Lucent Technologies
Bell Labs Innovations

INTUITY™ CONVERSANT® System

Version 6.0

Alarms and Log Messages

585-310-182
Comcode 107852311
Issue 1.0
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- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
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This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le Présent Appareil Nomérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A préscrites dans le reglement sur le brouillage radioélectrique édicté par le ministére des Communications du Canada.

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EMC Directive	89/336/EEC
Low-Voltage Directive	73/23/EEC

CE The "CE" mark affixed to the equipment means that it conforms to the above directives.

Comments
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Acknowledgment
This document was prepared by the Product Documentation, Lucent Technologies, Columbus, OH.

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About This Book

Purpose

This book, *INTUITY™ CONVERSANT® System Version 6.0 Alarms and Log Messages*, 585-310-182, provides descriptions of and repair procedures for the alarms and log messages associated with Version 6.0 of the INTUITY™ CONVERSANT® system.

Intended Audiences

The primary audience for this document anyone responsible for troubleshooting or repairing an INTUITY CONVERSANT system. This includes

- On-site technicians
- End customers
- Personnel from the Technical Service Organization (TSO)

Release History

This is the first release of this book.

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How to Use This Book

This book is designed to be used as a reference guide to the alarms and log messages displayed in the Message Log Report. This book provides general repair procedures for each alarm and log message. This book will inform the user of the need to perform specific procedures, such as stopping the voice system. However, the step by step process for accomplishing those specific procedures are detailed in additional books within the INTUITY CONVERSANT Version 6.0 documentation set.

Documentation concerning specific alarms and log messages can be located by using either the table of contents or the alphabetical index. The document layout is discussed, in detail, in “Using the Alarm and Log Message Documentation,” in Chapter 1, “Getting Started.”

Conventions Used in This Book

This section describes the conventions used in this book.

Terminology

- The word “type” means to press the key or sequence of keys specified. For example, an instruction to type the letter “y” is shown as

  Type **y** to continue.

- The word “enter” means to type a value and then press ENTER. For example, an instruction to type the letter “y” and press ENTER is shown as

  Enter **y** to continue.

- The word “select” means to move the cursor to the desired menu item and then press ENTER. For example, an instruction to move the cursor to the start test option on the Network Loop-Around Test screen and then press ENTER is shown as

  Select `Start Test.`

- The INTUITY CONVERSANT system displays *windows, screens,* and *menus*. Windows and screens both show and request system information (Figure 1 through Figure 4). Menus (Figure 5) present options from which you can choose to view another menu, or a screen or window.

Figure 1. Example of an INTUITY CONVERSANT Window Showing Information

```
In order to install UnixWare, you must reserve a partition (a
portion of your hard disk's space) on your primary hard disk for
the UNIX System.After you press 'ENTER' you will be shown a screen
that will allow you to create new partitions, delete existing
partitions or change the active partition of your primary hard
disk (the partition that your computer will boot from).

WARNING: All files in any partition(s) you delete will be
destroyed. If you wish to attempt to preserve any files from an
existing UNIX System, do not delete its partition(s).

The UNIX System partition that you intend to use on the primary
hard disk must be at least 120 MBs and labeled 'ACTIVE.'
```

Figure 2. Example of an INTUITY CONVERSANT Screen Showing Information

Figure 3. Example of an INTUITY CONVERSANT Window Requesting Information

```
You may use a partition of your secondary hard disk. If you choose
to use a partition of your secondary hard disk you will be shown a
screen that will allow you to partition your secondary hard disk.

WARNING: All files in any partition(s) you delete will be
destroyed.

If you choose to create a UNIX System partition on your secondary
hard disk, it must be at least 40 MBs.

Your Options are:

1.  Do not use a partition of the secondary hard disk for
    the UNIX System.
2.  Use a partition of the secondary hard disk for the
    UNIX System.

Press '1' or '2' followed by 'ENTER'.
```

Figure 4. Example of an INTUITY CONVERSANT Screen Requesting Information

Figure 5. Example of an INTUITY CONVERSANT Menu

Terminal Keys

- Keys that you press on your terminal or PC are represented as rounded boxes. For example, an instruction to press the enter key is shown as

  Press ENTER.

- Two or three keys that you press at the same time on your terminal or PC (that is, you hold down the first key while pressing the second and/or third key) are represented as a series of separate rounded boxes. For example, an instruction to press and hold ALT while typing the letter “d” is shown as

  Press ALT D.

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as round boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 3 is shown as

  Press F3 (Choices).

- Keys that you press on your telephone keypad are represented as square boxes. For example, an instruction to press the first key on your telephone keypad is shown as

  Press 1 to record a message.

Screen Displays

- Values, system messages, field names, and prompts that appear on the screen are shown in typewriter-style `constant-width` type, as shown in the following examples:

  Example 1:

  Enter the number of ports to be dedicated to outbound traffic in the `Maximum Simultaneous Ports` field.

  Example 2:

  ```
  Alarm Form Update was successful.

  Press <Enter> to continue.
  ```

- The sequence of menu options that you must select to display a specific screen or submenu is shown as follows:

  Start at the Voice System Administration menu and select:

  ```
  > Reports
      > Message Log Report
  ```

In this example, you would access the Voice System Administration menu and select the Reports menu. From the Reports menu, you would then select the Message Log Report window.

- Screens shown in this book are examples only. The screens you see on your machine will be similar, but not exactly the same.

Other Typography

- Commands and text you type in or enter appear in **bold type**, as in the following examples:

  Example 1:

  Enter **change-switch-time-zone** at the `enter command:` prompt.

  Example 2:

  Type **high** or **low** in the `Speed:` field.

- Command variables are shown in ***bold italic*** type when they are part of what you must type in and *regular italic* type when they are not, for example

  Enter **ch ma *machine_name***, where *machine_name* is the name of the call delivery machine you just created.

Safety and Security Alert Labels

This book uses the following symbols to call your attention to potential problems that could cause personal injury, damage to equipment, loss of data, service interruptions, or breaches of toll fraud security:

CAUTION:
Indicates the presence of a hazard that if not avoided can or will cause minor personal injury or property damage, including loss of data.

WARNING:
Indicates the presence of a hazard that if not avoided can cause death or severe personal injury.

DANGER:

Indicates the presence of a hazard that if not avoided will cause death or severe personal injury.

SECURITY ALERT:

Indicates the presence of a toll fraud security hazard. Toll fraud is the unauthorized use of a telecommunications system by an unauthorized party.

Related Resources

This section describes additional documentation and training available for you to learn more about the INTUITY CONVERSANT product.

Documentation

NOTE:

The *INTUITY™ CONVERSANT® System Version 6.0 System Description*, 585-310-241, contains a detailed description of all books included in V6.0 INTUITY CONVERSANT documentation library. Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining an INTUITY CONVERSANT system.

Required for the Alarm and Log Message Repair

To repair or address an alarm or log message, you must have a copy of this book, *INTUITY™ CONVERSANT® System Version 6.0 Alarms and Log Messages*, 585-310-182, a copy of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, the maintenance book specific to the platform of your system, and the installation book specific to the platform of your system:

- *INTUITY™ CONVERSANT® System Version 6.0 MAP/40 Maintenance*, 585-310-181
- *INTUITY™ CONVERSANT® System Version 6.0 MAP/100C Maintenance*, 585-310-180
- *INTUITY™ CONVERSANT® System Version 6.0 MAP/100 Maintenance*, 585-310-179
- *INTUITY™ CONVERSANT® System Version 6.0 MAP/40 New System Installation*, 585-310-178
- *INTUITY™ CONVERSANT® System Version 6.0 MAP/100C New System Installation*, 585-310-177
- *INTUITY™ CONVERSANT® System Version 6.0 MAP/100 New System Installation*, 585-310-176

Additional Suggested Documentation

It is suggested that you also obtain and use the following books as they relate to the packages installed on your system:

- *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Script Builder*, 585-310-760
- *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Advanced Methods*, 585-310-761
- *INTUITY™ CONVERSANT® System Version 6.0 Communication Development*, 585-310-763

See the inside front cover for information on how to order INTUITY CONVERSANT documentation.

Electronic Updates to This Book

The ACCESS Electronic News online bulletin board is available to provide you with additional information about the INTUITY CONVERSANT product, including updates and supplements to the information in this book. This free service is available 24 hours a day, 7 days a week. To register and receive a special offer on ACCESS Plus software, call 1-800-242-6005 and ask for Department 186.

Training

The following training class is recommended as a prerequisite to performing repairs on a V6.0 INTUITY CONVERSANT system:

- Course No. BO3620A, CONVERSANT Installation and Maintenance (for domestic installations)
- Course No. GO3603A, CONVERSANT Installation and Maintenance (for international installations)

For more information on INTUITY CONVERSANT training, call the BCS Education and Training Center at one of the following numbers:

- Organizations within Lucent Technologies: (904) 636-3261
- Lucent Technologies customers and all others: (800) 255-8988

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You may also fax you comments to the attention of the Lucent Technologies INTUITY CONVERSANT writing team at (303) 538-1741.

Please mention the name and order number of this book, *INTUITY™ CONVERSANT® System Version 6.0 Alarms and Log Messages*, 585-310-182.

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Any reference within this text to American Telephone and Telegraph Corporation or AT&T should be interpreted as references to Lucent Technologies Incorporated. The exception is cross references to books published prior to December 31, 1996, which retain their original AT&T titles.

Lucent Technologies—formed as a result of AT&T's planned restructuring—designs, builds, and delivers a wide range of public and private networks, communications systems and software, consumer and business telephone systems, and microelectronic components. The world-renowned Bell Laboratories is the research and development arm for the company.

Getting Started

1

Overview

System messages alert you to problems, potential problems, or a change in the state of the system. These messages are collected in the Message Log Report screen as described in Chapter 5, “Reports,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Purpose

Refer to this book to determine the action you should take regarding these system-reported troubles. If a repair procedure for the message does not effectively correct the problem experienced, escalate the problem to the next level of support.

Prioritizing System Messages

System messages are divided into two major groups:

- Alarms
- Log Messages

Alarms

Alarms are divided into three categories based on the urgency of the actions required to correct them:

- Critical
- Major
- Minor.

NOTE:
The alarm and log message priorities listed this book are those determined at the time of software delivery. For information on modifying message priority, see Chapter 3, "Configuration Management," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Critical Alarms

Critical alarms are denoted by *C preceding the message. Critical alarms indicate the following system characteristics:

- The voice system is completely inoperable (for example, it is unable to send/receive interprocess communication [IPC] messages).
- There is permanent customer-visible impact on an active application (for example, the speech file system is corrupted).
- Immediate action is required to correct the situation (for example, all signal processing (SP) cards are out of service).
- All applications are prevented from operating properly (for example, TSM is respawning).

Major Alarms

Major alarms are denoted by ** preceding the message. Major alarms indicate the following system characteristics:

- The system has experienced visible customer impact on an active application (for example, corrupted speech phrase).

If the problem persists, escalate it to critical using the message thresholding capability as described in Chapter 3, "Configuration Management," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

- System services are degraded, but the system software cannot clearly determine if an application has been impacted (for example, a card state changes from INSERV to any state except MANOOS).

  These problems do not necessarily require immediate attention, but action must be taken relatively soon to correct the situation.

- The system has experienced temporary overload conditions.
- There is permanent impact on the voice system or an application, if it happens frequently (for example, UNIX panics). In this case, escalate the problem to critical by creating a new message. See Chapter 6, "Adding and Modifying System Messages," of *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Advanced Methods*, 585-310-761, for information on creating new messages.

Minor Alarms

Minor alarms are denoted by * preceding the message. Minor alarms indicate the following system characteristics:

- There is no visible customer impact.
- Action is not required. The system can recover automatically.

Log Messages

Log messages do not have anything preceding the message. Log messages can be:

- Non-error messages that require no action.
- System history messages.

The following are examples of log messages:

- A state change, such as any state to MANOOS, MANOOS to any state, and any state to INSERV, occurred.
- The state of host sessions, host cards, or the Adjunct/Switch Application Interface (A/SAI) link changed.
- Diagnostics started and ended on a card.
- The script started and ended specifying the channel, dialed number identification service (DNIS), and script name.
- A script was assigned or unassigned to a channel, DNIS, and script name.

Reading the Alarm and Log Message Displays

The system displays alarms and log messages in the following format:

```
PR DAY MON DD HH:MM:SS ZZZ YYYY CLASS TTTTTTTT YY UU NUM TEXT
```

Table 1-1 details the field explanations for the alarm and log message format as they appear in the Message Log Report.

Table 1-1. Alarm and Log Message Format Explanations

Field	Meaning	Examples
PR	Priority or severity level of the message	*C Critical ** Major * Minor (none) Event
DAY	Day of the week the message occurred	Sun, Mon
MON DD	Day and month the message occurred	Jan 1, Dec 31
HH:MM:SS	Time of day in hours, minutes, and seconds when message occurred	00:00:00, 11:59:59
ZZZ	Time zone	EST, EDT
YYYY	Year	1993, 1994
CLASS	Source or process from which the message originated	TSM, TWIP
TTTTTTTT	Event ID, an eight-character tag that identifies the process to which the message is associated	TSM008, TWIP004
YY	Field replaceable unit (FRU); usually the type of card to which the message is related	TR, T1, SP, CMP (if this field is not applicable to the message, "--" is displayed)

Continued on next page

Table 1-1. Alarm and Log Message Format Explanations — *Continued*

Field	Meaning	Examples
UU	Unit type	CA (card), CH (channel) (if this field is not applicable to the message, "--" is displayed)
NUM	Unit number	000 to 999 (if this field is not applicable to the message, "---" is displayed)
TEXT	Message text	Varies with the message

Accessing the Message Log

The message log can be accessed from the

- INTUITY CONVERSANT windows
- Command line.

From the INTUITY CONVERSANT Windows

To access the message log from the INTUITY CONVERSANT windows, do the following:

1. Start at the Voice System Administration window (Figure 1-1).

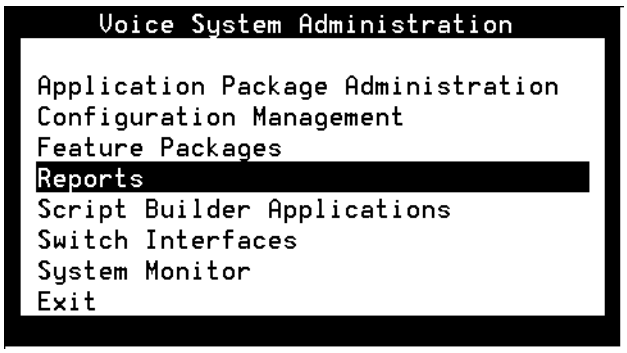
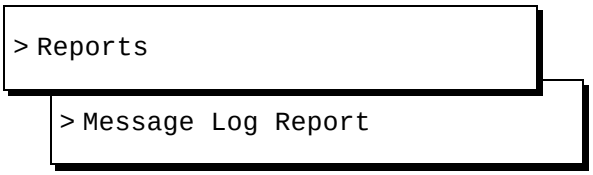


Figure 1-1. Voice System Administration Window

2. Select



The system displays the Message Log Report window (Figure 1-2)

Figure 1-2. Message Log Report Window

From the Command Line

You can access the message log report from the command line using the **display messages** command. See Appendix A, “Summary of Commands,” in *INTUITY™ CONVERSANT® System Version 6.0 Administration* 585-310-591 for an explanation of the **display messages** command.

Using the Explain Command

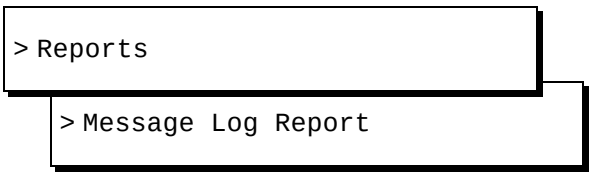
The **explain** command uses the message number to provide information about how to respond to an alarm or log message. The information that appears when the **explain** command is used matches the description statements for each alarm or log message in this book. The explain command can be accessed from the

- INTUITY CONVERSANT windows
- Command line

From the INTUITY CONVERSANT Windows

To use the **explain** command from the INTUITY CONVERSANT windows, do the following:

1. Starting at the Voice System Administration window (Figure 1-1), select



   The system displays the Message Log Report window (Figure 1-2)

2. Press ACTIONS (F8).

   The system displays the Actions menu (Figure 1-3)

Figure 1-3. Actions Menu

3. Select

   The system displays the Explain Message ID window (Figure 1-4)

Figure 1-4. Actions Menu

4. Enter the message ID you want explained.
5. Press SAVE (F3).

   The system displays the explanation text for the message you entered.
6. Press ENTER.

   The system displays the Explain Message ID window (Figure 1-4)

From the Command Line

You can access alarm and log message explanations from the command line using the **explain** command. See Appendix A, "Summary of Commands," in *INTUITY™ CONVERSANT® System Version 6.0 Administration* 585-310-591 for an explanation of the **explain** command.

Using the Alarm and Log Message Documentation

The documentation associated with each alarm or log message includes:

- Message class
- Event ID
- Alarm level
- Description
- Repair procedure
- Application developer procedure

Message Class

The alarms and log messages documented in this book are categorized through the message class to which they pertain. The message class indicates the source or process from which the message originated. The message class comprises the first part of the event ID.

Table 1-2 lists the message classes.

Table 1-2. Alarm and Log Message Classes

Message Class	Description
ADM	Platform
ALERT	VIS Alerter process
ASAI	Adjunct/Switch Application Interface
BRDG	Call bridging process
CGEN	Voice system general
CHRIN	Characteristic initializer for signal processing (SP) packfile characteristics
CIOX	Customer input/output process
DB	Database
DCP	Database checking process
DIP	Data interface process
DWIP	DWIP process
ET	Error tracker interface
EXTA	External alarms feature
FFE	Form Filler Plus feature
FTS	Enhanced File Transfer process
GEN	PRISM logger and alerter general
HOST	Host interface
ICK	Integrity checking process
INIT	Voice system initialization
LOG	VIS Logger process
MTC	Maintenance process
OC	Outcalling process
PRI	Primary rate interface process
RECOG	Speech recognition feature (WholeWord and FlexWord™)
REG	Quest channel registration
RPT	Reports process

Continued on next page

Table 1-2. Alarm and Log Message Classes — *Continued*

Message Class	Description
SBFAX	Script Builder FAX Actions
SCCS	Switching Control Center System
SP	Signal processing (SP) functionality
SPDM	Speech disk manager
SPIP	Signal processing (SP) interface process
SWIN	Switch interface
TR	Tip/Ring messages
TRIP	Tip/ring interface process
TSM	Transaction state machine process
TTS	Text-to-Speech feature
TWIP	T1 interface process
UNIX	UNIX kernel
VMD	Voice mail database
VROP	Voice response output process

Event ID

Within each message class, the alarms and log messages are organized numerically based on the event ID. The event ID is the eight-character tag which identifies the alarm or log message. See ‘‘Reading the Alarm and Log Message Displays’’ above for an explanation of where the event ID appears in the alarm or log message display.

Alarm Level

The documentation indicates the priority assigned to the associated alarm.

NOTE:
The alarm and log message priorities listed this book are those determined at the time of software delivery. For information on modifying message priority, see Chapter 3, “Configuration Management,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Description

Each alarm and log message has an associated description statement. Description statements, for alarms, describe the impact of the alarm on the system. Description statements, for log messages, describe the situation and the possible cause for message.

Repair Procedures

A repair procedure is provided for all alarms. Many repair procedures require you to perform one or more general procedures, such as stopping and restarting the voice system.

In these cases, the general procedures themselves are not given in this chapter. You are referred to the appropriate book, where step-by-step instructions for performing the general procedures are provided.

Application Developer Procedures

Application developer procedures are included as part of many of the repair procedures. This section is to be used by developers of voice system applications using Script Builder, TSM script-level language, and/or C language. This section provides detailed information about aspects of the application that may be causing the alarm to be generated. The information in this section assumes that the audience is familiar with the *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Script Builder*, 585-310-760, and the *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Advanced Methods*, 585-310-761.

Message Log Entries

2

ADM Alarms and Log Messages

Event ID: ADM001

Alarm Level: Major.

Description: The Administration process encountered a system error while trying to access a file. The value of errno indicates the reason for the error. Check the file or directory named in the error message; it may be corrupted or missing. Ensure that the / and /usr file systems are not out of free space. Possible damaged file system (use fchk when the system is at a single user level). Possible disk or disk controller problems.

Repair Procedure:

Contact your service representative for assistance.

Event ID: ADM002

Alarm Level: Major.

Description: The Administration process encountered a problem while trying to send or receive an interprocess communication

message. The value of errno indicates the reason for the error.

Repair Procedure:

Contact your service representative for assistance.

ALERT Alarms and Log Messages

Event ID: ALERT001

Alarm Level: None.

Description: This message informs of a threshold level change for the indicated message.

The action taken by the Alerter when a threshold change for a message occurs is defined with the System Messages Administration window under “Configuration Management” in the Voice System Administration menu.

Repair Procedure:

No corrective action is necessary.

Event ID: ALERT002

Alarm Level: None.

Description: The Alerter has received a command to reset its statistics.

Repair Procedure:

No corrective action is necessary.

Event ID: ALERT003

Alarm Level: None.

Description: The Voice System Alerter has received a command to print or reset an invalid threshold. An invalid threshold was entered by a user at the Alerter command interface.

Repair Procedure:

No corrective action is necessary.

Event ID: ALERT004

Alarm Level: None.

Description: The Voice System Alerter has failed to convert the indicated threshold rules file to alerter thresholds for Voice System messages. Thresholding for Voice System messages will not function. If no thresholds were specified, this message may be ignored.

Repair Procedure:

Restore the threshold rules file indicated in the message from a system backup. If no valid backup copy exists, reinstall the CONVERSANT Application Software Package. See Chapter 10, "Installing the INTUITY CONVERSANT System Software" in your platform maintenance book.

Event ID: ALERT005

Alarm Level: None.

Description: The Voice System Alerter has created the indicated number of message thresholds from the threshold rules file.

Repair Procedure:

No corrective action is necessary.

Event ID: ALERT006

Alarm Level: None.

Description: The Voice System Alerter has updated message thresholds from the threshold rules file.

Repair Procedure:

No corrective action is necessary.

Event ID: ALERT007

Alarm Level: None.

Description: The Voice System Alerter has updated message thresholds from the threshold rules file.

Repair Procedure:

No corrective action is necessary.

ASAI Alarms and Log Messages

Event ID: ASAI001

Alarm Level: Critical.

Description: The ASAI physical link has gone down. All ASAI-provided services will not function until the link has been re-established.

Repair Procedure:

1. If message ASAI025 follows this message, no corrective action is necessary.
2. Check the ASAI link wiring between the Voice System and the PBX for proper connection. See Chapter 3, “Making Cable Connections,” in your platform system installation book for link wiring information.
3. Diagnose the IPCI board. See Chapter 2, “Diagnostics,” in your platform maintenance book for IPCI board diagnostic information.

Event ID: ASAI002

Alarm Level: Critical.

Description: The ASAI physical link is up, but the link layer has gone down. All ASAI-provided services will not function until the link has been re-established.

Repair Procedure:

1. If message ASAI025 follows this message, no corrective action is necessary.
2. Consult your PBX administrator to check that the ASAI port on PBX has been administered with Fixed TEI=y and TEI=3.

3. Diagnose the IPCI circuit card. See Chapter 2, “Diagnostics,” in your platform maintenance book for IPCI circuit card diagnostic information.

Event ID: ASAI003

Alarm Level: Major.

Description: The IPCI board is in the process of initialization. This should be a temporary state. All ASAI-provided services will not function until the link has been established.

Repair Procedure:

1. If message ASAI025 follows this message, no corrective action is necessary.
2. Take the IPCI circuit card offline. See Chapter 4, “Feature Packages,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
3. Initialize the IPCI circuit card. See Chapter 4, “Feature Packages,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: ASAI004

Alarm Level: Major.

Description: The IPCI board is attempting to go offline. This should be a temporary state. All ASAI-provided services will not function until the link has been re-established.

Repair Procedure:

1. If message ASAI025 follows this message, no corrective action is necessary.
2. Take the IPCI circuit card offline. See Chapter 4, “Feature Packages,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
3. Initialize the IPCI circuit card. See Chapter 4, “Feature Packages,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: ASAI005

Alarm Level: Critical.

Description: The IPCI board is in an unknown state. It is either nonexistent or malfunctioning. All ASAI-provided services will not function until the link has been established or re-established.

Repair Procedure:

1. If message ASAI025 follows this message, no corrective action is necessary.
2. Take the IPCI circuit card offline. See Chapter 4, “Feature Packages,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
3. Initialize the IPCI circuit card. See Chapter 4, “Feature Packages,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
4. Diagnose the IPCI circuit card. See Chapter 2, “Diagnostics,” in your platform maintenance book for IPCI circuit card diagnostic information.
5. If the IPCI circuit card is not installed, see Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in your platform maintenance book.

Event ID: ASAI006

Alarm Level: None.

Description: The ASAI link should be up and running.

Repair Procedure:

No corrective action is necessary.

Event ID: ASAI007

Alarm Level: None.

Description: The ASAI link has been taken off-line. All ASAI-provided services will be out of service until the link has been re-initialized.

Repair Procedure:

1. If message ASAI025 follows this message, no corrective action is necessary.
2. Take the IPCI circuit card offline. See Chapter 4, "Feature Packages," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
3. Initialize the IPCI circuit card. See Chapter 4, "Feature Packages," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: ASAI008

Alarm Level: Major.

Description: The data-only script running on the specified virtual channel has stopped abruptly. This may indicate a problem with the service assigned to the domain. All ASAI messages relating to that domain are lost.

Repair Procedure:

No immediate action is necessary as the script will restart automatically. To check if the script restarted, see Chapter 4, "Feature Packages," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: ASAI009

Alarm Level: Major.

Description: The Voice System agent on the specified channel could not be logged in. As a result, the ACD will not route calls to this channel.

The ACD domain corresponding to the Voice System agents is not administered.

Repair Procedure:

1. If message ASAI028 follows this message for the same channel, no corrective action is necessary.
2. Add a domain entry with type "ACD" and service "Voice System." See Chapter 4, "Feature Packages," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

3. Enable the domain. See Chapter 4, “Feature Packages,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: ASAI010

Alarm Level: Major.

Description: The Voice System agent on the specified channel could not be logged in. As a result, the ACD will not route calls to this channel.

The extension assigned to the channel on the Voice System is incorrect.

Repair Procedure:

1. Correct the extension assigned to the specified channel. See Chapter 4, “Feature Packages,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
2. Consult your PBX administrator to verify that the channel extension is a member of the ACD split.

Event ID: ASAI011

Alarm Level: Major.

Description: The Voice System agent on the specified channel could not be logged in. As a result, the ACD will not route calls to this channel.

The login request cannot be executed due to lack of switch resources.

Repair Procedure:

If message ASAI028 follows this message for the same channel, no corrective action is necessary. Otherwise, consult your PBX administrator.

Event ID: ASAI012

Alarm Level: Major

Description: The Voice System agent on the specified channel could not be logged in. As a result, the ACD will not route calls to this channel.

The extension assigned to specified channel on the Voice System is not a member of the ACD split.

Repair Procedure:

Consult your PBX administrator to add the extension to the ACD split.

Event ID: ASAI013

Alarm Level: Major.

Description: The Voice System agent on the specified channel could not be logged in. As a result, the ACD will not route calls to this channel.

The specified extension currently has an active call.

Repair Procedure:

1. If message ASAI028 follows this message for the same channel, no corrective action is necessary.
2. Log out the channel. See Chapter 4, "Feature Packages," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
3. Retry the login request. See Chapter 4, "Feature Packages," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: ASAI014

Alarm Level: Major.

Description: The Voice System agent on the specified channel could not be logged in. As a result, the ACD will not route calls to this channel.

The ACD split is not administered correctly. A request has been denied by the switch to log in a member of the autoavailable split.

Repair Procedure:

If message ASAI028 follows this message for the same channel, no corrective action is necessary. Otherwise, consult your PBX administrator.

Event ID: ASAI015

Alarm Level: Critical.

Description: The Voice System agent on the specified channel could not be logged in. As a result, the ACD will not route calls to this channel.

Switching equipment congestion exists. The switch is not accepting the request at this time because of processor overload.

Repair Procedure:

1. If message ASAI028 follows this message for the same channel, no corrective action is necessary.
2. Suggest that the adjunct or user retry the request later.
3. If the problem persists, consult your PBX administrator.

Event ID: ASAI016

Alarm Level: Major.

Description: The Voice System agent on the specified channel could not be logged in due to an unknown error. As a result, the ACD will not route calls to this channel.

Repair Procedure:

If message ASAI028 follows this message for the same channel, no corrective action is necessary. See Chapter 1, “Troubleshooting” of your platform maintenance book.

Event ID: ASAI017

Alarm Level: Critical.

Description: The ASAI domain with the specified extension cannot be activated. Information about the call placed to this domain will not be reported to the service assigned to this domain.

Either the virtual channels are unavailable or they are all busy.

Repair Procedure:

1. If message ASAI029 follows this message for the same domain, no corrective action is necessary.
2. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. Edit the file **/vs/data/irAPI.rc**:
    a. If a VCHANS=32 entry exists, change the number 32 to 40.
    b. If a VCHANS entry does not exist, add the line VCHANS=32.
4. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: ASAI018

Alarm Level: Major.

Description: The ASAI domain with the specified extension cannot be activated. Information about the call placed to this domain will not be reported to the service assigned to this domain.

The domain is in an initialization state.

Repair Procedure:

1. If message ASAI029 follows this message for the same domain, no corrective action is necessary.
2. Verify that the correct service has been assigned to the specified domain by completing Steps a and b below.
    a. Disable the domain. See Chapter 4, “Feature Packages,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
    b. Enable the domain. See Chapter 4, “Feature Packages,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
3. If the problem persists, see Chapter 1, “Troubleshooting” of your platform maintenance book.

Event ID: ASAI019

Alarm Level: Major.

Description: The ASAI domain with the specified extension cannot be activated. Information about the call placed to this domain will not be reported to the service assigned to this domain.

The extension corresponding to the specified ASAI domain is nonexistent on the PBX.

Repair Procedure:

Consult your PBX administrator to add the specified domain to the PBX.

Event ID: ASAI020

Alarm Level: Major.

Description: The ASAI domain with the specified extension cannot be activated. Information about the call placed to this domain will not be reported to the service assigned to this domain.

The switch limit for the maximum number of monitored domains has been exceeded.

Repair Procedure:

If message ASAI029 follows this message for the same domain, no corrective action is necessary. Otherwise, consult your PBX administrator.

Event ID: ASAI021

Alarm Level: Major.

Description: The ASAI domain with the specified extension cannot be activated. Information about the call placed to this domain will not be reported to the service assigned to this domain.

The specified ASAI domain is already monitored by another adjunct.

Repair Procedure:

If message ASAI029 follows this message for the same domain, no corrective action is necessary. Otherwise, the adjunct monitoring this domain has to disable the domain before the Voice System can monitor it.

Event ID: ASAI022

Alarm Level: Major.

Description: The ASAI domain with the specified extension cannot be activated. Information about the call placed to this domain will not be reported to the service assigned to this domain.

The specified ASAI domain may be either an adjunct- or vector-controlled split.

Repair Procedure:

If message ASAI029 follows this message for the same domain, no corrective action is necessary. Otherwise, consult your PBX administrator to make sure that the domain extension is neither adjunct- nor vector-controlled split.

Event ID: ASAI023

Alarm Level: Critical.

Description: The ASAI domain with the specified extension cannot be activated. Information about the call placed to this domain will not be reported to the service assigned to this domain.

Switching equipment congestion exists. The switch is not accepting the request at this time because of processor overload.

Repair Procedure:

If message ASAI029 follows this message for the same domain, no corrective action is necessary. Otherwise, consult your PBX administrator.

Event ID: ASAI024

Alarm Level: Major.

Description: The ASAI domain with the specified extension cannot be activated due to an unknown error.

Information about the call placed to this domain will not be reported to the service assigned to this domain.

Repair Procedure:

If message ASAI029 follows this message for the same domain, no corrective action is necessary. Otherwise, See "Troubleshooting ASAI" in Chapter 2, "Trouble and Failure Indications" of this book to determine the cause for the failure.

Event ID: ASAI025

Alarm Level: None.

Description: The ASAI link has been established. All ASAI-provided services will start to function now.

Repair Procedure:

No corrective action is necessary.

Event ID: ASAI026

Alarm Level: Major.

Description: The service assigned to the Voice System agent on the specified channel requested call information from the ASAI feature that was not available.

The call information about the call that is terminated to the specified channel has not arrived yet.

Repair Procedure:

1. Verify that the ACD split with service "Voice System" has been administered and is in service. See Chapter 4, "Feature Packages," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
2. Verify that the PBX extension-to-channel assignments have been correctly administered. See Chapter 4, "Feature Packages," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: ASAI027

Alarm Level: Minor.

Description: ASAI protocol errors have been detected. An occasional report does not indicate a serious problem.

Repair Procedure:

1. Check the integrity of the cabling of the ASAI BRI link. See Chapter 3, "Making Cable Connections," in your platform system installation book for link wiring information.
2. Diagnose the IPCI card. See Chapter 2, "Diagnostics," in your platform maintenance book for IPCI circuit card diagnostic information.

Event ID: ASAI028

Alarm Level: None.

Description: The voice system agent on the specified channel has been logged in. The ACD will start routing calls to this channel.

Repair Procedure:

No corrective action is necessary.

Event ID: ASAI029

Alarm Level: None.

Description: The ASAI-administered domain with the specific extension is activated now. The events on this domain will now be reported to the service which is assigned to this domain.

Repair Procedure:

No corrective action is necessary.

Event ID: ASAI030

Alarm Level: Major.

Description: Unexpected routing messages have been received over the ASAI link for which there is no administered RTE

domain. If an administered domain were available, event messages would have been sent to the assigned service. Since no service is available, the Voice System discards the messages. The error message in the log indicates how many messages were discarded over a one minute period.

Repair Procedure:

1. Verify that the PBX has been correctly administered. Consult your PBX administrator.
2. Add an RTE domain with the specified extension. See Chapter 4, "Feature Packages," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
3. Enable the RTE domain. See Chapter 4, "Feature Packages," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: ASAI031

Alarm Level: Minor.

Description: Unknown messages are received over the ASAI link for which there is no administered CTL domain. If an administered domain were available, event messages would have been sent to the assigned service. Since no service is available, the Voice System discards the messages. The error message in the log indicates how many messages were discarded over a one minute period. This does not indicate a serious problem.

Repair Procedure:

No corrective action is necessary.

To prevent these messages from appearing, add a CTL domain with the specified extension. See Chapter 4, "Feature Packages," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: ASAI032

Alarm Level: Major.

Description: The Voice System has discarded messages that were received over the ASAI link for the specified domain. This is

because the messages were not processed fast enough by the specified ASAI application. The ASAI application is not fully functional. Calls are not being processed.

Repair Procedure:

1. Verify that the correct service has been assigned to the specified domain. See Chapter 4, "Feature Packages," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
2. If correct domain administration does not eliminate the problem, there may be an error in the ASAI application specified in the message. Contact the ASAI application developer for further assistance.

BRDG Alarms and Log Messages

Event ID: BRDG001

Alarm Level: Major.

Description: The Call Bridge feature failed to communicate with the voice system during call processing. The application is unable to bridge calls.

Repair Procedure:

Reboot the operating system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

Event ID: BRDG002

Alarm Level: Major.

Description: The Call Bridge feature failed to communicate with the voice system during call processing. The application is unable to bridge calls.

Repair Procedure:

Reboot the operating system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

Event ID: BRDG003

Alarm Level: Major.

Description: The Call Bridge feature failed to access a shared resource of the voice system during the initialization. The application is unable to bridge calls.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the problem persists, reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: BRDG004

Alarm Level: Major.

Description: The Call Bridge feature failed to access a shared resource of the voice system. The application is unable to bridge calls.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the problem persists, reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: BRDG005

Alarm Level: Minor.

Description: The Call Bridge feature failed to find an available channel in the equipment group specified in the message. The application may not be able to complete the call bridge.

The impact may be significant if the message occurs more frequently than the currently set threshold limit. In that case, you will see a threshold message similar to the following:

```
*C THR004 -- -- --- The first threshold
level for BRDG_NOCHAN exceeded. 10 messages
have been generated in the last 5 minutes.
```

The threshold limits and threshold message priority shown above reflect the default values for this thresholded message.

Repair Procedure:

1. Verify that all Tip/Ring channels are assigned to the equipment group specified by the script bridge instruction.
2. Verify that all channels assigned to the equipment group specified are in service.
3. Check if all the channels assigned in the equipment group specified are not busy.

CGEN Alarms and Log Messages

Event ID: CGEN001

Alarm Level: Minor.

Description: An internal Voice System process received an unexpected message from the process identified in this message. The message has been ignored.

Repair Procedure:

1. Identify the source of the unexpected message.
    a. If the source of the unexpected message is a customer application data interface process (DIP), contact the application developer.
    b. Otherwise, perform the following steps:

— Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

— Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

2. If the problem persists, confirm that all installed Voice System software packages are compatible with the installed version of the INTUITY CONVERSANT application software package. See Chapter 11, “Installing Optional Feature Software,” in your platform maintenance book.
3. Remove any software package that is incompatible and install the proper version. See Chapter 11, “Installing Optional Feature Software,” in your platform maintenance book.

Event ID: CGEN002

Alarm Level: Major.

Description: The Voice System system table named in the message is corrupted or cannot be accessed by the source of the message. System functionality is severely impaired.

Repair Procedure:

1. Check the system to make sure that the number of cards installed is a legal configuration, that is, there are not too many channels. See *INTUITY™ CONVERSANT® System Version 6.0 System Description*, 585-310-241, for channel maximums.
2. If *<tblname>* is DEVTBL perform the following Steps a through c:

   CAUTION:
   The following procedure will cause all system configuration information to be lost. This includes switch administration, service assignments, etc. When the voice system is restarted, the system configuration will use the default settings.

   a. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
   b. Move the **devtbl** to another area. For example, enter **mv /gendb/shmem/devtbl /gendb/shmem/devtbl.old**
   c. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If *<tblname>* is any other perform the following Steps a through c:

a. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

b. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

c. If the problem persists, reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: CGEN003

Alarm Level: Critical.

Description: An internal Voice System process cannot communicate with other internal Voice System processes. System functionality is severely impaired.

Repair Procedure:

Reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: CGEN004

Alarm Level: Critical.

Description: An internal Voice System process cannot communicate with other internal Voice System processes. System functionality is severely impaired.

Repair Procedure:

Reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: CGEN005

Alarm Level: Critical.

Description: The Voice System cannot communicate with the specified process. System functionality is severely impaired.

NOTE:
If the reason given for this message is EGAIN, an interprocess communication message queue capacity across all processes on the Voice System is being exceeded. When this happens, all processes may have trouble communicating with one another. The process listed in the message may or may not be the process which caused the problem. This may affect only the receiving process listed in the message if the receiving process is not handling incoming messages often enough. Note the receiving process is the process which failed to get the message. If the receiving process listed is a customer application DIP, consult with the programmer to determine why the process is getting behind in reading its message queue. If the receiving process is a Voice System process (for example, VROP, MTC, TSM, etc.) then it is more likely that all processes are having trouble communicating, and call handling will be severely impaired until the repair procedure below is followed.

Repair Procedure:

1. To gather data about this problem for later analysis, complete the following Steps a through d:
   a. Enter **cd /usr/install**
   b. Enter **sar > sar.out**
   c. Enter **ps -ef > ps.out**
   d. Enter **ipcs -qop > ipcs.out**
2. Reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the reason for this message is EGAIN, and you have recently added hardware to the system, diagnose the circuit card to ensure that the card recently added has a unique index.

   For example, make sure that there are not two T1 boards that have the same switch setting for T1-2.

   See Chapter 2, “Diagnostics” in your platform maintenance book for the procedure.
4. If the problem persists, follow the trouble escalation procedure and inform personnel that you have collected the data listed in step 1.

Event ID: CGEN006

Alarm Level: Critical.

Description: The Voice System failed to initialize properly. System functionality is severely impaired.

Repair Procedure:

NOTE:
If <reason> for this message is "Cannot remove initialization file <filename> <UNIX errno>," the UNIX operating system was unable to perform a remove request on behalf of an internal Voice System process. See INTRO(2) in the UNIX SVR4.2 Programmer's Reference Manual for more information on the operating system error.

1. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
3. If the system message is printed again, remove the file by entering **rm -f <filename>**
4. If the file cannot be removed, consult the *UNIX SVR4.2 Programmer's Reference Manual* for more information on the operating system error.
5. If the problem persists, reboot the operating system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

Event ID: CGEN007

Alarm Level: Critical.

Description: The Voice System failed to allocate memory internally for data. System functionality is severely impaired.

Repair Procedure:

1. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
3. If the problem persists, reboot the operating system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

If this message reports that space for a file **/vs/trans/script.D** could not be allocated, then the following may have occurred.

- There may be a large number of **script.D** files in **/vs/trans**. Remove any **script.D** files that are no longer needed. Check that the **script.D** files that are needed have not been corrupted.
- If the error message was reported by CDH, enter **/vs/bin/newscript**

  This causes CDH to reread all the **/vs/trans/script.D** files.
- If the error was reported by one of the reporting programs cddrot or cdrpt, rerun the report.

If the error persists, your system may either require more memory to function normally or there may be a process memory leak that requires examination by field support.

Event ID: CGEN008

Alarm Level: Major.

Description: The Voice System failed to open the Tip/Ring card driver. System Tip/Ring cards are unusable.

Repair Procedure:

1. If this problem occurs because the Tip/Ring driver was purposely removed and you do not wish to reinstall it, renumber the voice channels. See Chapter 3, “Configuration Management,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
2. If the problem persists or if Tip/Ring circuit cards are present in the system, reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the problem persists, reinstall the Tip/Ring circuit card driver. See Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in your platform maintenance book for the procedure.

Event ID: CGEN009

Alarm Level: Major.

Description: The Voice System failed to open or attach the SP card driver. System SP cards are unusable.

Repair Procedure:

1. Reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. If the problem persists, reinstall the SP circuit card driver. See Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in your platform maintenance book for the procedure.

Event ID: CGEN010

Alarm Level: Major.

Description: The Voice System failed to open the T1 card driver. System T1 cards are unusable.

Repair Procedure:

1. If this problem occurs because the T1 driver was purposely removed and you do not wish to reinstall it, renumber the voice channels. See Chapter 3, “Configuration Management,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
2. If the problem persists or if T1 cards are present in the system, reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the problem persists, reinstall the T1 circuit card driver. See Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in your platform maintenance book for the procedure.

Event ID: CGEN011

Alarm Level: Critical.

Description: The Voice System failed to perform the indicated function on the Tip/Ring voice channel or card specified. System functionality is severely impaired.

Repair Procedure:

1. Perform diagnostics for the failed Tip/Ring card.
   a. Enter **diagnose card *<card number>***

      where *<card number>* is the card number of the Tip/Ring card from the **display card tr** command output.

   b. If the card passes diagnostics, place it back in service by entering **restore card *<card number>***

where <*card number*> is the card number of the Tip/Ring card you want to restore to service.

2. If the problem persists, perform the "Checking a Card" procedure. See Chapter 2, "Diagnostics" in your platform maintenance book for the procedure.
3. If the problem persists, reinstall the CONVERSANT Application Software Package. See Chapter 10, "Installing the INTUITY CONVERSANT System Software" in your platform maintenance book.

Event ID: CGEN012

Alarm Level: Major.

Description: The Voice System failed to perform the indicated function on the Tip/Ring voice channel or card specified. Tip/Ring card functionality is impaired.

Repair Procedure:

1. Perform diagnostics for the failed Tip/Ring card.
   a. Enter **diagnose card *<card number>***

      where <*card number*> is the card number of the Tip/Ring card from the **display card tr** command output.

   b. If the card passes diagnostics, place it back in service by entering **restore card *<card number>***

      where <*card number*> is the card number of the Tip/Ring card you want to restore to service.
2. If the problem persists, perform the "Checking a Card" procedure. See Chapter 2, "Diagnostics" in your platform maintenance book for the procedure.
3. If the problem persists, reinstall the CONVERSANT Application Software Package. See Chapter 10, "Installing the INTUITY CONVERSANT System Software" in your platform maintenance book.

Event ID: CGEN013

Alarm Level: Major.

Description: The Voice System failed to perform the indicated function on the SP card specified. System functionality is severely impaired.

Repair Procedure:

1. If any packages (for example, ISDN PR, Whole Word, Flex Word, CCA) have been removed from the system recently, verify that any related cards, functions, etc. have been unassigned from the application so that the affected card does not come up in the "Broken" state. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
2. If the card remains in the "Broken" state, perform the "Reducing Load" procedure. See in Chapter 1, "Troubleshooting" in your platform maintenance book for the procedure.
3. If the card remains in the "Broken" state, perform the "Checking a Card" procedure. See Chapter 2, "Diagnostics" in your platform maintenance book for the procedure.
4. If the card remains in the "Broken" state, reinstall the SP circuit card driver. See Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards," in your platform maintenance book for the procedure.

Event ID: CGEN014

Alarm Level: Major.

Description: The Voice System failed to perform the indicated function on the SP card specified. SP card functionality is impaired.

Repair Procedure:

1. Perform diagnostics for the failed SP card.
   a. Enter **diagnose card *<card number>***

      where *<card number>* is the card number of the SP card from the **display card sp** command output.

   b. If the card passes diagnostics, place it back in service by entering **restore card *<card number>***

      where *<card number>* is the card number of the SP card you want to restore to service.
2. If the problem persists, perform the "Checking a Card" procedure. See Chapter 2, "Diagnostics," in your platform maintenance book for the procedure.

3. If the problem persists, reinstall the SP driver. See Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in your platform maintenance book for the procedure.

Event ID: CGEN015

Alarm Level: Critical.

Description: The Voice System failed to perform the indicated function on the T1 voice channel or card specified. System functionality is severely impaired.

Repair Procedure:

1. Perform diagnostics for the failed T1 card.
    a. Enter **diagnose card *<card number>***

       where *<card number>* is the card number of the T1 card from the **display card t1** command output.

    b. If the card passes diagnostics, place it back in service by entering **restore card *<card number>***
2. If the problem persists, perform the “Checking a Card” procedure. See Chapter 2, “Diagnostics,” in your platform maintenance book for the procedure.
3. If the problem persists, reinstall the T1 driver. See Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in your platform maintenance book for the procedure.

Event ID: CGEN016

Alarm Level: Major.

Description: The Voice System failed to perform the indicated function on the T1 voice channel or card specified. T1 card functionality is impaired.

Repair Procedure:

1. Perform diagnostics for the failed T1 card.
    a. Enter **diagnose card *<card number>***

       where *<card number>* is the card number of the T1 card from the **display card t1** command output.

b. If the card passes diagnostics, place it back in service by entering **restore card *<card number>***

2. If the problem persists, perform the "Checking a Card" procedure. See Chapter 2, "Diagnostics," in your platform maintenance book for the procedure.
3. If the problem persists, reinstall the T1 driver. See Chapter 5, "Replacing, Installing, or Upgrading Circuit Cards," in your platform maintenance book for the procedure.

Event ID: CGEN017

Alarm Level: Major.

Description: The system was unable to save configuration changes made by the user (for example, script assignments to a channel, or card remove/restores) on disk. Shared memory updates will be lost when system is rebooted. Call processing is not affected until then.

Repair Procedure:

1. Reboot the ,operating system. See Chapter 3, "Common System Procedures" in your platform maintenance book for the procedure.
2. If the problem persists, restore the system from backup. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

Event ID: CGEN018

Alarm Level: Major.

Description: A hardware failure has been detected on the Tip/Ring voice channel or card specified. Tip/Ring card functionality is impaired.

Repair Procedure:

1. Perform diagnostics for the failed Tip/Ring card.
   a. Enter **diagnose card *<card number>***

      where *<card number>* is the card number of the Tip/Ring card from the **display card tr** command output.

b. If the card passes diagnostics, place it back in service by entering **restore card *<card number>***

   where *<card number>* is the card number of the TR card you want to restore to service.

2. If the problem persists, perform the "Checking a Card" procedure. See Chapter 2, "Diagnostics," in your platform maintenance book for the procedure.
3. If the problem persists, reinstall the CONVERSANT Application Software Package. See Chapter 10, "Installing the INTUITY CONVERSANT System Software" in your platform maintenance book.

Event ID: CGEN019

Alarm Level: Critical.

Description: Cannot determine whether CONVERSANT Voice System or Intro is installed.

Repair Procedure:

Contact the your service representative for assistance.

Event ID: CGEN020

Alarm Level: Critical.

Description: An incoming call has not been processed because no service was assigned to the specified channel or the dialed number identification service (DNIS) and automatic number identification (ANI).

Repair Procedure:

1. Determine how new calls on the channel number indicated by the message should be routed to services.

   New calls can be routed based on channel number or based on DNIS and/or ANI.

2. If new calls on the channel number should be routed based on channel number, enter **assign service <service> to chan <chan>**

   where <service> is the name of the service to be assigned and <chan> is the channel number indicated by the message.

3. If new calls on the channel number should be routed based on DNIS and/or ANI, enter
   assign service <service> to dnis <phone list> [ani <phone list>]

   where <service> is the name of the service to be assigned and <dnis> is either the DNIS of the new call to be routed, or the word “any”, and <ani> is either the ANI of the new call to be routed, or the word “any”.
4. See the **assign** command in *INTUITY™ CONVERSANT® System Version 6.0 Administration,* 585-310-591 for more information on assigning services.

Event ID: CGEN021

Alarm Level: Critical.

Description: An internal software error occurred when describing channel characteristics to the Resource Manager. The identified channel is unusable.

Repair Procedure:

1. If the error is EINVAL, check the system to make sure that the number of cards installed is a legal configuration, that is, there are not too many channels. See the *INTUITY™ CONVERSANT® System Version 6.0 System Description*, 585-310-241, for channel maximums.
2. Renumber the voice channels. See Chapter 4, “Feature Packages,” in *INTUITY™ CONVERSANT® System Version 6.0 Administration 585-310-591.*
3. If the problem persists, or if the error is not EINVAL,
   a. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
   b. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
   c. If the problem persists, reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
   d. If the problem persists, consult the *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Script Builder*, 585-310-760, for more information about the specific error listed in the reason text.

Event ID: CGEN022

Alarm Level: Minor.

Description: The Voice System failed to reset the restriction list for a channel. System functionality may be impaired if applications are assigning resource restrictions to channels (irRestrictResource(3irAPI)).

Repair Procedure:

1. Make sure AD or the customized default owner is run as root.
2. If AD or the customized default owner is run as root, perform the following Steps a and b:
    a. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
    b. Start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
3. If the problem persists, reboot the operating system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
4. If the problem persists, reinstall the CONVERSANT Application Software Package. See Chapter 10, "Installing the INTUITY CONVERSANT System Software" in your platform maintenance book.
5. If the problem persists, contact your service representative.

Event ID: CGEN023

Alarm Level: None.

Description: A channel was returned to the default owner because of an abrupt exit of the prior channel owner. This message may indicate an IRAPI application error to release (irDeinit(3irAPI)) prior to exit (2) or an IRAPI application core dump. Any outstanding activities on the channel are cancelled and the channel is made available to take new calls.

Repair Procedure:

No corrective action is necessary.

Event ID: CGEN024

Alarm Level: Critical.

Description: The Voice System service <service> provided by process <process> has failed to startup, therefore an incoming call has not been processed.

Repair Procedure:

1. If the messages indicate that the process (<process>) is a PERMANENT process, go to step 2, otherwise, complete Steps a through c.
   a. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
   b. Start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
   c. If the problem persists, check that the process <process> is correctly entered in the **/etc/inittab** file. See *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Script Builder*, 585-310-760, for more details.
2. Determine whether or not the PERMANENT process is running by typing **ps -ef**.
   a. If the process is running, go to Step 3.
   b. If the process is not running, make sure that the process <process> is correctly entered in the **/etc/inittab** file. See *INTUITY™ CONVERSANT® System Version 6.0 Application Development*, 585-310-227, for more details.
   c. The application developer should try to determine why the process failed before continuing to use the system.
3. Check that the process <process> exists and is executable by entering **ls -l <process>**

   where <process> is the process indicated in the message.
   a. If the process is not executable, enter **chmod +rx <process>.**
   b. If the process is executable, check to make sure the service assigned to the channel is a valid service by entering **display services**.

      If the service is on the list, it is a valid service.

      If the service is not on the list, reassign the service.

Event ID: CGEN025

Alarm Level: Critical.

Description: A Voice System service registration file has a bad format or is the wrong version. The service corresponding to this registration file may be started incorrectly and, therefore, not function properly.

Repair Procedure:

1. If the service indicated in the message (<service>) is a TSM service, using Script Builder, verify and install the service <service>.
2. If the service indicated in the message (<service>) is NOT a TSM service, the registration file should be rebuilt by entering **defService <service>**

   where <service> is the service specified in the message.

   See the **defService** command in *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for more information on the **defService** command.

Event ID: CGEN026

Alarm Level: None.

Description: Timeout on attempt to idle channel.

Repair Procedure:

No corrective action is immediately necessary. Automatic recovery occurs within 60 seconds If this event occurs frequently or if resources are underutilized, which will be reported by other messages, then do the following:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: CGEN027

Alarm Level: None.

Description: Could not open file.

Repair Procedure:

No corrective action is necessary.

Event ID: CGEN028

Alarm Level: Minor.

Description: Call to third party API failed.

Repair Procedure:

No corrective action is necessary.

Event ID: CGEN029

Alarm Level: Minor.

Description: In-service channels occupancy off high water mark.

Repair Procedure:

No corrective action is necessary.

Event ID: CGEN030

Alarm Level: None.

Description: The voice system detected that the occupancy of the in-service channels is below the high water mark.

Repair Procedure:

No corrective action is necessary.

Event ID: CGEN031

Alarm Level: Major.

Description: An internal software error occurred when describing an equipment group to the Resource Manager. Applications that use the equipment group identified in the message may not function correctly.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the problem persists, reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
4. If the problem persists, consult the *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Script Builder*, 585-310-760, for more information about the specific error listed in the reason text.

Event ID: CGEN032

Alarm Level: Critical.

Description: A Voice System system file is corrupted and cannot be accessed by the internal Voice System process that describes channel and SP characteristics to the Resource Manager. SP resources cannot be accessed. Functions provided by SP cards, such as Speech Recognition and Text-to-Speech, are not available. Voice coding and playback are not available for systems that require an SP for these services.

Repair Procedure: 1.

1. Remove any packages loaded on the system that are in the following list using the **pkgrm** command.

   CONVERSANT System Version 6.0 Call Classification Analysis

   CONVERSANT System Version 6.0 ISDN Primary Rate Interface Package

   CONVERSANT System Version 6.0 Speech Recognition Package – Canadian French

   CONVERSANT System Version 6.0 Speech Recognition Package – UK English

   CONVERSANT System Version 6.0 Speech Recognition Package – US English

   CONVERSANT System Version 6.0 Speech Recognition Package – Mexican Spanish

   CONVERSANT System Version 6.0 Text-to-Speech Package

   CONVERSANT System Version 6.0 FlexWord™ Recognition Package

2. Remove the SP Driver Package using the **pkgrm** command.

3. Reinstall the CONVERSANT Application Software Package. See Chapter 10, “Installing the INTUITY CONVERSANT System Software” in your platform maintenance book.
4. If the problem persists, reinstall the SP driver. See Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in your platform maintenance book for the procedure.
5. Install all of the other packages removed in Step 1. See Chapter 11, “Installing Optional Feature Software,” for the procedure.

Event ID: CGEN033

Alarm Level: None.

Description: Some unexpected information was found in a file containing resource characteristic information. This information will be ignored.

Repair Procedure:

No corrective action is necessary.

Event ID: CGEN034

Alarm Level: Major

Description: A Voice System system file is corrupted or cannot be accessed by the internal Voice System process that describes channel and SP characteristics to the Resource Manager. SP resources cannot be accessed. Functions provided by SP cards, such as Speech Recognition and Text-to-Speech, are not available. Voice coding and playback are not available for systems that require an SP card for these services.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the problem persists, reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: CGEN035

Alarm Level: Major.

Description: The internal UNIX kernel variable “1bolt” is approaching the maximum possible variable of 248 days since the last reboot. If the system is not rebooted, several problems could occur when “1bolt” reaches the maximum possible value. System timeouts could occur prematurely or fail to occur.

A reboot of the system should be scheduled to occur within the number of days specified or an automatic reboot will occur. By manually performing the reboot, it may be possible to reduce the impact service caused by the reboot.

Repair Procedure:

Reboot the system at a time of low system activity. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: CGEN036

Alarm Level: None.

Description: The voice system detected the indicated Feature Licensing values for the function not specified.

Repair Procedure:

No corrective action is necessary.

Event ID: CGEN037

Alarm Level: Major.

Description: The voice system failed to enable Feature Licensing for some features. Functionality of some features may be impaired.

Repair Procedure:

Contact your service representative for assistance.

Event ID: CGEN038

Alarm Level: Critical.

Description: The voice system failed to enable Feature Licensing. Functionality of features is impaired.

Repair Procedure:

Contact your service representative for assistance.

Event ID: CGEN039

Alarm Level: Critical.

Description: The voice system failed to enable Feature Licensing. System functionality is impaired.

Repair Procedure:

Contact your service representative for assistance.

Event ID: CGEN040

Alarm Level: Critical.

Description: The voice system detected an invalid configuration. System functionality is impaired.

Repair Procedure:

Reconfigure the system using the Hardware Resource Allocator. See Appendix A, “System Configuration,” in your platform maintenance book for the procedure.

CHRIN Alarms and Log Messages

Event ID: CHRIN001

Alarm Level: Critical

Description: An internal software error occurred when describing channel and SP characteristics to the Resource Manager. System functionality is severely impaired.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the problem persists, reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: CHRIN002

Alarm Level: Major.

Description: A Voice System system file is corrupted or cannot be accessed by the internal Voice System process that describes channel and SP characteristics to the Resource Manager. The ASAI channels cannot provide ASAI capabilities. ASAI functionality is severely impaired.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the problem persists, reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
4. If the problem persists:
    a. Record the ASAI Channel and Domain Administration information. For more information on the ASAI Channel and Domain Administration, See the ASAI Administration in Chapter 4, “Feature Packages,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
    b. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
    c. Remove the INTUITY CONVERSANT System Version 6.0 Adjunct/Switch Applications Interface package using the **pkgrm** command.
    d. Install the INTUITY CONVERSANT System Version 6.0 Adjunct/Switch Applications Interface package using the **pkgadd** command.

e. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

f. Administer the ASAI Channel and Domain Administration information from the information recorded earlier.

CIOX Alarms and Log Messages

Event ID: CIOX001

Alarm Level: Major.

Description: The indicated file can not be accessed for the reason specified in the message. Applications requiring playing from or recording to the file will be incomplete.

Repair Procedure:

1. Consult the applcation developer to verify the application. See the “For Application Developer” section below.
2. If the application is correct, restore the speech file(s) from the backup. If the backup is not available, consult the application developer to recreate the speech file.
3. If the problem persists, reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

For Application Developer:

1. Verify that the application refers to the correct speech file.
2. Verify that the speech file is in existence with the correct access permission.

Event ID: CIOX002

Alarm Level: Major.

Description: The indicated file can not be reserved for the reason specified in the message. Applications requiring recording to the file will be incomplete.

Repair Procedure:

1. Verify that the file system in which the speech file is to be reserved has enough free space by entering **dfspace**.
2. Verify that the directory or directories in which the speech file is to be reserved has the correct access permission by entering **ls -l** in the directory to be written to.

DB Alarms and Log Messages

Event ID: DB001

Alarm Level: Major.

Description: An attempt to write a traffic record into the specific database table has failed either during call processing or processing a call data maintenance job.

This message is usually caused by one of the following reasons:

- The tables being accessed were dropped
- The table contains one or more bad data blocks
- The ORACLE database system is in an incorrect state (that is, one of the ORACLE background processes died)
- The maximum number of ORACLE open cursors is exceeded

If the source is Call Data Handler (CDH), the traffic record is not recorded in the database. If the source is CCA_ Summary, the Call Classification (CCA) data report for the date the error was logged will not be correct. If the source is CDH_Summary, the non-CCA traffic data reports for the date the error was logged will not be correct.

There is no impact on call processing.

Repair Procedure:

1. If the reason field of the error message is:

   `ORA-00942:table or view does not exist`

   perform the “Recreating the System Traffic Tables” procedure. See Chapter 1, “Troubleshooting,” in your platform maintenance book for the procedure.

2. If the reason field of the error message is:

```
ORA-1000: Maximum open cursor exceeded
```

or

```
Can't connect cursor to ORACLE
```

Consult the application developer to reduce the number of database references to the database. This may be done by reducing the number of applications involving database access simultaneously running on the system. See "Database Access Limitations" in Chapter 9, "Database Environment," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information.

3. For other error reasons, do the following:
   a. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
   b. Stop the database system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
   c. Start the database system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
   d. If the database system failed to start because of database file corruption, the database files must be recovered from a **mkimage** backup. Perform the "Restoring the Database Directory from System Backup" procedure. See Chapter 3 "Common System Procedures" in your platform maintenance book for the procedure.
   e. Start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
4. If the problem persists, perform the "Recreating the System Traffic Tables" procedure. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

Event ID: DB002

Alarm Level: Critical.

Description: An attempt to write a database record to an application table has failed during call processing. The record will be lost. Application functionality may be severely impaired.

This message is usually caused by one of the following reasons:

The table permissions do not allow it to be modified by SQL*Plus user, "sti."

The tables being accessed were dropped.

The table was modified before it was read.

The table contains one or more bad data blocks.

The ORACLE database system is in an incorrect state (that is, one of the ORACLE background processes died).

The maximum number of ORACLE open cursors is exceeded.

Repair Procedure:

1. If the reason field of the error message is:

   `ORA-1031 Insufficient privileges`

   provide the user **sti** the needed permissions by completing the following Steps a and b:

   a. Login to SQL*PLUS as the original table owner.

   b. Enter **grant all on *<tblname>* to sti**

   NOTE:
   The original owner must already have the proper permissions for the table.

2. If the reason field of the error message is:

   `ORA-00942:table or view does not exist`

   consult the application developer to verify the application. See the "For Application Developer" section below.

3. If the reason field of the error message includes:

   `Can't find select descriptor for table <table name>...`

   this indicates that the application erroneously tried to modify the table before reading it. See the "For Application Developer" section below.

4. If the reason field of the error message is:

   `ORA-1000: Maximum open cursor exceeded`

   or

   `Can't connect cursor to ORACLE`

   increase the cursor limit. See Chapter 1, "Troubleshooting," in your platform maintenance book.

   You may also consult the application developer to reduce the number of database references to the database. This may be done by reducing the number of applications involving database access simultaneously running on the system. See Appendix B, "Database Environment," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information.

5. For other error reasons, do the following:

a. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

b. Stop the database system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

c. Start the database system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

d. If the database system failed to start because of database file corruption, the database files must be recovered from a **mkimage** backup. Perform the “Restoring the Database Directory from System Backup” procedure. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

e. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

6. If the database system started successfully but the problem persists, do the following:

a. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

b. Drop the database. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

c. Restore the application table from backup.

NOTE:
If the table resides on a remote machine, restore the table to the remote machine.

d. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

For Application Developer:

1. Check the application and make sure that the application refers to the correct table name.
2. Make sure the table is read before an attempt is made to modify it.
3. If the application refers to a wrong table, change the application.
4. If the application is correct, restore the application table from the backup. If no backup is available, recreate the application table.

Event ID: DB003

Alarm Level: Major.

Description: An attempt to read a record from the specified system traffic table has failed. This error message is reported by one of the call data maintenance jobs (that is, CCA_ Summary, CCA_Deletion, CDH_Summary, or CDH_ Deletion) that are responsible for summarizing and cleaning up the traffic data.

If the source is CCA_Summary or CCA_Deletion, the Call Classification (CCA) data report for the date the error was logged will not be correct. If the source is CDH_Summary or CDH_Deletion, all non-CCA traffic data reports for the date the error was logged will not be correct.

There is no impact on call processing.

Repair Procedure:

1. If the reason field of the error message is

   `ORA-00942:table or view does not exist`

   recreate the system traffic tables.

2. For other error reasons, do the following:

   a. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

   b. Stop the database system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

   c. Start the database system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

   d. If the database system failed to start because of database file corruption, the database files must be recovered from a **mkimage** backup. Perform the “Restoring the Database Directory from System Backup” procedure. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

   e. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

   f. If the problem persists, recreating the system traffic tables.

Event ID: DB004

Alarm Level: Critical.

Description: An attempt to read a record from the specified application table has failed during call processing. Application functionality may be severely impaired.

Repair Procedure:

1. If the <reason> field of the error message is

   `ORA-00942:table or view does not exist`

   or

   `Can't find table descriptor for table <table_name>`

   See the "For Application Developer" section below.

2. For other error reasons, do the following:

   a. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

   b. Stop the database system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

   c. Start the database system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

   d. If the database system failed to start because of database file corruption, the database files must be recovered from a **mkimage** backup. Perform the "Restoring the Database Directory from System Backup" procedure. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

   e. Start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

3. If the database system started successfully but the problem persists, do the following:

   a. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

   b. Drop the database table <tblname>.

   c. Restore the application table from backup.

      NOTE:
      If the table resides on a remote machine, restore the table to the remote machine.

   d. Start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

For Application Developer:

1. Check the application and make sure that it refers to the correct table name.
2. If the application refers to a wrong table, change the application.
3. If the application is correct, restore the application table from the backup. If no backup is available, recreate the application table.

Event ID: DB005

Alarm Level: Major.

Description: An attempt to delete records from the specified system traffic table has failed. This error message is reported by one of the call data maintenance jobs, CCA_Deletion or CDH_Deletion, that are responsible for deleting the old traffic data.

If the source is CCA_Deletion, the Call Classification (CCA) data report for the date the error was logged will not be correct. If the source is CDH_Deletion, all non-CCA traffic data reports for the date the error was logged will not be correct.

There is no impact on call processing.

Repair Procedure:

1. If the reason field of the error message is:

   `ORA-00942:table or view does not exist`

   recreate the system traffic tables.

2. For the other error reasons, do the following:

   a. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

   b. Stop the database system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

   c. Start the database system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

   d. If the database system failed to start because of database file corruption, the database files must be recovered from a **mkimage** backup. Perform the “Restoring the Database Directory from System Backup” procedure. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

   e. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

   f. If the problem persists, recreating the system traffic tables.

Event ID: DB006

Alarm Level: Critical.

Description: An attempt to delete one or more records from the application table has failed during call processing. The records to be deleted will remain in the table. Application functionality may be severely impaired.

Repair Procedure:

1. If the reason field of the error message is:

   `ORA-00942:table or view does not exist`

   consult the application developer to verify the application. See the "For Application Developer" section below.

2. For other problems, do the following:

   a. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

   b. Stop the database system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

   c. Start the database system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

   d. If the database system failed to start because of database file corruption, the database files must be recovered from a **mkimage** backup. Perform the "Restoring the Database Directory from System Backup" procedure. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

   e. Start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

3. If the database system started successfully but the problem persists, do the following:

   a. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

   b. Drop the database table <tblname>.

   c. Restore the application table from backup.

      NOTE:
      If the table resides on a remote machine, restore the table to the remote machine.

   d. Start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

For Application Developer:

1. Check the application and make sure that it refers to the correct table name.

2. If the application refers to a wrong table, change the application.

3. If the application is correct, restore the application table from the backup. If no backup is available, recreate the application table.

Event ID: DB007

Alarm Level: Major.

Description: Either the database is out of space or the system traffic table reached the maximum allowable number of extents. The system traffic table specified (or the rollback segment) cannot grow further to accommodate more data. New traffic data added will be lost.

There is no impact on call processing.

Repair Procedure:

1. Check the maximum number of extents.
2. If the maximum number of extents is reached, perform the "Redefining the Database Table Storage" procedure.
3. Perform the "Checking the Database Free Space" procedure.
4. If the database is running out of free space, do the following:
   a. See Appendix B, "Database Environment," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on verifying and reducing the rollback segment size.
   b. If the rollback segment size is normal, add more space to the database. See Appendix B, "Database Environment," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on increasing the database size.

Event ID: DB008

Alarm Level: Critical.

Description: Either the database is out of space or the application table reached the maximum allowable number of extents during call processing. The table specified (or the rollback segment) cannot grow further to accommodate more data. The service running on the channel will not be able to add more database records. Application functionality may be severely impaired.

Repair Procedure:

1. Perform the "Checking the Maximum Number of Extents" procedure.
2. If the maximum number of extents is exceeded, perform the "Redefining the Database Table Storage" procedure.
3. Perform the "Checking the Database Free Space" procedure.
4. If database is running out of free space, do the following:
    a. See Appendix B, "Database Environment," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on verifying and reducing the rollback segment size.
    b. If the rollback segment size is normal, add more space to the database. See Appendix B, "Database Environment," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on increasing the database size.

Event ID: DB009

Alarm Level: Major.

Description: The call data handling process or one of the call data maintenance jobs specified failed to initialize itself. If the source is Call Data Handler (CDH), no traffic data will be logged in the database (including call data events records).

If the source is CCA_Summary or CCA_Deletion, the Call Classification (CCA) data report for the date the error was logged will not be correct. If the source is CDH_Summary or CDH_Deletion, all non-CCA traffic data reports for the date the error was logged will not be correct.

There is no impact on call processing.

Repair Procedure:

1. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book.
2. Stop the database system. See Chapter 3, "Common System Procedures," in your platform maintenance book.
3. Start the database system. See Chapter 3, "Common System Procedures," in your platform maintenance book.
4. If the database system cannot be started, reboot the system. See Chapter 3, "Common System Procedures," in your platform maintenance book.

5. If the database failed to start after reboot, restore the database directory from the system backup.
6. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
7. If the database started successfully but the problem persists, do the following:
    a. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
    b. Perform the “Recreating the System Traffic Tables” procedure.

Event ID: DB010

Alarm Level: Critical.

Description: The ORACLE database interface process (ORALDB) failed to initialize itself after the voice system was started. The process will continue to respawn as long as the voice system is running. Services assigned to channels will not be able to access the database being referenced by the SOURCE of this message. The database may be remote or local.

Application functionality may be severely impaired.

Repair Procedure:

1. Determine whether the database being accessed is a local or a remote database by checking the SOURCE field of the message.

    If the database is remote, check the ORACLE network. If the problem persists, proceed to Step 2.

    If the database is local, proceed to Step 2.
2. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
3. Stop the database system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
4. Start the database system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
5. If the database system cannot be started (file corruption), restore the database directory from the system backup.
6. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.

7. If the problem persists, reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.

Event ID: DB011

Alarm Level: Major.

Description: This is a general database error that is reported by either the call data handling process or one of the call data maintenance jobs.

If the source is Call Data Handler (CDH), the traffic records (including call data events) will not be created. If the source is CCA_Summary or CCA_Deletion, the Call Classification (CCA) data report for the date the error was logged will not be correct. If the source is CDH_Deletion or CDH_Summary, all non-CCA traffic data reports for the date the error was logged will not be correct.

There is no impact on call processing.

Repair Procedure:

1. Enter **/oracle/bin/oerr ora *<error_num>***

   where *<error_num>* is the ORACLE error number in the reason field of the error message.

   The output will contain a brief explanation of the error, the cause of the error, and the action to take to correct the error.

   NOTE:
   You should also See the *ORACLE Error Messages and Codes Manual* for the explanation. Many times the online explanation will not be as complete as the manual explanation. If the error is unique to the UNIX environment, you can also See the *ORACLE for UNIX Technical Reference Guide* for detailed information.

2. Take the actions provided to correct the problem.
3. Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
4. If the database system cannot be started (file corruption), restore the database directory from the system backup.

   If no backup is available, remove and reinstall the “Base ORACLE DBMS 6.0.30” package.

   NOTE:
   All current database data will be lost after the package is reinstalled.

Event ID: DB012

Alarm Level: Critical.

Description: This is a general database error that is reported by the database interface process (ORALDB) during call processing.

Depending on the error, application functionality may be impaired.

Repair Procedure:

1. If the reason field of error message is:

   ```
   ORA-1000: Maximum open cursor exceeded
   ```

   consult the application developer to reduce the number of database references to the database. This may be done by reducing the number of applications involving database access simultaneously running on the system. See “Database Access Limitations” in Appendix b, “Database Environment,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

2. Perform the repair procedure for system message DB011 provided in this chapter.

3. If the problem persists and the database is remote, perform the “Checking the ORACLE Network” procedure described in Chapter 4, “Common Maintenance Procedures” in this book.

Event ID: DB013

Alarm Level: Major.

Description: The connection that this database process was logged onto has been dropped during call processing. The database could be a local or remote database. This may be a result of network congestion, the network going down, the remote machine going down, or other reasons. The negative number in the reason field is the ORACLE error code. See the ORACLE RDBMS Error Messages and Codes Manual for further information about this error. The process will try to respawn and reconnect to the database. However, if the problem is the network or remote machine, the process may not be able to reconnect without manual intervention.

The service running on the channel will not be able to make any database request until the problem is resolved.

NOTE:
Sometimes when the remote database connections are dropped, the dedicated server process on the remote machine may be orphaned. If too many such orphaned processes exist, the ORACLE server on the remote machine will become overloaded with defunct processes. At this point, the CONVERSANT machine may not be able to connect to the remote database successfully. If this is the case, you probably need to restart the remote database to remove the defunct server processes. Consult the Database Administrator of the remote database for assistance.

Repair Procedure:

If the system stopped to generate this message, the database process has logged onto the database successfully since the error message was recorded. No action needs to be taken. If the error message continues to be generated, do the following:

1. Determine whether the database being accessed is a local or a remote database by checking the SOURCE field of the message.

   If the database is remote, check the ORACLE network. If the problem persists, proceed to Step 2.

   If the database is local, proceed to Step 2.

2. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
3. Stop the database system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
4. Start the database system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
5. If the database system cannot be started (file corruption), restore the database directory from the system backup.
6. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
7. If the problem persists, reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.

Event ID: DB014

Alarm Level: Critical.

Description: The database interface process (ORALDB) has timed out on a database request during call processing. The initial timeout has the default value 45 seconds (defined in /vs/data/ldbdip.rc). Any of the following reasons can cause this timeout to occur:

```
The timeout value set is too small

The application was searching a huge
nonindexed table

The network was congested

The network went down

The remote machine went down
```

ORALDB will continue to wait for the response from the database (local or remote) until the final timeout occurs (DB015). After the final timeout occurs (default 300 seconds), ORALDB will to try to reconnect to the database (remote or local). Messages queued are deleted to prevent the message queue from overflowing.

Application functionality may be severely impaired.

Repair Procedure:

1. Consult the application developer to verify the application. See the "For Application Developer" section below.
2. Check the ORACLE network.
3. Reboot the system. See Chapter 3, "Common System Procedures," in your platform maintenance book.

For Application Developer:

If the database is remote and the above actions did not resolve the problem, or if the database is local, do the following:

1. Determine if the application is searching a nonindexed table. (If the table was created through Script Builder, the table is not indexed.) If the application searches a table containing more than 1000 records, you should index the table. See Appendix B, "Database Environment," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on creating the indexed table.

2. If the searched table is small or the table is indexed, check the TIMEOUT values in **/vs/data/ldbdip.rc** file. Make sure the FIRST_TMOUT and SECOND_TMOUT values are not too small (that is, less than 10 seconds). See Appendix B, "Database Environment," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on modifying the ORALDB timeout values if necessary.

Event ID: DB015

Alarm Level: Critical.

Description: This error usually follows a few occurrences of DB014 error messages. It indicates that the database interface process (ORALDB) times out on a database request after waiting for a specified interval (defined in /vs/data/ldbdip.rc). ORALDB will exit and respawn in order to reconnect to the database (remote or local). It will continue to do so until either the database connection is successfully established or the voice system is stopped.

If the reconnection attempt is not successful, no database requests will be processed. Application functionality is severely impaired.

Repair Procedure:

1. Consult the application developer to verify the application. See the "For Application Developer" section below.
2. Check the ORACLE network.
3. Reboot the system. See Chapter 3, "Common System Procedures," in your platform maintenance book.

For Application Developer:

If the database is remote and the above actions did not resolve the problem, or if the database is local, do the following:

1. Determine if the application is searching a nonindexed table. (If the table was created through Script Builder, the table is not indexed.) If the application searches a table containing more than 1000 records, you should index the table. See Appendix B, "Database Environment," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on creating the indexed table.
2. If the searched table is small or the table is indexed, check the TIMEOUT values in **/vs/data/ldbdip.rc** file. Make sure the FIRST_TMOUT and SECOND_TMOUT values are not too small (that is, less than 10 seconds). See Appendix B, "Database Environment," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on modifying the ORALDB timeout values if necessary.

Event ID: DB016

Alarm Level: Major.

Description: The Call Data Handler (CDH) failed to communicate to the voice system. The traffic data may not be recorded correctly.

There is no impact on call processing.

Repair Procedure:

Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.

DIP Alarms and Log Messages

Event ID: DIP001

Alarm Level: Event.

Description: Error in software.

Repair Procedure:

When this error is logged, the message log contains additional text indicating the nature of the problem. Examples include the following:

```
DCDIP: VS startup failed
DCDIP: Cannot attach shared memory
```

This alarm occurs when there is an internal software error. Contact your service representative for assistance.

DSKMG Alarms and Log Messages

Event ID: DSKMG001

Alarm Level: Major.

Description: The indicated file cannot be accessed for the reason specified in the message. Applications requiring reserving speech files may fail.

Repair Procedure:

1. If the reason field indicates that the file or directory cannot be created, check to see if the speech file system is out of space:
    a. Enter **vdf** at the system prompt and note the resulting message.
    b. If the percent free is less than three percent, increase the file system that speech resides on using the Volume Management selection from the UnixWare System Administration menu or remove the unused speech files. See the *VERITAS Volume Manager System Administrator's Guide*, 585-350-907, for information about using Volume Manager to grow a file system.
2. If the reason field indicated a failure on a library call, make sure the irAPI libraries libirAPI.so and libirEXT.so are in existence in the /usr/lib directory.
3. If the reason field indicates a system call failure, reboot the system. See Chapter 3, "Common System Procedures," in your platform maintenance book.

Event ID: DSKMG002

Alarm Level: Major.

Description: The indicated file cannot be reserved for the reason specified in the message. Applications requiring recording to the file will be incomplete.

Repair Procedure:

See the repair procedure for the message DSKMG001.

DWIP Alarms and Log Messages

Event ID: DWIP001

Alarm Level: Critical.

Description: The DWIP process is unable to read PRI messages from the E1 or T1 cards. PRI calls can not be processed on any E1 or T1 cards that have the D-channel on an AYC21 card.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
3. Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
4. Reinstall the T1/E1 driver circuit card. See Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in your platform maintenance book.

ET Alarms and Log Messages

Event ID: ET001

Alarm Level: None.

Description: Only unconverted code from pre-Voice System 3.1 systems uses this message. The priority and destinations of these messages are always set to be that specified by the /vs/data/etStub.rules file.

The meaning of messages logged via this mechanism depends upon the source and content of the message.

Repair Procedure:

No corrective action is necessary.

Event ID: ET002

Alarm Level: None.

Description: The etStub process has read or reread the rules files. This happens any time the etStub process spawns and whenever it is requested to reread the rules file by command.

Repair Procedure:

No corrective action is necessary.

Event ID: ET003

Alarm Level: Minor.

Description: The etStub process has detected a bad rule in the /vs/data/etStub.rules file. The rules file should be examined to determine the extent of the damage.

Repair Procedure:

1. Enter **/vs/bin/vrs/etStub -c**

   This lists all errors detected in the rules file. Each line which is not a comment should be in the form:

   NNN F PP DST {format.....}

   where:

   NNN is the message number.

   F is a flag, and

   - `O` indicates the message should be tagged as obsolete.
   - `-` indicates the message is not obsolete.

   PP is the alarm level, and

   - `-` indicates there is no priority; informational message only.
   - `*` indicates a minor alarm.
   - `**` indicates a major alarm.
   - `*C` indicates a critical alarm.

   DST is the destination for the message, and

   - `LOG` means to just log the message.
   - `PRT` means to log the message and direct it to v/console.

   {format} is the message text in the remainder of the line.

2. Correct any damaged lines or replace the file from backup sources.

Event ID: ET004

Alarm Level: Minor.

Description: A message was received for which there was no rule in the /vs/data/etStub.rules file.

Repair Procedure:

1. Examine the **/vs/data/etStub.rules** file and determine why there is not a rule for the error message specified. A rule has the following form:

   NNN F PP DST {format.....}

   where:

   NNN is the message number.

   F is a flag, and

   0 indicates the message should be tagged as obsolete.

   - indicates the message is not obsolete.

   PP is the alarm level, and

   - indicates there is no priority; informational message only.

   * indicates a minor alarm.

   ** indicates a major alarm.

   *C indicates a critical alarm.

   DST is the destination for the message, and

   LOG means to just log the message.

   PRT means to log the message and direct it to v/console.

   {format} is the message text in the remainder of the line.

2. Add a rule if necessary.

Event ID: ET005

Alarm Level: Minor.

Description: The channel number specified by a message sent to the etStub process is invalid based on the system configuration.

Repair Procedure:

This message indicates an internal coding error occurred while accessing etStub to log messages. Consult the application developer to correct the code.

Event ID: ET006

Alarm Level: Minor.

Description: The card number specified by a message sent to the etStub process is invalid based on the system configuration.

Repair Procedure:

This message indicates an internal coding error occurred while accessing etStub to log messages. Consult the application developer to correct the code.

EXTA Alarms and Log Messages

Event ID: EXTA001

Alarm Level: None.

Description: This message is generated from a user request to test an external alarm contact set.

This message should result in the alarm contact set specified being either set or closed.

Repair Procedure:

No corrective action is necessary.

Event ID: EXTA002

Alarm Level: None.

Description: This message is generated from a user request to retire an external alarm contact set.

This message should result in the external alarm contact set specified being either reset or opened.

Repair Procedure:

No corrective action is necessary.

Event ID: EXTA003

Alarm Level: None.

Description: This message is generated from a user request to enable an external alarm contact set.

This message should result in the alarm contact set specified being enabled.

Repair Procedure:

No corrective action is necessary.

Event ID: EXTA004

Alarm Level: None.

Description: This message is generated from a user request to disable an external alarm contact set.

This message should result in the alarm contact set specified being disabled.

Repair Procedure:

No corrective action is necessary.

Event ID: EXTA005

Alarm Level: None.

Description: This message is generated from a user request for status of an external alarm contact set.

This message should result in the status of the external alarm contact set specified being sent to the requesting process.

Repair Procedure:

No corrective action is necessary.

Event ID: EXTA006

Alarm Level: Major.

Description: This message is generated when the external alarm card cannot be accessed by the alerter process.

The External Alarm feature is completely inoperable.

Repair Procedure:

1. If the external alarm card cannot be opened, either it cannot be found or its protections are wrong. Remove the External Alarms package using the procedure in Chapter 3, "Configuration Management," of *INTUITY™ CONVERSANT® System Version 6.0 Administration,* 585-310-591.

   NOTE:
   Removing the External Alarms feature package also removes all message ID alarm contact set mappings.

2. Reinstall the package using the procedure Chapter 2 of *INTUITY™ CONVERSANT® System Version 6.0 Installation,* 585-310-151. Be sure to allow the system to reboot after installation.

Event ID: EXTA007

Alarm Level: Major.

Description: This message is generated whenever a configuration file for an alarm contact set cannot be read either because it does not exist or it has incorrect permissions.

The External Alarm feature is completely inoperable.

Repair Procedure:

1. If the configuration file that cannot be read is either **/vs/data/alarms/alarm1**, **/vs/data/alarms/alarm2**, **/vs/data/alarms/alarm3**, or **/vs/data/alarms/alarm4**, continue with Step 2. Otherwise, go to Step 3.
2. Verify that the protections on the specified file (for example, **/vs/data/alarms/alarm1**) is "-rw-r--r--" by entering **ls -l /vs/data/alarms/alarm1**

   The output for the file in question should be similar to the following:

   ```
   -rw-r--r-- 1 root other 72 Jun 25 17:25
   /vs/data/alarms/alarm1
   ```

3. Perform one of the following procedures, depending on the output from the **ls -l** command:
   a. If the file is not readable as indicated by the "-rw-r--r--" string, enter **chmod 644 /vs/data/alarms/alarm1**
   b. If the file owner is not root, enter **chown root /vs/data/alarms/alarm1**
   c. If the file does not exist, create a new file using your favorite editor following the guidelines specified in Chapter 8, "Data Network Connectivity Alarms," of *INTUITY™ CONVERSANT® System Version 6.0 Communication Development,* 585-310-763.
4. If the file specified is called **/vs/data/alarms/masks**, verify the file protections and permissions as described in Step 2. The file protections should be "-rw-r--r--" and the owner should be "root." If the file does not exist, either the file was removed from the system or the file system has been corrupted. In either case, the file must be retrieved. Either restore the file by performing the "Restoring the Single File From Root File System Backup" procedure or remove and reinstall the External Alarm feature package as defined in Chapter 3, "Configuration Management," of *INTUITY™ CONVERSANT® System Version 6.0 Administration,* 585-310-591.

Event ID: EXTA008

Alarm Level: Major.

Description: This message occurs when the External Alarm feature process attempts to read a configuration file that contains an error.

The External Alarm feature is completely inoperable.

Repair Procedure:

1. If the configuration file that contains the error is not either **/vs/data/alarms/alarm1**, **/vs/data/alarms/alarm2**, **/vs/data/alarms/alarm3**, or **/vs/data/alarms/alarm4**, go to Step 3.
2. Verify that the line indicated in the message text matches the guidelines in Chapter 8, "Data Network Connectivity Alarms," of *INTUITY™ CONVERSANT® System Version 6.0 Communication Development,* 585-310-763.
3. If the file is called **/vs/data/alarms/masks**, the file was corrupted and must be restored. Either restore the file by performing the "Restoring a Single File From Root File System Backup" procedure or remove and reinstall the External Alarm feature package as defined in *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: EXTA009

Alarm Level: Major.

Description: This message indicates corruption in the /vs/data/alarms/masks file.

The External Alarm feature is completely inoperable.

Repair Procedure:

The file called **/vs/data/alarms/masks** was corrupted and must be restored. Either restore the file by performing the "Restoring a Single File From Root File System Backup" procedure or remove and reinstall the External Alarm feature package as defined in *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: EXTA010

Alarm Level: Minor.

Description: This message indicates that the external alarm process cannot set or reset an alarm contact set or alarm timer.

The External Alarm feature may be inoperable.

Repair Procedure:

This error indicates a problem with the external alarm card driver. The only recourse is to remove and reinstall the External Alarm software package as defined in *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: EXTA011

Alarm Level: None.

Description: This message is generated from a user request to reinitialize the external alarm system.

This message should result in the reinitialization of the External Alarm feature which resets and enables all alarm contact sets.

Repair Procedure:

No corrective action is necessary.

FFE Alarms and Log Messages

Event ID: FFE001

Alarm Level: Major.

Description: The Form Filler Plus feature cannot successfully initialize. Applications using the Form Filler Plus feature will fail.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
3. Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
4. If the problem persists and a Form Filler Plus backup is available, restore the backup.

   NOTE:
   The Form Filler Plus database speech must be restored before the Form Filler Plus database files.

5. If the problem persists or a Form Filler Plus backup is not available, remove and reinstall the Form Filler Plus package. See Chapter 3, “Common System Procedures,” in your platform maintenance book.

   NOTE:
   All current Form Filler Plus data will be lost as the result of reinstalling this package.

Event ID: FFE002

Alarm Level: None.

Description: There are no T/R or T1 channels in the system during Form Filler Plus initialization. The initialization will continue but the Form Filler Plus feature will not be available.

Repair Procedure:

No corrective action is necessary.

Event ID: FFE003

Alarm Level: Major.

Description: An internal error has occurred in the Form Filer Plus feature during call processing. Applications using the Form Filler Plus feature will fail.

Repair Procedure:

1. Enter **rm /vs/data/ff/delete.ph**
2. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
3. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
4. If the problem persists, reboot the system. See Chapter 3, “Common system Procedures,” in your platform maintenance book.

Event ID: FFE004

Alarm Level: Major.

Description: The Form Filler Plus feature failed to access the database during call processing. It is possible that the Form Filler Plus database is corrupted. Applications using the Form Filler Plus feature will fail.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
3. Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
4. If the problem persists and a Form Filler Plus backup is available, restore the backup.

   NOTE:
   The Form Filler Plus database speech must be restored before the Form Filler Plus database files.

5. If the problem persists or a Form Filler Plus backup is not available, remove and reinstall the Form Filler Plus package. See Chapter 3, “Common System Procedures,” in your platform maintenance book.

   NOTE:
   All current Form Filler Plus data will be lost as the result of reinstalling this package.

Event ID: FFE005

Alarm Level: Major.

Description: An application has made an invalid Form Filler Plus request. This is due to a script programming error. The indicated script will fail.

Repair Procedure:

1. Consult the application developer to verify the application.
2. If the application is determined to be correct, reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
3. If the problem persists and a Form Filler Plus backup is available, restore the backup.

NOTE:
The Form Filler Plus database speech must be restored before the Form Filler Plus database files.

4. If the problem persists or a Form Filler Plus backup is not available, remove and reinstall the Form Filler Plus package. See Chapter 3, “Common System Procedures,” in your platform maintenance book.

NOTE:
All current Form Filler Plus data will be lost as the result of reinstalling this package.

Event ID: FFE006

Alarm Level: Major.

Description: The Form Filler Plus feature failed to communicate with the voice system during call processing. Applications using the Form Filler Plus feature will fail.

Repair Procedure:

Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.

Event ID: FFE007

Alarm Level: Major.

Description: The Form Filler Plus feature failed to access a shared resource of the voice system. Applications using the Form Filler Plus feature will fail.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
3. Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.

Event ID: FFE008

Alarm Level: Major.

Description: The Form Filler Plus feature failed to access a shared resource of the voice system. Applications using the Form Filler Plus feature will fail.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
3. Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.

Event ID: FFE009

Alarm Level: Major.

Description: The Form Filler Plus feature failed to communicate with the voice system during call processing. Applications using the Form Filler Plus feature will fail.

Repair Procedure:

Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.

FTS Alarms and Log Messages

Event ID: FTS001

Alarm Level: Critical.

Description: The File Transfer System cannot find any session that is in the "File Transfer" state. The File Transfer System cannot transfer the files between the host and the voice system.

Repair Procedure:

1. Enter **hstatus**
2. Find a free session number *N* on host card 0 (a session within 0-127 and a state of either "free" or "unassign").
3. Enter **hassign *<application_name>* to *<N>* FTSCRT**

   where *<application_name>* is the application service name and *<N>* is the free session number.

Event ID: FTS002

Alarm Level: Major.

Description: The File Transfer System cannot send the file to the host because there is no response from the host within timeout period. The file transfer may fail again.

Repair Procedure:

1. This message may indicate a line problem. See Chapter 1, "Troubleshooting," in your platform maintenance book for troubleshooting procedures.
2. Enter **sb_te *<session numbers>***

   where *<session numbers>* is one or more session numbers.

   The system displays the following message:

   ```
   Check the terminal emulator's status line indicator at
   the bottom of the display. If X SYSTEMS or X appear, the
   host is working slowly. Try to send the file again
   later.
   ```

Event ID: FTS003

Alarm Level: Major.

Description: The File Transfer System cannot send the file to the host because the options in the send command are not correct. The file transfer may fail again unless the options have been corrected.

Repair Procedure:

Edit PARAM1, PARAM2, or PARAM3 in the **/vs/data/fts_config** file. See *INTUITY™ CONVERSANT® System Version 6.0 Communication Development,* 585-310-763, for more information.

Each parameter must be one of the available options for the **send** command. See Chapter 1, "Troubleshooting," in your platform maintenance book for troubleshooting procedures.

Event ID: FTS004

Alarm Level: Major.

Description: If there is any host error message (HOST) in the log, the system may fail to transfer any file. If there are not host error messages in the log, then the mainframe session is actively performing another file transfer, and nothing is wrong in the system.

Repair Procedure:

If this message occurs in conjunction with any other host (HOST) error message, See that message for the appropriate repair procedure. Otherwise, change the permissions on the indicated file by entering **chmod 744 *filename***

where *filename* is the file name in the error message.

Event ID: FTS005

Alarm Level: Major.

Description: The File Transfer System cannot send the file to the host because the system cannot open the key mapping file zancomm.key. The system will not be able to send any file

to the host. This happens when the "DataTalker 3270 U-X, CLEO Communication" package is improperly installed or the file zancomm.key has improper permissions or is corrupted.

Consult the INTUITY CONVERSANT voice system Maintenance book for repair procedures.

NOTE:
The above description should state "linkix_3270, Feature Level 1" package instead of "DataTalker 3270 U-X, CLEO Communication" package.

Repair Procedure:

1. Remove the linkix_3270, Feature Level 1 package, and if you have any of the following packages, remove them also using the instructions below:

   linkix_sib, link level

   linkix_proc, link level

   linkix_tkrn, link level package

   a. Log in as **root** as the system prompt.

   b. Enter **pkgrm**

   c. Follow the instructions provided on the screen.

2. Reinstall the linkix_3270 software. See Chapter 11, "Installing Optional Feature Software," in your platform maintenance book.

Event ID: FTS006

Alarm Level: Major.

Description: The File Transfer System cannot receive the file from the host because there is no response from the host within timeout period. The file transfer may fail again.

Repair Procedure:

See the repair procedure for system message HOST001 provided later in this chapter.

Event ID: FTS007

Alarm Level: Major.

Description: The File Transfer System cannot receive the file from the host because the options in the receive command are not correct. The file transfer may fail again unless the options have been corrected.

Repair Procedure:

Edit PARAM1, PARAM2, or PARAM3 in the **/vs/data/fts_config** file (See *INTUITY™ CONVERSANT® System Version 6.0 Communication Development,* 585-310-763, for more information).

Each parameter must be one of the available options for the **send** command. See Chapter 1, "Troubleshooting," in your platform maintenance book for troubleshooting procedures.

Event ID: FTS008

Alarm Level: Major.

Description: If there is any host error message (HOST) in the log, the system may fail to transfer any file. If there are no host error messages in the log, then the mainframe session is actively performing another file transfer, and nothing is wrong in the system.

Repair Procedure:

If this message occurs in conjunction with any other host (HOST) error message, See that message for the appropriate repair procedure. Otherwise, change the permissions on the indicated file by entering **chmod 744 *filename***

where *filename* is the file name in the error message.

Event ID: FTS009

Alarm Level: Major.

Description: The File Transfer System cannot receive the file from the host because the system cannot open the key mapping file zancomm.key. The system will not be able to send any file to the host. This happens when the DataTalker 3270 U-X, CLEO Communication" package is improperly installed or

the file zancomm.key has improper permissions or is corrupted. Consult the INTUITY CONVERSANT voice system Maintenance book for repair procedures.

NOTE:
The above description should state “linkix_3270, Feature Level 1” package instead of “DataTalker 3270 U-X, CLEO Communication” package.

Repair Procedure:

1. Remove the linkix_3270, Feature Level 1 package, and if you have any of the following packages, remove them also using the instructions below:

   linkix_sib, link level
   linkix_proc, link level
   linkix_tkrn, link level package:

   a. Log in as **root** at the system prompt.

   b. Enter **pkgrm**

   c. Follow the instructions provided on the screen.

2. Reinstall the linkix_3270 software. See Chapter 11, “Installing Optional Feature Software,” in your platform maintenance book.

Event ID: FTS010

Alarm Level: Major.

Description: The File Transfer System cannot receive the file from the host because the file name in the receive command does not exist in the host. The file transfer may fail again unless the file name has been changed or the file has been added in the host.

Repair Procedure:

Correct the ORIGINATION file name in **/vs/data/fts_config** or add the file into the host.

Event ID: FTS011

Alarm Level: Major.

Description: The File Transfer System cannot send the file to the host because of an error encountered by the comsend command. The TRANSxxx mnemonic in the error message

identifies the reason the file transfer failed. Consult the CLEO LINKix 3270 User's Guide for a further explanation and repair procedure for the TRANSxxx error message. Consult the INTUITY CONVERSANT voice system Maintenance book for repair procedures.

Repair Procedure:

1. This message may indicate a line problem. See Chapter 1, "Troubleshooting," in your platform maintenance book for troubleshooting procedures.
2. Enter **sb_te *<session numbers>***

   where *<session numbers>* is one or more session numbers.

   The system displays the following message:

   ```
   Check the terminal emulator's status line indicator at
   the bottom of the display. If X SYSTEMS or X appear, the
   host is working slowly. Try to send the file again
   later.
   ```

Event ID: FTS012

Alarm Level: Major.

Description: The File Transfer System cannot send the file to the host because of an error encountered by the comreceive command. The TRANSxxx mnemonic in the error message identifies the reason the file transfer failed.

Consult the CLEO LINKix 3270 User's Guide for a further explanation and repair procedures for the TRANSxxx error message. Consult the INTUITY CONVERSANT voice system Maintenance book for repair procedures.

Repair Procedure:

Edit PARAM1, PARAM2, or PARAM3 in the **/vs/data/fts_config** file (see *INTUITY™ CONVERSANT® System Version 6.0 Communication Development,* 585-310-229, for more information).

Each parameter must be one of the available options for the **send** command. See Chapter 1, "Troubleshooting," in your platform maintenance book for troubleshooting procedures.

GEN Alarms and Log Messages

Event ID: GEN001

Alarm Level: None.

Description: An internal voice system process has encountered a general error described in the message text. System functionality is impaired.

Repair Procedure:

No corrective action is necessary.

Event ID: GEN002

Alarm Level: None.

Description: An internal voice system process has logged general status information with this message.

Repair Procedure:

No corrective action is necessary.

Event ID: GEN020

Alarm Level: None.

Description: An internal voice system process has received a command with the incorrect number of arguments. The source of the message is ALERTER, it indicates that a user command was issued with incorrect arguments. The command has been ignored.

Repair Procedure:

No corrective action is necessary.

Event ID: GEN022

Alarm Level: None.

Description: An internal voice system process has received a command which it does not recognize.

If the source of the command is ALERTER, the message indicates that a user command was badly formed or unrecognized by the Alerter. The command has been ignored.

Repair Procedure:

No corrective action is necessary.

Event ID: GEN024

Alarm Level: None.

Description: An internal voice system process has attempted to open the specified file and failed.

Repair Procedure:

No corrective action is necessary.

Event ID: GEN050

Alarm Level: None.

Description: An internal voice system process has received a command to change one of its internal parameters. The name of the parameter and its old and new values are printed in the message.

Repair Procedure:

No corrective action is necessary.

HOST Alarms and Log Messages

Event ID: HOST001

Alarm Level: Major.

Description: The application cannot access the host to get data for the call. Either a mismatch exists between the voice system and host configurations, the host has not responded within the Initial Timeout specified in the application for a Send Host Screen action, or the host connection is down.

Repair Procedure:

1. Ensure that the host connection is made and the voice system host configuration agrees with the host configuration.

   Specifically, check the Constant Carrier parameter with the DUPLEX parameter from the host.

2. Also, a noisy connection may cause the host to retransmit screens excessively, resulting in slow response times from the host.

   See Chapter 1, “Troubleshooting,” in your platform maintenance book for troubleshooting procedures.

Event ID: HOST002

Alarm Level: None.

Description: The applications cannot get correct data for the call. The host has sent an unexpected screen within the Unrecognized Screen Timeout specified in the application for a Get Host Screen action.

For some applications, unexpected screens are part of the normal flow of the application and can be ignored. However, for other applications, this might show that either the application is not recognizing the screen sent by the host or the host is taking too long to respond with the expected screen.

Repair Procedure:

For many applications no corrective action is necessary. If the message persists, check the application logic.

Event ID: HOST003

Alarm Level: Critical.

Description: The applications cannot access the host to get data for calls. Either the host is down, the application running on the host (for example, CICS or TSO) is down, a mismatch exists between the voice system and host configurations, or a logic problem exists in the voice system application.

Repair Procedure:

1. Re-establish the connection with the host if resetting the card has disconnected the link. For dialup lines, this involves having the modem dial to or from the host.
2. Free a session of the card by entering **hfree *<session number>***

   where *<session number>* is the number of the session you want to free.

   A message is displayed confirming the success or failure of the **`hfree`** `command.`
3. Start the 3270 Terminal Emulation software by entering **sb_te *<session numbers>***

   The Terminal Emulator (TE) displays the current screen of the LU. The 3270 status line appears at the bottom of the screen to inform you whether or not the host is active. Refer to Appendix B, “Status Line Information,” of the *3270 User’s Guide* for information about the indicators shown in the 3270 status line and what those values mean.

Event ID: HOST004

Alarm Level: Major.

Description: The application cannot access the host to get data for the call. The host card failed to do the specified action. Either the keyboard is locked, the host link is down, the session is owned by someone else, or the problem is with the card or configuration.

Repair Procedure:

1. If the keyboard is locked or you could not write to the card complete the following Steps a through c:
   a. Free a session of the card by entering **hfree *<session number>***

      where *<session number>* is the number of the session you want to free.

A message is displayed confirming the success or failure of the hfree command.

b. Enter **sb_te *<session numbers>***

where *<session numbers>* is one or more session numbers.

You are asked to press [ENTER] to display the screen currently displayed by the sessions.

c. Press the key configured as the 3270 reset key to unlock the keyboard. It is likely that the application assigned to that session at one point sent a screen at an inappropriate time, causing the host to lock the keyboard. See the "For Application Developer" section below.

2. If you could not write to the card, ensure that connection between the host and the voice system is not broken as described in the repair procedure for HOST006.

3. If the session is owned by someone else, enter **ps -ef**

This will check if another program, like the terminal emulator or file transfer, is using the session.

If so, terminate those programs and reassign the application to the session by entering **hassign *<session number>***

where *<session number>* is the number of the session to which you want to assign application.

4. If the card is not responding, it may be broken, complete the following Steps a through c:

a. Reset the card through the Host Link screen.

b. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book.

c. Start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book.

d. If the problem persists, see Chapter 1, "Troubleshooting," in your platform maintenance book for troubleshooting procedures.

5. If the session has not been configured, add the session through the Host Link screen. Ensure the configuration file on the host also has the session configured.

6. For other errors or if the problem persists, see Chapter 1, "Troubleshooting," in your platform maintenance book for troubleshooting procedures.

For Application Developer:

Refer to the repair procedure for HOST 13 system message to debug the host application.

Event ID: HOST005

Alarm Level: Major.

Description: The application cannot access the host on the specified session to get data for the call. The host has stopped polling or checking the voice system. Either the host is down, a mismatch exists between the voice and host configurations, or the host link is disconnected.

Repair Procedure:

1. If a HOST017 message is *not* in the message log, enter **hstatus** to determine if the sessions are recovering or logging in.
2. If the sessions are recovering or logging in, wait until this process is complete. No additional steps are necessary.
3. If the sessions are not recovering or logging in, wait until a HOST017 message appears in the message log then reset the host card through Host Link screen by completing the following Steps a through c:
    a. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
    a. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
    b. If the problem persists, free the specified session of the card by entering **hfree *<session number>***

       where *<session number>* is the number of the session you want to free.

       A message appears, confirming the success or failure of the **hfree** command.
    c. Enter **sb_te *<session numbers>***

       where *<session numbers>* is one or more session numbers.

       The Terminal Emulator (TE) displays the current screen of the LU. The 3270 status line appears at the bottom of the screen to inform you whether or not the hostis active. See Appendix B, “Status Line Information,” of the *3270 User’s Guide* for information about the indicators shown in the 3270 status line and what those values mean.
    d. If the problem persists, See the repair procedure for system message HOST006 for how to bring up the host link.

Event ID: HOST006

Alarm Level: Critical.

Description: The applications cannot access the host to get data for calls. There is no cable, dialup, or session connection to the host.

Repair Procedure:

1. Ensure that the connection between the host and the voice system is not broken.
2. If you are using a modem for a dialup link to the host, ensure that the voice visual indicator lights on the modem are flashing. This shows that modems are talking to one another.

   If the visual indicator lights are not flashing, attempt to redial the host through the modem. Once the link is reestablished, the sessions will starting logging in.
3. If the problem persists, ensure that the voice system host configuration is set to agree with the host's configuration.

   Specifically, check the Poll Address parameter with the PU_ADDR parameter from the host. See *INTUITY™ CONVERSANT® System Version 6.0 Communication Development*, 585-310-763, for further information.

Event ID: HOST007

Alarm Level: Major.

Description: The application cannot send a screen of data to the host to get data for the call. The application either tried to send the wrong screen or to write onto a protected field on the screen.

Repair Procedure:

1. Display the screen currently displayed by the session. Enter **hspy *<session number>***

   where *<session number>* is the session number you want to display.

   You are asked to press ENTER. The application may have tried to send a different screen or to write into a protected field.
2. Redefine the logic of your host application to either send the correct screen or not write to the protected field, and reverify and reinstall the host application.

3. Free the specified session. Enter **hfree *<session number>***

   where *<session number>* is the number of the session you want to free.

   A message appears, confirming the success or failure of the **hfree** command.

4. To move from the current screen back to the login base screen using the proper screens and keys, enter **sb_te *<session numbers>***

   where *<session numbers>* is one or more session numbers.

   You are asked to press ENTER to display the screen currently displayed by the sessions.

5. If the session does not respond to your input, check the terminal emulator's status line indicator at the bottom of the display.

   The Terminal Emulator (TE) displays the current screen of the LU. The 3270 status line appears at the bottom of the screen to inform you whether or not the host is active. See Appendix B, "Status Line Information," of the *3270 User's Guide* for information about the indicators shown in the 3270 status line and what those values mean.

6. Reassign the application back to the session. Enter **hassign *<application name>* to *<session number>***

   where *<application name>* is the name of the application and *<session number>* is the number of the session to which you want to assign the application.

   A message appears, confirming the success or failure of the **hassign** command.

7. If the problem persists, use the **sb_trace** command as described in the "For Application Developer" section of the HOST013 message.

Event ID: HOST008

Alarm Level: Major.

Description: The application cannot access the host to get data for the call. The application wants to send a screen when the host has not yet responded to a previous send of another screen.

Repair Procedure:

Check the logic of the application. See the "For Application Developer" section below.

For Application Developer:

See Chapter 12, “Using Advanced Features,” of *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Script Builder*, 585-310-760, for information.

Event ID: HOST009

Alarm Level: Major.

Description: The application cannot access the host to get data for the call. The application failed to log in. The specified session could not attempt to log in to the host because all the application’s login IDs/passwords are being used by other sessions.

Repair Procedure:

Either add more login IDs/passwords to the application or do not use any more sessions than login IDs/passwords. To add more login IDs/passwords, see the “‘For Application Developer” section below.

For Application Developer:

See Chapter 12, “Using Advanced Features,” of *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Script Builder*, 585-310-760, for information.

Event ID: HOST010

Alarm Level: Critical.

Description: The application will not run because it is incomplete or improperly defined.

Repair Procedure:

Check the logic of the application as described in the “For Application Developer” section below.

For Application Developer:

See Chapter 12, “Using Advanced Features,” of *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Script Builder*, 585-310-760, for information.

Event ID: HOST011

Alarm Level: Major.

Description: The application cannot access the host to get data for the call. The application depends on the HELPER DIP to identify fields on the screens.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
2. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
3. If the problem persists, check the logic of the application as described in the “For Application Developer” section below.

For Application Developer:

See Chapter 12, “Using Advanced Features,” of *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Script Builder*, 585-310-760, for information.

Event ID: HOST012

Alarm Level: Major.

Description: The application cannot access the host to get data for the call. Either not enough sessions have been assigned to the application or some sessions assigned to the application are not logged-in to take calls.

Repair Procedure:

1. Verify that there are as many sessions defined as there are voice channels assigned to the application. Enter
   hstatus *<application name>* or ***<session number, range, or all>***

   where *<application name>* is the host application name and *<session number, range, or all>* is the number, range, or all of the sessions for which you want to display status.

   If the LUs are in the “not available” state, See Chapter 3, “Configuration Management,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, to configure the LUs.

2. Verify that the application has enough sessions logged-in ready to handle calls. Enter
   hstatus *<application name>* or ***<session number, range, or all>***

   where *<application name>* is the host application name and *<session number, range, or all>* is the number, range, or all of the sessions for which you want to display status.

   a. If the application is not assigned to this LU, assign as many sessions as needed by entering
      hassign *<application name>* to *<session number>*

      where *<application name>* is the name of the application and *<session number>* is the number of the session to which you want to assign the application.

      A message appears, confirming the success or failure of the **hassign** command.

   b. If a LU is assigned to application but in the "logged out" state, enter **hlogin *<session number>***

      to log in logged-out sessions.

3. Determine if some sessions are in the recovery state. This could be caused by faulty logic in the application. Enter
   hstatus *<application name>* or ***<session number, range, or all>***

   where *<application name>* is the host application name and *<session number, range, or all>* is the number, range, or all of the sessions for which you want to display status.

4. If some sessions are in recovery, check the logic of the application as described in the "For Application Developer" section below.

For Application Developer:

See the repair procedure for system message HOST013 to debug the host application.

Event ID: HOST013

Alarm Level: Major.

Description: The application cannot access the host to get data for the call. Either the host is down, the application running on the host (for example, CICS or TSO) is down, or a logic problem exists in the application.

NOTE:
This message can also be caused by stopping the voice system before all session were logged out.

Repair Procedure:

1. Free a session of the card. Enter **hfree *<session number>***

   where *<session number>* is the number of the session you want to free.

   A message appears, confirming the success or failure of the **hfree** command.

2. Enter **sb_te *<session numbers>***

   where *<session numbers>* is one or more session numbers.

   Check the terminal emulator's status line indicator at the bottom of the display. The Terminal Emulator (TE) displays the current screen of the LU. The 3270 status line appears at the bottom of the screen to inform you whether or not the host is active. See Appendix B, "Status Line Information," of the 3270 User's Guide for information about the indicators shown in the 3270 status line and what those values mean.

3. If this message occurred because a **stop_vs** was performed before all sessions logged out, use the following procedure:

   a. Free all sessions assigned to the application or the card by entering **hfree *<application>*** or ***<session number, range or all>***

      where *<application>* is the name of the host application and *<session number, range, or all>* is the number of the session(s) you want to free.

      A message appears, confirming the success or failure of the **hfree** command.

   b. Use the terminal emulator on all of the recovering sessions to manually move the sessions to the login base screen using the screens and keys. Enter **sb_te *<session numbers>***

      where *<session numbers>* is one or more session numbers.

      The current screen on the sessions is displayed.

   c. Use the **hassign** command to reassign the application to all the sessions and verify that all sessions become logged in.

NOTE:
The next time a **stop_vs** is executed, use the **hlogout** command prior to **stop_vs** to log out the sessions before stopping the voice system.

For Application Developer:

1. Determine if some sessions are in the recovery state. This could be caused by faulty logic in the application. Enter
   hstatus *<application name>* or ***<session number, range, or all>***

   where *<application name>* is the host application name and *<session number, range, or all>* is the number, range, or all of the sessions for which you want to display status.

2. Display the screen currently displayed by the session. The application may not recognize or expect the screen sent by the host. Enter
   hspy *<session number>*

   where *session number* is the session number you want to display.

   You are asked to press ENTER.

3. If the screen is new, changed, or improperly identified in the application, recapture and identify this screen through the Script Builder Define Host Screens menu.

4. Assure that the screen is received and sent in the proper places in the application.

5. Verify and reinstall the application if changes were made to the application and/or screens.

6. If the problem persists, repeat Steps 1-5 until all screens are properly defined.

7. If all the screens are properly defined and accounted for in the application, free all sessions assigned to the application or the card, if necessary. Enter
   hfree *<application>* or ***<session number, range, or all>***

   where *<application>* is the name of the host application and *<session number, range, or all>* is the number of the session(s) you want to free.

   A message appears, confirming the success or failure of the **hfree** command.

8. Use the terminal emulator on one of the recovering sessions to determine what current screen the host is displaying. This could help locate the trouble area in the application.

9. To move from the current screen back to the login base screen using the proper screens and keys, enter **sb_te *<session numbers>***

   where *<session numbers>* is one or more session numbers.

   The current screen on the sessions is displayed.

10. If the session does not respond to your input, check the terminal emulator's status line indicator at the bottom of the display.

    The Terminal Emulator (TE) displays the current screen of the LU. The 3270 status line appears at the bottom of the screen to inform you whether or not the host is active. See Appendix B, "Status Line Information," of the *3270 User's Guide* for information about the indicators shown in the 3270 status line and what those values mean.

11. Save all screens sent and received from/to that session. This might show extra screens not accounted for in the application. Enter
    sb_trace *<session number>*

    where *<session number>* is the number of the session you want to trace.

A message appears, confirming the success or failure of the **sb_trace** command.

12. Reassign the application back to that session. Enter
hassign *<application name>* to *<session number(s)>*

    where *<application name>* is the name of the host application name and *<session number(s)>* is the number of the session(s) you want to assign to the specified application.

    A message appears, confirming the success or failure of the **hassign** command.

13. Place a call into the application if necessary to make the session go into recovery.

14. Verify that the session is recovering. Enter
hstatus *<application name>* or ***<session number, range, or all>***

    where *<application name>* is the host application name and *<session number, range, or all>* is the number, range, or all of the sessions for which you want to display status.

15. Once recovering, use the **hfree** command to free the session and look through the screens saved by **sb_trace** to identify the point where the wrong screen is being sent or received.

16. Use the terminal emulator as described in Step 9 to bring this session and all others back to the log-in base screen.

17. Capture or redefine the appropriate screens and fix the logic of the application to reflect the sequence of screens sent and received. See Chapters 4, 5, 10, and Appendix A in *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Script Builder*, 585-310-760, for more help in defining the application.

18. Reverify and reinstall the host application.

19. Reassign the application on one session by entering
hassign *<application name>* to *<session number(s)>*

    where *<application name>* is the name of the host application and *<session number(s)>* is the number of the session(s) you want to assign to the specified application.

    A message appears, confirming the success or failure of the **hassign** command.

20. Verify that the application logs in and returns to logged-in after a call is finished.

21. If it does not return to logged-in, repeat the debugging steps above.

22. Use the **hassign** command to reassign the application to the rest of the sessions and verify that all sessions become logged in.

Event ID: HOST014

Alarm Level: None.

Description: At least one session has recovered and is now logged in for the application to take a call.

Repair Procedure:

No corrective action is necessary.

Event ID: HOST015

Alarm Level: Critical.

Description: The applications cannot access the host to get data for calls. The HOST DIP has stopped handling calls. This is normal when the voice system is stopped, and in this case the message can be ignored. If the voice system is still running, the message might indicate internal problems in the HOST DIP.

Repair Procedure:

1. If the voice system is running, determine if the HOST DIP is running. Enter **hstatus all**
2. If all sessions are shown "not available," the HOST DIP is not running. Complete the following Steps a and b:
    a. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book.
    b. Start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book.

Event ID: HOST016

Alarm Level: Critical.

Description: The system cannot communicate with the host. This shows that the HOST DIP cannot open the host card. This problem occurs when the host card is stuck in an inactive state. It is typically caused by an error between the voice system and the host (a dropped host link, power hit on the voice system, etc).

Repair Procedure:

1. Shut down the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
2. Reboot the operating system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.

   See Chapter 1, “Troubleshooting,” in your platform maintenance book for troubleshooting procedures.

Event ID: HOST017

Alarm Level: Major.

Description: The session assigned to the application is not available to handle calls. It will continue to retry the login and/or recover sequences specified in the application. Either the host is down, the application running on the host (for example, CICS or TSO) is down, or a logic problem exists in the application.

Repair Procedure:

See the repair procedure for system message HOST013.

Event ID: HOST018

Alarm Level: None.

Description: The session assigned to the application is now available to handle calls.

Repair Procedure:

No corrective action is necessary.

ICK Alarms and Log Messages

Event ID: ICK001

Alarm Level: Minor.

Description: The integrity checking process has received an invalid request. The request has been ignored.

Repair Procedure:

1. Verify that commands being sent to the integrity checking process are using **iCkCmd**. See *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for further information on usage.
2. Verify that the files **/vs/bin/vrs/iCk** and **/vs/bin/util/iCkCmd** have the same date.

Event ID: ICK002

Alarm Level: Minor.

Description: The integrity checking process has encountered an internal error.

Repair Procedure:

1. If the *<description>* is similar to:

   ```
   Activity index <NN> is out of range: <MMM> Current
   limits: 0 to <NN>
   ```

   the integrity checking process will automatically correct the problem.

2. If the *<description>* is similar to:

   ```
   Time computation failed - <XXX>
   ```

   edit the **/vs/etc/ick**.rules file and correct the time description "XXX."

Event ID: ICK003

Alarm Level: None.

Description: The integrity checking process has received a command request.

Repair Procedure:

No corrective action is necessary.

Event ID: ICK004

Alarm Level: None.

Description: The integrity checking process has just completed reading its rules file.

Repair Procedure:

No corrective action is necessary.

Event ID: ICK005

Alarm Level: None.

Description: The integrity checking process has changed the state of the UNIX kernel auto-reboot flag to state identified.

Repair Procedure:

No corrective action is necessary.

Event ID: ICK006

Alarm Level: None.

Description: The identified action has been taken by the integrity checking process.

Repair Procedure:

No corrective action is necessary.

Event ID: ICK007

Alarm Level: Major.

Description: The directory in which the integrity checking process' rules file appears is accessible by non-authorized users. The rules file is insecure and is vulnerable to corruption which may impact system functionality.

Repair Procedure:

1. Verify that the directory in which the rules file appears is owned by **root** and is not writable by any other user. Enter **ls -ld /vs/etc**

   The output should be similar to:

   ```
   drwxr-xr-x 3 root bin 64 Dec 30 12:11 /vs/etc
   ```

2. If the mode is incorrect (that is, not `drwxr-xr-r`), enter **chmod 755 /vs/etc**

3. If the owner is incorrect (that is, not `root`), enter **chown root /vs/etc**
4. If the group is incorrect (that is, not `bin`), enter **chgrp bin /vs/etc**

Event ID: ICK008

Alarm Level: Major.

Description: The rules file used by the integrity checking process is accessible by non-authorized users. The rules file is insecure and is vulnerable to corruption which may impact system functionality.

Repair Procedure:

1. Verify that the rules file is owned by **root** and is not writable by any other user. Enter **ls -ls /vs/etc/iCk.rules**

   The output should be similar to:

```
-r--r--r-- 1 root other 6815 Dec 30 12:11 /vs/etc/iCk.rules
```

2. If the mode is incorrect (that is, not `-r--r--r--`), enter **chmod 444 /vs/etc/iCk.rules**
3. If the owner is incorrect (that is, not `root`), enter **chown root /vs/etc/iCk.rules**

Event ID: ICK009

Alarm Level: None.

Description: The integrity checking process has found the specified file to be larger than allowed by a rule which has been executed, or to not be regular. The specified reduction procedure has been performed.

Repair Procedure:

No corrective action is necessary.

Event ID: ICK010

Alarm Level: Minor.

Description: The integrity checking process has found a file specified by a rule that does not comply with the requirements of the rule. Depending upon the rule, the integrity checking process may attempt to correct the problem or just report it.

Repair Procedure:

If the message does not indicate that the problem has been automatically corrected, determine why the specified file is failing the rule test and correct it using one of the following:

1. If the message indicates an error with the mode, See the **chmod** UNIX command to change the mode.
2. If the message indicates an error with the group, See the **chgrp** UNIX command to change the group.
3. If the message indicates an error with the owner, See the **chown** UNIX command to change the owner.
4. If the message indicates that the file does not exist, create the file. If the file is a UNIX file, See a UNIX reference manual for additional information. If the file is specific to your application, consult your application developer.

Event ID: ICK011

Alarm Level: None.

Description: The integrity checking process is changing to the specified run level. A change in run level affects which rules are in force.

Repair Procedure:

No corrective action is required.

INIT Alarms and Log Messages

Event ID: INIT001

Alarm Level: Critical.

Description: The system configuration from the previous operation of the voice system is completely lost. All administered values are set to their default states. Administrative action is required to assign services to channels and put channels in the INSERV state. Card functionality must be specified in order for the system to operate under any configuration other than the default settings.

No calls can be processed until the system has been readministered.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Event ID: INIT002

Alarm Level: Major.

Description: The identified card, previously recognized to be present in the system, cannot be located. Call processing may be impaired.

Repair Procedure:

1. Remove the card from the system, permanently. See Chapter 5, "Replacing, Installing, and Upgrading Circuit Cards," in your platform maintenance book for the procedure.
2. Renumber the voice channels. See Chapter 3, "Configuration Management," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
3. If the problem persists, perform the "Checking a Card" procedure. See Chapter 2, "Diagnostics," in your platform maintenance book.

Event ID: INIT003

Alarm Level: None.

Description: The identified card has been added to the system. The card is initialized with default values and requires administration before it is operational.

Repair Procedure:

No corrective action is necessary.

Event ID: INIT004

Alarm Level: None.

Description: Channels have been renumbered at the request of a system administrator.

Repair Procedure:

No corrective action is necessary.

Event ID: INIT005

Alarm Code: 5

Alarm Level: Major.

Description: Cannot save system configuration data to hard disk.

CAUTION: Should the voice system be stopped and started, some or all of the voice system administered values may be lost.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Event ID: INIT006

Alarm Level: Critical.

Description: Cannot determine type of Signal Processor card.

An error occured when trying to determine the AYC number for the voice system card. The card is not operational. The resources on the card are not available. Call processing may be impaired.

Repair Procedure:

1. Check the card. See Chapter 2, “Diagnostics,” of your platform maintenance book.
2. If the CPU has recently been replaced, verify that the card is set up correctly. See Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in your platform maintenance book.

Event ID: INIT007

Alarm Level: Major.

Description: The unassigned protocol has been assigned to the card. The identified card has been re-assigned to the unassigned protocol. The reason for the reassignment is indicated in the reason field of the message. The card should be re-administered.

Repair Procedure:.

- If the reason is:

  `Packfile <`*packfile name*`> does not exist`

  either the protocol that provides this packfile is no longer installed on the system, or the rate of the card has been changed and no such protocol exists for this card. Do the following:

  1. Log in as root.
  2. Determine the protocol assigned to the indicated card and the card rate by entering **display card *<card number>***

     where *<card number>* is the number indicated in the message.

     The rate is indicated as either E1 or T1 at the top of the listing in the CLASS field. The FUNCTION field indicates the protocol.
  3. Determine if the package that provides that protocol is installed on the system by entering **pgkinfo**

The packages and the protocols provided and card rates supported are shown in Table 2-1:

Table 2-1. Packages, Protocols, and Rates

Package	Protocol	Rate
tlem	E&M	T1
lseld	LSE1D	E1
lst1d	LST1D	T1
lst1g	LST1G	T1
p2aus	CAS	E1
pri	PRI	T1/E1
r2mex	CAS	E1

4. If the package is not installed, it must be installed to use the protocol. See Chapter 11, "Installing the Optional Feature Software," in your platform maintenance book. Check that the desired protocol is supported for that card rate.

- If the reason is:

  ```
  Boards in D-channel group <group number> are not
  contiguous
  ```

  the cards in the PRI D-channel group must be made contiguous. See Chapter 6, "Switch Interfaces," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: INIT008

Alarm Level: None.

Description: IChannels have been renumbered as a result of a change in hardware.

Repair Procedure:

NOTE:
This alarm occurs when a card in the system has been replaced by another card of the same class, but of a different name or running at a different rate. Therefore an automatic renumber of the cards has occurred and the new card has default settings. (For example, a card in the class Analog at

osindex 0 with name AYC28 has been replaced by another card as osindex 0, with name AYC30.)

The new card may need to be re-administered if the default settings, protocols, or functions are not appropriate. See Chapter 3, "Configuration Management," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: INIT009

Alarm Level: Minor.

Description: A change in configuration was detected. An automatic renumbering has not occured because the manual renumber option is set. A renumbering of channels should be done as soon as possible.

Note that this alarm will only appear is your remote maintenance center activates it.

Repair Procedure:

Renumber the voice channels. See Chapter 3, "Configuration Management," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

Event ID: INIT010

Alarm Level: None.

Description: Unable to update the T1 configuration file. T1/E1 cards with the unassigned protocol should be re-administered.

Repair Procedure:

Re-administer all cards that currently have the unassigned protocol assigned to them. See Chapter 3, "Configuration Management," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

LOG Alarms and Log Messages

Event ID: LOG001

Alarm Level: None.

Description: The voice system logger has started a new message log file.

Repair Procedure:

No corrective action is necessary.

Event ID: LOG002

Alarm Level: None.

Description: The voice system logger has closed one message log file and is starting a new message log file.

Repair Procedure:

No corrective action is necessary.

Event ID: LOG006

Alarm Level: Message priority based on the priority of the message id passed to the Logger.

Description: The voice system logger has been asked to log a message type which is invalid and which it cannot expand into a readable form for the message log.

Repair Procedure:

1. Identify the source of the unexpected message. The name of the source should be part of the compressed message format of the invalid message.
2. If the source of the unexpected message is a customer application data interface process (DIP), consult your application developer.

   Otherwise, confirm that all installed voice system software packages are compatible with the installed version of the *INTUITY™ CONVERSANT®* Application Software package. Remove any software package that is incompatible and install the proper version.

Event ID: LOG007

This message can have up to seven different values for the *<string1>* and *<string2>* fields. The description and effect statement and the corresponding repair procedure differs for each of the values. Use the alphabetic list below to determine the proper description and effect statement and repair procedure for the LOG007 message you have encountered.

If logDaemon: msgrc=-1, errno NOT EINTR:

Alarm Level: Critical.

Description: The voice system message Logger cannot communicate with other internal voice system processes. Logger functionality is severely impaired.

Repair Procedure:

Reboot the system. See Chapter 3, “Common System Procedures,” of your platform maintenance docuement for the procedure.

If logDaemon: Cannot create <file>.:

Alarm Level: Critical.

Description: The voice system message Logger has failed to create a new message log file. Logger functionality is severely impaired.

Repair Procedure:

Reboot the system. See Chapter 3, “Common System Procedures,” of your platform maintenance docuement for the procedure.

If logDaemon: PID <pid> <msg>.:

Alarm Level: None.

Description: The voice system message Logger has been started or reinitialized. This message will appear in each log file maintained by the Logger.

Repair Procedure:

No corrective action is necessary.

If logDaemon: REINITIALIZED.:

Alarm Level: None.

Description: The voice system message Logger has received a command to reinitialize.

Repair Procedure:

No corrective action is necessary.

If logDaemon: Exiting upon request.:

Alarm Level: None.

Description: The voice system message Logger has received a command to exit.

Repair Procedure:

No corrective action is necessary.

If logDaemon: Unable to popen: <command>.:

Alarm Level: Critical.

Description: The voice system message Logger is unable to execute the UNIX command indicated by the message. Logger functionality is impaired.

Repair Procedure:

1. Make sure the UNIX command file being executed by the logger exists and is executable.
2. If necessary, restore the missing or corrupted UNIX command file indicated in the message from a system backup. See Chapter 3, “Common System Procedures,” in your platform maintenance book for restoration procedures.

3. If no valid backup copy exists reinstall the INTUITY CONVERSANT application software package. See Chapter 10, “Installing the INTUITY CONVERSANT System Software,” in your platform maintenance book for the procedure.

MTC Alarms and Log Messages

Event ID: MTC001

Alarm Level: Major.

Description: The card identified in the message is unable to provide TDM clock to the system. This may indicate a possible hardware problem with the card. The card state has been changed to BROKEN. Applications dependent on this card will not function.

Repair Procedure:

1. Diagnose the card by entering **diagnose card *<card number>***

   where *<card number>* is the number of the affected card.

2. After the diagnose command has completed, display the state of the card by entering **display card *<card number>***

   where *<card number>* is the number of the affected card.

3. If the card state has changed to MANOOS, restore the card into service by entering **restore card *<card number>***

   where *card number* is the number of the affected card.

4. If the card state remains BROKEN, perform the “Checking a Card” procedure for the identified card. See Chapter 2, “Diagnostics,” in your platform maintenance book for the procedure.

Event ID: MTC002

Alarm Level: None.

Description: The identified card has had a state transition. The card state has been changed to BROKEN. Applications dependent on this card will not function.

If the identified card is the only SP card on the system that was providing speech playback functionality for the Tip/Ring cards, the equipment option of the Tip/Ring cards must be manually changed from “tdm” to “talk.” See *INTUITY™*

CONVERSANT® System Version 6.0 Administration, 585-310-591. This option is shown under "OPTS" heading when the "display card" command is invoked. The changing of this option enables the Tip/Ring cards to perform speech playback on their own, in the absence of an SP card, thus maintaining overall system functionality. However, note that this configuration does not support barge-in functionality. Once the SP card is restored to service, the Tip/Ring card options need to be manually changed to "tdm."

Repair Procedure:

1. Check for any loose companion cables.
2. If the indentified card is the only SP card on the system that was providing speech playback functionality for Tip/Ring cards. See Chapter 3, "Configuration Management," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
3. If any packages have been removed from the system recently, verify that any related cards, functions, etc, have been unassigned from the application so that the affected card does not come up in the "Broken" state. See Chapter 3, "Configuration Management," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
4. If the state transition was not initiated by a **diagnose** command, diagnose the card. Enter **diagnose card *<card number>***

   where *<card number>* is the number of the affected card.
5. After the **diagnose** command has completed, display the state of the card by entering **display card *<card number>***

   where *<card number>* is the number of the affected card.
6. If the card is in the MANOOS state, complete the following Steps a through d:
   a. Diagnose the TDM bus by entering **diagnose bus 1**
   b. Display the state of the card by entering **display card *<card number>***

      where *<card number>* is the number of the affected card.
   c. If the card is in the BROKEN state, perform the "Checking a Card" procedure for the identified card. See Chapter 2, "Diagnostics," in your platform maintenance book for the procedure.
   d. If the card is in the MANOOS state, restore the card into service by entering **restore card *<card number>***
7. If the card is in the BROKEN state, perform the "Checking a Card" procedure for the identified card. See Chapter 2, "Diagnostics," in your platform maintenance book for the procedure.

Event ID: MTC003

Alarm Level: Major.

Description: The identified card has had a state transition. The card state has been changed to BROKEN. Applications dependent on this card will not function.

If the identified card is the only SP card on the system that was providing speech playback functionality for the Tip/Ring cards, the equipment option of the Tip/Ring cards must be manually changed from "tdm" to "talk." See *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591. This option is shown under "OPTS" heading when the "display card" command is invoked. The changing of this option enables the Tip/Ring cards to perform speech playback on their own, in the absence of an SP card, thus maintaining overall system functionality. However, note that this configuration does not support barge-in functionality. Once the SP card is restored to service, the Tip/Ring card options need to be manually changed to "tdm."

Repair Procedure:

1. Check for any loose companion cables.
2. If the indentified card is the only SP card on the system that was providing speech playback functionality for Tip/Ring cards. See Chapter 3, "Configuration Management," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
3. If any packages have been removed from the system recently, verify that any related cards, functions, etc, have been unassigned from the application so that the affected card does not come up in the "Broken" state. See Chapter 3, "Configuration Management," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
4. If the state transition was not initiated by a **diagnose** command, diagnose the card. Enter **diagnose card *<card number>***

   where *<card number>* is the number of the affected card.
5. After the **diagnose** command has completed, display the state of the card by entering **display card *<card number>***

   where *<card number>* is the number of the affected card.
6. If the card is in the MANOOS state, complete the following Steps a through d:
   a. Diagnose the TDM bus by entering **diagnose bus 1**
   b. Display the state of the card by entering **display card *<card number>***

      where *<card number>* is the number of the affected card.

c. If the card is in the BROKEN state, perform the “Checking a Card” procedure for the identified card. See Chapter 2, “Diagnostics,” in your platform maintenance book for the procedure.

d. If the card is in the MANOOS state, restore the card into service by entering **restore card *<card number>***

7. If the card is in the BROKEN state, perform the “Checking a Card” procedure for the identified card. See Chapter 2, “Diagnostics,” in your platform maintenance book for the procedure.

Event ID: MTC004

Alarm Level: None.

Description: Diagnostic tests have been started on the identified card.

Repair Procedure:

No corrective action is necessary.

Event ID: MTC005

Alarm Level: None.

Description: The identified card has successfully passed all diagnostic tests performed.

Repair Procedure:

No corrective action is necessary.

Event ID: MTC006

Alarm Level: Major.

Description: The identified card has failed one or more diagnostic tests. The card state has been changed to BROKEN. Applications dependent on this card will not function.

Repair Procedure:

Perform the “Checking a Card” procedure for the identified card. See Chapter 2, “Diagnostics,” in your platform maintenance book for the procedure.

Event ID: MTC007

Alarm Level: Critical.

Description: An internal software error occurred when requesting a resource from, or releasing a resource to the Resource Manager. The request could not be processed. The identified card or channel is not available.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the problem persists, reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

NOTE:
If the reason is `User requested abort`, an abort of a remove or restore request for a card or channel was initiated while the request was still being processed. The state of the card or channel may not be accurate. Perform the “Checking a Card” procedure in Chapter 2, “Diagnostics,” to ensure the card is in the desired state.

Event ID: MTC008

Alarm Level: None.

Description: The clock has been restored on the card identified in the message.

Repair Procedure:

No corrective action is necessary.

Event ID: MTC009

Alarm Level: Major.

Description: An error occured loading the card in the message. Applications dependent on this card may not function. Call processing may be impaired.

NOTE:
This alarm can also be generated if an SP card is assigned a function which requires a CMP when no CMP is connected to the SP card.

Repair Procedure:

1. Check to see if an INIT006 message has been logged for this card. If there is, follow the repair procedure for INIT006 first.

   This message will occur until the problem causing the INIT006 message is cleared. See Chapter 5, "Reports," in *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on the log report.

2. If the card is an SP card without any CMP cards, verify that the function(s) assigned to the card do not require CMP hardware. For example, WholeWord and FlexWord Speech Recognition and Echo Cancellation all require a CMP card when assigned to an SP card.

3. Verify that all functions assigned to the card are still installed on the system. (For example, if text2speech is assigned to the card, verify that the package that provides Text To Speech is installed on the system by entering **pgkinfo**.)

   If any function is assigned to the card but not installed on the system, either install the software package, or change the assignment of the card to remove the function. See Chapter 11, "Installing the Optional Feature Software," in your platform maintenance book for information on installing software. See Chapter 3, "Configuration Management" in *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on card assignments.

   NOTE:
   If FlexWord is assigned to the card, a wordlist must be administered. See Chapter 4, "Recognizing FlexWord Speech Input, in *INTUITY™ CONVERSANT® Speech Development, Processing, and Recognition, 585-310-762.*

4. Change the assignment of the card to the defaults of play +code. See Chapter 3, "Configuration Management" in *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on assigning functions to SP/SSP card.

5. Diagnose the SP card by completing the following Steps a through c:

a. Enter **diagnose card *<card number>***

   where *<card number>* is the card number of the SP card.

b. If the card passes diagnostics, re-administer the original functions on the card. See Chapter 3, “Configuration Management,” in *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

c. Try to place it into service by entering **restore card *<card number>***

   where *<card number>* is the card number of the SP card you want to restore to service.

Event ID: MTC010

Alarm Level: Major.

Description: The identified TDM bus has failed one or more diagnostics tests. One or more cards have been changed to BROKEN. Applications dependent on these cards will not function.

Repair Procedure:

1. Check all the voice system cards in the system on the TDM bus to ensure that the bus is properly terminated. See Chapter 2, “Diagnostics,” in your platform maintenance book.

   There should be only two cards terminating the bus, one at each end of the bus.

   NOTE:
   For cards that have terminating resistors, make sure the resistors are properly oriented. Some of the newer cards have DIP switches for this.

2. Ensure that the TDM cable is secure on each of the cards. See Chapter 4 “Getting Inside the Computer,” in your platform maintenance book.
3. If the problem persists, try a new cable.
4. If the problem still occurs, a card on the bus is likely causing the problem. Remove cards from the bus, one at a time, until the problem is eliminated. See Chapter 5, “Replacing, Installing, or Upgrading Circuit Cards,” in your platform maintenance book.

Event ID: MTC011

Alarm Level: None.

Description: The identified TDM bus has successfully passed all diagnostics tests performed.

Repair Procedure:

No corrective action is necessary.

Event ID: MTC012

Alarm Level: None.

Description: Diagnostics tests have been started on the identified TDM bus.

Repair Procedure:

No corrective action is necessary.

Event ID: MTC013

Alarm Level: Major.

Description: The identified card is not receiving clock. The card may not be on the TDM bus. In order to use this card, it must be connected to the TDM bus. The state of this card has been changed to BROKEN. Applications dependent on this card will not function.

Repair Procedure:

1. Check all the voice system cards in the system on the TDM bus to ensure that the bus is properly terminated. See Chapter 2, “Diagnostics,” in your platform maintenance book.

   There should be only two cards terminating the bus, one at each end of the bus.

   NOTE:
   For cards that have terminating resistors, make sure the resistors are properly oriented. Some of the newer cards have DIP switches for this.

2. Ensure that the TDM cable is secure on each of the cards. See Chapter 4 “Getting Inside the Computer,” in your platform maintenance book.

3. If the problem persists, try a new cable.

PRI Alarms and Log Messages

Event ID: PRI001

Alarm Level: Major.

Description: The ISDN D-channel has gone out-of-service and no calls can be placed or received by the associated primary rate interface (PRI) channels. Active calls are unaffected, but customers will not be able to place calls to or from the voice system

This message does not typically indicate a problem with the INTUITY CONVERSANT PRI software; instead it points to either a T1/E1 problem or a problem with the external equipment that terminates the D-channel (another switch). Repeated or frequent failures followed by subsequent recoveries of a specific voice system D-channel indicate faulty equipment, along the D-channel connection, that should be replaced.

Repair Procedure:

1. Display the status of the D-channel and the status of the specific SP card indicated by the <*equip #*> by entering **display channel all | grep PRID**

   The D-channel number appears in the first column, the associated T1/E1 card in the first field of the second column, and the D-channel state in the third column.

   NOTE:
   If multiple D-channels are configured, it is important to make sure that the line you check is the one that has a card number (in the first field of the second column) that matches the <*equip #*> value in the alarm message, or that has the same D-channel group ID as the SP or AYC21 card that reports the alarm.

   The D-channel state can be Inserv (in-service), Foos (far-end out-of-service), Netoos (network out-of-service), or Hwoos (hardware out-of-service).

2. Continue as follows according to the state of the D channel:

   - If the D channel state is Inserv, the failure was temporary and the D channel has recovered (PRI002 message has been logged).

- If the D channel state is Foos, a T1/E1 failure has occurred.
    a. Look for any TWIP messages in the system message log that indicate a T1/E1 failure for associated T1/E1 card (T1/E1 card number was obtained above in Step 1).
    b. Follow the recommendations for any of these messages in order to restore the T1/E1 to service.
- If the D channel is Netoos, the voice system cannot correctly establish the D-channel with the terminating switch.
    a. The D-channel status should be checked at the terminating switch and any associated switch problems should be resolved.
    b. If you are not able to determine or resolve any switch problems, do the following:
        — Block all calls (at the terminating switch) from coming into the voice system.
        — Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
        — Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book.
        — Start again at Step 1 above to ensure that the D-channel restores correctly, and restore traffic from the terminating switch to the voice system once the D-channel has returned to service.
- If the D-channel is Hwoos, the associated SP card (identified by <*equip #*> is not in-service.
    a. Check the status of the SP card by entering **display card <*equip#*>**

        The card can be either Manoos (Manual out-of-service) or Broken.
    b. If the SP card is Manoos, it has been removed from service. Do the following:
        — Examine the system message log to determine why the SP card was removed.
        — Resolve any problems that led to the SP card being removed.
        — When the problems are resolved or if you are unable to determine why the card was removed, then restore the card by entering **restore card <*equip #*>**

c. If the SP card is Broken, there has been a communication problem between the SP card and the voice system. Do the following:

   — Block all calls (at the terminating switch) from coming into the voice system.

   — Diagnose the SP card.

   — If the SP card passes diagnostics, stop and then start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book. Start again at Step 1 above to ensure that the D-channel restores correctly, and restore traffic from the terminating switch to the voice system once the D-channel has returned to service.

     If diagnostics fail, the check the card. See Chapter 2, "Diagnostics," in your platform maintenance book for the procedure.

Event ID: PRI002

Alarm Level: None.

Description: The ISDN D-channel has come in-service.

Repair Procedure:

No corrective action is necessary.

Event ID: PRI003

Alarm Level: Major.

Description: The INTUITY CONVERSANT system primary rate interface (PRI) software has rejected an incoming call because the B-channel was either out-of-service, already active or unavailable due to an application problem. This could be a single channel, T1/E1 interface, or system wide problem. If this alarm occurs frequently or repeatedly, then it is a T1/E1 interface or system wide problem.

This message indicates that one or more calls has failed. The impact is likely to be significant if the message occurs more frequently then the currently set threshold limit. In that case, you will see a threshold message similar to the following:

```
*C THR004 -- -- --- The first threshold for
the PRI_CALLBLK exceeded. 5 messages have
been generated in the last 5 minutes.
```

This threshold message could indicate a serious problem which will cause numerous calls to fail in a very short interval.

Repair Procedure:

1. Determine the status of the identified channel by entering **display channel <***chan #***>**

   or, if it appears to be a system-wide problem, by entering **display channel all**

2. The channel(s) can be either Manoos (Manual out-of-service) or not Manoos. If the channel(s) are Manoos, do the following:

   a. Immediately block all calls (at the terminating switch) from coming into the voice system.

   b. Once all calls have been cleared, stop and then start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book.

   c. Restore traffic from the terminating switch to the voice system.

Event ID: PRI004

Alarm Level: None.

Description: The ISDN D channel has been removed from service because of administrative action.No calls can be placed or received by associated Primary Rate Interface (PRI) channels.

Repair Procedure:

No corrective action is necessary.

Event ID: PRI005

Alarm Level: Major.

Description: A bad dialed number string was passed to the system. An attempt will be made to use the service assigned to the

dialed number “ANY” to handle the call. If this attempt fails, the TSM001 message will be logged.

Repair Procedure:

This message indicates an ISDN protocol error. It is not likely to be a problem originating within the INTUITY CONVERSANT system. Contact your network service provider to help resolve this problem.

Event ID: PRI007

Alarm Level: Major.

Description: A network protocol error, or other internal error, of the type indicated by the message has occurred on the PRI channel specified by this message. The call being handled by that channel has been disconnected as a result. If no specific channel could be identified, the channel is displayed as -1.

NOTE:
This message can result from a timeout from the network or a provisioning type error.

Repair Procedure:

This message indicates an ISDN protocol error or an internal PRI error. Contact your network service provider if help is needed to resolve this problem. Table 2-2 lists possible error types that should help you identify the specific cause.

The PRIERR_STATE and PRIERR_BADCRV errors can occur if there are delays in starting the assigned application and the original caller has hung up before the application answers the incoming call. These alarms can generally be ignored unless they occur frequently or other load-related problems are observed.

Table 2-2. Error Types for PRI007

Error Type	Error Value	Meaning
CV_NULL	0	No cause value present
CV_UN	1	Unassigned number
CV_NRTSTN	2	No route to specific transit network

Continued on next page

Table 2-2. Error Types for PRI007 — *Continued*

Error Type	Error Value	Meaning
CV_CHUN	6	Channel unacceptable
CV_NCC	16	Normal call clearing
CV_UB	17	User busy
CV_NUR	18	No user responding
CV_CR	21	Call rejected
CV_NC	22	Number changed
CV_INF	28	Invalid number format
CV_FR	29	Facility rejected
CV_RTSE	30	Response to status enquiry
CV_NU	31	Normal; unspecified
CV_NCOCA	34	No circuit or channel available
CV_NETFAIL	38	Network out of order
CV_TFAIL	41	Temporary failure
CV_SEC	42	Switching equipment congestion
CV_UID	43	User information discarded
CV_RCCNA	44	Requested circuit/channel not available
CV_PREEMPT	45	Call preempted
CV_RFNS	50	Requested facility not subscribed
CV_OCB	52	Outgoing calls barred
CV_ICB	54	Incoming calls barred
CV_BCNPA	58	Bearer capability not presently available
CV_SONA	63	Service/option not available
CV_BCNI	65	Bearer capability not implemented
CV_CTNI	66	Channel type not implemented
CV_RFNI	69	Requested facility not implemented
CV_ICR	81	Invalid call reference
CV_ICDNE	82	Identified channel does not exist
CV_ID	88	Incompatible destination
CV_MIEIM	96	Mandatory IE missing

Continued on next page

Table 2-2. Error Types for PRI007 — *Continued*

Error Type	Error Value	Meaning
CV_MTNEONI	97	Message type nonexistent or not implemented
CV_MNCWTCS	98	Message incompatible with call state
CV_IIEC	100	Invalid IE contents
CV_ROTE	102	Recovery on timer expiry
CV_IOCU	127	Interworking; or cause unknown
PRIERR_NETWORK	256	Network didn't respond as expected
PRIERR_STATE	257	Request was received in wrong state
PRIERR_OOSVC	258	B-channel is out of service
PRIERR_INMTC	259	B-channel is in maintenance state
PRIERR_GLARE	260	Out going call failed due to glare
PRIERR_BADCMD	261	Bad command, not understood
PRIERR_BADDCHAN	262	Bad D-channel
PRIERR_BADBCHAN	263	Bad B-channel
PRIERR_DCHANDEAD	264	D-channel is dead
PRIERR_DCHANOFF	265	D- channel is turned off
PRIERR_DCHANCONF	266	D-channel configuration error
PRIERR_BUSY	267	B-channel was already busy
PRIERR_OVERFLOW	268	Q931 window resource problems
PRIERR_IEMISS	269	Missing information element
PRIERR_MSGFAIL	270	Unable to send PRI message
PRIERR_ACTAPPL	271	Application already active
PRIERR_NUMBCH	272	Invalid number of B-channels
PRIERR-WINDOW	273	Q931 window resource problems
PRIERR_NOTAPPL	274	Application does not own channel
PRIERR_DOCHANACT	275	D-channel is active (UP)
PRIERR_CRECMAX	276	Unable to allocate call record

Continued on next page

Table 2-2. Error Types for PRI007 — *Continued*

Error Type	Error Value	Meaning
PRIERR_BADCRV	277	CRV does not match CRV for channel
PRIERR_COMPAND	278	Companding error on SETUP
PRIERR_CHTYPE	279	Invalid channel type on SETUP

RECOG Alarms and Log Messages

Event ID: RECOG001

Alarm Level: Major.

Description: The Speech Recognition (SR) feature failed to communicate with the voice system during call processing. Applications using the SR feature will fail.

Repair Procedure:

Reboot the system. See Chapter 3, “Common System Procedures.” in your platform maintenance book for the procedure.

Event ID: RECOG002

Alarm Level: Major.

Description: The Speech Recognition (SR) feature received an invalid response from the SP/CMP cards or experienced a timeout in communicating with the SP/CMP cards during call processing. Applications using the SR feature will be incomplete.

Repair Procedure:

1. Diagnose the SP card by completing the following Steps a and b:
    a. Enter **diagnose card *<card number>***

where *<card number>* is the card number of the SP card. This command also diagnoses the CMP card.

b. If the card passes diagnostics, place it back in service by entering **restore card *<card number>***

where *<card number>* is the card number of the SP card you want to restore to service.

2. Perform the "Checking a Card" procedure for all SP cards to which RECOG functionality is assigned. See Chapter 2, "Diagnostics," for the procedure.
3. If the problem persists, complete the following Steps a and b:
   a. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
   b. Start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

Event ID: RECOG003

Alarm Level: Major.

Description: The Speech Recognition (SR) feature failed to communicate with the voice system during call processing. Applications using the SR feature will fail.

Repair Procedure:

Reboot the system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

Event ID: RECOG004

Alarm Level: Minor.

Description: An invalid whole-word grammar or subword wordlist number was used by a Prompt and Collect action or by the getdig script instruction. Recognition failed.

Repair Procedure:

See the "For Application Developer" section below.

For Application Developer:

1. Verify the application to ensure that the Prompt and Collect action is using a valid whole-word grammar or subword wordlist number.
2. If the problem persists, reinstall the speech recognition languages or the subword vocabulary.

NOTE:
Developers using native script language instead of Script Builder should check the fields used with the **getdig()** instruction for an invalid grammar or wordlist number.

SBFAX Alarms and Log Messages

Event ID: SBFAX001

Alarm Level: Major.

Description: The faxing DIP encountered an error when it attempted to respond to the script. The caller might hear inappropriate silence during the transaction.

Repair Procedure:

Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: SBFAX002

Alarm Level: Major.

Description: The faxing DIP received an unknown IPC message. This should have no effect on the operation of this feature.

Repair Procedure:

Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: SBFAX003

Alarm Level: Minor.

Description: The script request to transmit a file to the caller failed because the file requested could not be found. The caller did not receive the FAX they requested.

Repair Procedure:

Verify that the file exists and was specified in the script with the appropriate path. Consider transmitting it manually to the caller using the delivery number contained in the error message.

Event ID: SBFAX004

Alarm Level: Minor.

Description: The script request to transmit a FAX file to the caller failed because the FAX file requested could not be found. The caller did not received the FAX requested.

Repair Procedure:

Verify that the FAX file exists either in the Fax Response Workspace or at the full path specified in the script. Consider manually transmitting the FAX message requested by the caller using the delivery number contained in the error message.

Event ID: SBFAX005

Alarm Level: Minor.

Description: The coversheet to be transmitted to the caller could not be found. Either one or both of the files to be joined to create the coversheet do not exist or they are not in the correct format.

Repair Procedure:

Verify that both files exist either in the Fax Response Workspace or at the full path specified in the script. Consider manually transmitting the FAX message requested by the caller using the delivery number contained in the error message.

Event ID: SBFAX006

Alarm Level: Minor.

Description: The script made a request to transmit a text file to the caller. Before the text file can be sent, it must be converted into the appropriate format. This conversion failed for the text file specified. Most likely, the file requested is not suitable for transmission.

Repair Procedure:

Check to make sure the file is either a text file or a FAX file entered through the Fax Response Workspace.

Event ID: SBFAX007

Alarm Level: Minor.

Description: The script request to execute a UNIX command or shell script failed. Most likely, the problem is with the command or the shell script.

Repair Procedure:

Check that the command or shell script that was attempted works when executed manually. If it does, make sure that its full path name is included in the script.

Event ID: SBFAX008

Alarm Level: Minor.

Description: The system attempted to combine two or three files into a single FAX file. This operation failed. For this operation to be completed, file conversions are performed to get the information into a form suitable for transmission. Most likely, one or more of the files requested are not suitable for transmission.

Repair Procedure:

Check to make sure the files requested exist and are either text files or FAX files entered through the Fax Response Workspace.

Event ID: SBFAX009

Alarm Level: Minor.

Description: The script request to join two files into a single FAX file (possibly for use as a cover page) failed. For this operation to be completed, file conversions are performed to get the information into a form suitable for transmission. Most likely, one or both of the files requested are not suitable for transmission.

Repair Procedure:

Check to make sure the files requested exist and are either text files or FAX files entered through the Fax Response Workspace.

Event ID: SBFAX010

Alarm Level: Minor.

Description: The script request to transmit one or two FAX messages to the caller failed. The return code reported in the error message indicates the result of the delivery request.

This error may be the result of the failure of earlier FAX actions. For example, if another FAX Action failed and the script did not check its return value, it is likely that the associated FAX_Send action would also fail. Consult the list below to determine the source of the problem.

-6003 FAX file missing

-6105 FAXMGR not running/FAX channels not in service/ No phone lines attached

Repair Procedure:

Check the message log for similar or related messages to resolve the problem. If the problem persists, make sure the requested files exist and are in the correct format.

Event ID: SBFAX011

Alarm Level: Minor.

Description: The script request to transmit one or two FAX messages to the caller on the current call failed. The return code reported in the error message indicates the result of the delivery request.

This error may be the result of the failure of earlier FAX actions. For example, if another FAX Action failed and the script did not check its return value, it is likely that the associated FAX_Send action would also fail. Consult the list below to determine the source of the problem.

-6003 FAX file missing

-6105 FAXMGR not running/FAX channels not in service/ No phone lines attached

Repair Procedure:

Check the message log for similar or related messages to resolve the problem. If the problem persists, make sure the requested files exist and are in the correct format.

SCCS Alarms and Log Messages

Event ID: SCCS001

Alarm Level: Minor.

Description: The specified parameter file which controls the behavior of the sccsDaemon process is damaged. This is the result of improper administration of the specified file or damage to the file system. Default parameter values will be used.

Repair Procedure:

NOTE:
Appropriate action is dependent upon the suspect parameter file.

1. If <*file*> is **/vs/data/Machname**, enter **chg_machine**

   This respecifies the name of the machine to be monitored.

2. If <*file*> is **/vs/data/console_stat**, enter **console_off** or **console_on**

This disables or enable the flow of error messages to the system console.

3. If *<file>* is **/vs/data/Sccs_tty**, enter **assign_tty**

   This reassigns the SCCS device.

4. If *<file>* is **/vs/data/Aru_tty**, enter **assign_tty**

   This reassigns the ARU device.

Event ID: SCCS002

Alarm Level: Minor.

Description: The physical link to the SCCS system monitoring the voice system has gone down. Messages that should be sent to the SCCS will not be transmitted.

Repair Procedure:

The exact cause of the problem depends upon the type of physical link between the SCCS system and the voice system. See *INTUITY™ CONVERSANT® System Version 6.0 Communication Development*, 585-310-763, to verify the link connection and configuration.

Event ID: SCCS003

Alarm Level: Minor.

Description: A command to change the debugging verbosity within the sccsDaemon process has been incorrectly formatted.

Repair Procedure:

Verify that the command is of the form

/vs/bin/vrs/sccsDaemon -c verbosity *{value}*

where *{value}* is a number. Using the value 0 turns off verbosity messages.

Event ID: SCCS004

Alarm Level: Minor.

Description: Ignoring <cnt> unexpected argument(s).

Extraneous arguments were supplied to the sccsDaemon process when it was executed.

Repair Procedure:

Examine the file **/etc/inittab** for the "CVsd" entry. It should be of the form:

/vs/bin/vrs/sccsDaemon *[-v NNN]*

Anything other than the optional **-v** command followed by a number should be removed.

Event ID: SCCS005

Alarm Level: Major.

Description: The file containing the name of the machine being monitored by the SCCS is missing or its contents have been damaged or removed.

Repair Procedure:

Enter **chg_machname**

This recreates the file. See the *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for additional information about the **chg_machine** command.

Event ID: SCCS006

Alarm Level: None.

Description: A command request has been received.

Repair Procedure:

No corrective action is necessary.

Event ID: SSCS007

Alarm Level: Minor.

Description: A special command was received that was poorly formed. The command has been ignored.

Consult your system's maintenance or alarms document for repair procedures.

Repair Procedure:.

Ensure that all commands sent are in the form **sccsDaemon -c *{cmd}***

Event ID: SSCS008

Alarm Level: Minor.

Description: A special command was received that could match more than one possible command. The command has been ignored.

Repair Procedure:

Ensure that all commands sent are in the form **sccsDaemon -c *{cmd}***

Event ID: SSCS009

Alarm Level: None.

Description: While the physical connection to the SCCS system was down, messages that would have been transmitted to the SCCS were discarded. The counts supplied indicate how many messages of each severity were discarded. The priority of the message is set to be that of the highest priority message that was discarded.

Repair Procedure:

No corrective action is necessary.

Event ID: SSCS010

Alarm Level: None.

Description: A request for the SCCS process to exit has been received and is being implemented. If the VIS is at a run level at which the SCCS should be running, a new SCCS process will automatically be respawned.

Repair Procedure:

No corrective action is necessary.

SP Alarms and Log Messages

Event ID: SP001

Alarm Level: None.

Description: Pack files running on SP cards can “print” information by having it logged. Such “print” requests appear in the log files as SP001 (LGSP_PRINTF) event messages.

Repair Procedure:

No corrective action is necessary.

Event ID: SP002

Alarm Level: None.

Description: A pack file running on an SP card has made an illegal “remote procedure call” (RPC) request. Incidents should be escalated to your support organization.

Repair Procedure:

No corrective action is necessary.

Event ID: SP003

Alarm Level: None.

Description: A pack file running on an SP card has encountered an error and wishes to log certain information which may help the support personnel in diagnosing the problem.

In addition, an alarm will be logged if manual intervention is required.

Repair Procedure:

No corrective action is necessary.

Event ID: SP004

Alarm Level: None.

Description: A pack file running on an SP card has encountered an error from which it cannot recover. It is logging some information that may help the support organization in diagnosing the problem.

In addition, an alarm will be logged if manual intervention is required.

Repair Procedure:

No corrective action is necessary.

Event ID: SP005

Alarm Level: None.

Description: A pack file running on an SP card is logging certain information about the termination of an activity running on the SP card. These messages will not appear unless the pack file is specifically requested to generate them. They are used by the support organization.

Repair Procedure:

No corrective action is necessary.

Event ID: SP006

Alarm Level: None.

Description: A pack file running on an SP card is logging certain information about the termination of a process running on the SP card. These messages will not appear unless the pack file is specifically requested to generate them. They are used by the support organization.

Repair Procedure:

No corrective action is necessary.

Event ID: SP007

Alarm Level: None.

Description: A pack file running on an SP card is logging certain information about the condition of a process stack on the SP card. These messages will not appear unless the pack file is specifically requested to generate them. They are used by the support organization.

Repair Procedure:

No corrective action is necessary.

SPIP Alarms and Log Messages

Event ID: SPIP001

Alarm Level: None.

Description: A speech break has been detected during a coding or voice playback session involving an SP card. The coded voice is incomplete, or inappropriate silence was inserted into the playback session. This condition may be attributed to excessive load either on the system or the SP card, or the SP card may be broken. The Cause Code field of the message may be used to further isolate the cause. If the Cause Code field is negative, the problem is caused by the companion card(s).

The impact of this error is not severe and no action is warranted if the message is reported less frequently than the threshold limit.

The impact may be significant if the message occurs more frequently than the currently set threshold limit. In that case, you will see a threshold message similar to the following:

```
** THR003 -- -- --- The first threshold
level for SPIP_SBRK exceeded. 50 messages
have been generated in the last 3 minutes.
```

The threshold limits and threshold message priority shown above reflect the default values for this thresholded message.

Repair Procedure:

NOTE:
Perform the following procedure if the thresholded message is reported for SPIP001.

1. If the Cause Code in the message is 0, 1, 8, or 9, the problem may be caused either by a broken SP or an overloaded card.

   A negative 1, 8, or 9 means a problem may exist with the companion (CMP) card(s) attached to the SP card.

   Do the following:

   a. Perform the "Checking a Card" procedure. See Chapter 2, "Diagnostics," in your platform maintenance book for the procedure.

   b. If the problem persists, see the "For Application Developer" section below.

NOTE:
Perform the following procedure if you have more than one SP card and see SPIP001 repeatedly for the same SP card.

2. Diagnose the card by entering **diagnose card *<card number>***

   where *<card number>* is the card number of the SP card.

3. If the problem persists, replace the SP card and/or the CMP card attached to the SP. See Chapter 5, "Replacing, Installing and Upgrading Circuit Cards," in your platform maintenance book for the procedure.

For Application Developer:

Perform the “Reducing Load” procedure. See Chapter 1, “Troubleshooting,” in your platform maintenance book.

Event ID: SPIP002

Alarm Level: Minor.

Description: The output signal level on an SP timeslot approached the level deemed too loud for a telephone network by the FCC. The output signal was thus interrupted until the signal level dropped below the threshold of noncompliance. The caller will hear inappropriate silence or chopped speech during the speech playback session.

Repair Procedure:

1. Consult the application developer and check the speech phrases of the application. The speech may have been recorded at too high a volume level. Rerecord the speech following the procedures documented in Chapter 8, “Producing Speech,” of *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Script Builder*, 585-310-760.
2. Reduce the current analog or digital OVOL value depending on the channel type if it exceeds the default. See Chapter 6, “Switch Interface Administration,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on checking the outgoing speech volume (OVOL). The default OVOL is 1000 for analog and 707 for digital.
3. If the problem persists, replace the SP card. See Chapter 5, “Replacing, Installing and Upgrading Circuit Cards,” in your platform maintenance book for the procedure.

Event ID: SPIP003

Alarm Level: None.

Description: Unexpected SR behavior occurred on the SP/CMP card set. The SP/CMP has automatically recovered. The impact of this error is not severe and no action is warranted if the message is reported less frequently than the threshold limit.

The impact of this error is not severe and no action is warranted if the message is reported less frequently than the threshold limit.

The impact may be significant if the message occurs more frequently than the currently set threshold limit. In that case, you will see a threshold message similar to the following:

```
** THR003 -- -- --- The first threshold
level for SPIP_SBRK exceeded. 50 messages
have been generated in the last 3 minutes.
```

The threshold limits and threshold message priority shown above reflect the default values for this thresholded message.

Repair Procedure:

NOTE:
Perform the following procedure if the thresholded message is reported for SPIP003.

1. Enter **diagnose card *<card number>***

   where *<card number>* is the card number of the SP card.

2. If the card passes diagnostics, place it back in service by entering **restore card *<card number>***

   where *<card number>* is the card number of the SP card you want to restore to service.

3. Perform the “Checking a Card” procedure. See Chapter 2, “Diagnostics,” in your platform maintenance book for the procedure.

Event ID: SPIP004

Alarm Level: Critical.

Description: An error occurred on the SP/CMP card set. The SP/CMP card set was not able to recover from this error. Applications using the SR feature may fail.

Repair Procedure:

Perform the “Checking a Card” procedure. See Chapter 2, “Diagnostics,” in your platform maintenance book for the procedure.

Event ID: SPIP005

Alarm Level: Critical.

Description: An internal UNIX System error has occurred. Application functionality may be severely impaired.

Repair Procedure:

Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: SPIP009

Alarm Level: None.

Description: VROP is not delivering speech fast enough to the SP card. A possible effect of this problem is a gap in speech. This condition may be attributed to excessive load either on the system or the SP card.

The impact of this error is not severe and no action is warranted if the message is reported less frequently than the threshold limit.

The impact may be significant if the message occurs more frequently than the currently set threshold limit. In that case, you will see a threshold message similar to the following:

```
**THR003 -- -- --- The first threshold level
for SPIP_VSLOW exceeded.

50 messages have been generated in the last
3 minutes.
```

Repair Procedure:

No corrective action is necessary.

SYS Alarms and Log Messages

Explanation: These alarms are for UNIX operating system errors. The description below applies to them all.

Description: An internal voice system process has requested that the UNIX operating system perform a function on its behalf. That function has failed. The number of the error corresponds to the UNIX errno (See INTRO(2) of the UNIX System V/386 Release 3.2 Programmer's Reference Manual). The impact and severity of this error on the voice s system depends on the context of the error and the process which has encountered the error.

THR Alarms and Log Messages

Event ID: THR001

Alarm Level: None.

Description: This is a threshold message. Typically, threshold messages indicate that too many messages of a particular type are being generated. Threshold messages may indicate an escalation of priority.

To find out which message was thresholded, examine the threshold message text. The text will contain the message mnemonic. For example, a typical threshold message may look like:

```
THR001 -- -- --- The first threshold level
for LG_MSGNAME exceeded. 100 messages have
been generated in the last 1 hour.
```

The message mnemonic in this example is LG_MSGNAME. The message text gives the currently set threshold limits for the thresholded message.

Repair Procedure:

1. Enter **explain *mnemonic***
2. Note the message id that appears in the header of the explain output and See the repair procedure in this book for that message to correct the problem.

Event ID: THR002

Alarm Level: Minor.

Description: This is a threshold message. Typically, threshold messages indicate that too many messages of a particular type are being generated. Threshold messages may indicate an escalation of priority.

To find out which message was thresholded, examine the threshold message text. The text will contain the message mnemonic. For example, a typical threshold message may look like:

```
* THR002 -- -- --- The first threshold level
for LG_MSGNAME exceeded. 100 messages have
been generated in the last 1 hour.
```

The message mnemonic in this example is LG_MSGNAME. The message text gives the currently set threshold limits for the thresholded message.

Repair Procedure:

1. Enter **explain *mnemonic***
2. Note the message id that appears in the header of the explain output and See the repair procedure in this book for that message to correct the problem.

Event ID: THR003

Alarm Level: Major.

Description: This is a threshold message. Typically, threshold messages indicate that too many messages of a particular type are being generated. Threshold messages may indicate an escalation of priority.

To find out which message was thresholded, examine the threshold message text. The text will contain the message mnemonic. For example, a typical threshold message may look like:

```
** THR003 -- -- --- The first threshold
level for LG_MSGNAME exceeded. 100 messages
have been generated in the last 1 hour.
```

The message mnemonic in this example is LG_MSGNAME. The message text gives the currently set threshold limits for the thresholded message.

Repair Procedure:

1. Enter **explain *mnemonic***
2. Note the message id that appears in the header of the explain output and See the repair procedure in this book for that message to correct the problem.

Event ID: THR004

Alarm Level: Major.

Description: This is a threshold message. Typically, threshold messages indicate that too many messages of a particular type are being generated. Threshold messages may indicate an escalation of priority.

To find out which message was thresholded, examine the threshold message text. The text will contain the message mnemonic. For example, a typical threshold message may look like:

```
*C THR004 -- -- --- The first threshold
level for LG_MSGNAME exceeded. 100 messages
have been generated in the last 1 hour.
```

The message mnemonic in this example is LG_MSGNAME. The message text gives the currently set threshold limits for the thresholded message.

Repair Procedure:

1. Enter **explain *mnemonic***
2. Note the message id that appears in the header of the explain output and See the repair procedure in this book for that message to correct the problem.

TR Alarms and Log Messages

Event ID: TR001

Alarm Level: Minor.

Description: The Voice System has detected that more than 25 percent of the channels are out of service.

Repair Procedure:

No corrective action is necessary.

Event ID: TR002

Alarm Level: None.

Description: The specified channel has been busied out by removing the channel from service.

Repair Procedure:

No corrective action is necessary.

TRIP Alarms and Log Messages

Event ID: TRIP001

Alarm Level: Critical.

Description: A failure has been detected in the UNIX system. The voice system is unable to process calls on Tip/Ring channels.

Repair Procedure:

Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: TRIP002

Alarm Level: None.

Description: A parity error has been detected on the indicated timeslot. The voice system may experience an anomaly in speech functionality.

Repair Procedure:

No corrective action is necessary.

Event ID: TRIP003

Alarm Level: Critical.

Description: The voice system received too many simultaneous signals from the network. The voice system is unable to process calls on Tip/Ring cards.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

   The network/PBX administration may be the source of these messages to the voice system Tip/Ring channels. Some network/PBX parameters may need to be tuned differently. For example, some PBXs generate a “howler tone” if a channel is off hook for a certain amount of time without any activity. A howler tone could be made up of a series of touch tones “*” and “#.” Each touch tone results in a separate event in the Tip/Ring channels. The rate at which these events are generated may be beyond what the voice system can handle.

   Consult your network/PBX administrator.

2. Check your application for network/PBX interactions. They may cause the network/PBX to respond in a certain way resulting in this error condition.

   Consult your network/PBX administrator.

3. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: TRIP004

Alarm Level: Minor.

Description: A speech break was detected during a voice coding or playback session. The impact of this error is not severe and no action is warranted if the message is reported less frequently than the threshold limit.

The impact may be significant if this message occurs more than the currently set threshold limit. In that case, you will see a threshold message similar to the following:

** THR003 -- -- --- The first threshold level for

TRIP_SBRK exceeded. 50 messages have been generated in the last 3 minutes.

The threshold limits and threshold Alarm Level: shown above reflect the default values for this thresholded message.

Repair Procedure:

NOTE:
Perform the following procedure if the thresholded message is reported for TRIP004.

1. Make sure that the system is not configured with channels more than the maximum recommended number of your application. See Chapter 6, "Capacity and Performance Considerations," of *INTUITY™ CONVERSANT® System Version 6.0 System Description*, 585-310-241, for information. Reduce the number of channels in the system if necessary.
2. Check the amount of memory on your system. Enter **/sbin/memsize**

   The system displays the following message:

   ```
   12189696
   ```

   You must have at least 16 Mbyte of memory.
3. Check the application. This condition may arise due to playback of very short phrases; that is, phrases shorter than 0.5 seconds. The larger the number of short phrases, the greater the likelihood of the problem's occurrence.
4. Determine if the number of speech buffers configured in the system is sufficient to handle the current load. To determine the number of speech buffers currently configured in the system, enter **cat /vs/data/spchconfig**

   The system displays a message similar to the following message:

   ```
   nbufs 240
   max_phrases 32000
   ```

   The **nbufs** parameter should be 3 times the number of channels available in the system. If your application needs more speech buffers than indicated by the number nbufs, increase the speech buffers. Edit the file **/vs/data/spchconfig** and change the parameters **nbufs** to the number desired. Perform the "Stopping the Voice System" and the "Starting the Voice System" procedures, respectively, described in Chapter 4, "Common Maintenance Procedures" in this book.
5. Analyze your application. Record frequently grouped phrases as one single phrase to increase efficiency.

Event ID: TRIP005

Alarm Level: Minor.

Description: The channel indicated in the message has lost loop current. If the loop current is lost during an active transaction on this channel, the transaction will be terminated and the channel will be automatically taken out of service. The channel will be automatically returned to service when loop current returns.

Repair Procedure:

1. Make sure the line is plugged in the channel indicated and appropriate network/switch connections are made. See Chapter 1, “Preparing the Site,” of your platform installation book for information.
2. Examine the line cord for damages. Replace the cord if it is damaged.
3. Plug in the line in a telephone and make sure it works by completing the following Steps a through e:
    a. Pick up the handset. Most switches provide dialtone.
    b. Dial the number from another telephone.
    c. Make sure it rings and the connection is established.
    d. Dial another number from this line.
    e. Make sure the connection is established.
4. If these tests do not pass, consult your network/switch administrator for help.
5. If these tests pass, plug in a known working line into the channel indicated. The channel should come up in service automatically.

Event ID: TRIP006

Alarm Level: None.

Description: Loop current has been restored for the channel indicated. The channel is automatically restored to service.

Repair Procedure:

No corrective action is necessary.

TSM Alarms and Log Messages

Event ID: TSM001

Alarm Level: Critical.

Description: An incoming call has not been processed because no service was assigned to the specified channel or dialed number identification service (DNIS).

Repair Procedure:

1. Examine the logged message to determine if it contains the string "DNIS: <dnis>", where *<dnis>* is a dialed number string, and do one of the following:

   a. If there is no dialed number (DNIS) indicated by the message, enter **assign service *<script>* to chan** <***chan>***

      where *script* is the name of the service to be assigned and *chan* is the channel number indicated by the message.

   b. If there is a dialed number (DNIS) indicated by the message, enter **assign service** <***script>* to dnis** <***dnis>***

      where *script* is the name of the service to be assigned and *dnis* is the DNIS indicated by the message, or enter
      assign service *script* to dnis any
      to assign the service to "any" DNIS.

      NOTE:
      The service assigned to "any" DNIS is used if a DNIS provided by a new call has no service specifically assigned to it.

Event ID: TSM002

Alarm Level: Critical.

Description: The voice system has tried to load a script program file that is missing or corrupted.

If this message contains a channel number of -1, any incoming calls using this script will not be processed. Attempts by a DIP to run the script with a "soft seizure" request will also fail.

If this message contains a channel number greater than -1, an attempt to process a call or “soft seizure” with this script has failed on the channel indicated.

Repair Procedure:

1. Verify that the script named in the system message is a valid script name.
2. If the script name is not valid, then determine if another application is attempting to exec the invalid script using the script exec instruction, or an IRAPI application is attempting to use irExecp ( ) to exec an invalid script name.

Event ID: TSM003

Alarm Level: Minor.

Description: The service running on the indicated channel was unable to perform the specified function because the SP card was overloaded. This is a temporary condition due to the dynamic nature of SP resource allocation on the system. This condition will be relieved when the system’s demand on SP resources decreases or the system’s SP capacity increases. Call processing on the channel has been degraded.

The impact may be significant is the message occurs more frequently than the currently set threshold limit. In that case, you will see a threshold message similar to the following:

```
** THR003 -- -- --- The first threshold
level for TSM_SPBUSY exceeded. 10 messages
have been generated in the last 1 minute.
```

The threshold limits and threshold message priority shown above reflect the default values for this thresholded message.

Repair Procedure:

1. Some SP cards assigned to the indicated function may be out of service, thus putting too much load on the SP cards that remain in service.

   Determine if any SP cards and associated CMP card(s) assigned the indicated function are out of service by entering **display card sp**

   a. If any SP cards with the indicated function are in the Manoos state, enter **restore card *<card number>***

where *<card number>* is the card number obtained from the previous **display** command output to restore the card to service.

b. If any SP cards are in a state other than Manoos, perform the "Checking a Card" procedure on those cards. See Chapter 2, "Diagnostics," in your platform maintenance book for the procedure.

c. If the CMP show Not diag, enter **diagnose card *<card number>***

where *<card number>* is the number of the SP card that has the CMP(s) that are not Not diagnose associated with it. This places the CMP(s) into service.

2. If all SP cards with the indicated function are in service and the problem persists, determine if the system load is exceeding the total rated capacity for all SP cards assigned this function. See Chapter 6, "CONVERSANT Capacity and Performance Considerations," of *INTUITY™ CONVERSANT® System Version 6.0 System Description*, 585-310-241, for information on SP capacity.

   If this message is being reported under system load conditions that do not exceed the total rated capacity of the SP card for the indicated function, perform the "Checking a Card" procedure for all SP cards assigned that function. See Chapter 2, "Diagnostics," in your platform maintenance book for the procedure.

   Otherwise, perform the "Reducing the Load" procedure to bring the system load down to a level compatible with the system SP capacity. See Chapter 1, "Troubleshooting," in your platform maintenance book for the procedure.

Event ID: TSM004

Alarm Level: Critical.

Description: The service running on the indicated channel was unable to perform the specified function. There is not a sufficient number of SP cards in service that perform this function. Call processing on all channels needing this SP function has been degraded or inhibited completely.

NOTE:
A TTS error may be logged even if TTS is not installed. If TTS is not installed, the TTS portion of the message can be ignored.

Repair Procedure:

There may be no SP cards assigned to the indicated function, or all SP cards that are assigned to that function may be out of service.

1. Determine if any SP cards assigned the indicated function are out of service by entering **display card sp**
2. If any SP cards with the indicated function are in the Manoos state, enter **restore card *<card number>***

   where *<card number>* is the card number obtained from the previous **display** command output, to restore the card to service.
3. If any SP cards are in a state other than Manoos, enter **diagnose card *<card number>***

   where *<card number>* is the number of the card you want to diagnose.

   a. If the card passes diagnostics, enter **restore card *<card number>***

      where *<card number>* is the number of the card you want to restore to service.

   b. If the card does not pass diagnostics, perform the "Checking a Card" procedure. See Chapter 2, "Diagnostics," in your platform maintenance book for the procedure.
4. If there are no SP cards assigned to the indicated function, you can assign the function to an SP card by completing the following Steps a through d:

   a. If the SP card is in the Inserv state, remove it from service by entering **remove card *<card number>***

      where *<card number>* is the card number of the SP obtained from the **display card sp** command output.

   b. Assign the appropriate function to the SP card(s). See Chapter 3, "Configuration Management," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for additional information.

   c. Enter **diagnose card *<card number>***

      where *<card number>* is the number of the SP card on which you want to run diagnostics.

   d. Enter **restore card *<card number>***

      where *<card number>* is the number of the SP card that you want to restore to service with the appropriate function.

Event ID: TSM006

Alarm Level: Minor.

Description: The application script indicated by this message has tried to speak back a field that has a space, asterisk (*), pound sign (#), or some other unrecorded or nonstandard phrase. No speech corresponding to the indicated character is heard by the caller. For example, if the script tried to play the string “123*abc,” the caller would hear “123abc” and this message would be logged for the “*” character.

Repair Procedure:

See the “For Application Developer” section below.

For Application Developer:

The application script indicated by this message has tried to speak back a field that has a space, an asterisk (*), a pound sign (#), or some other unrecorded or nonstandard phrase. For example, the following script asks for a 3-4 digit PIN and then speaks it back to the caller for verification.

start:

1. Answer Phone
2. Prompt & Collect

Prompt
    Speak With Interrupt
        Phrase: “Please enter your 3 or 4 digit PIN”
Input
    Min Number Of Digits: 03
    Max Number Of Digits: 04
Checklist
Case: “Input Ok”
    Continue
Case: “Initial Timeout”
    Reprompt
Case: “Too Few Digits”
    Reprompt
Case: “No More Tries”
    Quit

End Prompt & Collect

3. Set Field Value

    Field: pin_num = $CI_VALUE

4. Announce

Speak With Interrupt
    Phrase: “The PIN you entered was”
    Field: pin_num As Cmmf

5. Quit

The checklist used in the Prompt and Collect statement allows for any touchtone including the pound sign or an asterisk. If the caller enters “123*,” the Announce statement in Step 4 tries to speak back the field “123*.” The caller hears only the “123,” but a message similar to following TSM message appears in the event log:

```
* TSM006 TR CH 001 Script <app1>: No phrase for '*' character
```

This appears because the routine that speaks out fields is trying to map the asterisk (*) to a standard phase in the talkfile. This can also occur when speaking a field from a host or database lookup and the field contains one or more leading or trailing spaces.

To help prevent this event log message from being printed, make sure to check all of your Prompt and Collect statements and change the checklist as appropriate. For this example, the checklist should be changed to allow the digits 0-9 as follows:

start:

1. Answer Phone
2. Prompt & Collect

Prompt
Speak With Interrupt
Phrase: “Please enter your 3 or 4 digit PIN”
Input
Min Number Of Digits: 03
Max Number Of Digits: 04
Checklist
Case: “nnn”
Continue
Case: “nnnn”
Continue
Case: “Not On List”
Reprompt
Case: “Initial Timeout”
Reprompt
Case: “Too Few Digits”
Reprompt
Case: “No More Tries”
Quit

End Prompt & Collect

3. Set Field Value

Field: pin_num = $CI_VALUE

4. Announce

Speak With Interrupt
Phrase: “The PIN you entered was”
Field: pin_num As Cmmf

5. Quit

This revised program has a checklist that requires the input to be all digits. If the event log message is being issued because of speaking back a field that was returned from a host or database lookup, the field to be spoken back must first be stripped of any spaces.

In the case of speaking caller input, or fields from a host or database lookup, this event log message is not a Major message. Rather, it is an informational message telling you that part of the field being spoken back contains some unexpected characters that can not be spoken back; that is, a space, an asterisk, or a pound sign.

NOTE:
Developers using native script language instead of Script Builder, should check fields used with the tchars() instruction for invalid characters.

Event ID: TSM008

Alarm Level: Minor.

Description: The service running on the indicated channel was unable to perform the specified function because a Feature License was overloaded. This is a temporary condition resulting from the dynamic nature of license allocation on the system. This condition will be relieved when the system’s demand for this Feature License decreases.

It may be useful to purchase a Feature License for a larger number of simultaneous users of this feature to avoid degraded service.

The impact may be significant is the message occurs more frequently than the currently set threshold limit. In that case, you will see a threshold message similar to the following:

```
** THR003 -- -- --- The first threshold
level for TSM_SPBUSY exceeded. 10 messages
have been generated in the last 1 minute.
```

The threshold limits and threshold message priority shown above reflect the default values for this thresholded message.

Repair Procedure:

Contact your service representative to purchase more feature licenses.

Event ID: TSM009

Alarm Level: Major.

Description: The service running on the indicated channel was unable to perform the specified function because no Feature License has been purchased for an optional feature.

It will be necessary to purchase a Feature License for the optional feature in order for this service to perform as designed.

Repair Procedure:

Contact your service representative to purchase more feature licenses.

TTS Alarms and Log Messages

Event ID: TTS001

Alarm Level: Major.

Description: The Text-To-Speech feature has encountered a system failure during calling processing. Applications using the Text-To-Speech feature to read from a text file will fail.

Repair Procedure:

Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: TTS002

Alarm Level: Major.

Description: The Text-To-Speech feature failed to access the text file indicated during call processing. Applications requiring access to this file will be incomplete.

Repair Procedure:

1. Consult the application developer to verify the application. See the “For Application Developer” section below.
2. If the application is correct, restore the text file(s) from the backup. If the backup is not available, consult the application developer to recreate the text file.
3. If the problem persists, reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

For Application Developer:

1. Verify that the application refers to the correct text file name.
2. Verify that the text file is in existence in the correct directory. Note that if text file is not located in the **/vs/data/tts_files** directory, the text file name must be a full path name.

Event ID: TTS003

Alarm Level: Major.

Description: The Text-To-Speech feature failed to access a shared resource of the voice system during initialization. Applications using the Text-To-Speech feature to read from a text file will fail.

Repair Procedure:

WARNING:

The following procedure causes all system configuration information to be lost. This includes switch administration, service assignments. When the voice system is restarted, the system configuration uses the default settings.

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Move the **devtbl** to another area. For example, enter **mv /gendb/shmem/devtbl /gendb/shmem/devtbl.old**
3. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: TTS004

Alarm Level: Major.

Description: The Text-To-Speech feature failed to access a shared resource of the voice system during initialization. Applications using the Text-To-Speech feature to read from a text file will fail.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the problem persists, reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: TTS005

Alarm Level: Major.

Description: The Text-To-Speech feature failed to communicate with the voice system during call processing. Applications using the Text-To-Speech feature to read from a text file will fail.

Repair Procedure:

Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: TTS006

Alarm Level: Major.

Description: The Text-To-Speech feature failed to communicate with the voice system during call processing. Applications using the Text-To-Speech feature to read from a text file will fail.

Repair Procedure:

Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

TWIP Alarms and Log Messages

Event ID: TWIP001

Alarm Level: Major.

Description: An attempt to place a call on the identified T1 channel failed as a result of the network's failure to return a wink. The voice system is expecting the wink once the T1 channel has been taken off-hook. This acknowledgment enables the voice system to know when to begin dialing.

Repair Procedure:

1. The identified T1 trunk is using robbed-bit, wink-start, E&M protocol. Contact the network switch administrator to verify that the switch is administered with compatible options.
2. If this T1 interface is intended to use ISDN PRI protocol, administer the card for ISDN-PRI Layer 1 Protocol as described in Chapter 6, "Switch Interface Administration," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
3. If the switch and the voice system interfaces have both been verified as correct and the message occurs infrequently, the problem can be caused by lack of DTMF tone receivers on the switch. If the number of failures is unsatisfactory, reduce the call rate from the voice system to the switch or check with the network switch administrator to increase the number of available DTMF tone receivers. See the "For Application Developer" section below for additional information.
4. If this message is occurring frequently (that is, not a result of the situation described in Step 3 above) and another T1 card exists in the voice system and is functioning properly, complete the following Steps a though e to determine if the problem can be attributed to an external factor rather than the card.
    a. Remove the functioning T1 card from service by entering **remove card *<card number>***

       where *<card number>* is the number of the functioning T1 card.
    b. Swap the cables to both T1 cards.
    c. Restore the previously functioning T1 card to service by entering **restore card *<card number>***

       where *<card number>* is the number of the functioning T1 card.
    d. Observe the two T1 cards to see if the problem migrates with the cable.
    e. Return the cables to their original cards.

5. If, as a result of Step 4, the problem is observed to migrate with the cable, or if a second T1 card is not available to perform Step 3, check the cable between the 15-pin connector on the back of the T1 card that connects to the switch.
    a. Check cable continuity on pins 1, 3, 9, and 11.
    b. Look for broken wires or a dislodged connector.
6. If this is a new installation, verify that the transmit and receive wire pairs are not reversed. See Chapter 4, "Connecting Peripherals and Powering Up," of your platform installation book.

For Application Developer:

If you determine this message is occurring due to occasional lack of DTMF tone receivers on the switch and the number of failures is infrequent enough to not warrant adding switch resources or reducing call rates, you should add error checking in the application script to detect this type of failure during call origination (**tic** or Make Call) and re-attempt the call.

Event ID: TWIP002

Alarm Level: Major.

Description: An attempt to place a call on the identified T1 channel failed as a result of unexpected network behavior.

Repair Procedure:

This problem is usually due to the use of a T1 configuration option not normally used by the voice system. See the "For Application Developer" section below.

For Application Developer:

This alarm is logged as a result of the indicated T1 channel having encountered an excessively long wink. Typically, this is due to the presence of incoming calls on trunks that have been administered for outbound calls only (glare).

1. Verify that this trunk has been administered, via the **/vs/data/t1_config** file, with the desired configuration.
2. If the desired configuration is not for outbound calls only, edit the file **/vs/data/t1_config** for two-way calling.

    NOTE:
    This is not a standard booked procedure. Information in the file provides a guide to making this change. The card numbering in this file corresponds to the osindex number (dip switch setting) of the T1

card. To determine the osindex for the card, enter **display card t1**

The osindex displayed is that for the T1 card on which the identified channel resides.

3. If the desired configuration is for outbound calls only, contact the network switch administrator to verify that the switch is administered to prevent calls from the switch to the voice system.
4. Contact the network switch administrator to verify that the length of the wink being returned by the switch to the voice system is always between 150 and 350 msec.

Event ID: TWIP003

Alarm Level: None.

Description: The network failed to go on-hook within 25 seconds after completion of the previous call on this channel. The T1 card was able to automatically recover from this error.

Repair Procedure:

No corrective action is necessary.

Event ID: TWIP004

Alarm Level: Minor.

Description: The identified T1 channel, which has been configured for outbound calls only, has received an unexpected inbound call. This call has been ignored by the voice system.

Repair Procedure:

This problem is usually due to the use of a T1 configuration option not normally used by the voice system. See the “For Application Developer” section below.

For Application Developer:

This alarm is logged as a result of the indicated T1 channel, configured for outbound calls only, having detected an incoming call.

1. Verify that this trunk has been administered, via the **/vs/data/t1_config** file, with the desired configuration.

2. If the desired configuration should allow incoming calls, edit the file **/vs/data/t1_config** to enable incoming calls on the desired channels.

   NOTE:
   This is not a standard booked procedure. Information in the file provides a guide to making this change. The card numbering in this file corresponds to the osindex number (dip switch setting) of the T1 card. To determine the osindex for the card, enter **display card t1**

   The osindex displayed is that for the T1 card on which the identified channel resides.

3. If the desired configuration is for outbound calls only, contact the network switch administrator to verify that the switch is administered to prevent calls from the switch to the voice system.

Event ID: TWIP005

Alarm Level: Major.

Description: An outbound call has not completed because the network answered before all digits were dialed.

Repair Procedure:

This problem is usually due to a configuration or application error. See the "For Application Developer" section below.

For Application Developer:

A script is attempting to outdial on the designated channel using a dialed number which is longer than the network is expecting.

1. Determine which script is attempting to outdial on the indicated channel.
2. If the dial string is incorrect, correct it and re-attempt.
3. If the problem persists and dial string is correct, contact the network switch administrator to verify that the switch is administered to accept the same number of digits as the application is attempting to dial.

Event ID: TWIP006

Alarm Level: Major.

Description: The identified T1 channel is configured for inbound calls only. Calls cannot originate on this channel.

Repair Procedure:

This problem is usually due to the use of a T1 configuration option not normally used by the voice system. See the "For Application Developer" section below.

For Application Developer:

This alarm is logged as a result of the indicated T1 channel, configured for inbound calls only, having received a request from the system to originate an outbound call.

1. Verify that this trunk has been administered, via the **/vs/data/t1_config** file, with the desired configuration.
2. If the desired configuration is should allow outbound calls, edit the file **/vs/data/t1_config** to enable outbound calls on the desired channels.

   NOTE:
   This is not a standard booked procedure. Information in the file provides a guide to making this change. The card numbering in this file corresponds to the osindex number (dip switch setting) of the T1 card. To determine the osindex for the card, enter **display card t1**

   The osindex displayed is that for the T1 card on which the identified channel resides.

3. If the desired configuration is for inbound calls only, verify that the switch is administered to allow calls from the voice system to the switch.

Event ID: TWIP007

Alarm Level: Major.

Description: The identified T1 channel has been administered with an unrecognized or illegal channel option. Calls on this channel may not be processed correctly.

Repair Procedure:

This alarm is logged as a result of the indicated T1 channel having been configured with an invalid option. The channel resorts to its default behavior for the affected option.

1. Remove the card from service. Enter **remove card *<card number>***

   where *<card number>* is the number of the affected card.

2. Administer the card as described in Chapter 6, “Switch Interface Administration,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
3. Restore the card to service. Enter **restore card *<card number>***

   where *<card number>* is the number of the affected card.
4. If the problem persists, then a channel parameter not normally used by the voice system is incorrect. It must be changed by editing the file **/vs/data/t1_config**.

   NOTE:
   This is not a standard booked procedure. Information in the file provides a guide to making this change. The card numbering in this file corresponds to the osindex number (dip switch setting) of the T1 card. To determine the osindex for the card, enter **display card t1**

   The osindex displayed is that for the T1 card on which the identified channel resides.

Event ID: TWIP008

Alarm Level: Critical.

Description: The voice system is unable to communicate with the T1 cards in the system. Calls cannot be processed on any T1 card.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the problem persists, reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
4. If the problem persists, reinstall the T1 driver. See Chapter 5, “Replacing, Installing, and Upgrading Circuit Cards,” in your platform maintenance book for the procedure.

Event ID: TWIP009

Alarm Level: Major.

Description: The identified T1 card has been administered with an unrecognized or illegal card option. Calls on this card may not be processed correctly.

Repair Procedure:

This alarm is logged as a result of the indicated T1 card having been configured with an invalid option. The card resorts to its default behavior for the affected option.

1. Remove the card from service. Enter **remove card *<card number>***

   where *<card number>* is the number of the affected card.

2. Administer the card as described in Chapter 6, "Switch Interface Administration," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

3. Restore the card to service. Enter **restore card *<card number>***

   where *<card number>* is the number of the affected card.

4. If the problem persists, then a card (board) parameter not normally used by the voice system is incorrect. It must be changed by editing the file **/vs/data/t1_config**.

   NOTE:
   This is not a standard documented procedure. Information in the file provides a guide to making this change. The card numbering in this file corresponds to the osindex number (dip switch setting) of the T1 card. To determine the osindex for the card, enter **display card t1**

   The osindex displayed is that for the T1 card on which the identified channel resides.

Event ID: TWIP010

Alarm Level: Critical.

Description: All communication between this and all other cards over the TDM bus has been disrupted, resulting in a loss of all bridging and SP card functionalities.

If a TWIP011 message for this card has been logged following this message, the problem has corrected itself and no further action is necessary.

Repair Procedure:

If a TWIP011 message has not been logged for this card indicating the clock has returned, perform the following steps until the problem is corrected.

NOTE:
TWIP011 is logged as an event and does not appear in the log if you are displaying only alarms.

1. Diagnose the card by entering **diagnose card *<card number>***

   where *<card number>* is the number of the affected card.

2. If the problem persists, perform the "Checking the TDM Bus" procedure. See Chapter 1, "Troubleshooting," in your platform maintenance book for the procedure.

3. If the problem persists, perform the "Checking a Card" procedure. See Chapter 1, "Troubleshooting," in your platform maintenance book for the procedure.

Event ID: TWIP011

Alarm Level: None.

Description: The TDM communication previously reported by a TWIP010 message to be disrupted has been restored. All bridging and SP functionality previously lost has been restored.

Repair Procedure:

No corrective action is necessary.

Event ID: TWIP012

Alarm Level: Critical.

Description: The identified T1 channel is experiencing overload. The voice system is unable to process calls on this channel.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the problem persists, reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
4. If the problem persists, make certain that the problem is not attributed to other parts of the system. (This may be observable as a result of other load related alarms having been logged.)

Event ID: TWIP013

Alarm Level: Major.

Description: The identified T1 card is not receiving a valid signal from the network. The voice system is unable to process calls on this card.

Repair Procedure:

1. Check the cable between the 15-pin connector on the back of the T1 card which connects to the switch and/or CSU.
   - Check cable continuity on pins 1, 3, 9, and 11.
   - Look for broken wires or a dislodged connector.
   - If this is a new installation, verify that the transmit and receive wire pairs are not reversed. See Chapter 4, “Connecting Peripherals and Powering Up,” of your platform installation book.
2. If the cabling/connections appear to be correct and if another T1 card exists in the voice system and is functioning properly complete the following Steps a through e:
   a. Remove the functioning T1 card from service by entering **remove card *<card number>***

      where *<card number>* is the number of the functioning T1 card.

   b. Swap the cables to both T1 cards.
   c. Restore the previously functioning T1 card to service by entering **restore card *<card number>***

      where *<card number>* is the number of the functioning T1 card.

   d. Observe the two T1 cards to see if the problem migrates with the cable.

e. Return cables to their original cards.

3. If the problem is observed to migrate with the cable complete the following Steps a and b:

   a. Contact the network switch administrator to verify that service is turned on at the switch.

   b. If a CSU is being used, verify that it is operating correctly. If this is a new installation, verify that the CSU has been properly wired and optioned.

4. If the problem is observed to migrate to the card, perform the "Checking a Card" procedure. See Chapter 2, "Diagnostics," in your platform maintenance book for the procedure.

Event ID: TWIP014

Alarm Level: Major.

Description: The identified T1 card is experiencing an extreme number of bi-polar violations in the DS1 signal. The voice system is unable to process calls on this card.

Repair Procedure:

1. Check and administer the framing/line coding option of the card as described in Chapter 6, "Switch Interface Administration," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.

2. Contact the network switch administrator to verify that the switch is administered with compatible options.

3. If another T1 card exists in the voice system and is functioning properly, complete the following Steps a through e to determine if the problem can be attributed to an external factor rather than the card.

   a. Remove the functioning T1 card from service by entering **remove card *<card number>***

      where *<card number>* is the number of the functioning T1 card.

   b. Swap the cables to both T1 cards.

   c. Restore the previously functioning T1 card to service by entering **restore card *<card number>***

      where *<card number>* is the number of the functioning T1 card.

   d. Observe the two T1 cards to see if the problem migrates with the cable.

   e. Return cables to their original cards.

4. If, as a result of Step 3, the problem is observed to migrate with the cable, or if a second T1 card is not available to perform Step 3, check the cable between the 15-pin connector on the back of the T1 card which connects to the switch and/or CSU.
   - Check cable continuity on pins 1, 3, 9, and 11.
   - Look for broken wires or a dislodged connector.
5. If this is a new installation, verify that the transmit and receive wire pairs are not reversed. See Chapter 4, "Connecting Peripherals and Powering Up," of the installation book for your platform.
6. If a CSU is being used, verify that it is operating correctly. If this is a new installation, verify that the CSU has been properly wired and optioned.
7. Check that the cable is shielded and that the shield is properly grounded at the switch.

Event ID: TWIP015

Alarm Level: Major.

Description: The identified T1 card is detecting excessive cyclic redundancy check (CRC) errors in the DS1 signal. The voice system is unable to process calls on this card.

Repair Procedure:

1. Check and administer the framing/line coding option of the card for ESF framing and B8ZS zero suppression, as described in Chapter 6, "Switch Interface Administration," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
2. Contact the network switch administrator to verify that the switch is administered with compatible options.
3. If another T1 card exists in the voice system and is functioning properly, check if the problem can be attributed to an external factor and not the card.
   a. Remove the functioning T1 card from service by entering **remove card *<card number>***

      where *<card number>* is the number of the functioning T1 card.

   b. Swap the cables to both T1 cards.

   c. Restore the previously functioning T1 card to service by entering **restore card *<card number>***

      where *<card number>* is the number of the functioning T1 card.

d. Observe the two T1 cards to see if the problem migrates with the cable.

e. Return cables to their original cards.

4. If, as a result of Step 3, the problem is observed to migrate with the cable, or if a second T1 card is not available to perform Step 3, check the cable between the 15-pin connector on the back of the T1 card which connects to the switch and/or CSU.
   - Check cable continuity on pins 1, 3, 9, and 11.
   - Look for broken wires or a dislodged connector.
5. If this is a new installation, verify that the transmit and receive wire pairs are not reversed. See Chapter 4, "Connecting Peripherals and Powering Up," of the installation book for your platform.
6. If a CSU is being used, verify that it is operating correctly. If this is a new installation, verify that the CSU has been properly wired and optioned.
7. Check that the cable is shielded and that the shield is properly grounded at the switch.

Event ID: TWIP016

Alarm Level: Major.

Description: The identified T1 card is not detecting any signal from the network. The voice system is unable to process calls on this card.

Repair Procedure:

1. If another T1 card exists in the voice system and is functioning properly, check if the problem can be attributed to an external factor rather than the card by completing the following Steps a through e:

   a. Remove the functioning T1 card from service by entering **remove card *<card number>***

      where *<card number>* is the number of the functioning T1 card.

   b. Swap the cables to both T1 cards.

   c. Restore the previously functioning T1 card to service by entering **restore card *<card number>***

      where *<card number>* is the number of the functioning T1 card.

   d. Observe the two T1 cards to see if the problem migrates with the cable.

   e. Return cables to their original cards.

2. If, as a result of Step 1, the problem is observed to migrate with the cable, or if a second T1 card is not available to perform Step 1, check the cable between the 15-pin connector on the back of the T1 card which connects to the switch and/or CSU.
    - Check cable continuity on pins 1, 3, 9, and 11.
    - Look for broken wires or a dislodged connector.
3. If this is a new installation, verify that the transmit and receive wire pairs are not reversed. See Chapter 4, "Connecting Peripherals and Powering Up," of the installation book for your platform.
4. Contact the network switch administrator to verify that service is turned on at the switch.
5. If a CSU is being used, verify that it is operating correctly. If this is a new installation, verify that the CSU has been properly wired and optioned.

Event ID: TWIP017

Alarm Level: Major.

Description: The identified T1 card is detecting an all-ones (AIS) condition from the network. This alarm usually indicates that the network is out of service. The voice system is unable to process calls on this card.

Repair Procedure:

1. Contact the network switch administrator to verify that service is turned on at the switch.
2. If a CSU is being used, verify that it is operating correctly. If this is a new installation, verify that the CSU has been properly wired and optioned. Typically, a CSU sends an all-ones (AIS) signal to the voice system if it is not receiving a signal from the switch.
3. Check and administer the framing/line coding option of the card as described in Chapter 6, "Switch Interface Administration," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
4. Contact the network switch administrator to verify that the switch is administered with compatible options.
5. If a CSU is being used, verify that it supports the framing type.

Event ID: TWIP018

Alarm Level: Major.

Description: The identified T1 card is detecting a remote frame alarm (yellow alarm). The network is experiencing problems receiving the DS1 signal sent by the T1 card. The voice system is unable to process calls on this card.

Repair Procedure:

1. Contact the network switch administrator to determine what problem is being noted by the switch.

   If the switch is not receiving a signal from the voice system, check the cable between the 15-pin connector on the back of the T1 card which connects to the switch and/or CSU.

   - Check cable continuity on pins 1, 3, 9, and 11.
   - Look for broken wires or a dislodged connector.

2. If this is a new installation, verify that the transmit and receive wire pairs are not reversed. See Chapter 4, "Connecting Peripherals and Powering Up," of the installation book for your platform.
3. If a CSU is being used, verify that it is operating correctly. If this is a new installation, verify that the CSU has been properly wired and optioned.
4. Verify that the voice system, switch, and CSU (if being used) are configured with the same options.

   - Check and administer the framing/line coding option of the card as described in Chapter 6, "Switch Interface Administration," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
   - Contact the network switch administrator to verify that the switch is administered with compatible options.
   - If a CSU is being used, verify that it supports the framing type.

Event ID: TWIP019

Alarm Level: None.

Description: The T1 facility previously reported as being out of service has been automatically restored to service.

Repair Procedure:

No corrective action is necessary.

Event ID: TWIP020

Alarm Level: Critical.

Description: A possible problem has been detected in the identified circuit of the T1 card. The voice system is unable to process calls on this card.

Repair Procedure:

Occasionally, a poor or miswired T1 cable, switch, or CSU can cause this failure. The following procedure determines if the cause is external or within the card.

1. Disconnect the T1 cable from the back of the T1 circuit card.
2. Diagnose the card by entering **diagnose card *<card number>***

   where *<card number>* is the card number specified in the message text.

   NOTE:
   Additional instructions are provided by the diagnose command.

3. With the T1 cable disconnected, if the "T1 link test" indicates `No signal from the switch`, a problem could exist with one or more of the following:

   - The T1 cable is poorly or improperly wired. See Chapter 3, "Connecting Peripherals and Powering Up," of your platform installation book for proper T1 cable wiring instructions.
   - The T1 card may not be properly administered. If the T1 card is being used for PRI, see Chapter 3, "Configuration Management," in *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on how to administer the T1 card.

     If the card is not being used for PRI, see Chapter 6, "Switch Interface Administration," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on how to administer the card.
   - The switch may not be properly administered (provisioned) to work with the voice system T1 card. If the T1 card is being used for PRI, see Chapter 3, "Configuration Management," in *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on provisioning the switch.

     If the card is not being used for PRI, see Chapter 6, "Switch Interface Administration," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for information on provisioning the switch.

- If there is a CSU installed between the voice system T1 card and the switch, verify this is properly wired and administered and is functioning properly.

4. If the diagnose command's T1 link test continues to indicate "T1 Framing Circuit Failure," or "T1 Transceiver Failure" while the T1 card is disconnected, the card is faulty. Replace the circuit card. See Chapter 5, "Replacing, Installing, and Upgrading Circuit Cards," in your platform maintenance book for the procedure.

Event ID: TWIP021

Alarm Level: Minor.

Description: The identified T1 card detected the shown number of bi-polar violations in the DS1 within the previous minute. The T1 card was able to recover automatically from this error.

Repair Procedure:

1. Check and administer the framing/line coding option of the card as described in Chapter 6, "Switch Interface Administration," of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591.
2. Contact the network switch administrator to verify that the switch is administered with compatible options.
3. If another T1 card exists in the voice system and is functioning properly, complete the following Steps a through e to determine if the problem can be attributed to an external factor rather than the card.
   a. Remove the functioning T1 card from service by entering **remove card *<card number>***

      where *<card number>* is the number of the functioning T1 card.
   b. Swap the cables to both T1 cards.
   c. Restore the previously functioning T1 card to service by entering **restore card *<card number>***

      where *<card number>* is the number of the functioning T1 card.
   d. Observe the two T1 cards to see if the problem migrates with the cable.
   e. Return cables to their original cards.
4. If, as a result of Step 3, the problem is observed to migrate with the cable, or if a second T1 card is not available to perform Step 3, check the cable between the 15-pin connector on the back of the T1 card which connects to the switch and/or CSU.

- Check cable continuity on pins 1, 3, 9, and 11.
- Look for broken wires or a dislodged connector.

5. If this is a new installation, verify that the transmit and receive wire pairs are not reversed. See Chapter 4, “Connecting Peripherals and Powering Up,” of the installation book for your platform.
6. If a CSU is being used, verify that it is operating correctly. If this is a new installation, verify that the CSU has been properly wired and optioned.
7. Check that the cable is shielded and that the shield is properly grounded at the switch.

Event ID: TWIP022

Alarm Level: Critical.

Description: The identified T1 card has stopped operating. The voice system is unable to process calls on this card.

Repair Procedure:

NOTE:
This message may result when the **smc_setup** command is used. When **smc_setup** is used, T1 cards with OS Index 1 and 4 may be reset, and other T1 cards may also experience problems. This results in the TWIP022 message which reports that the card in inoperable. The card is usually diagnosed and returned to service in approximately 5 minutes. The **smc_setup** command should not be used when the voice system is active.

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the problem persists, reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: TWIP023

Alarm Level: Major.

Description: An attempt to place a call on the identified LST1 or LSE1 channel failed as a result of the failure to detect dialtone. The voice system is expecting the dialtone once the

channel has been taken off-hook. This acknowledgement enables the voice system to know when to begin dialing.

Repair Procedure:

- If the problem occurs infrequently, and primarily when there is high call activity on the DEFINITY® ECS, the DEFINITY ECS may have insufficient dial tone registers for the expected call volume.

  Consult your DEFINITY administrator.

- If all outbound calls are failing, there may be incompatible options in the INTUITY CONVERSANT system or DEFINITY ECS administration for LST1/LSE1.

  Consult your DEFINITY administrator and check for consistent administration of options.

UNIX Alarms and Log Messages

Event ID: UNIX001

Alarm Level: None.

Description: The UNIX system kernel has detected an error which has been logged on the system console. The voice system message Logger has put a copy of this message in the message log to keep a more durable record of it. The impact of this error on voice system functionality depends on the content of the specific UNIX message and the severity of the problem. In general, the severity corresponds to the priority of the logged message.

NOTICE (UNIX001) messages generally indicate problems of a less severe nature than WARNING (UNIX002) messages.

Repair Procedure:

No corrective action is necessary.

Event ID: UNIX002

Alarm Level: Minor.

Description: The UNIX system kernel has detected an error which has been logged on the system console. The voice system message Logger has put a copy of this message in the message log to keep a more durable record of it. The impact of this error on voice system functionality depends on the content of the specific UNIX message and the severity of the problem. In general, the severity corresponds to the priority of the logged message.

WARNING (UNIX002) messages may not cause a system halt (PANIC) but usually indicate that system functionality is severely impaired.

Repair Procedure:

Repair of UNIX system problems require a significant level of expertise on UNIX operating system administration. Some problems (for example, timeout, i-node or file table overflows) may be fixed by changing tunable system parameters. Chapter 5 of the *UNIX System V/386 System Administrator's Guide* gives instructions on changing tunable parameters.

Event ID: UNIX003

Alarm Level: Major.

Description: The UNIX system kernel has detected an error which has been logged on the system console. The voice system message Logger has put a copy of this message in the message log to keep a more durable record of it. The impact of this error on voice system functionality depends on the content of the specific UNIX message and the severity of the problem. In general, the severity corresponds to the priority of the logged message.

Repair Procedure:

Repair of UNIX system problems require a significant level of expertise on UNIX operating system administration. Some problems (for example, timeout, i-node or file table overflows) may be fixed by changing tunable system parameters. Chapter 5 of the *UNIX System V/386 System Administrator's Guide* gives instructions on changing tunable parameters.

Event ID: UNIX004

Alarm Level: Critical.

Description: The UNIX system kernel has detected an error which has been logged on the system console. The voice system message Logger has put a copy of this message in the message log to keep a more durable record of it. The impact of this error on voice system functionality depends on the content of the specific UNIX message and the severity of the problem. In general, the severity corresponds to the priority of the logged message.

Major (UNIX004) messages correspond to UNIX "PANIC" messages. The system halts when they are issued.

Repair Procedure:

Repair of UNIX system problems require a significant level of expertise on UNIX operating system administration. Some problems (for example, timeout, i-node or file table overflows) may be fixed by changing tunable system parameters. Chapter 5 of the *UNIX System V/386 System Administrator's Guide* gives instructions on changing tunable parameters.

VROP Alarms and Log Messages

Event ID: VROP001

Alarm Level: Minor.

Description: The user's attempt to run an administrative command (for example, list phrases, add a phrase to the speech file system, copy a phrase from a speech file system to a UNIX file, or erase a phrase) has failed. Call processing is not affected.

Repair Procedure:

At a convenient time, do the following:

1. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

3. If the problem persists, reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: VROP002

Alarm Level: Major.

Description: An attempt to record or add a phrase to the system has failed because all of the speech file systems are configured as “read only.” All further attempts will continue to fail, but the system will continue to play existing phrases properly.

Repair Procedure:

1. Enter **vdf**

   The output is similar to the following:

   ```
   speechFS </home2/vts/talkfiles> 10107 free blocks of 19073
   available (52% free)
   READWRITE (blocksize=16384)
   ```

   where */home2/vfs/talkfiles* is the name of one of the speech file systems.

2. For each of the speech file systems noted above, enter
   ls -ld <*speech file system name*>

   The output should be similar to the following:

   ```
   drwxr-xr-x root sys 409  Feb 5 16:57 /home2/vfs/talkfiles
   ```

3. If the mode is not drwsrwxr-x, enter
   chmod 775 /<*speech file system name*>

Event ID: VROP003

Alarm Level: Minor.

Description: An SP card was unable to perform a voice coding or playback request made by the system. The code or play request failed. This normally happens when the system is overloaded; that is, the total amount of coding or playback being attempted for all channels on the system is more than the available SP cards can handle. In this case, most requests will be completed and only those for which a message is generated will fail. Each time a failure occurs, one message is generated.

The impact may be significant if the message occurs more frequently than the currently set threshold limit. In that case, you will see a threshold message similar to the following:

** THR003 -- -- --- The first threshold level for VROP_ NOSPBUF exceeded. 20 messages have been generated in the last 1 minute.

```
The threshold limits and threshold message
priority shown above reflect the default
values for this thresholded message.
```

Repair Procedure:

1. Display the state of the cards by entering **display card**
2. Verify that all SP cards assigned for VOICE function are in INSERV state.
3. If all SP cards assigned for VOICE function are INSERV state, reduce the load. See Chapter 1, "Troubleshooting," in your platform maintenance book for the procedure.
4. If a card is in the BROKEN state, diagnose the card by entering **diagnose card *<card number>***

   where *<card number>* is the number of the affected card.

   If the card is in the MANOOS state, restore the card into service by entering **restore card *<card number>***

   where *<card number>* is the number of the affected card.
5. Display the state of the card by entering **display card *<card number>***

   where *<card number>* is the number of the affected card.
6. If the card is in the BROKEN state, perform the "Checking a Card" procedure. See Chapter 2, "Diagnostics," in your platform maintenance book for the procedure.

   If the card is in the MANOOS state, restore the card into service by entering **restore card *<card number>***

   where *<card number>* is the number of the affected card.

Event ID: VROP004

Alarm Level: Major.

Description: A voice function may have failed. The request has been canceled. The transaction may be hung (that is, the caller will hear nothing and nothing else will happen for the call until the call is terminated by the caller). Each time a failure occurs, one message is generated.

Repair Procedure:

Determine the severity level of the message. The default severity level is MAJOR, yet the message may be a MINOR alarm in some cases in the software.

If the severity level of the message is MINOR, no corrective action is necessary.

If the severity level of the message is MAJOR, do the following:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: VROP005

Alarm Level: Critical.

Description: Erroneous speech playback or coding may have occurred. The speech that was heard or recorded may have been terminated prematurely or replaced with other speech. Subsequent speech coding or playback may also be affected until the system is restarted.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: VROP006

Alarm Level: Major.

Description: The speech configuration file, **/vs/data/spchconfig**, is unreadable or has an invalid, duplicate, or missing entry. The system will use default values for missing or invalid entries for the numbers of speech buffers and/or maximum allowable phrases until this is corrected. For duplicate entries, the first value is used. The default numbers may be unsatisfactory for this system and could cause load problems, inability to access some phrases, or other performance problems.

Repair Procedure:

1. Determine if the number of speech buffers configured in the system is sufficient to handle the current load. Enter **display chan all**

   The system displays a message similar to the following message:

```
CHN     CD.PT    STATE     STATE-CHNG-TIME     SERVICE-NAME     PHONE     GROUP     OPTS TYPE
0       0.0      Inserv    Jan 25 14:32:52     app1      -      2         tdm       T1.5
1       0.1      Inserv    Jan 25 14:32:52     app1      -      2         tdm       T1.5
      . . .              . . .               . . .
52      2.1      Inserv    Jan 25 15:32:52     app2      -      2         talk      IVP6
53      2.2      Inserv    Jan 25  15:32:52    app2      -      2         talk      IVP6
```

   Each channel is assigned with an option “tdm” or “talk” as shown above under OPTS. The **nbufs** parameter should be 3 times the number channels assigned with option “tdm” and 5 times the number of channels assigned with option “talk.”

2. To determine the number of speech buffers currently configured in the system, enter **cat /vs/data/spchconfig**

   The system displays a message similar to the following message:

```
nbufs              240
max_phrases        32000
```

   Increase the **nbufs** parameter listed above by completing the following Steps a through c:

   a. Edit the file **/vs/data/spchconfig** and change the parameter ’nbufs’ to the number desired.

   b. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

   c. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: VROP007

Alarm Level: Major.

Description: An attempt to add a new phrase to the speech file system failed. This could have impacted administrative commands

or the coding of speech spoken by a caller. Additional similar attempts will also fail.

Repair Procedure:

1. Determine the amount of space available in the speech file system by entering **vdf**
2. Write down the free blocks available.
3. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
4. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
5. Determine the space available in the speech file system. Enter **vdf**
6. If this does not result in more space, the speech file system must be increased in size, a new speech file system must be added, or existing phrases must be removed from the system.

   The system administrator should determine this.

For Application Developer:

A common cause of running out of space in the speech file system is that applications that dynamically code speech from callers may not remove this speech when it is no longer needed. If Form Filler Plus is in use, make sure users are deleting messages after reviewing them. If other applications on the system code the speech of callers, make sure the application is deleting speech when no longer needed for that application. Removing phrases safely requires some understanding of the applications that are installed on the system. Some guidelines are as follows:

1. Determine which applications are loaded on the machine and consider removing any applications not currently in use. These can be backed up to disk before removing them. The Script Builder Applications menu item in the cvis_menu shows all Script Builder applications. The UNIX directory **/speech/talk** contains list files for each application and may contain entries for applications not developed with Script Builder.
2. The command **list phrase all in talkfile all** shows all the phrases and talkfiles on the system. Any phrase that has no “PHRASE_NAME” listed may not be currently used for prompts for applications currently loaded on the system. However, phrases may have been coded from customer input, and should not be removed until it is verified that the phrases are not of this type (see below).
   - Talkfiles numbered less that 200 may be used for customer recorded speech by application packages such as AUDIX Voice Power, Form Filler Plus, or others and generally should not be removed.

- If any applications developed with Script Builder use the Voice Coding statement to record customer speech, and a talkfile is being used, the developer of that application must be consulted in order for these phrases to be removed.

Event ID: VROP009

Alarm Level: Major.

Description: An application attempted to play a phrase that has not been recorded or does not currently exist on the system. The system skips that phrase and continues with the rest of the application. The message typically occurs when new applications are being developed or tested on the system. It could happen at a later time if a phrase was never recorded, or if a phrase has been removed inadvertently or corrupted and cleared by an audit. The message can also be caused by an error in the application that causes it to perform a "play" script instruction (or a Script Builder Announce action using the NX format) with garbage input. (Note that an invalid argument to a tchar instruction does not cause this message; a TSM message is generated instead.)

This error may cause the caller to miss important information, but be unaware of this fact. For example, if the unrecorded phrase was a number such as "thousand," then "5025" will be spoken as "five-twenty-five" instead of "five thousand twenty five". This can be extremely serious for some applications.

Repair Procedure:

1. List the phrase by entering
   list phrase *phrase num* in talkfile *talkfile num*

   where *phrase num* and *talkfile num* are the phrase and talkfile number from the error message. This should report "No such phrase exists".

2. Determine which applications or scripts use the phrase.

   Each talkfile that was created using Script Builder has an associated phrase list file, a UNIX system file, stored in the directory **/speech/talk** and uses the naming convention of ***application name*.pl**. The phrase list file contains the talkfile number and the phrase numbers and tags for every phrase tag used in a Script Builder application.

Applications not created with Script Builder may have a list file with different naming conventions, such as **list.*application name*** (for example, **list.cabnt**). These files must be searched to locate the application that uses the missing phrase. See Chapter 3, “Speech Data,” of *INTUITY™ CONVERSANT® System Version 6.0 Application Development*, 585-310-227, for more information on the content of these speech files.

3. If the phrase has been recorded, restore the phrase from a backup. See “Restore” in Appendix A, “System Administration Features,” of *INTUITY™ CONVERSANT® System Version 6.0 Administration*, 585-310-591, for additional information.

   If the phrase has not been recorded, record the phrase. See Chapter 8, “Producing Speech,” of *INTUITY™ CONVERSANT® System Version 6.0 Application Development with Script Builder*, 585-310-763, for additional information.

Event ID: VROP010

Alarm Level: Major.

Description: A failure occurred while performing the indicated action on a phrase. The action was aborted. This is caused by excessive voice activity load on the system.

Repair Procedure:

1. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
2. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.
3. If the problem persists and there is heavy load on the system, perform the “Reducing the Load” procedure. See Chapter 1, “Troubleshooting,” in your platform maintenance book for the procedure.

Event ID: VROP011

Alarm Level: Major.

Description: Insufficient speech buffers are allocated to service the number of channels in the system. Each time the message occurs, an action has failed.

Repair Procedure:

1. Determine if the number of speech buffers configured in the system is sufficient to handle the current load. To determine the number of speech buffers currently configured in the system, enter **cat /vs/data/spchconfig**

   The system displays a message similar to the following message:

   ```
   nbufs 240
   max_phrases 32000
   ```

   The **nbufs** parameter should be 3 times the number of channels available in the system. If your application needs more speech buffers than indicated by the number shown for **nbufs**, increase the **nbufs** parameter listed above by completing the following Steps a through c:

   a. Edit the file **/vs/data/spchconfig** and change the parameter 'nbufs' to the number desired.

   b. Stop the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

   c. Start the voice system. See Chapter 3, "Common System Procedures," in your platform maintenance book for the procedure.

Event ID: VROP012

Alarm Level: Major.

Description: An attempt to add a new phrase to the speech file system failed. This could have impacted administrative commands or the coding of speech spoken by a caller. Other attempts will also fail.

Repair Procedure:

Either increase the (COmax_phrases limit in the speech configuration file **/vs/data/spchconfig** by performing repair procedure for system message VROP006 or eliminate unused phrases on the voice system by performing repair procedure for system message VROP007.

Event ID: VROP013

Alarm Level: None.

Description: The system is not able to service speech playback or coding requests fast enough to guarantee that no speech

gaps occur. Gaps may occur between phrases or within a phrase.

Repair Procedure:

Perform the “Reducing the Load” procedure. See Chapter 1, “Troubleshooting,” in your platform maintenance book for the procedure.

Event ID: VROP014

Alarm Level: Critical.

Description: VROP/CIOX failed to access the speech file indicated during processing. Applications requiring access to this file will be incomplete.

Repair Procedure:

2. Consult the application developer to verify the application. See the “For Application Developer” section below.
3. If the application is correct, restore the speech file(s) from the backup. If the backup is not available, consult the application developer to recreate the speech file.
4. If the problem persists, reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

For Application Developer:

1. Verify that the application refers to the correct speech file name.
2. Verify that the speech file is in existence with the correct access permission.

Event ID: VROP015

Alarm Level: Major.

Description: A phrase is being added to the speech file system or copied from the speech file system to a UNIX file (typically during speech backups or restores), and the UNIX file cannot be accessed.

Repair Procedure:

If the error message indicates “No space left on device,” remove unnecessary files from the UNIX file system, especially in directory **/tmp**.

Any other error message indicates a problem with the UNIX operating system. Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: VROP016

Alarm Level: Major.

Description: A phrase in the speech file system has been corrupted. The phrase cannot be played or removed until the problem has been corrected. Call processing for other phrases is not affected.

Repair Procedure:

1. List the phrase by entering
   list phrase *phrase num* in talkfile *talkfile num*

   where *phrase num* and *talkfile num* are the phrase and talkfile number from the error message.

   The system displays a message similar to the following message:

```
TALKFILE   PHRASE   SIZE IN    SIZE IN    TIME    CODING      PHRASE_NAME
NUMBER     NUMBER   BYTES      BLOCKS             TYPE
57         1060     10448      1          2.6     ADPCM32     Please enter your
                                                               account number
```

   where the <*phrase number*> is 1060 and <*talkfile number*> is 57 and size in bytes is 10448.

2. If the Coding Type is Unknown, restore the phrase from backup.
3. If the phrase is still in error, divide the Size In Bytes by four. If there is a remainder, the phrase has been corrupted. Rerecord the phrase.

Event ID: VROP017

Alarm Level: None.

Description: An unexpected event occurred during an action. This action corresponds to a script instruction or administrative request (play a phrase, code a phrase, remove a phrase, fetch, create, or update). The system detected some type

of anomaly while performing the action specified. The voice response action may not have completed successfully. The root cause could be either excessive system load or a problem with an SP or T/R card reported with another message.

Repair Procedure:

1. If the <*message*> field is “Bad tag, probably time expired” or “Non-outstanding tag, probably time expired,” check the log for a VROP019 message and perform the repair procedure for that message.
2. If any other information appears in the <*message*> field, this could be due to an error in the system software.

Event ID: VROP018

Alarm Level: Critical.

Description: The system has failed to play or code a phrase. This is likely to recur until the problem has been resolved.

Repair Procedure:

Reboot the system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

Event ID: VROP019

Alarm Level: Major.

Description: A timeout failure occurred while performing the indicated action on a phrase. The action was aborted. This could be due to excessive load on the system. The cause could also be a problem with the T/R or SP card.

Repair Procedure:

1. Determine the value for the <*event*> field.
2. If the <*event*> is BKLAVAIL, BUFVALID, NEW_PHRASE_NUM, READ_DONE, RELSEBK, REMOVE_DONE, RENAME_DONE, SPWINAVAIL, UPDATE_DONE, or WRITE_DONE complete the following Steps a through c:
    a. Reduce the load. See Chapter 1, “Troubleshooting,” in your platform maintenance book for the procedure.

b. Stop the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

c. Start the voice system. See Chapter 3, “Common System Procedures,” in your platform maintenance book for the procedure.

If the *<event>* is SPSTAT_COMP, SP_VCBUF, TR_VCODE, or TR_VPLAY complete the following Steps a through

a. Diagnose the card by entering **diagnose card *<card number>***

   where *<card number>* is the number of the affected card.

b. Display the state of the card by entering **display card**

   The card should be in Inserv state.

c. If the card is in the BROKEN state, perform the “Checking a Card” procedure. See Chapter 2, “Diagnostics,” in your platform maintenance book for the procedure.

   If the card is in the MANOOS state, restore the card into service by entering **restore card *<card number>***

   where *<card number>* is the number of the affected card.

Event ID: VROP020

Alarm Level: Major.

Description: Erroneous speech processing occurred in the application script. Subsequent speech processing may also be affected until the application script is corrected.

Repair Procedure:

See the “For Application Developer” section below.

For Application Developer:

1. Determine which application is causing the error by entering **display chan *channel number***

   where *channel number* is the channel number from the error message.

   The system displays a message similar to the following message:

```
CHN    CD.PT    STATE    STATE-CHNG-TIME    SERVICE-NAME    PHONE    GROUP    OPTS    TYPE
1      0.1      Inserv   Nov 25 14:32:52    answer1         -        2        tdm     T1.5
```

   The erroneous application is shown under SERVICE-NAME as answer1 in this example.

2. Correct the error in the application.

Event ID: VROP020

Alarm Level: Major.

Description: The indicated file can not be reserved for the reason specified in the message. Applications requiring recording to the file will be incomplete.

Repair Procedure:

Consult the application developer to verify the application. See the "For Application Developer" section below.

For Application Developer:

1. Verify that the file is a speech file.
2. Record the speech again using one of the coding algorithms supported by the INTUITY CONVERSANT system.

Event ID: VROP021

Alarm Level: None.

Description: The maximum number of Customer Input/Output processes has been reached. The speech playback or coding might be delayed. This condition may be attributed to excessive load on the system. The impact of this event is not severe and no action warranted.

Repair Procedure:

No corrective action is necessary.

Event ID: VROP022

Alarm Level: Major.

Description: The indicated file can not be reserved for the reason specified in the message. Applications requiring recording to the file will be incomplete.

Repair Procedure:

Consult the application developer to verify the application. See the "For Application Developer" section below.

For the Application Developer:

1. Verify that the file is a speech file.
2. Record the speech again using one of the coding algorithms supported by the INTUITY CONVERSANT system.

Event ID: VROP023

Alarm Level: None.

Description: A speech stutter was detected during a speech playback session.

Repair Procedure:

No corrective action is necessary.

Abbreviations

A

AC
Alternating current

ACD
Automatic call distributor

AD
Application dispatch

AD-API
Application dispatch application programming interface

ADPCM
Adaptive differential pulse code modulation

ADU
Asynchronous data unit

AGL
Application generation language

ALERT
System alerter process

ANI
Automatic number identification

API
Application programming interface

ARU
Alarm relay unit

ASAI
Adjunct/Switch Application Interface

ASCII
American Standard Code for Information Interchange

ASI
Analog switch integration

ASR
Advanced Speech Recognition

AYC2C
The signal processor (SP) circuit card

AYC3B
A T1 (digital) circuit card

AYC5B
The IVP6 Tip/Ring (analog) circuit card

AYC6B
The IVP4 Tip/Ring (analog) circuit card.

AYC7
The companion (CMP) circuit card.

AYC9
The Text-to-Speech circuit card

AYC10
The IVC6 Tip/Ring (analog) circuit card

AYC11
A T1 (digital) circuit card

AYC16
The IVP6-IU Tip/Ring (analog) circuit card

AYC21
The E1/T1 (digital) circuit card

AYC26
The IVP6-IA Tip/Ring (analog) circuit card

AYC27
The IVP6-ID Tip/Ring (analog) circuit card

AYC28
The IVP6 Tip/Ring (analog) circuit card

AYC30
The NGTR (analog) circuit card

AYC43
The speech and signal processor (SSP) circuit card

B

BB
Bulletin board

bps
Bits per second

BRDG
Call bridging process

BSC
Binary synchronous communication

C

CCA
Call classification analysis

CDH
Call data handler

CELP
Code Excited Linear Prediction

CGEN
Voice system general message class

CICS
Customer Information Control System

CMP
Companion circuit card

CMS
Call Management System

CO
Central office

CPE
Customer provided equipment or customer premise equipment

CPN
Calling party number

CPT
Call progress tones

CPU
Central processing unit

CSU
Channel service unit

CVS
Converse vector step

D

dB
Decibel

DB
Database

DBC
Database checking process

DBMS
Database management system

DC
Direct current

DCE
Data communications equipment

DCP
Digital communications protocol

DIMM
Dual in-line memory module

DIO
Disk input and output process

DIP
Data interface process

DMA
Direct memory access

DNIS
Dialed number identification service

DPR
Dial Pulse Recognition

DSP
Digital signal processor

DTE
Data terminal equipment

DTMF
Dual tone multifrequency

DTR
Data terminal ready

E

E&M
Ear and Mouth

EBCDIC
Extended Binary Coded Decimal Interexchange Code

ECS
Enterprise Communications Server

EIA
Electronic Industries Association

EISA
Extended Industry Standard Architecture

EMI
Electromagnetic interference

ESD
Electrostatic discharge

ESDI
Extended Serial Data Interface

ESS
Electronic Switching System

ET
Error tracker

EXTA
External alarms feature message class

F

FCC
Federal Communications Commission

FDD
Floppy disk drive

FEP
Front end processor

FFE
Form Filler Plus feature message class

FIFO
First-in-first-out processing order

foos
Facility out-of-service state

FTS
File transfer process message class

G

GEN
PRISM logger and alerter general message class

GSE
Graphical Speech Editor

GUI
Graphical user interface

H

HDD
Hard disk drive

HLLAPI
High Level Language Application Programming Interface

HOST
Host interface process message class

hwoos
Hardware out-of-service state

Hz
Hertz

I

IBM
International Business Machines

ICK
Integrity checking process message class

ID
Identification

IDE
Integrated Disk Electronics

IE
Information element

INIT
Voice system initialization message class

inserv
In-service state

IPC
Interprocess communication

IPC
Intelligent Ports Card (IPC-900)

IPCI
Integrated personal computer interface

IRAPI
INTUITY Response Application Programming Interface

IRQ
Interrupt request

ISA
Industry Standard Architecture

ISDN
Integrated Services Digital Network

ISV
Independent Software Vendor

ITAC
International Technical Assistance Center

IVP4
Integrated Voice Processing card with 4 analog channels

IVP6
Integrated Voice Processing card with 6 analog channels

IVPSS
Integrated Voice Processing System Software

K

Kbps
Kilobites per second

Kbyte
Kilobyte

L

LAN
Local area network

LDB
Local database

LED
Light-emitting diode

LIFO
Last-in-first-out processing order

LN
Load number

LOG
VIS logger process message class

LSE1
Line side E1

LST1
Line side T1

LU
Logical unit

M

manoos
Manually out-of-service state

MAP/100
Multi-Application Platform 100

MAP/100C
Multi-Application Platform 100C

MAP/40
Multi-Application Platform 40

Mbps
Megabits per second

Mbyte
Megabyte

MF
Multifrequency

ms
Millisecond

msec
Millisecond

MHz
Megahertz

MTC
Maintenance process

N

NCP
Network Control Program

NEBS
Network Equipment Building Standards

NEMA
National Electrical Manufacturers Association

netoos
Network out-of-service state

NFAS
Non-Facility Associated Signaling

NFS
Network file sharing

NGTR
Next Generation Tip/Ring

NMVT
Network Management Vector Transport

NM-API
Network Management - Application Programming Interface

nonex
Nonexistent state

NRZ
Non Return to Zero

NRZI
Non Return to Zero Inverted

O

OEM
Original equipment manufacturer

OGA
Operator generated alert

P

P & C
Prompt and Collect

PBX
Private branch exchange

PC
Personal computer

PCB
Printed circuit board

PCM
Pulse code modulation

PEC
Price element code

PRI
Primary rate interface

PSTN
Public switch telephone network

PS&BM
Power supply and battery module

R

RAM
Random access memory

RECOG
Speech recognition feature message class

RDBMS
ORACLE relational database management system

REN
Ringer equivalence number

RFS
Remote file sharing

RM
Resource manager

RMB
Remote maintenance circuit card

RTS
Request to send

S

SBC
Sub-band coding

SCCS
Switching Control Center System

SCSI
small computer system interface

SDLC
Synchronous Data Link Control

SDN
Software Defined Network

SID
Station identification

SIMM
Single in-line memory module

SLIP
Serial Line Interface Protocol

SNA
Systems Network Architecture

SNMP
Simple Network Management Protocol

SP
Signal processor circuit card

SPIP
Signal processor interface process

SPPLIB
Speech processing library

SQL
Structured Query Language

SR
Speech recognition

SYS
UNIX system calls message class

sysgen
System generation

T

TAS
Transaction Assembler Script

TCC
Technology Control Center

TCP/IP
Transmission control protocol/internet protocol

TDM
Time division multiplexing

TE
Terminal emulator

THR
Threshold message class

TKR
Token Ring

TLI
Transport layer interface

TLP
Transmission level plan

T/R
Tip/Ring circuit card

TRIP
Tip/Ring interface process

TSO
Technical Service Organization

TSO
time share operation

TSM
transaction state machine process

TTS
Text-to-Speech

TWIP
T1 interface process

U

UK
United Kingdom

US
United States of America

USOC
Universal service ordering code

UVL
Unified Voice Library

V

VDC
Video display controller

VPC
Voice processing comarketer

VRU
Voice response unit

VROP
Voice response output process

Glossary

Numerics

23B+D
23 bearer (communication) and 1 data (signaling) channel on a T1 PRI circuit card.

30B+D
30 bearer (communication) and 1 data (signaling) channel (plus framing channel 0) on an E1 PRI circuit card.

3270 interface
A link between one or more INTUITY™ CONVERSANT® machines and a host mainframe. In INTUITY CONVERSANT system documentation, the 3270 interface specifically means the link between one or more system machines and an IBM host mainframe.

47B+D
47 bearer (communication) and 1 data (signaling) channel on two T1 PRI circuit cards.

4ESS®
A large Lucent central office switch used to route calls through the telephone network.

A

adaptive differential pulse code modulation (ADPCM)
A means of encoding analog voice signals into digital signals by adaptively predicting future encoded voice signals. This adaptive modulation method reduces the number of bits required to encode voice. See also “pulse code modulation.”

adjunct products
Products (for example, the Adjunct/Switch Application Interface) that the INTUITY system administers via cut-through access to the inherent management capabilities of the product itself; this is in opposition to the ability of the INTUITY CONVERSANT system to administer the switch directly.

Adjunct/Switch Application Interface (ASAI)
An optional feature package that provides an Integrated Services Digital Network-based interface between Lucent Technologies PBXs and adjunct processors.

advanced speech recognition (ASR)
A speech recognition ability that allows the system to understand WholeWord and FlexWord™ inputs from callers.

affiliate
A business organization that Lucent controls or with which Lucent is in partnership.

alarm relay unit
A unit used in central office telecommunication arrangements that transmits warning indicators from telephone communications equipment (such as an INTUITY CONVERSANT system) to audio.

alerter
A system process that responds to patterns of events logged by the “logdaemon” process.

American Standard Code for Information Interchange (ASCII)
A standard code for data representation that represents alphanumeric characters as binary numbers. The code includes 128 upper- and lowercase letters, numerals, and special characters. Each alphanumeric and special character has an ASCII code (binary) equivalent that is 1 byte long.

analog
An analog signal, such as voice or music, that varies in a continuous manner. An analog signal may be contrasted with a digital signal, which represents only discrete states.

announcement
A message the system plays to the caller to provide information. The caller is not asked to give a response. Compare to “prompt.”

application
The automated transaction (interactions) among the caller, the voice response system, and any databases or host computers required for your business. See also “application script.”

application administration
The component of the INTUITY CONVERSANT system that provides access to the applications currently available on your system and helps you to manage and administer them.

application installation
A two-step process in which the INTUITY CONVERSANT system invokes the TSM script assembler for the specific application name and moves files to the appropriate directories.

application script
The computer program that controls the application (the transaction between the caller and the system). The INTUITY CONVERSANT system provides several methods for creating application scripts, including Graphical Designer, Script Builder, Transaction Assembler Script (TAS) language, and the Intuity Response Application Programming Interface (IRAPI).

application verification
A process in which the INTUITY CONVERSANT system verifies that all the components needed by an application are complete.

asynchronous communication
A method of data transmission in which bits or characters are sent at irregular intervals and spaced by start and stop bits rather than by time. Compare to “synchronous communication.”

asynchronous data unit
An electronic communications device that allows computer systems to communicate over asynchronous lines more than 50 feet (15 m) in length.

automatic call distributor (ACD)
That part of a telephone system that recognizes and answers incoming calls and completes these calls based on a set of instructions contained in a database. The ACD can send the call to an operator or group of operators as soon as the operator has completed a previous call or after the system has played a message to the caller.

automatic number identification (ANI)
A method of identifying the calling party by automatically receiving a string of digits that identifies the calling station of a particular customer.

AYC2C
The signal processor (SP) circuit card.

AYC3B
A T1 (digital) circuit card.

AYC5B
The IVP6 Tip/Ring (analog) circuit card.

AYC6B
The IVP4 Tip/Ring (analog) circuit card.

AYC7
The companion (CMP) circuit card.

AYC9
The Text-to-Speech circuit card.

AYC10
The IVC6 Tip/Ring (analog) circuit card.

AYC11
A T1 (digital) circuit card.

AYC16
The IVP6-IU Tip/Ring (analog) circuit card.

AYC21
The E1/T1 (digital) circuit card.

AYC26
The IVP6-IA Tip/Ring (analog) circuit card.

AYC27
The IVP6-ID Tip/Ring (analog) circuit card.

AYC28
The IVP6 Tip/Ring (analog) circuit card.

AYC30
The NGTR (analog) circuit card.

AYC43
The speech and signal processor (SSP) circuit card.

B

back up
The preservation of the information in a file in a different location, so that the data is not lost in the event of hardware or system failure.

backing up an application
Using a utility that makes an archive copy of a completed application or an interim copy of an application in progress. The back-up copy can be restored to the system if the on-line version is damaged, or if you make revisions and want to go back to the previous version.

barge-in
A capability provided by WholeWord speech recognition and Dial Pulse Recognition (DPR) that allows callers to speak or enter their responses during the prompt and have those responses recognized (similar to the Speak with Interrupt capability). See also “echo cancellation.”

batch file
A file containing one or more lines, each of which is a command executable by the UNIX shell.

binary synchronous communications (BCS)
A character-oriented synchronous link protocol.

blind transfer protocol
A protocol in which a call is completed as soon as the extension is dialed, without having to wait to see if the telephone is busy or if the caller answered.

bridging
The process of connecting one telephone network connection to another over the INTUITY CONVERSANT system TDM bus. Bridging decreases the processing load on the system since an active bridge does not require speech processing, database access, host activity, etc., for the transaction.

bundle
In the context of the Enhanced File Transfer package, this term is used to denote a single file, a group of files (package), or a combination of both.

byte
A unit of storage in the computer. On many systems, a byte is 8 bits (binary digits), which is the equivalent of one character of text.

C

call classification analysis (CCA)
A process that enables application designers to use information available within the system to classify the disposition of originated and transferred calls. Intelligent CCA is provided with the system. Full CCA is an optional feature package.

call data event
A parameter that specifies a list of variables that are appended to a call data record at the end of each call.

call data handler (CHD) process
A software process that accumulates generic call statistics and application events.

called party number
The number dialed by the person making a telephone call. Telephone switching equipment can use this number to selectively route an incoming call to a particular department or agent.

caller
The party who calls for a service, gets connected to the INTUITY CONVERSANT system, and interacts with it. As the INTUITY CONVERSANT system can also make outbound calls for service, the caller can also be the person who responds to those outbound calls.

call progress tones (CPT)
Standard telephony sounds that indicate the status of the call. These sounds include busy, fast busy, ringback, reorder, etc.

card cage
An area within a INTUITY CONVERSANT system platform that contains and secures all of the standard and optional circuit cards used in the system.

cartridge tape drive
A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape can be removed from the system and stored as a backup, or used on another system.

caution
An admonishment or advisory statement used in INTUITY CONVERSANT system documentation to alert the user to the possibility of a service interruption or a loss of data.

central office (CO)
An office or location in which large telecommunication devices such as telephone switches and network access facilities are maintained. These locations follow strict installation and operation requirements.

central processing unit (CPU)
See "processor."

channel
See "port."

channel associated signaling (CAS)
A type of signaling that can be used on E1 circuit cards. It occurs on channel 16.

circuit card upgrade
A new circuit card that replaces an existing card in the platform. Usually the replacement is an updated version of the original circuit card to replace technology made obsolete by industry trends or a new system release.

cluster controller
A bisynchronous interface that provides a means of handling remote communication processing.

CMP (AYC7)
The companion circuit card to the signal processor (SP).

code excited linear prediction (CELP)
A means of encoding analog voice signals into digital signals that provides excellent quality with use of minimum disk space.

command
An instruction or request the user issues to the system software to make the system perform a particular function. An entire command consists of the command name and options.

CompuLert/SCCS interface
An optional feature that enables remote or console monitoring of error messages generated from the INTUITY CONVERSANT system. CompuLert is a centralized maintenance system for monitoring minicomputers, computer mainframes, etc. The Switching Control Center System (SCCS) is similar to the CompuLert system, but is used to support 4ESS local switching systems.

configuration
The arrangement of the software and hardware of a computer system or network. The INTUITY CONVERSANT system configuration includes either a standard or custom processor, peripheral equipment (for example, printers and modems), and software applications. Configuration also refers to the way the switch network is set up; that is, the types of products that are in the network and how those products communicate.

configuration management
The component of the system that allows you to manage the current configuration of voice channels, host sessions, and database connections, assign scripts to run on specific voice

channels or host sessions, assign functionality to SSP and E1/T1 circuit cards, and perform various maintenance functions.

connect and disconnect (C and D) tones
DTMF tones that inform the system when the attendant has been connected (C) and when the caller has been disconnected (D).

connected digits
A sequence of digits that the system can process as a group, rather than requiring the caller to enter the digits one at a time.

Converse Data Return (conv_data)
A Script Builder action that supports the DEFINITY® call vectoring (routing) feature by enabling the switch to retain control of vector processing in the system environment. It supports the DEFINITY "converse" vector command to establish a two-way routing mechanism between the switch and the system to facilitate data passing and return.

controller circuit card
A circuit card used on a computer system that controls its basic functionality and makes the system operational. These circuit cards are used to control magnetic peripherals, video monitors, and basic system communications.

copying an application
A utility in which information from a source application is directed into the destination application.

coresidency
The ability of two products or services to operate and interact with each other on a single hardware platform. An example of this is the use of an INTUITY CONVERSANT system along with a package from a different vendor on the same system platform.

crash
An interactive utility for examining the operating system core and for determining if system parameters are being exceeded.

custom speech
Unique words or phrases to be used in INTUITY CONVERSANT system voice prompts that Lucent Technologies custom records on a per-customer basis.

custom vocabulary
A specialized package of unique words or phrases created on a per-customer basis and used by WholeWord or FlexWord speech recognition.

Customer Information Control System (CICS)
Part of the operating system that manages resources for running applications (for example, IND$FILE). Note that TSO and CMS provide analogous functionality in other host environments.

D

danger
An admonishment or advisory statement used in INTUITY CONVERSANT system documentation to alert the user to the possibility of personal injury or death.

data interface process (DIP)
A software process that communicates with Script Builder applications.

database
A structured set of files, records, or tables.

database field
A field used to extract values from a local database and form the structure upon which a database is built.

database record
The information in a database for a person, product, event, etc. The database record is made up of individual fields for each information item.

database table
A structure, made up of columns and rows, that holds information in a database. Database tables provide a means of storing information that changes too often to "hard-code," or store permanently, in the transaction outline.

debug
The process of locating and correcting errors in computer programs; also referred to as "troubleshooting."

default
The way a computer performs a task in the absence of other instructions.

default owner
The owner of a channel when no process takes ownership of that channel. The default owner holds all idle, in-service channels. In terms of the IRAPI, this is typically the Application Dispatch process.

diagnose
The process of performing diagnostics on a bus or on Tip/Ring, E1/T1, or SSP circuit cards.

dial ahead
The ability to collect and process touch-tone inputs in sequence, even when they are received before the prompts.

dial pulse recognition (DPR)
A method of recognizing caller pulse inputs from a rotary telephone.

dialed number identification service (DNIS)
A service that allows incoming calls to contain information about the telephone number for which it is destined.

dial through
A capability provided by touch-tone and dial pulse recognition that allows callers to enter their responses during the prompt and have those responses recognized (similar to the Speak with Interrupt capability). See also "barge-in" and "echo cancellation".

dictionary
A reference book containing an alphabetical list of words, with information given for each word including meaning, pronunciation, and etymology.

directory
A type of file used to group and organize other files or directories.

display errdata
A command that displays system errors sent to the logger.

dual 3270 links
A feature that provides an additional physical unit (PU) for a cost-effective means of connecting to two host computers. The customer can connect a system to two separate FEPs or to a single FEP shared by one or more host computers. Each link supports a maximum of 32 LUs.

dual tone multi-frequency (DTMF)
A touch-tone sound that is an audio signal including two different frequencies. *DTMF feedback* is the process of the "switch" providing this information to the system. *DTMF muting* is the process of ignoring these tones (which might be simulated by human speech) when they are not needed for the application.

dump space
An area of the disk that is fixed in size and should equal the amount of RAM on the system. The operating system "dumps" an image of core memory when the system crashes. The dump can be fetched after rebooting to help in analyzing the cause of the crash.

E

E1 / T1
Digital telephony interfaces, commonly called *trunks*. E1 is an international standard at 2.048 Mbps. T1 is a North American standard at 1.544 Mbps.

Ear and Mouth (E&M)
A common T1 trunking protocol for connection between two "switches."

echo cancellation
The process of making the channel quiet enough so that the system can hear and recognize WholeWord and dial pulse inputs during the prompt. See also "barge-in."

editor system
A system that allows speech phrases to be displayed and edited by a user. See "Graphical Speech Editor."

Enhanced Basic Speech
Pre-recorded speech available from Lucent Technologies in several languages. Sometimes called "standard speech."

Enhanced File Transfer
A feature that allows the transferring of files automatically between the INTUITY CONVERSANT system and a synchronous host processor on a designated logical unit.

Enhanced Serial Data Interface (ESDI)
A software- and hardware-controlled method used to store data on magnetic peripherals.

Enterprise Communications Server (ECS)
The telephony equipment that connects your business to the telephone network. Sometimes called a "switch."

error message
A message on the screen indicating that something is wrong with a possible suggestion of how to correct it.

Ethernet
A name for a local area network that uses 10BASE5 or 10BASE2 coaxial cable and InterLAN signaling techniques.

event
The notification given to an application when some condition occurs that is generally not encountered in normal operation.

external actions
Specific predefined system tasks that Graphical Designer or Script Builder can call or *invoke* to interact with other products or services. When an external action is invoked, the systems displays a form that provides choices in each field for the application developer to select. Examples are Call_Bridge, Make_Call, SP_Allocate, SR_Prompt, etc.

external functions
Specific predefined (or customer-created) system tasks that can Graphical Designer or Script Builder can call or *invoke* to interact with other products or services. The function allows the application developer to enter the argument(s) for the function to act on (they are not provided in a choices list). Examples are concat, getarg, length, substring, etc.

F

FAX Actions
An optional feature package that allows the system to send fax messages.

feature
A function or capability of a product or an application within the INTUITY CONVERSANT system.

feature package
An optional package that may contain both hardware and software resources to provide additional functionality to a standard system.

feature_tst script package
A standard INTUITY CONVERSANT system software program that allows a user to perform self-tests of critical hardware and software functionality.

field
See “database field.”

file
A collection of data treated as a basic unit of storage.

file transfer
An option that allows you to transfer files interactively or directly to and from UNIX using the file transfer system (FTS).

filename
Alphabetic characters used to identify a particular file.

FlexWord speech recognition
A type of speech recognition based on subword technology that recognizes phonemes or parts of words in a specific language. See also “subword technology.”

Form Filler Plus
An optional feature package that provides the capability for application scripts to record a caller’s responses to prompts for later transcription and review.

Full CCA
A feature package that augments the types of call dispositions that Intelligent CCA can provide.

function key
A key, labeled F1 through F8, on your keyboard to which the INTUITY CONVERSANT system software gives special properties for manipulating the user interface.

G

grammar
The inputs that a recognizer can match (identify) from a caller.

Graphical Speech Editor (GSE)
A window-driven, X Windows/Motif based, graphical user interface (GUI) that can be accessed to perform different functions associated with the creation and editing of speech files for applications.

Graphical Designer
An optional software package that provides a graphical interface to assist in development of voice response applications on the INTUITY CONVERSANT system (see also *Script Builder*).

H

hard disk drive
A high-capacity data storage/retrieval device that is located inside a computer platform. A hard disk drive stores data on nonremovable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

hardware
The physical components of a computer system. The central processing unit, disks, tape, and floppy drives, etc., are all hardware.

Hardware Resource Allocator
A software program that resolves or blocks the allocation of CPU and memory resources for controlling and optional circuit cards.

hardware upgrade
Replacement of one or more fundamental platform hardware components (for example, the CPU or hard disk drive), while the existing platform and other existing optional circuit cards remain.

High Level Language Applications Programming Interface (HLLAPI)
An application programming interface that allows a user to write custom applications that can communicate with a host computer via an API.

host computer
A computer linked to a network to provide a range of services, such as database access and computation. The host computer operates in a time-sharing manner with other computers linked to it via the network.

I

iCk
The system integrity checking process.

idle channel
A channel that either has no owner or is owned by its default owner and is onhook.

IND$FILE
The standard SNA file transfer utility that runs as an application under CICS, TSO, and CMS. IND$FILE is independent of link-level protocols such as BISYNC and SDLC.

independent software vendor (ISV)
A company that has an agreement with Lucent Technologies to develop software to work with the INTUITY CONVERSANT system to provide additional features required by customers.

indexed table
A table that, unlike a nonindexed table, can be searched via a field name that has been indexed.

industry standard architecture (ISA)
A PC bus standard that allows processors and other circuit cards to communicate with each other.

initialize
To start up the system for the first time.

Integrated Services Digital Network (ISDN)
A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

Integrated Voice Processing (IVP) circuit card
The IVP4 or IVP6 circuit card that provides Tip/Ring connections. The NGTR (AYC30) card also provides the same functions.

intelligent CCA
Monitoring the line after dialing is complete to determine whether a busy, reorder (fast busy), or other failure has been encountered. It also recognizes when the extension is answered or if the extension is not answered after a specified number of rings. The monitoring capabilities are dependent on the network interface circuit card and protocol used

interface
The access point of a system. With respect to the INTUITY CONVERSANT system, the interface is designed to provide you with easy access to the software capabilities.

interrupt
The termination of voice and/or telephony functions when some condition occurs.

Intuity Response Application Programming Interface (IRAPI)
A library of commands that provide a standard development interface for voice-telephony applications.

IVC6 circuit card (AYC10)
A Tip/Ring (analog) circuit card with six channels.

IVP4 circuit card (AYC6 or AYC6B)
A Tip/Ring (analog) card with four channels.

IVP6 circuit card (AYC5, AYC5B, or AYC28)
A Tip/Ring (analog) card with six channels.

K

keyboard mapping
In emulation mode, this feature enables the keyboard to send 3270 keyboard codes to the host according to a configuration table set up during installation.

keyword spotting
A capability provided by WholeWord speech recognition that allows the system to recognize a single word in the middle of an entire phrase spoken by a caller in response to a prompt.

L

library states
The state information about channel activities maintained by the IRAPI.

line side E1 (LSE1)
A digital method of interfacing an INTUITY CONVERSANT system to a PBX or "switch" using E1-related hardware and software.

line side T1 (LST1)
A digital method of interfacing an INTUITY CONVERSANT system to a PBX or "switch" using T1-related hardware and software.

listfile
An ASCII catalog that lists the contents of one or more talkfiles. Each application script is typically associated with a separate listfile. The listfile maps speech phrase strings used by application scripts into speech phrase numbers.

local area network (LAN)
A data communications network in a limited geographical area. The LAN provides communications between computers and peripherals.

local database
A database residing on the INTUITY CONVERSANT system.

logical unit (LU)
A type of SNA Network Addressable Unit.

logdaemon
A UNIX system information and error logging process.

logger
See "logdaemon."

logging on/off
Entering or exiting the INTUITY CONVERSANT system software.

M

magnetic peripherals
Data storage devices that use magnetic media to store information. Such devices include hard disk drives, floppy disk drives, and cartridge tape drives.

main screen
The INTUITY CONVERSANT system screen from which you are able to enter either the System Administration or Voice System Administration menu.

maintenance process (MTC)
A software process that runs temporary diagnostics and maintains the state of circuit cards and channels.

masked event
An event that an application can ignore (that is, the application can request not to be informed of the event).

master
A circuit card that provides clock information to the TDM bus.

megabyte
A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to one million.

menu
Options presented to a user on a computer screen or with voice prompts.

Microsoft
A manufacturer of software products, primarily for IBM-compatible computers.

mirroring
A method of data backup that allows all of the data transactions to the primary hard disk drive to be copied and maintained on a second identical drive in near real time. If the primary disk drive crashes or becomes disabled, all of the data stored on it (up to 1.2 billion bytes of information) is accessible on the second mirrored disk drive.

MS-DOS
A personal computer disk operating system developed by the Microsoft Corporation.

multifrequency (MF)
Dual tone digit signalling (similar to DTMF), used for trunk addressing between network switches or by network operators.

multithreaded application
A single process/application that controls several channels. Each thread of the application is managed explicitly. Typically this means state information for each thread is maintained and the state of the application on each channel is tracked.

N

NetView
An optional feature package that transmits high-priority (major or critical) messages to the host as operator-generated alerts (OGAs) over the 3270 host link. The NetView Alarm feature package does not require a dedicated LU.

next generation (NGTR) Tip/Ring (AYC30) circuit card
An analog circuit card with six channels.

nonindexed table
A table that can be searched only in a sequential manner and not via a field name.

nonmasked event
An event that must be sent to the application. Generally, an event is nonmaskable if the application would likely encounter state transition errors by trying to it.

null value
An entry containing no value. A field containing a null value is normally displayed as blank and is different from a field containing a value of zero.

O

obsolete hardware
Hardware that is no longer supported on the INTUITY CONVERSANT system.

on-line help
Messages or information that appear on the user's screen when a "function key" (F1 through F8) is pressed.

operator-generated alert (OAG)
A system-monitoring message that is transmitted from the INTUITY CONVERSANT system or other computer system to an IBM host computer and is classified as critical or major.

option
An argument used in a command line to modify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

ORACLE
A company that produces relational database management software. It is also used as a generic term that identifies a database residing on a local or remote system that is created and maintained using an ORACLE RDBMS product.

P

peripheral (device)
Equipment such as printers or terminals that is in addition to the basic processor.

peripheral component interconnect (PCI)
A newer, higher speed PC bus that is gradually displacing ISA for many components.

permanent process
A process that starts and initializes itself before it is needed by a caller.

phoneme
A single basic sound of a particular spoken language. For example, the English language contains 40 phonemes that represent all basic sounds used with the language. The English word

"one" can be represented with three phonemes, "w" - "uh" - "n." Phonemes vary between languages because of guttural and nasal inflections and syllable constructs.

phrase filtering (screening)
The rejection of unrecognized speech. The WholeWord and FlexWord speech recognition packages can be programmed to reprompt the caller if the INTUITY CONVERSANT system does not recognize a spoken response.

phrase tag
A string of up to 50 characters that identifies the contents of a speech phrase used by an application script.

platform migration
See "platform upgrade."

platform upgrade
The process of replacing the existing platform with a new platform.

pluggable
A term usually used with speech technologies, in particular standard speech, to indicate that a basic algorithmic technique has been implemented to accept one or more sets of parameters that tailors the algorithm to perform in one or more languages.

poll
A message sent from a central controller to an individual station on a multipoint network inviting that station to send if it has any traffic.

polling
A network arrangement whereby a central computer asks each remote location whether it wants to send information. This arrangement enables each user or remote data terminal to transmit and receive information on shared facilities.

port
A connection or link between two devices that allows information to travel to a desired location. See "telephone network connection."

Primary Rate Interface (PRI)
An ISDN term for connections over E1 or T1 facilities that are usually treated as trunks.

private branch exchange (PBX)
A private switching system, either manual or automatic, usually serving an organization, such as a business or government agency, and usually located on the customer's premises.

processor
In INTUITY CONVERSANT system documentation, the computer on which UnixWare and INTUITY CONVERSANT system software runs. In general, the part of the computer system that processes the data. Also known as the "central processing unit."

prompt
A message played to a caller that gives the caller a choice of selections in a menu and asks for a response. Compare to "announcement."

prompt and collect (P and C)
A message played to a caller that gives the caller a choice of selections in a menu and asks for a response. The responses is collected and the script progresses based on the caller's response.

pseudo driver
A driver that does not control any hardware.

pulse code modulation (PCM)
A digital modulation method of encoding voice signals into digital signals. See also “adaptive differential pulse code modulation.”

R

record
See “database record.”

recognition type
The type of input the recognizer can understand. Available types include touch-tone, dial pulse, and Advanced Speech Recognition (ASR), which includes WholeWord and FlexWord speech recognition.

recognizer
The part of the system that compares caller input to a grammar in order to correctly match (identify) the caller input.

recovery
The process of using copies of the INTUITY CONVERSANT system software to reconstruct files that have been lost or damaged. See also “restore.”

remote database
Information stored on a system other than the INTUITY CONVERSANT system that can be accessed by the INTUITY CONVERSANT system.

remote maintenance circuit card
An INTUITY CONVERSANT system circuit card, available with a built-in modem, that allows remote personnel (for example, field support) to access all INTUITY CONVERSANT system machines. This card is standard equipment on all new MAP/100 and MAP/40 purchases.

reports administration
The component of INTUITY CONVERSANT system that provides access to system reports, including call classification, call data detail, call data summary, message log, and traffic reports.

restore
The process of recovering lost or damaged files by retrieving them from available back-up tapes or from another disk device. See also “recovery.”

restore application
A utility that replaces a damaged application or restores an older version of an application.

reuse
The concept of using a component from a source system in a target system after a software upgrade or platform migration.

roll back
To cancel changes to a database since the point at which changes were last committed.

rollback segment
A portion of the database that records actions that should be undone under certain circumstances. Rollback segments are used to provide transaction rollback, read consistency, and recovery.

S

screen pop
A method of delivering a screen of information to a telephone operator at the same time a telephone call is delivered. This is accomplished by a complex chain of tasks that include identifying the calling party number, using that information to access a local or remote ORACLE database, and pulling a "form" full of information from the database using an ORACLE database utility package.

script
The set of instructions for the INTUITY CONVERSANT system to follow during a transaction.

Script Builder
An optional software package that provides a menu-oriented interface designed to assist in the development of custom voice response applications on the INTUITY CONVERSANT system.

shared database table
A database table that is used in more than one application.

shared speech
Speech that is a part of more than one application.

shared speech pools
A parameter that allows the user of a voice application to share speech components with other applications.

signal processor (SP) circuit card (AYC2, AYC2B, AYC2C, or AYC9d)
A speech processing circuit card that is an older, lower-capacity version of the speech and signal processor (SSP) circuit card (AYC43).

single inline memory modules (SIMMs)
A method of containing random access memory (RAM) chips on narrow circuit card strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

single-threaded application
An application that runs on a single voice channel.

slave
A circuit card that depends on the TDM bus for clock information.

small computer system interface (SCSI)
A disk drive control technology in which a single SCSI adapter circuit card plugged into a PC slot is capable of controlling as many as seven different hard disks, optical disks, tape drives, etc.

software
The set or sets of programs that instruct the computer hardware to perform a task or series of tasks — for example, UnixWare software and the INTUITY CONVERSANT system software.

software upgrade
The installation of a new version of software in which the existing platform and circuit cards are retained.

source system
The system from which you are upgrading (that is, your system as it exists *before* you upgrade).

speech and signal processor (SSP) circuit card (AYC43)
The high-performance signal processing circuit card introduced in V6.0 capable of simultaneous support for various speech technologies.

speech energy
The amount of energy in an audio signal. Literally translated, it is the output level of the sound in every phonetic utterance.

speech envelope
The linear representation of voltage on a line. It reflects the sound wave amplitude at different intervals of time. This envelope can be plotted on a graph to represent the oscillation of an audio signal between the positive and negative extremes.

speech file
A file containing an encoded speech phrase.

speech filesystem
A collection of several talkfiles. The filesystem is organized into 16-Kbyte blocks for efficient management and retrieval of talkfiles.

speech modeling
The process of creating WholeWord speech recognition algorithms by collecting thousands of different speech samples of a single word and comparing them all to obtain a statistical average of the word. This average is then used by a WholeWord speech recognition program to recognize a single spoken word.

speech space
An area that contains all digitized speech used for playback in the applications loaded on the system.

speech phrase
A continuous speech segment encoded into a digital string.

speech recognition (SR)
The ability of the system to understand input from callers.

standard speech
The speech package available in several languages containing simple words and phrases produced by Lucent Technologies for use with the INTUITY CONVERSANT system. This package includes digits, numbers, days of the week, and months, each spoken with initial, medial, and falling inflection. The speech is in digitized files stored on the hard disk to be used in voice prompts and messages to the caller. This feature is also called Enhanced Basic Speech.

standard vocabulary
A standard package of simple word speech models provided by Lucent Technologies and used for WholeWord speech recognition. These phrases include the digits “zero” through “nine,” “yes,” “no,” and “oh,” or the equivalent words in a specific local language.

string
A contiguous sequence of characters treated as a unit. Strings are normally bounded by white spaces, tabs, or a character designated as a separator. A string value is a specified group of characters symbolized by a variable.

structured query language (SQL)
A standard data programming language used with data storage and data query applications.

subword technology
A method of speech recognition used in FlexWord recognition that recognizes phonemes or parts of words. Compare to “whole-word technology.”

switch
A software and hardware device that controls and directs voice and data traffic. A customer-based switch is known as a "private branch exchange (PBX).

switch hook
The device at the top of most telephones that is depressed when the handset is resting in the cradle (in other words, is *on hook*). The device is raised when the handset is picked up (in other words, when the telephone is *off hook*).

switch hook flash
A signaling technique in which the signal is originated by momentarily depressing the "switch hook."

switch interface administration
The component of the INTUITY CONVERSANT system that enables you to define the interaction between the INTUITY CONVERSANT system and switches by allowing you to establish and modify switch interface parameters and protocol options for both analog and digital interfaces.

switch network
Two or more interconnected telephone switching systems.

synchronous communication
A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. Compare to "asynchronous communication."

System 75
An advanced digital switch supporting up to 800 lines that provides voice and data communications for its users.

System 85
An advanced digital switch supporting up to 3000 lines that provides voice and data communications for its users.

system administrator
The person assigned the responsibility of monitoring all INTUITY CONVERSANT system software processing, performing daily system operations and preventive maintenance, and troubleshooting errors as required.

system architecture
The manner in which the INTUITY CONVERSANT system software is structured.

system message
An event or alarm generated by either the INTUITY CONVERSANT system or end-user process.

system monitor
A component of the INTUITY CONVERSANT system that tests to verify that each incoming telephone line and its associated Tip/Ring or T1 circuit card is functional. Through the "System Monitor" component, you are able to see displays of the Voice Channel and Host Session Monitors.

T

T1
A digital transmission link with a capacity of 1.544 Mbps.

table
See “database table.”

talkfile
An ASCII file that contains the speech phrase tags and phrase tag numbers for all the phrases of a specific application. The speech phrases are organized and stored in groups. Each talkfile can contain up to 65,535 phrases, and the speech filesystem can contain multiple talkfiles.

talkoff
The process of a caller interrupting a prompt, so the prompt message stops playing.

target system
The system to which you are upgrading (that is, your system as you expect it to exist *after* you upgrade).

telephone network connection
The point at which a telephone network connection terminates on an INTUITY CONVERSANT system. Supported telephone connections are Tip/Ring, T1, and E1.

terminal emulator
Software that allows a PC or UNIX process to look like a specific type of terminal. In particular, it allows the INTUITY CONVERSANT system to temporarily transform itself into a “look alike” of an IBM 3270 terminal. In addition to providing full 3270 functionality, the terminal emulator enables you to transfer files to and from UNIX.

Text-to-Speech (TTS)
An optional feature that allows an application to play US English speech directly from ASCII text by converting that text to synthesized speech. The text can be used for prompts or for text retrieved from a database or host, and can be spoken in an application with prerecorded speech. Text-to-Speech application development is supported through Graphical Designer and Script Builder.

ThickNet
A 10-mm (10BASE5) coaxial cable used to provide interLAN communications.

ThinNet
A 5-mm (10BASE2) coaxial cable used to provide interLAN communications.

time-division multiplex
A method of serving a number of simultaneous channels over a common transmission path by assigning the transmission path sequentially to the channels, with each assignment being for a discrete time interval.

Tip/Ring (T/R)
Analog telecommunications using four-wire media.

token ring
A ring type of local area network that allows any station in the network to communicate with any other station.

trace
A command that can be used to monitor the execution of a script.

traffic
The flow of information or messages through a communications network for voice, data, or audio services.

transaction
The interactions (exchanges) between the caller and the voice response system. A transaction can involve one or more telephone network connections and voice responses from the INTUITY CONVERSANT system. It can also involve one or more of the system optional features, such as speech recognition, 3270 host interface, FAX Actions, etc.

transaction assembler script (TAS)
The computer program code that controls the application operating on the voice response system. The code can be produced from Graphical Designer, Script Builder, or by writing directly in TAS code.

transaction state machine (TSM) process
A multi-channel IRAPI application that runs applications controlled by TAS script code.

transient process
A process that is created dynamically only when needed.

troubleshooting
The process of locating and correcting errors in computer programs. This process is also referred to as debugging.

U

UNIX Operating System
A multiuser, multitasking computer operating system originally developed by Lucent Technologies.

UNIX shell
The command language that provides a user interface to the UNIX operating system.

upgrade scenario
The particular combination of current hardware, software, application and target hardware, software, applications, etc.

usability
A measurement of how easy an application is for callers to use. The measurement is made by making observations and by asking questions. An application should have high usability to be successful.

V

vi editor
A screen editor used to create and change electronic files.

virtual channel
A channel that is not associated with an interface to the telephone network (Tip/Ring, T1, LSE1/LST1, or PRI). Virtual channels are intended to run “data-only” applications which do not interact with callers but may interact with DIPs. Voice or network functions (for example, coding or playing speech, call answer, origination, or transfer) will not work on a virtual channel. Virtual channel applications can be initiated only by a “virtual seizure” request to TSM from a DIP.

vocabulary
A collection of words that the INTUITY CONVERSANT system is able to recognize using either WholeWord or FlexWord speech recognition.

vocabulary activation
The set of active vocabularies that define the words and wordlists known to the FlexWord recognizer.

vocabulary loading
The process of copying the vocabulary from the system where it was developed and adding it to the target system.

voice channel
A channel that is associated with an interface to the telephone network (Tip/Ring, T1, E1, LSE1/LST1, or PRI). Any INTUITY CONVERSANT system application can run on a voice channel. Voice channel applications can be initiated by being assigned to particular voice channels or dialed numbers to handle incoming calls or by a "soft seizure" request to TSM from a DIP or the **soft_szr** command.

voice processing co-marketer
A company licensed to purchase voice processing equipment, such as the INTUITY CONVERSANT system, to market and sell based on their own marketing strategies.

voice response output process (VROP)
A software process that transfers digitized speech between system hardware (for example, Tip/Ring and SSP circuit cards) and data storage devices (for example, hard disk, etc.)

voice response unit (VRU)
A computer connected to a telephone network that can play messages to callers, recognize caller inputs, access and update a databases, and transfer and monitor calls.

voice system administration
The means by which you are able to administer both voice- and nonvoice-related aspects of the system.

W

warning
An admonishment or advisory statement used in INTUITY CONVERSANT system documentation to alert the user to the possibility of equipment damage.

WholeWord speech recognition (SR)
An optional feature, available in several languages, based on whole-word technology that can recognize the numbers one through zero, "yes", and "no" (the key words). This feature is reliable, regardless of the individual speaker. This feature can identify the key words when spoken in phrases with other words. A string of key words, called *connected digits*, can be recognized. During the prompt announcement, the caller can speak or use touch tones (or dial pulses, if available). See also "whole-word technology."

whole-word technology
The ability to recognize an entire word, rather than just the phoneme or a part of a word. Compare to "subword technology."

wink signal
An interruption of current to a busy lamp indicating that there is a line on hold.

word
A unique utterance understood by the recognizer.

wordlist
A set of FlexWords that are available for recognition by an application during a Prompt & Collect action step.

word spotting
The ability to search through extraneous speech during a recognition.