUDIX® Voice Power™ Video and Workbook
1228-302		AUDIX® Voice Power™ Upgrade R2.1.1/R3.0
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	J1P287TB-1 List 15	AUDIX® Voice Power(tm R2.1.1 to R3.0 Upgrade Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
	106841513	*AUDIX® Voice Power™ System R3.0 Maintenance*
	406014951	300MB disk drive
1228-303		AUDIX® Voice Power™ Upgrade R2.0/R3.0 with System 75/G1/G3
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	J1P287TB-1 List 5	AUDIX® Voice Power(tm R2.0 to R3.0 Upgrade Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
	106841513	*AUDIX® Voice Power™ System R3.0 Maintenance*
	406014951	300MB disk drive
1228-304		AUDIX® Voice Power™ R3.0 Switch Integration for System 75/G1/G3
	J1P287TB-1 List 7	System 75/G1/G3 Switch Integration Software
	106810849	*AUDIX® Voice Power™ System R3.0 Switch Integration to System 75, DEFINITY G1 and DEFINITY G3*
1228-305		AUDIX® Voice Power™ R3.0 Switch Integration for System 25
	J1P287TB-1 List 8	System 25 Switch Integration Software
	106841505	*AUDIX® Voice Power™ System R3.0 Switch Integration to System 25*

Table A-6. AUDIX® Voice Power™ Release 3.0 Kits

PEC	Comcode/J-Drawing	Description
1228-306		AUDIX® Voice Power™ Upgrade R2.1.1/R3.0
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	J1P287TB-1 List 15	AUDIX® Voice Power(tm R2.1.1 to R3.0 Upgrade Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
	106841513	*AUDIX® Voice Power™ System R3.0 Maintenance*
1228-307		AUDIX® Voice Power™ Upgrade R2.0/R3.0
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	J1P287TB-1 List 5	AUDIX® Voice Power(tm R2.0 to R3.0 Upgrade Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
	106841513	*AUDIX® Voice Power™ System R3.0 Maintenance*
1228-NE3		AUDIX® Voice Power™ R3.0 Switch Integration for NEAX
	J1P287TB-1 List 10	NEAX Switch Integration Software
	106727852	*AUDIX® Voice Power™ System R3.0 Switch Integration to NEAX*
1228-NTS		AUDIX® Voice Power™ R3.0 Switch Integration for Northern Telecom SL-1
	J1P287TB-1 List 11	Northern Telecom SL-1 Switch Integration Software
	106835804	*AUDIX® Voice Power™ System R3.0 Switch Integration to Northern Telecom SL-1*
1228-RLM		AUDIX® Voice Power™ R3.0 Switch Integration for Rolm
	J1P287TB-1 List 9	Rolm Switch Integration Software
	10610683581	*AUDIX® Voice Power™ System R3.0 Switch Integration to R*
1228-MIT		AUDIX® Voice Power™ R3.0 Switch Integration for Mitel
	J1P287TB-1 List 14	Mitel Switch Integration Software
	106835820	*AUDIX® Voice Power™ System R3.0 Switch Integration to Mitel*

Table A-7. AUDIX® Voice Power™ Release 3.0 Documentation

Select Code	PEC	Comcode	Description
585-310-202		106810856	AUDIX® Voice Power™ System R3.0 System and Feature Description
585-310-013		106810864	AUDIX® Voice Power™ System R3.0 Documentation Guide
585-310-602		106810872	AUDIX® Voice Power™ System R3.0 Installation Planning
585-310-111		106810880	6386/33 and 6386/25 Voice Processing Hardware Installation
585-310-115		106856503	AUDIX® Voice Power™ System R3.0 Software Installation
585-310-116		106857840	AUDIX® Voice Power™ System Upgrade Instructions
585-310-112		106810898	AUDIX® Voice Power™ System R3.0 Installer's Checklist
585-310-113		106841513	AUDIX® Voice Power™ System R3.0 Maintenance
585-310-532		106810922	AUDIX® Voice Power™ System R3.0 Administration
585-310-711		106810930	AUDIX® Voice Power™ System R3.0 Portable User's Guide
585-310-712		106810948	AUDIX® Voice Power™ System R3.0 Quick Reference
585-310-713		106810955	AUDIX® Voice Power™ System R3.0 Artwork Package
585-310-714		106810963	AUDIX® Voice Power™ System R3.0 Wallet Card
585-310-715		106810971	AUDIX® Voice Power™ System R3.0 Business Card Sticker
585-310-203	70716	106810849	AUDIX® Voice Power™ System R3.0 Switch Integration to System 75, DEFINITY® G1, and DEFINITY® G3
585-310-209	70717	106841505	AUDIX® Voice Power™ System R3.0 Switch Integration to System 25
585-310-208		106835838	AUDIX® Voice Power™ System R3.0 Switch Integration Toolkit
585-310-201	70705	106727852	AUDIX® Voice Power™ System R3.0 Switch Integration to NEC NEAX 2400 MCI
585-310-205	70701	106835804	AUDIX® Voice Power™ System R3.0 Switch Integration to Northern Telcom SL-1
585-310-206	70702	106835812	AUDIX® Voice Power™ System R3.0 Switch Integration to ROLM
585-310-207	70704	106835820	AUDIX® Voice Power™ System R3.0 Switch Integration to MITEL

Table A-8. Documentation Advance Shipment Kit

PEC	Comcode	Description
70700		Documentation Advance Shipment Kit
	106810856	AUDIX® Voice Power™ System R3.0 System and Feature Description
	106810864	AUDIX® Voice Power™ System R3.0 Documentation Guide
	106810872	AUDIX® Voice Power™ System R3.0 Installation Planning
	106810922	AUDIX® Voice Power™ System R3.0 Administration
	106810930	AUDIX® Voice Power™ System R3.0 Portable User's Guide
	106810948	AUDIX® Voice Power™ System R3.0 Quick Reference
	106810955	AUDIX® Voice Power™ System R3.0 Artwork Package
	106810963	AUDIX® Voice Power™ System R3.0 Wallet Card
	106810971	AUDIX® Voice Power™ System R3.0 Business Card Sticker

Abbreviations

ALT	assemble, load, and test
AUDIX	Audio Information Exchange
CA+VM	call answer + voice mail
COR	class of restriction
COS	class of service
DCP	digital communications protocol
DIP	data interface process
DTE	data terminal equipment
FACE	framed access command environment
FMLI	form and menu language interpreter
FOOS	facility out of service
I/O	input/output
IVP4	Integrated Voice Processing board (4 analog channels)
IVPSS	Integrated Voice Processing System Software
LWC	leave word calling
MANOOS	manual out of service
MWL	message waiting lamp
POST	power-on self test
SID	switch integration device
SIMM	single inline memory module
TSC	Technical Support Center
VDC	video display card
WGS	Work Group Station

Glossary

administration The process of setting up software on a system so that the software functions as needed.

analog The representation of numerical quantities by means of physical variables such as translation, rotation, voltage, or resistance (contrasted with *digital*). In teleprocessing usage, an analog channel usually refers to a voice-grade telephone line.

attendant console A larger, special-purpose telephone with numerous lines and features used by the attendant or operator to answer and transfer calls.

Audio Information Exchange (AUDIX) A complete voice-mail messaging system accessed and operated by touch-tone telephones and integrated with a switch or PBX.

automated attendant A feature that allows customers to set up a main number with a menu of options that route callers to an appropriate department at the touch of a button.

backup A duplicate copy of a file system saved on a removable cartridge or a separate disk than the original. You can restore the back-up file system if the original active version becomes corrupted (damaged) or lost.

call answer A feature that allows the AUDIX Voice Power system to answer a call and record a message when the subscriber is not available.

call coverage A switch feature that defines a preselected path for calls to follow if the first or second coverage points are not answered.

channel A telecommunications transmission path for voice and/or data.

class of restriction (COR) The set of call origination and termination parameters given to subscribers when they are administered on the system.

class of service (COS) The set of features and privileges given to subscribers when they are administered on the system.

cold boot A process of restarting the computer by turning the computer off then on. A cold boot erases the contents of the system's volatile memory.

configuration The set of hardware and software components selected for a system, including internal components and external or peripheral components.

coverage path An ordered sequence of coverage points to which coverage calls are redirected.

data base A collection of file systems and files in disk memory that store the voice and nonvoice or program information necessary for the operation of the AUDIX Voice Power system and the switch.

data link	The connection from the AUDIX Voice Power computer to the switch interface boards that enables nonvoice data messages to pass between the AUDIX Voice Power system and the switch. The link setup varies depending on your configuration.
data terminal equipment (DTE)	A standard type of data interface normally used for the endpoints in a connection. Normally, the AUDIX Voice Power system and most terminals are DTE devices.
default	A value automatically supplied by the system if you do not specify any other value.
digital	Discontinuous or discrete data or signals such as zero (0) or one (1), as opposed to continuous analog signals.
digital communications protocol (DCP)	A 64-Kbps digital data transmission code with a 160-Kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.
extension	A one- to five-digit number that routes calls through a switch or private network. Extension numbers are primarily associated with telephones and data terminals, but can also be used for functions associated with specific features.
field	An area on a screen, menu, or report where you type information or see information displayed.
file system	A collection of related files, programs, or data stored on disk.
host switch	The switch or PBX connected directly to the AUDIX Voice Power system over the data link.
local installation	A system, adjunct, or piece of peripheral equipment installed physically near the host switch or system.
maintenance	The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.
message waiting lamp (MWL)	A small light on a telephone that lights or flashes when the subscriber has voice mail messages.
switch integration device (SID)	A protocol converter connected between a non-AT&T switch and the AUDIX Voice Power system. The SID converts switch call information into Simplified Message Desk Interface (SMDI) format and passes the information on to the AUDIX Voice Power system.
system administrator	The person at the customer site responsible for AUDIX Voice Power system administration.
voice mail	An AUDIX Voice Power feature similar to a "verbal letter" that you can send to one or more AUDIX Voice Power system subscribers. The AUDIX Voice Power system acts as an electronic post office that delivers spoken messages.
warm boot	A process to restart the computer while you have the computer turned on.

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