AT&T

INTUITY
Messaging Solutions
Release 4
Alarm and Log Messages

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About This Book

Purpose

This book, *INTUITY Messaging Solutions Release 4 Alarm and Log Messages,* Issue 1, 585-310-566, contains log access information and descriptions of the messages contained in the logs.

Intended Audiences

System administrators are the primary audience for this book; remote maintenance center personnel are the secondary audience.

Release History

This is the first release of this book.

How to Use This Book

Use Chapter 1 to learn how to access the different types of logs. Use the remaining chapters to identify messages recorded in these logs.

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 Lucent INTUITY system displays *windows, screens,* and *menus.* "Windows" show system information (Figure 1). "Screens" request user input. This input is either a value or other specific information you must input through a field (Figure 2) or a command you must enter from the `enter command:` prompt (Figure 3). "Menus" (Figure 4) present options from which you can choose to view another menu, or a screen or window.

- The words "subscriber" and "user" are interchangeable terms that describe a person administered on the Lucent INTUITY system.
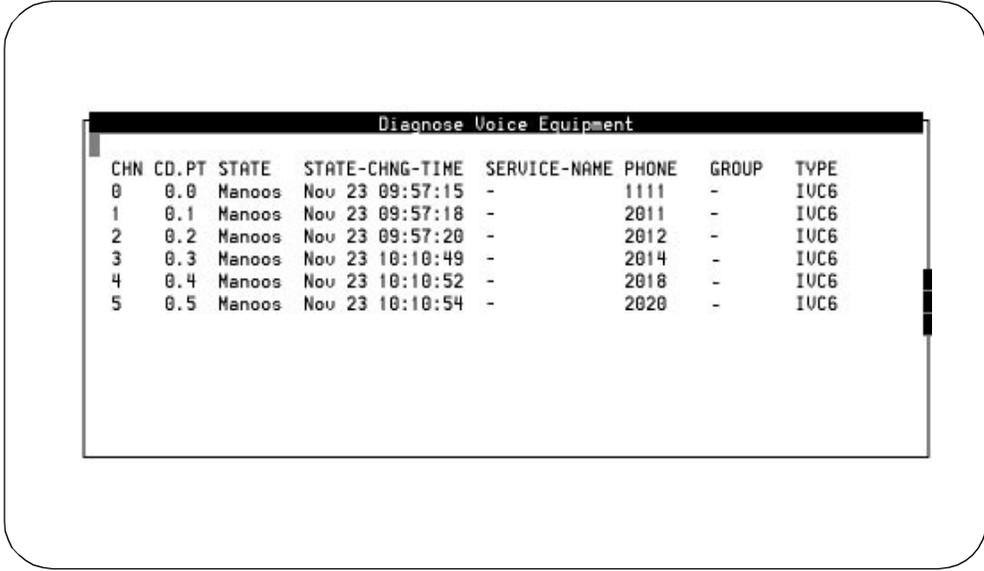
```
                     Diagnose Voice Equipment
  CHN CD.PT STATE     STATE-CHNG-TIME  SERVICE-NAME PHONE   GROUP   TYPE
  0    0.0  Manoos  Nov 23 09:57:15  -            1111    -       IVC6
  1    0.1  Manoos  Nov 23 09:57:18  -            2011    -       IVC6
  2    0.2  Manoos  Nov 23 09:57:20  -            2012    -       IVC6
  3    0.3  Manoos  Nov 23 10:10:49  -            2014    -       IVC6
  4    0.4  Manoos  Nov 23 10:10:52  -            2018    -       IVC6
  5    0.5  Manoos  Nov 23 10:10:54  -            2020    -       IVC6
```

Figure 1.   Example of a Lucent INTUITY Window

```
╔══════════════════════════════════════════════════════════════════════╗
║                    Local Machine Administration                        ║
╠══════════════════════════════════════════════════════════════════════╣
 Local Machine Name: local          Connection Type: RS-232 ASYNC

 Dial Str: _____

 Data Rate: 9600                    Password: **PASSWD**

 Channel:    1
```

Figure 2.   Example of a Lucent INTUITY Screen

```
                    Active          Alarms:                    Logins: 2
change machine                                                 Page 1 of 2
                            MACHINE PROFILE

Machine Name: cbweitt      Type: local        Location: local

  Voiced Name? ▓                        Extension Length: 4
    Voice ID: 0                         Default Community: 1

ADDRESS RANGES
      Prefix                  Start Ext.   End Ext.      Warnings
 1: _____   0000         9999
 2: _____   _____      _____
 3: _____   _____      _____
 4: _____   _____      _____
 5: _____   _____      _____
 6: _____   _____      _____
 7: _____   _____      _____
 8: _____   _____      _____
 9: _____   _____      _____
10: _____   _____      _____

enter command: change machine
```

Figure 3.   Example of a Lucent INTUITY Screen with a Command Line

```
            Networking Administration
           ▶Local Machine Administration
            Remote Machine Administration
            Networking Channel Administration
            Networking Traffic
```

Figure 4.   Example of an Lucent INTUITY 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 square boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 2 is shown as:

    Press [F2] (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 Lucent INTUITY Main Menu and select:

    ```
    > Customer/Services Administration
    ```

    ```
    > Alarm Management
    ```

In this example, you would access the Lucent INTUITY Main Menu and select the Customer/Service Administration menu. From the Customer/Service Administration menu, you would then select the Alarm Management screen.

■ 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.

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Related Resources

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

Documentation

The following books contain information and instructions needed for some of the repair procedures:

- *Lucent INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance*, 585-310-171, for common system procedures.

- *Lucent INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, for common system procedures.

- *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for administration information.

- *Lucent* INTUITY *Messaging Solutions Release 4 Digital Networking*, 585-310-567, for networking administration information.

For information about security and toll fraud issues, refer to *GBCS Products Security Handbook*, 555-025-600. For other information about the Release 4.0 Lucent INTUITY system refer to *Lucent* INTUITY *Messaging Solutions Release 4.0 Documentation Guide*, 585-310-016.

See the inside front cover for information about how to order Lucent INTUITY documentation.

Training

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

- Organizations within Lucent Technologies: (904) 636-3261

- Lucent Technologies customers: (800) 255-8988

How to Make Comments About This Book

We are interested in your suggestions for improving this book. Please complete and return the reader comment card that is located behind the title page.

If the reader comment card has been removed, send your comments to:

Lucent Technologies
Product Documentation Development Department
Room 22-2H15
11900 North Pecos Street
Denver, Colorado 80234

Please be sure to mention the name and order number of this book:

Lucent INTUITY *Messaging Solutions Release 4 Alarm and Log Messages*
Issue 1
585-310-566

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

Getting Started

<div style="text-align: right; font-size: large;">1</div>

Overview

This chapter describes how to access each type of log and how the log displays information. The remaining chapters in this book present the specific entries in the Administrator's and Alarm logs.

➡ NOTE:

This book does not document all possible log entries, only active Alarm Log and Administrator's Log entries. Resolution messages indicating that alarms have cleared are not documented.

Purpose

This chapter serves as an introduction to logs and log entries. It presents instructions for accessing three types of logs to display their messages.

The Lucent INTUITY system provides the following logs for the sa (system administrator) and the vm (voice mail administrator) login IDs:

- Activity log: Contains a list of the INTUITY AUDIX Voice Messaging mailbox-related events such as logins and message creation/receipt/deletion for a mailbox. This log is useful for responding to subscriber-reported problems.

- Administrator's log: Contains informational messages which may or may not require some action by the system administrator. These messages may simply log a successful nightly backup or they may alert the system administrator that the system is low on disk space.

■ Alarm log: Contains alarm information that signals a service-effecting or potentially service-effecting problem with the system. Major, minor and warning alarms generated by the system are recorded in the Alarm Log. A Lucent Technologies remote maintenance center is notified of all major and minor alarms; the customer is responsible for resolving all warning alarms.

INTUITY AUDIX System Status Line

Procedures located in other books about the system will instruct you when to access the different logs. You may also need to access the logs based upon the system's behavior, subscriber complaints, or an indicator on the INTUITY AUDIX System Status Line.

While working with the INTUITY AUDIX application, occasionally check the entries on the System Status Line. The System Status Line is located at the top of the INTUITY AUDIX administration screen.

To access the INTUITY AUDIX screen, select AUDIX Administration from the Lucent INTUITY (TM) Main Menu. The system will display the INTUITY AUDIX administration screen. Figure 1-1 shows the screen.
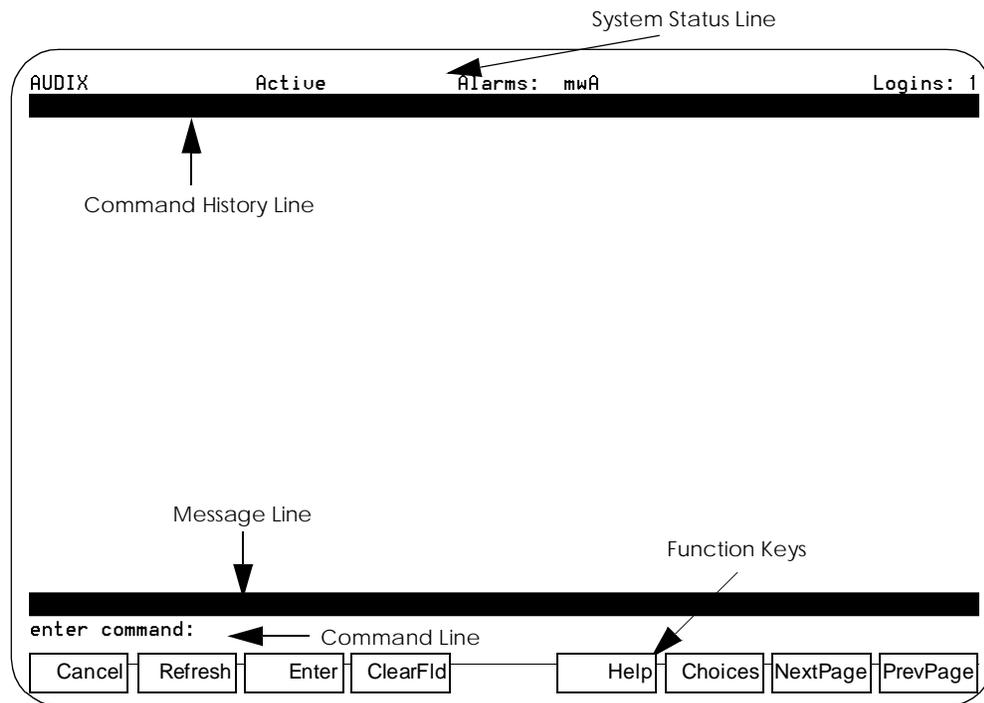
Figure 1-**1. AUDIX Administration Screen Layout (Blank Screen)**

Check the Alarms field. This field is located at the center top of the INTUITY AUDIX screen in the System Status Line.

In this field, the system uses the following abbreviations:

- M: major alarm

- m: minor alarm

- w: warning alarm

- A: new or unviewed entries in the Administrator's Log

- none: no alarms or unviewed log entries

If you see M, m, or w, look in the Alarm Log. If you see A, look in the Administrator's Log.

NOTE:

The word "active" in the System Status Line refers to the status of the voice mail software, and not to alarm status. "Active" in this field indicates that the software is functioning. "Inactive" indicates that the system may not be forwarding or receiving messages. Therefore, you will see the word "Active" displayed even when there are no active alarms.

Activity Log

The Activity Log is simply a list of the INTUITY AUDIX subscriber actions. It is helpful in diagnosing subscriber-reported problems because it shows exactly what activities a subscriber performed right up to the point where the problem occurred. The subscriber activities include:

- Message receipt

- Subscriber login

- Message status change from new to old

- Message waiting indicator (MWI) turned on or off

To access the Activity Log using the *sa* login:

➡ **NOTE:**

The vm (voice mail) login will go directly to the INTUITY AUDIX administration screen. If you are using the vm login, go to Step 3.

1. Start at the Lucent INTUITY(TM) Main Menu (Figure 1-2).

```
             INTUITY (TM) Main Menu

AUDIX Administration
Customer/Services Administration
Networking Administration
Upgrade
Voice System Administration
```
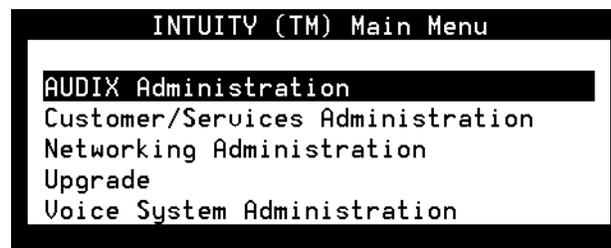
Figure 1-2.   Lucent INTUITY(TM) Main Menu

2. Select AUDIX Administration.

   The system displays the INTUITY AUDIX administration screen (Figure 1-3).

```
┌─────────────────────────────────────────────────────────────┐
│                                                               │
│  AUDIX            Active         Alarms:  mwA      Logins: 1   │
│  ███████████████████████████████████████████████████████████  │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│                                                               │
│  ███████████████████████████████████████████████████████████  │
│  enter command:                                               │
│  ──────────────────────────────────────────────────────────   │
│                                                               │
└─────────────────────────────────────────────────────────────┘
```
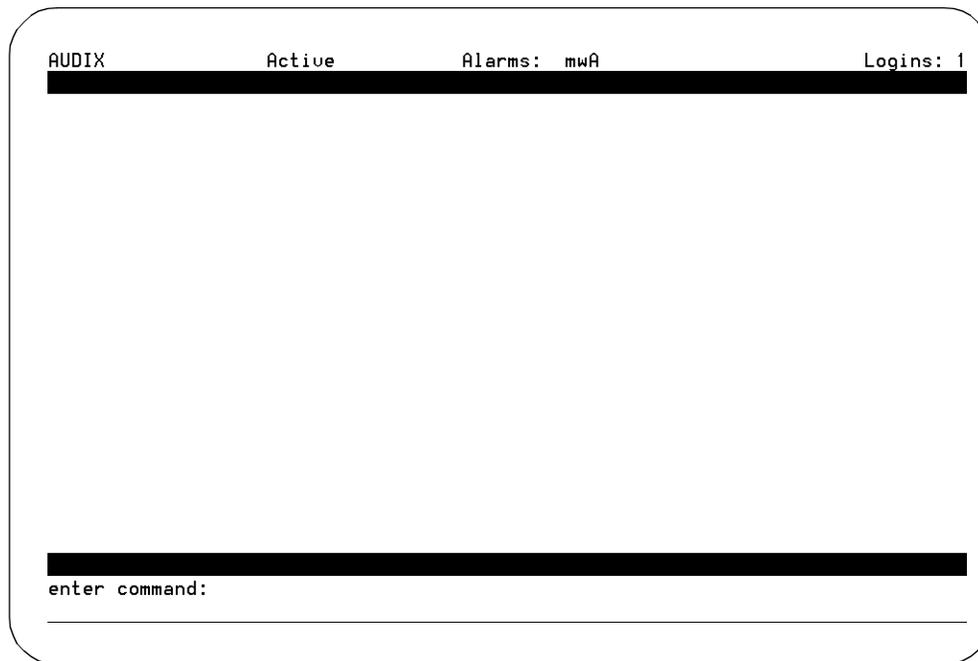
Figure 1-3.   AUDIX Administration Screen

3. Enter **display activity-log *extension*** where ***extension*** is the 3- to 10-digit extension for the local subscriber.

> ⇒ **NOTE:**
> A complete description of this log and of its contents is provided in *Lucent INTUITY Messaging Solutions Release 4 Administration,* 585-310-564.

Administrator's Log

The system records informational messages in the Administrator's Log. These messages may simply log a successful nightly backup or they may alert the system administrator that the system is low on disk space. They may also require the administrator to perform some action to correct a problem on the system. The Administrator's Log is accessible to the sa and vm logins.

The Administrator's Log can hold up to 1000 entries. When the maximum limit is reached, the oldest entries (by date and time) are overwritten by the new entries. Information in the Administrator's Log is saved, even if the system is rebooted. Only the remote maintenance center can clear the log.

> **NOTE:**
> Even though the Administrator's Log can hold up to 1000 entries, only 500 lines worth of data (viewed on multiple windows) can be displayed at one time. Therefore, use the display selection criteria to choose the appropriate Administrator's Log information.

This section describes the format, fields, and display options for the Administrator's Log. Listings of Administrator's Log entries with explanations are covered in Chapter 2, "Administrator's Log Entries".

Notification

Lucent Technologies recommends looking at the Administrator's Log several times daily or monitoring the System Status Line on the INTUITY AUDIX screen. If an "A" appears on the System Status Line:

```
                          Alarms: A
```

access the Administrator's Log. The "A" indicates new or unviewed messages in the Administrator's Log. The process for accessing the Administrator's Log is detailed in the "Access" section below.

Administrator's log entries are not considered alarms even though the indication appears in the Alarms field. However, they do deserve the attention of the administrator. These messages are not monitored by the remote maintenance center.

> **NOTE:**
> The Administrator's Log (A) on the STATUS line is cleared when you access the Administrator's Log, even if you do not correct the problems that may be reported there.

Access

The sa login may access the Administrator's Log by using the Lucent INTUITY system menus or the INTUITY AUDIX Administration screen. The vm login may only access the Administrator's Log via the INTUITY AUDIX screens.

Lucent INTUITY System Menus Access

To access the Administrator's Log quickly using the default display options:

1. Starting at the Lucent INTUITY(TM) Main Menu (Figure 1-2), select:

.

```
> Customer/Services Administration

    > Log Administration

        > Administrator's Log
```

The system displays the Administrator's Log Display Selection screen (Figure 1-4).
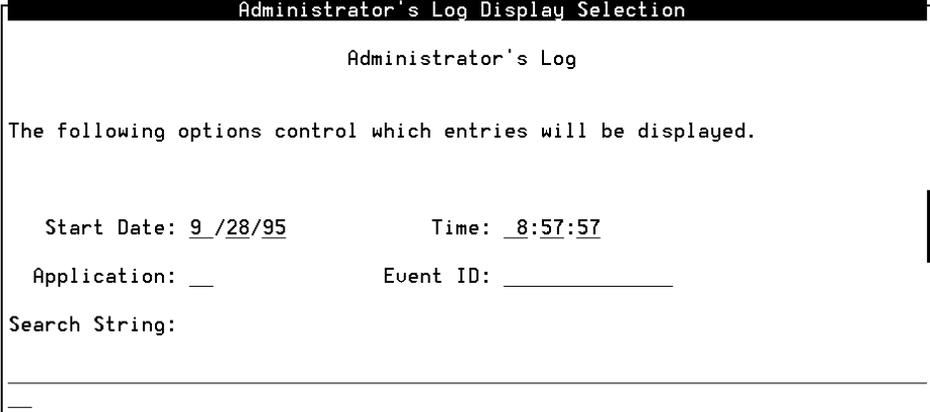
```
┌──────────────────────────────────────────────────────────────┐
│            Administrator's Log Display Selection               │
│                                                                │
│                    Administrator's Log                         │
│                                                                │
│                                                                │
│ The following options control which entries will be displayed. │
│                                                                │
│                                                                │
│                                                                │
│   Start Date: 9 /28/95          Time:  8:57:57                 │
│                                                                │
│  Application: __             Event ID: _____           │
│                                                                │
│ Search String:                                                 │
│                                                                │
│  _____      │
│  __                                                            │
└──────────────────────────────────────────────────────────────┘
```

Figure 1-4. Administrator's Log Display Selection Screen

2. Press ⌐SAVE⌐ (F3) to display the Administrator's Log using the default display options. See "Administrator's Log Display Selection Screen" below for information about other display options.

The system displays the Administrator's Log (Figure 1-5).
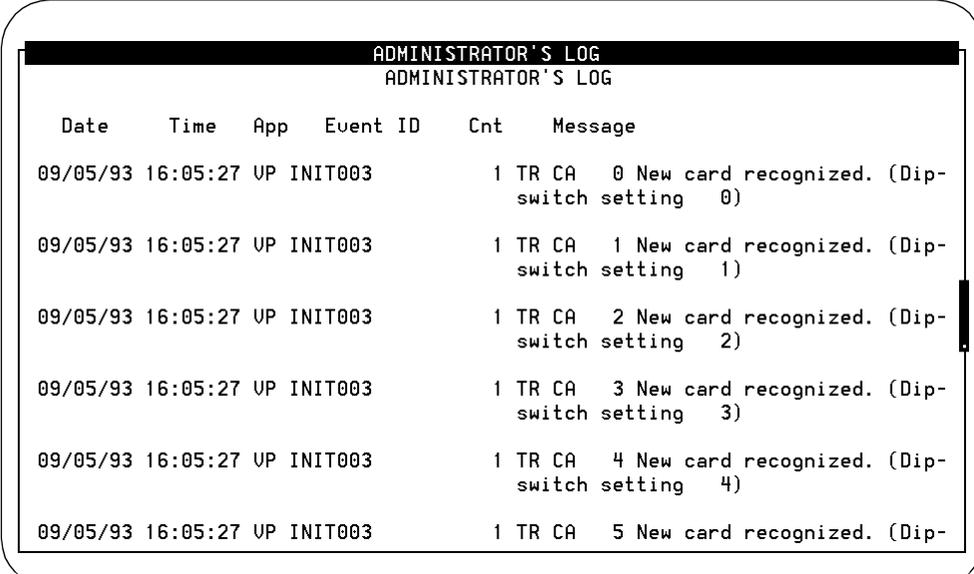
```
                    ADMINISTRATOR'S LOG
                    ADMINISTRATOR'S LOG

   Date     Time    App   Event ID    Cnt     Message

09/05/93 16:05:27 VP INIT003          1 TR CA   0 New card recognized. (Dip-
                                        switch setting   0)

09/05/93 16:05:27 VP INIT003          1 TR CA   1 New card recognized. (Dip-
                                        switch setting   1)

09/05/93 16:05:27 VP INIT003          1 TR CA   2 New card recognized. (Dip-
                                        switch setting   2)

09/05/93 16:05:27 VP INIT003          1 TR CA   3 New card recognized. (Dip-
                                        switch setting   3)

09/05/93 16:05:27 VP INIT003          1 TR CA   4 New card recognized. (Dip-
                                        switch setting   4)

09/05/93 16:05:27 VP INIT003          1 TR CA   5 New card recognized. (Dip-
```

Figure 1-5. Administrator's Log

INTUITY AUDIX Administration Screen Access

To access the Administrator's Log through the INTUITY AUDIX Administration screen:

1. Starting at the Lucent INTUITY(TM) Main Menu (Figure 1-2), select:

.

```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Administration screen (Figure 1-3).

2. Enter **display administrator's-log** in the command line.

3. Press ⌑SAVE⌑ (F3) to display the Administrator's Log using the default display options. See "Administrator's Log Display Selection Screen" below for information about other display options.

The system displays the Administrator's Log (Figure 1-5).

Administrator's Log Display Selection Screen

When you ask the system to display the Administrator's Log, the system presents the Administrator's Log Display Selection screen so that you may choose what to display. The selection criteria on the Administrator's Log Display Selection screen correspond to the fields in the Administrator's Log. The Administrator's Log can display only those entries that meet the selected criteria. For example, to see the entries for INTUITY AUDIX Messaging, enter **VM** in the Application field and the Administrator's Log will display only the VM entries (Figure 1-4). Leaving the field blank will cause the system to display alarms from all applications.

The first time the Administrator's Log Display Selection screen is used, all fields are blank. Subsequent uses of this screen by the same login (even after restarts and reboots) show the date and time the screen was last used in the Start Date and Time fields, respectively; all other fields are blank. You may change the Start Date and Time fields and provide information for any other fields.

Table 1-1 lists the display selection options and their corresponding Administrator's Log field.

Table 1-1.   Display Selection Option and Administrator's Log Field

Display Selection Option	Administrator's Log Field
Start Date & Time	Date/Time
Application	Application (App)
Event ID	Event ID
Search String	Message

Any combination of selection criteria can be used in the Administrator's Log Display Selection screen. You do not need to fill in all of the fields.

Administrator's Log Format

Each Administrator's Log entry may occupy up to three lines on the display. Each entry is described in terms of the six fields in the log. Each field description in this section includes a list of possible values and Administrator's Log display options (Figure 1-5).

Date/Time

This field displays the date and time when the entry was logged.

The Date and Time fields are important in correlating the approximate time of a system activity with actual messages in the system.

The Date and Time fields display any valid date (month, day, year) and time (hour, minute, second) in the following format.

MM/DD/YY HH:MM:SS

Example: 05/26/96 14:17:39

Time is shown on the 24-hour clock standard: 00:00:00 is midnight and 23:00:00 is 11:00 pm.

The Date and Time fields allow you to look at only those log entries that occurred after a certain date and time. The default for these fields is the date and time the window was last used.

To limit the display to a particular period, enter a Start Date in the *mm/dd/yy* format. Valid entries are 1 through 12 for the month, 1 through 31 for the day, and 0 through 99 for the year. Any year value below 70 is assumed to be in the 21st century.

Enter Time in an hour-minute-second triplet in the *hh:mm*:ss format. Valid entries are 0 through 23 for the hour, 0 through 59 for the minute, and 0 through 59 for the second. Start Date must have a valid entry before Time can be accessed.

Application Identifier

The application identifier represents the portion of the Lucent INTUITY system that generated the message.

Table shows the application identifiers that could appear in the Administrator's Log.

Table 1-2. Application Identifier: Possible Values

Abbreviation	Application
CA	Lucent INTUITY Call Accounting System
ML	MERLIN LEGEND switch integration package
VP	Voice Platform
VM	INTUITY AUDIX Voice Messaging
SW	Switch Integration Package
MT	Maintenance
NW	INTUITY AUDIX Digital Networking

The `App` field of the Administrator's Log Display Selection screen allows you to display only those entries with a particular application identifier. For example, to see only the entries related to networking, type **NW** in the `App` field.

> ➡ **NOTE:**
> The application identifier must be typed in capital letters.

Event ID

The `Event ID` uniquely identifies an Administrator's Log entry within a particular application, such as INTUITY AUDIX (VM). An example of an Event IDs are ADM_ cais or BKDONE.

Because they are unique within an application, `Event IDs` take a variety of forms. They are made up of 14 alphanumeric characters which usually contain some letters to indicate the reporting resource then a series of numbers to uniquely identify it within that resource. For example, BKDONE, is sent to the Administrator's Log when a backup is successful.

The `Event ID` assists you in referencing the documentation for explanations of log entries.

The `Event ID` field of the Administrator's Log Display Selection screen allows you to display only those log entries with a particular `Event ID`. For example, if it is necessary to confirm that last night's unattended backup was successful, enter **BKDONE** in the `Event ID` field.

The `Event ID` field is case-sensitive. Therefore, BKDONE is not the same as bkdone.

Count

The `Count` field displays the number of times this message has been sent to the Administrator's Log within one minute. The first time a message is sent to the Administrator's Log, it is logged as a full entry. Each subsequent occurrences of the same message, within one minute, increase the number in the `Count` field by 1. This reduces the potential flooding of the log by a single message. The `Date` and `Time` fields show the date and time of the initial entry.

> ➡ **NOTE:**
> The messages must be exactly the same and continuous to increment the `Count` field. If a different message occurs within the minute, the count is stopped. Additional messages are counted by another entry.

The `Count` field can contain any number between 1 and 999.

It is not possible to select entries in the Administrator's Log using the `Count` field.

Message

The `Message` field contains a brief explanation of the Administrator's Log entry.

One line of explanatory text is provided for each Administrator's Log message. `Messages` can be as detailed as the line length allows.

The `Search String` field on the Administrator's Log Display Selection screen allows you to display only those entries whose `Message` fields contain the word or words entered.

Up to 78 characters can be entered. However, the string typed must match the `Message` field of the entry *exactly* including upper and lower case letters.

The comparison between the `Search String` and the `Message` field is left-anchored. This means that if **Some text** is entered as the `Search String` it will match messages with **Some text here** but not **There is Some text here** in the `Message` field.

Documentation of the Administrator's Log

See Chapter 2, "Administrator's Log Entries" for log entries and explanations.

The documentation of each Administrator's Log entries contains the following information. The fields labelled *key* will help find the entry quickly in the documentation.

- Application Identifier (key)
- Event ID (key)
- Description
- Repair Action

To look up an Administrator's Log message in Chapter 2:

1. Locate the appropriate Application Identifier section.

   Entries are organized alphabetically by Application Identifier (CA, ML, MT, NW, SW, VM, VP, VR).

2. Scan the Event IDs at the top of each entry.

   Within each application identifier section, entries are organized alphabetically by Event ID.

Alarm Log

The Alarm Log is the starting point for troubleshooting the system because the contents of the Alarm Log represent all of the significant problems that the system has detected and been unable to repair automatically.

The Alarm Log holds both active alarms and resolved alarms. Active alarms reflect the current problems in the system. Resolved alarms are alarms that have been corrected either through automatic system action, a repair procedure from Chapter 3, or remote maintenance center intervention. When an active alarm is corrected, its status is changed from active to resolved. Active alarms and resolved alarms can not be displayed at the same time.

All active alarms are resolved when the UNIX system is rebooted. Resolved messages are recorded in the Alarm Log. The Alarm Log is saved and can be displayed after the reboot. If the system is still experiencing problems after the reboot, alarms are regenerated appropriately.

The Alarm Log can hold up to 1000 active and 1000 resolved alarms. When the maximum limit is reached for active alarms, no new entries in the log are permitted until existing alarms are resolved. When the maximum limit is reached for resolved alarms, the oldest entries (by resolved date and time) are overwritten by the new entries. Only the remote maintenance center can clear the Alarm Log.

> **NOTE:**
> Even though the Alarm Log can hold up to 1000 active and 1000 resolved alarm entries, only 500 lines worth of alarm data (viewed on multiple windows) can be displayed at one time. Therefore, use the display selection criteria carefully to choose the appropriate Alarm Log information.

If the default settings are used, the most severe alarms (major) will be displayed first in the log.

This section describes the format, fields, and display options for the Alarm Log. Listings of alarms and their associated errors and repair steps are covered in Chapter 3. Unless specified by the maintenance contract, customers are responsible for resolving warning-level alarms.

Notification

When an alarm is sent to the Alarm Log, there are several mechanisms which notify the system administrator of the service-affecting problem.

In addition, active alarms (alarms that have not been resolved) and new entries to the Alarm Log are noted on the STATUS line in terms of severity.

- If INTUITY AUDIX Administration administration is being performed, active alarms and new entries to the Alarm Log are noted on the STATUS line (Figure 1-3).

■ The Alarm Log can be accessed through the Lucent INTUITY windows. Refer to the "Access" section below.

Depending upon your maintenance contract, a Lucent Technologies remote maintenance center is notified of major and minor alarms on the Lucent INTUITY system. If a major or minor alarm has been active for at least 5 minutes, a call is placed via the RMB (remote maintenance board) or the remote maintenance modem connected to COM2 to the Lucent Technologies remote maintenance center designated on the Alarm Management window. For more information, refer to the "Alarm Management" section of this chapter.

Access

The sa login can access the Administrator's Log through the Lucent INTUITY system menus or the INTUITY AUDIX Administration screen. The vm login may only access the Alarm Log through the INTUITY AUDIX screen.

Lucent INTUITY System Menus Access

To access the Alarm Log through the Lucent INTUITY system menus:

1. Starting at the Lucent INTUITY(TM) Main Menu (Figure 1-2), select:

```
> Customer/Services Administration

    > Log Administration

        > Alarm Log
```

The system displays the Alarm Log Display Selection screen (Figure 1-6).

```
┌─────────────────────────────────────────────────────────────────────┐
│                   Alarm Log Display Selection                         │
│                                                                       │
│                          Alarm Log                                    │
│                                                                       │
│                                                                       │
│   The following options control which alarms will be displayed.       │
│                                                                       │
│        Alarm Type: A                                                  │
│                                                                       │
│        Alarm Level:                                                   │
│              Major? Y              Minor? Y              Warning? Y    │
│                                                                       │
│                                                                       │
│        Start Date: 09/05/95        Time: __:__        Application: __ │
│                                                                       │
│                                                                       │
│   Resource Type: _____    Location: ____ __ ___    Alarm Code: ____│
│                                                                       │
└─────────────────────────────────────────────────────────────────────┘
```

Figure 1-6.   Alarm Display Selection Screen

2. Press ⊂SAVE⊃ (F3) to display the Alarm Log using the default display options. See "Alarm Log Display Selection Screen" below for information about other display options.

The system displays the Alarm Log (Figure 1-7).

```
┌─────────────────────────────────────────────────────────────────────┐
│                            Alarm Log                                  │
│                            Alarm Log                                  │
│                                                                       │
│  App Resource    Location    Alarm Alm Ack   Date/Time    Date/Time  Resolve │
│      Type                    Code  Lvl       Alarmed      Resolved   Reason  │
│                                                                       │
│  MT  DISK            sc      0     MAJ N 11/10/93 19:20                │
│                                                                       │
│  MT  MIRROR     N/A  -- --- 0     MAJ N 11/10/93 21:50                │
│                                                                       │
│  VP  SOFTWARE                4     MIN N 11/10/93 16:37                │
│                                                                       │
│  SW  DCIU_LINK               202   MIN N 11/10/93 16:37                │
│                                                                       │
│  VM  SOFTWARE                602   MIN N 11/10/93 16:38                │
│                                                                       │
│  VM  SOFTWARE                601   MIN N 11/10/93 16:38                │
│                                                                       │
│  VP  VOICE_PORT TR  CH 5     1     MIN N 11/10/93 20:20                │
│                                                                       │
│  NW  MSG_XMIT                1500  WRN N 11/10/93 16:39                │
│                                                                       │
└─────────────────────────────────────────────────────────────────────┘
```

Figure 1-7.   Alarm Log

INTUITY AUDIX Administration Screen Access

To access the Alarm Log through the INTUITY AUDIX Administration screen:

1. Starting at the Lucent INTUITY(TM) Main Menu (Figure 1-2), select:

.

```
> AUDIX Administration
```

The system displays the AUDIX Administration screen (Figure 1-3).

2. Enter **display alarms**.

3. Press ⌷SAVE⌷ (F3) to display the Alarm Log using the default display options. See "Alarm Log Display Selection Screen" below for information on other display options.

The system displays the Alarm Log (Figure 1-7).

Alarm Log Display Selection Screen

When you ask the system to display the Alarm Log, the system presents the Alarm Log Display Selection screen (Figure 1-6). This screen allows you to choose what to display. The selection criteria on the Alarm Log Display Selection screen corresponds to the fields in the Alarm log.

Pressing ⌷SAVE⌷ (F3) tells the system to display the Alarm Log using the displayed options. However, only those entries that meet certain criteria, for example a particular severity, can be viewed by entering specific selection criteria.

The first time you access the Alarm Log Display Selection screen after a restart or reboot, all the fields are blank. Subsequent uses of this screen by the same login show the options selected last time the window was used.

Table 1-3 shows the available display selection options available.

Table 1-3. Display Selection Option and Alarm Log Field

Display Selection Option	Alarm Log Field
Alarm Type	alarms displayed are either active or resolved
Major	Alm Lvl
Minor	Alm Lvl
Warning	Alm Lvl
Start Date & Time	Date/Time Alarmed Date/Time Resolved
Application	Application
Resource Type	Resource Type
Location	Location
Alarm Code	Alarm Code

You can view *either* a list of active alarms *or* a list of resolved alarms, but not both simultaneously. Enter either an **A** (for active) or an **R** (for resolved) in the Alarm Type field of the Alarm Log Display Selection screen. The default is **A**.

The most severe alarms (by alarm level) are displayed first in the log. Within alarm level, entries in the log are always displayed in chronological order, oldest first. To see the most recent entries to the log, press (END) on the keyboard or scroll through the entries with the arrow keys.

Alarm Log Format

Each alarm occupies a single line in the display. Each entry is described in terms of eight fields in the log (Figure 1-7). Each field description in this section includes a list of possible values and Alarm Log display selections.

Application Identifier

For information on the Application Identifier refer to "Application Identifier" on Page 1-11.

Resource Type

The Lucent INTUITY system groups its alarms by resource types. For example, NETWK_BD is the resource type for problems that occur with the networking circuit card.

The `Resource Type` field is an important field for two reasons.

- It groups the alarms into general categories which helps narrow the problem during troubleshooting.

- It is the link from the alarm description in the Alarm Log to the alarm's repair steps in this document.

Possible values for the `Resource Type` field are listed in Table 1-4.

Table 1-4.   Alarmed Resource Type: Possible Values

Resource Type	Description	Application Code
ALARM_ORIG	Alarm generation	MT
ANNC	INTUITY AUDIX Voice Messaging announcement sets	VM
AUD_BKUP	INTUITY AUDIX Voice Messaging backup	VM
AUDIT	INTUITY AUDIX Voice Messaging database audits	VM
AUD_RESTOR	INTUITY AUDIX Voice Messaging restore	VM
AUDIX_FS	Disk space and files used to store voice messages	VM
BACKUP	Attended and unattended backups	MT
CGEN	General messages	VP
CHRIN	CHARINIT process messages	VP
DCIU_LINK	DCIU switch integration link	SW
DISK	Hard disks	MT
DSKMG	Disk Manager	VM
FAXAP	Lucent INTUITY FAX Messaging application	VM
FAXMONOANM	Lucent INTUITY FAX Messaging errors	VP
FAXNSFOANM	Lucent INTUITY FAX Messaging errors	VP
GPSC_BOARD	DCIU switch integration board (GPSC-AT/E)	SW
INIT	Initialization	VP
LANINTF	LAN interface	VM
MIRROR	Mirroring of data	MT
MTC	Maintenance	VP
NETWK_BD	Digital networking board (ACCX)	NW
NETWK_CHAN	Digital networking board channels	NW
RESTORE	Restoring information from tape/floppy	MT

Table 1-4.   Alarmed Resource Type: Possible Values

Resource Type	Description	Application Code
SERVER	Trusted Server Software	VM
SF_VXMDI	Lucent INTUITY FAX Messaging errors	VP
SMDI_LINK	SMDI switch integration link	SW
SOFTWARE	Software-related errors	ML NW SW VM VP
SPDSKMGR	Speech disk manager	VP
SPEECH_FS	Disk space for speech filesystems	VP
SW	Switch integration	sw
TAPE_DRIVE	Magnetic tape drive	MT
THR	Threshold levels	VP
TRIP	Tip/Ring interface process	VP
UNIX	UNIX® Operating system	MT
VM_PT	INTUITY AUDIX Voice Messaging software that controls the voice ports	VM
VOICE_PORT	Physical voice ports on IVC6 cards	VP
VROP	Voice coding and playback	VP

The Resource Type field of the Alarm Log Display Selection screen (Figure 1-6) allows you to display only those alarms with a particular alarmed resource type. For example, to see only the alarms related to performing backups, type **BACKUP** in the Resource Type field.

NOTE:
The Resource Type field is case-sensitive. Therefore, BACKUP is different from backup.

Location

The Location field helps you locate the hardware which is causing the alarm. The Location field is divided into three parts.

- Equipment name
- Equipment type
- Equipment number

This field may be blank when no additional data is available.

Table 1-5 shows the hardware components which have Location field values.

⇒ NOTE:
This field is blank if the alarm is not hardware related.

Table 1-5. Location: Possible Values

Location	Equipment Name	Equipment Type	Equipment Number
NB	ACCX	ca (card) or	1 - 3
		ch (channel)	1 - 12
TR	IVC6	ca (card) or	0 -10
		ch (channel)	0 - 63

The Location field of the Alarm Log Display Selection screen (Figure 1-6) allows you to display only those alarms for a particular piece of hardware in a location. For example, to see only the alarms related to the IVC6 card #3, type **TR ca 2** in the Location field.

Alarm Level

Three alarm levels indicate the severity of an alarm. The alarm levels are:

- Major
- Minor
- Warning

Major alarms indicate problems that may affect key system components. For example, if more than 25% of the voice ports are out of service, a major alarm is raised. If unresolved after five minutes, major alarms are sent automatically to an Lucent Technologies remote maintenance center by the Lucent INTUITY system if there is a maintenance service contract and alarm origination is active (see the "Alarm Management" section of this chapter). Remote service personnel perform remote maintenance on the system to correct major alarms.

Minor alarms indicate problems that are not critical to system operation but that could affect full service. For example, if the nightly unattended backup of system data fails, a minor alarm is raised. If unresolved after five minutes, minor alarms are sent automatically to a Lucent Technologies remote maintenance center by the Lucent INTUITY system if there is a maintenance service contract and alarm origination is active (see the "Alarm Management" section of this chapter). Remote service personnel perform remote maintenance on the machine to correct minor alarms.

Warning alarms indicate problems that could potentially affect system service if not resolved. For example, if the system detects abnormal breaks during speech playback, a warning alarm is raised. Warning alarms are not sent to a Lucent Technologies remote maintenance center. Warning alarms must be corrected by the system administrator using the repair steps detailed in Chapter 3, "Alarm Log Entries".

Alarm Level is an important qualifier because it classifies problems within the Lucent INTUITY system so that the most severe can be worked first. In most cases, the alarm level also draws the line between the responsibility of the system administrator (warning alarms) and the responsibility of the Lucent Technologies remote maintenance center (major and minor alarms). Table 1-6 shows the alarm levels and their descriptions.

Table 1-6.   Alarm Level: Possible Values

Level	Description
MAJ	System, major feature, or major function is likely out of service
	> 25% of a given resource is out of service
	Repairable by Lucent Technologies services
MIN	Service affecting
	< 25% of a given resource is out of service
	Repairable by Lucent Technologies services
WRN	Service affecting
	Repairable by customer

The `Major?`, `Minor?`, and `Warning?` fields of the Alarm Log Display Selection screen (Figure 1-6) allow you to display only those alarms with a particular alarm level. For example, to see only the major alarms, type **y** in the `Major?` field, **n** in `Minor?` field, and **n** in the `Warning?` field.

By default, `Major?`, `Minor?` and `Warning?` fields are set to **y**. Using the default settings, the alarms are displayed in the log by severity: major alarms first, minor alarms second, and warning alarms third.

Acknowledged

The `Ack?` field indicates if the alarm has been reported to and received by a Lucent Technologies remote services center.

If unresolved after five minutes, active major and minor alarms are reported to a Lucent Technologies remote services center if there is a maintenance service contract and alarm origination is active (see the "Alarm Management" section of this chapter). The `Ack?` field will display a `Y` if the alarm has been reported to and received by a Lucent Technologies remote services center. The `Ack?` field will display a `N` if the alarm has either not been reported to or has not been received by a Lucent Technologies remote maintenance center.

A major or minor alarm may show an `N` if a significant number of higher priority alarms exist and, therefore, have already been sent to the Lucent Technologies remote maintenance center. The Lucent INTUITY system also has a predefined hierarchial list of resources. If the Lucent INTUITY system must make a choice between alarms to be sent to the remote maintenance center, it uses this list to determine those of top priority. For example, hard disk alarms rate above voice port alarms. Because warning alarms are the responsibility of the Lucent INTUITY system administrator, they always show an `N` in the `Ack?` field.

The `Ack?` field is important because it lets the system administrator know if the Lucent Technologies remote maintenance center has received notification of the alarms on the system.

The user cannot select Alarm Log entries based on this field.

Date/Time Alarmed

The `Date/Time Alarmed` field displays the date and time that the alarm was raised.

The `Date/Time Alarmed` field is important in correlating the approximate time of symptoms, reported by subscribers and callers, with actual alarms in the system. This field also indicates how long the system may have been experiencing problems.

The Date and Time fields display any valid date (month, day, year) and time (hour, minute) in the following format.

> MM/DD/YY HH:MM
>
> Example: `05/26/95 14:21`

Time is shown on the 24-hour clock standard; 0:00 is midnight and 23:00 is 11:00 pm.

If the problem can be pinpointed to an approximate time period, it may be desirable to narrow the scope of possible causes by using the `Start Date` and `Time` display selection fields (Figure 1-6).

The `Start Date` and `Time` fields allows you to look at only those log entries which occurred after a certain date and time. The default for these fields is the date and time the window was last used.

To limit the display to a particular period, enter a `Start Date` in the *mm/dd/yy* format. Valid entries in this field are 1 through 12 for the month, 1 through 31 for the day, and 0 through 99 for the year. Any year value below 70 is assumed to be in the 21st century. Enter `Time` in an hour-minute pair in the *hh:mm* format. Valid entries for this field are 0 through 23 for the hour and 0 through 59 for the minute. `Start Date` must have a valid entry before `Time` can be used.

If the system is displaying the active alarms (**A** in the `Alarm Type` field), `Start Date` and `Time` uses the `Date/Time Alarmed` field to select log entries.

Date/Time Resolved

The `Date/Time Resolved` field displays the date and time that the alarm was resolved. This field is blank when active alarms are displayed. The default for these fields is the date and time the screen was last used.

The `Date/Time Resolved` field is important in correlating the approximate time of repair procedures with the actual resolution of alarms in the system. This field also indicates how long the system experienced the problem.

`Date/Time Resolved` displays any valid date (month, day, year) and time (hour, minute, second) in the following format.

> MM/DD/YY HH:MM

> Example: `05/26/95 14:21`

If the system is displaying the resolved alarms (**R** in the `Alarm Type` field), `Start Date` and `Time` uses the `Date/Time Resolved` field to select log entries.

Resolve Reason

The `Resolve Reason` field shows the cause of the alarm resolution. This field is blank when active alarms are displayed.

The `Resolve Reason` field is important in correlating a repair procedure with the actual resolution of alarms in the system. Table 1-7 shows the possible values for the `Resolve Reason` field.

Table 1-7.   **Resolve Reason: Possible Values**

Reason	Description
MAINT	Alarm was resolved by maintenance action (repair procedure). The resource recovered. For example, a diagnostic run against the alarmed resource passes.
MANUAL	Alarm was resolved by manual action. For example, a voice channel is taken out of service (MANOOS state).
RESTRT	The application was restarted or the system was rebooted. All active alarms are resolved.
REMOVE	The alarm was resolved by physically or administratively removing the resource with the problem. For example, a voice card was physically removed from the system.

The user cannot select Alarm Log entries based on this field.

Alarm Management

The Alarm Management window contains 6 fields which determine how the Lucent INTUITY system responds to alarms. The sa and vm logins may view the information on this window, but cannot change it.

All of the information on the Alarm Management window was entered by Lucent Technologies factory personnel before the system was shipped or by a technician during installation according to the terms of the Lucent Technologies maintenance contract.

To access the Alarm Management screen using the default display options:

1. Starting at the Lucent INTUITY(TM) Main Menu (Figure 1-2), select:

        .

```
> Customer/Services Administration
```

```
   > Alarm Management
```

The system displays the Alarm Management window (Figure 1-8).

```
┌─────────────────────────────────────────┐
│          Alarm  Management              │
├─────────────────────────────────────────┤
│ Product ID                  2999999999  │
│                             ─────────── │
│ Alarm Destination           916148606427│
│                             ─────────── │
│ Alarm Origination           ACTIVE      │
│                             ─────────── │
│ Alarm Level                 MINOR       │
│                             ─────────── │
│ Alarm Suppression           ACTIVE      │
│                             ─────────── │
│ Clear Alarm Notification    ACTIVE      │
│                             ─────────── │
└─────────────────────────────────────────┘
```

Figure 1-8.   Alarm Management Window

Product ID

The `Product ID` is a 10-digit number used to identify the system when talking with the Lucent Technologies remote maintenance center. There is no default for this field.

Alarm Destination

The Lucent INTUITY system is designed to notify an Lucent Technologies remote maintenance center whenever there are alarms that have been active for more than five minutes. The `Alarm Destination` field is the telephone number that the computer dials and transmits alarms to. The proper telephone number was entered during installation of the Lucent INTUITY system. Telephone numbers should be entered in this field as a string of digits without special characters except for the following.

- Use an equal sign (=) to wait for dial tone
- Use a dash (-) to pause for 2 seconds

For example:

9=1-6148605555

The above string tells the computer to dial 9, wait for dial tone, dial 1, wait 2 seconds, then dial 6148605555.

There is no default for this field.

Alarm Origination

When `Alarm Origination` is active, the remote maintenance center (designated by a telephone number in the `Alarm Destination` field) is notified of alarms on this Lucent INTUITY system. The default for the `Alarm Origination` field is Active.

Alarm Level

The severity of the alarms sent to the remote maintenance center is identified in the `Alarm Level` field. If the `Alarm Level` is Major, then all alarms with a severity level of major are sent. If the `Alarm Level` is Minor, then all alarms with a severity level of major and minor are sent. The default for the Alarm Level field is Minor.

Alarms are sent to the remote center if they remain unresolved after 5 minutes. Up to 4 different alarms can be sent to the remote maintenance center in a single transmission. If the system has more than 4 active alarms at the designated alarm level, the system determines which alarms are sent first based on impacts to the system as a whole.

Alarm Suppression

When the `Alarm Suppression` field is active, no alarms are sent to the remote maintenance center. It is used for repair procedures, usually for hardware repair procedures. The default for the `Alarm Suppression` field is Inactive.

Clear Alarm Notification

When the UNIX system is rebooted, all active alarms are resolved. If the `Clear Alarm Notification` field is Active, an entry indicating that all alarms were cleared is sent to the designated remote maintenance center. The default for the `Clear Alarm Notification` field is Active.

Documentation of the Alarm Log

The Alarm Log is documented in Chapter 3, "Alarm Log Entries". The documentation of each Alarm Log entry contains the following information from the log itself. The fields labelled *key* will help you find the entry quickly in the documentation.

- Application Identifier (key)
- Alarmed Resource Type (key)
- Alarm Code (key)
- Alarm Level

In addition, each message contains explanatory text and a repair action to guide you in understanding and correcting, if necessary, a log message.

To look up an Alarm Log message in Chapter 3, "Alarm Log Entries":

1. Chapter 3, "Alarm Log Entries" is organized alphabetically by Application Identifier (CA, ML, MT, NW, SW, VM, VP). Locate the appropriate section using the Application Identifier.

   - CA (Call Accounting System)

   - ML (MERLIN LEGEND Alarms)

   - MT (Maintenance Platform Alarms)

   - NW (INTUITY AUDIX Digital Networking Alarms)

   - SW (Switch Integration Alarms)

   - VM (INTUITY AUDIX Voice Messaging Alarms)

   - VP (Voice Platform Alarms)

2. Look for the Alarmed Resource Type. The Alarmed Resource Type is listed in the "Resource Type" field in the Alarm Log. Locate that section in the chapter.

3. Within each section, alarms are organized by Alarm Code. Locate the alarm with the corresponding Alarm Code.

For example, to find the following alarm:

```
MT  TAPE_DRIVE    1    WRN   N  06/04/96  03:05
```

look first for the Application Identifier *MT*, then for the Alarmed Resource Type *TAPE_DRIVE*, and then for Alarm Code *1*.

Administrator's Log Entries

2

Purpose

This chapter uses two parts of the Administrator's Log message to identify the entries:

- Application Identifier – a two-letter code that indicates the software module affected by the alarm

- Event ID – a series of letters or letters and numbers that identifies the condition

Refer to Chapter 1 for information about accessing the Administrator's Log and for descriptions of the fields contained in this log.

To locate an Administrator's Log message in this chapter:

1. Locate the section for the appropriate application identifier.

   Entries are organized alphabetically by the Application Identifier:

   - CA — Call Accounting System

   - ML — MERLIN LEGEND integration

   - MT — Maintenance Platform

   - NW — Networking

   - SM – Station Manager

   - SW — Switch Integration

   - VM — Voice Messaging

   - VP — Voice Platform

2. Scan the Event IDs at the top of each entry in this chapter to locate the log information. Within each application identifier section, entries are organized alphabetically by Event ID.

Variables in the administrator's log message field are shown in pointed brackets, such as <channel number>. The words inside the brackets describe the type of information in the actual log entry. In the <channel number> field, a number like 23 may appear, representing the 23rd voice channel. These variables are often used in the repair action to locate the problem.

⇒ NOTE:

Even though the administrator's log can hold up to 1000 entries, only 500 lines worth of data (viewed on multiple screens) can be displayed at one time. Therefore, use the display selection fields carefully to choose the information that you want to see.

CA — Call Accounting System

See *INTUITY Call Accounting System User Guide,* 585-310-728, for the administrator's log messages and repair actions pertaining to the INTUITY Call Accounting System.

ML — MERLIN LEGEND

The following administrator's log messages and repair actions apply to the MERLIN LEGEND switch integration package

Event ID: ML200

Description: Failure attempting to log into channel.

Repair Procedure:

None. This message is informational. Once the message is received, the Lucent INTUITY system recognizes that the channel is working.

Event ID: ML201

Description: Failure attempting to log out channel.

Repair Procedure:

None. This message is informational. Once the message is received, the Lucent INTUITY system automatically checks to see if the channel is working.

MT — Maintenance

The following administrator's log messages and repair actions apply to the maintenance portion of the Lucent INTUITY system:

Event ID: AOMADM00001

Description: One of the following messages is generated when a corresponding change is made to the Alarm Management screen:

- — Alarm Destination on Alarm Management Form changed to <phone number>
- — Alarm Origination State on Alarm Management Form changed to ACTIVE
- — Alarm Origination State on Alarm Management Form changed to INACTIVE
- — Alarm Origination Level on Alarm Management Form changed to MAJOR
- — Alarm Origination Level on Alarm Management Form changed to MINOR
- — Clear Alarm Notification on Alarm Management Form changed to ACTIVE
- — Clear Alarm Notification on Alarm Management Form changed to INACTIVE

Repair Procedure:

None. This message is informational. The associated screen may not be changed with the sa or vm logins.

Event ID: AOMADM00002

Description: This message is generated when attempts to contact the remote maintenance center fail (3 times). When the remote maintenance center line is busy, it is counted as a failure.

Repair Procedure:

If this message is reoccurring, access the Alarm Log (Chapter 1) and enter **MT** in the Application field and **ALARM_ORIG** in the Resource Type of the Alarm Log Display Selection screen. If MT ALARM_ORIG 1 is active, perform the corresponding repair action for this alarm.

If the alarm is not active, check connections on modem. If the problem persists, contact the remote maintenance center.

Event ID: BKDONE

Description: Backup process has been completed. This message is logged whenever a backup (attended or unattended) is successful.

Repair Procedure:

None. This message is informational. For more information about backup, see Chapter 3, "Common System Procedures," in the maintenance book.

Event ID: RSTDONE

Description: Restore process has been completed successfully. This message is logged whenever a restore is successful.

Repair Procedure:

None. This message is informational. For more information about restore, see Chapter 3, "Common System Procedures," in the maintenance book.

Event ID: UDTADM00000

Description: Date/time change passed. This message is logged whenever date and time are successfully changed using the UNIX Management screen.

Repair Procedure:

None. This message is informational. For more information about date and time, see Chapter 3, "Common System Procedures," in the maintenance book.

Event ID: UDTADM00001

Description: Date/time change failed. This message is logged whenever the Lucent INTUITY system is unable to save date and time changes. If you enter an incorrect value while changing date and time, an error is displayed on the UNIX Management screen when you press SAVE (F3). You are given the opportunity to correct the entry immediately. However, this message is still logged.

Repair Procedure:

None. This message is informational. For more information about date and time, see Chapter 3, "Common System Procedures," in the maintenance book.

Event ID: UDTADM00002

Description: Stop and Start cron passed. Stop and start cron are executed whenever you change date and time. This message is logged whenever date and time are successfully changed using the UNIX Management screen.

Repair Procedure:

None. This message is informational.

Event ID: UDTADM00003

Description: Stop and Start cron failed. If for some reason, the Lucent INTUITY system is unable to stop and start cron, an error is displayed on the UNIX Management screen when you press the SAVE (F3) key.

Repair Procedure:

None. This is not a serious error, and you should try to change the date and time again later. For more information about date and time, see Chapter 3, "Common System Procedures," in the maintenance book.

Event ID: UDTADM00004

Description: TIMEZONE change passed. This message is logged whenever date and time are successfully changed using the UNIX Management screen.

Repair Procedure:

None. This message is informational. For more information about date and time, see Chapter 3, "Common System Procedures," in the maintenance book.

Event ID: UDTADM00005

Description: TIMEZONE change failed. This message is logged whenever the Lucent INTUITY system is unable to save date and time changes. If you enter an incorrect value while changing date and time, an error is displayed on the UNIX Management screen when you press the SAVE (F6) key. You are given the opportunity to correct the entry immediately. However, this message is still logged.

Repair Procedure:

None. This message is informational. For more information about date and time, see Chapter 3, "Common System Procedures," in the maintenance book.

NW — Networking

The following Administrator's log messages and repair actions apply to INTUITY AUDIX Digital Networking:

Event ID: SWANENAME

Description: Connect to machine <machine_name> aborted - invalid machine name.

The local machine attempted to communicate with the remote machine, <machine_name>. However, there was a problem when the machines exchanged names. There are two possible causes:

— The local machine's name is not in the remote machine's database.

— The local machine expected the name of the remote machine to be <machine_name>, but the remote machine was named differently.

Repair Procedure:

Either:

— On the remote machine, add an entry for the local machine using the networking Remote Machine Administration screens.

— On the local machine, correct the phone number and connection information for the remote machine using the networking Remote Machine Administration screens.

See *INTUITY Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANENAMEREM

Description: Rejected login from remote machine <machine_name> - unknown machine name.

The remote machine, <machine_name>, attempted to communicate with the local machine. However, the remote machine's name is not in the local machine's database.

Repair Procedure:

On the local machine, add an entry for the remote machine using the networking Remote Machine Administration screens.

See *INTUITY Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANEPASS

Description: Connect to machine <machine_name> aborted - invalid password.

The local machine attempted to communicate with the remote machine, <machine_name>. However, the local machine did not know the correct password for the remote machine.

Repair Procedure:

On the local machine, enter the correct password for the remote machine using the networking Remote Machine Administration screens.

See *INTUITY Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANEPASSREM

Description: Rejected login from remote machine <machine_name> - invalid password.

The remote machine, <machine_name>, attempted to communicate with the local machine. However, the remote machine did not know the correct password for the local machine.

Repair Procedure:

On the remote machine, enter the correct password for the local machine using the networking Remote Machine Administration screens.

See *INTUITY Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANEPERM

Description: Connect to machine <machine_name> aborted - permission denied.

A low level protocol error has occurred between the local and the remote which did not permit the machines to connect. The connection will be rescheduled for later.

Repair Procedure:

None. This message is informational. See *INTUITY Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANETHRESH

Description: Message transmission threshold reached for machine
<machine_name>

The local machine has repeatedly tried to send a
networked message to the remote machine, <machine_
name>, without success.

Repair Procedure:

Use the Diagnostics screen to run a connection test to the remote
machine to verify that the link to the remote machine is up.

See *INTUITY Messaging Solutions Release 4 Digital Networking,*
585-310-567, for more information.

Event ID: SWANEUPDABORT1

Description: Update aborted from errors. Transmissions temporarily
disabled to <machine_name>

A full update was in progress with the remote machine,
<machine_name>, when an error occurred which caused
the update to be aborted. Transmissions to the remote
machine will be temporarily disabled. However,
transmission will be attempted automatically later.

Repair Procedure:

None. This message is informational. See *INTUITY Messaging Solutions
Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANEUPDABORT2

Description: Unable to perform requested full update to <machine_
name>. Updates temporarily disabled.

The local machine was unable to perform a full update to
the remote machine, <machine_name>, due to errors.

Repair Procedure:

None. This message is informational. The nightly Networking database
audit will automatically remedy the problem. The update will be attempted
again, after the audit.

Event ID: **SWANEUPDPERM1**

Description: Full update denied because of permissions from <machine_name>

The local machine attempted to get a full subscriber update from remote machine, <machine_name>. However, the remote machine's permissions did not allow this.

Repair Procedure:

1. If you want the local machine to get updates from the remote machine, ask the remote machine's system administrator to do the following on the remote machine.

2. Log in to the Lucent INTUITY system as sa.

3. Select AUDIX Administration from the Lucent INTUITY(TM) Main Menu.

4. Enter **change machine** on the command line.

5. Verify that the Updates Out field (second page of this screen) is set to **y**.

6. Press CANCEL (F1).

7. Enter **change machine** *local-machine-name*

8. Verify that Updates Out field (second page of this screen) is set to **y**.

See INTUITY *Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: **SWANEUPDPERM2**

Description: No permissions for requested full update to <machine_ name>

A full update was requested by the remote machine, <machine_name>, from the local machine. However, the local machine's permissions do not allow this.

Repair Procedure:

If you want to send updates to the remote machine from the local machine, do the following on the local machine.

1. Log in to the Lucent INTUITY system as sa.

2. Select AUDIX Administration from the Lucent INTUITY(TM) Main Menu.

3. Enter **change machine** on the command line.

4. Verify that the Updates Out field (second page of this screen) is set to **y**.

5. Press CANCEL (F1).

6. Enter **change machine *machine _name*** (from the log).

7. Verify that Updates Out field (second page of this screen) is set to **y**.

See *INTUITY Messaging Solutions Release 4 Digital Networking*, 585-310-567, for more information.

Event ID: SWANEUPDPERM3

Description: Remote subscriber update from <machine_name> denied.

The local machine received a subscriber update from the remote machine, <machine_name>. However, the permissions on the local machine do not allow incoming updates from the remote machine.

Repair Procedure:

If you want the local machine to receive updates from the remote machine, do the following on the local machine.

1. Log in to the Lucent INTUITY system as sa.

2. Select AUDIX Administration from the Lucent INTUITY(TM) Main Menu.

3. Enter **change machine** on the command line.

4. Verify that the Updates In field (second page of this screen) is set to **y**.

5. Press CANCEL (F1).

6. Enter **change machine *machine_name*** (from the log).

7. Verify that Updates In field (second page of this screen) is set to **y**.

See *INTUITY Messaging Solutions Release 4 Digital Networking*, 585-310-567, for more information.

Event ID: SWANEUPDPERM4

Description: Full update requested but remote update permissions disabled.

A full update was requested on the local machine. However, the permissions on the local machine do not allow full updates.

Repair Procedure:

If you want to receive full updates on the local machine, do the following on the local machine.

1. Log in to the Lucent INTUITY system as sa.

2. Select AUDIX Administration from the Lucent INTUITY(TM) Main Menu.

3. Enter **change machine** on the command line.

4. Verify that the Updates In field (second page of this screen) is set to **y**.

5. Press CANCEL (F1).

6. Enter **change machine *remote-machine-name***

7. Verify that Updates In field (second page of this screen) is set to **y**.

See INTUITY *Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANEUPDREQD1

Description: Local update discrepancies require full update from <machine_name>

The local machine has detected subscriber discrepancies while sending a message to the remote machine, <machine_name>, which require a full update from the remote machine to the local machine. That is, the local machine's version of the remote machine's data is out of date. Therefore, the local machine needs to be updated with the remote machine's current data.

Repair Procedure:

None. This message is informational. The local machine will request the update automatically. See INTUITY *Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANEUPDREQD2

Description: Remote update discrepancies require full update from <machine_name>

The local machine has detected subscriber discrepancies on the remote machine while sending a message to the remote machine, <machine_name>, which require a full update from the remote machine to the local machine. That is, the local machine's version of the remote machine's

data is out of date. Therefore, the local machine needs to be updated with the remote machine's current data.

Repair Procedure:

None. This message is informational. The local machine will request the update automatically. See INTUITY *Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANEUPDREQD3

Description: Update discrepancies require full update to <machine_ name>

The local machine has detected subscriber discrepancies while receiving a message from the remote machine, <machine_name>, which require a full update to the remote machine from the local machine. That is, the remote machine's version of the local machine's data is out of date. Therefore, the remote machine needs to be updated with the local machine's current data.

Repair Procedure:

None. This message is informational. The local machine will perform the update automatically. See INTUITY *Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANEUPDSUB

Description: Cannot add remote subscriber <subscriber_ name>/<extension_no> - too many subscribers

The local machine has reached the limit on the number of remote subscribers while adding the subscriber, <subscriber_name>, with extension, <extension_no>.

Repair Procedure:

To increase the limit on the number of remote subscribers:

1. Log in to the Lucent INTUITY system as vm, sa, or craft.

2. Select AUDIX Administration from the Lucent INTUITY(TM) Main Menu.

3. Enter **change system-parameters limits** at the command line.

4. Increase the number in the Administered Remote field (administered remote subscribers).

5. Press ENTER (F3).

Event ID: SWANIUPDREQ

Description: A full update has been requested by <machine_name>

The remote machine, <machine_name>, has requested a full subscriber update from the local machine due to discrepancies.

Repair Procedure:

None. This message is informational. The local machine will perform the update automatically. See *INTUITY Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANIUPDSTAT1

Description: Starting full update from <machine_name>

The local machine has started to receive a full subscriber update from the remote machine, <machine_name>.

Repair Procedure:

None. This message is informational. The update takes place automatically. See *INTUITY Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANIUPDSTAT2

Description: Full update (not including names) completed successfully from <machine_name>

A full subscriber update (not including names) completed successfully from the remote machine, <machine_name>, to the local machine.

Repair Procedure:

None. This message is informational. See *INTUITY Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANIUPDSTAT3

Description: Full update (not including names) completed successfully to <machine_name>

A full subscriber update (not including names) completed successfully to the remote machine, <machine_name>, from the local machine.

Repair Procedure:

None. This message is informational. See *INTUITY Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANIUPDSTAT4

Description: Full update completed - names received successfully from <machine_name>

A full subscriber update (including names) completed successfully from the remote machine, <machine_name>, to the local machine.

Repair Procedure:

None. This message is informational. See *INTUITY Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANIUPDSTAT5

Description: Full update completed - no names needed from <machine_name>

A full subscriber update completed successfully to the remote machine, <machine_name>, from the local machine.

Repair Procedure:

None. This message is informational. See *INTUITY Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANIUPDSUBCHG

Description: Subscriber <subscriber_name>, ext <extension_number> on machine <machine_name> changed to verified due to name conflict.

The local machine received a subscriber update from the remote machine, <machine_name>. However, the remote subscriber indicated by <subscriber_name> and <extension_number> was not administered on the local machine because the subscriber's name or touch-tone equivalent of the name is the same as another existing local or remote administered subscriber.

Repair Procedure:

On the local machine: Change the name of the local subscriber (or remote administered subscriber) that is already administered to something unique.

Or, contact the administrator of the remote machine to request that the name of the remote subscriber be changed on the remote machine to something unique.

See *INTUITY Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: SWNDINVLDEQP

Description: Invalid networking ports equipage, excess ports have been unequipped.

The Networking Module has detected that more ports are equipped in the Networking Database than are allowed by the purchased feature options. This message may appear after a restore operation.

Repair Procedure:

None. This message is informational. The extra ports have been unequipped so that the number of equipped networking ports matches the feature option screen. See *INTUITY Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

SM – Station Manager

Event ID: SM201

> **Description:**   Subscriber <extension number> switch id <number> not found

Repair Procedure:

> Administer the subscriber for the correct switch number with the **change subscriber <extension number>** command.
>
> See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

SW — Switch Integration

The following administrator's log messages and repair actions apply to the switch integration portion of the Lucent INTUITY system

Event ID: DCIU008

Description: Bad switch number. Received invalid switch number
<switch number>.

Repair Procedure:

1. Log in to the Lucent INTUITY system as sa.

2. Select Switch Administration from the Lucent INTUITY(TM) Main Menu.

3. Verify that the Host Switch Number is correct. For more information, see the switch integration document included with the INTUITY documentation set for your switch.

4. Verify that the Host Switch Number matches administration on the switch.

5. Call the Lucent INTUITY system main number to verify that a call can be successfully placed.

Event ID: DCIU009

Description: Bad AUDIX number. Received incorrect AUDIX number
<number> from switch <switch number>.

Repair Procedure:

1. Log in to the Lucent INTUITY system as sa.

2. Select Switch Administration from the Lucent INTUITY(TM) Main Menu.

3. Verify that the AUDIX Number is correct. For more information, see the switch integration document included with the INTUITY documentation set.

4. Verify that the AUDIX Number matches administration on the switch.

Event ID: DCIU010

Description: Bad switch port. Received switch port <number>,
expected <number> for channel <number>.

Repair Procedure:

1. Log in to the Lucent INTUITY system as sa.

2. Select Switch Administration from the Lucent INTUITY(TM) Main Menu.

3. Verify that the Switch Port number is correct. For more information, see the switch integration document included with the Intuity documentation set.

4. Verify that the Switch Port number matches administration on the switch.

Event ID: DCIU011

Description: Local port does not agree with logical channel. Received local port <number>, expected <number> for channel <number>.

Repair Procedure:

1. Log in to the Lucent INTUITY system as sa.

2. Select Switch Administration from the Lucent INTUITY(TM) Main Menu.

3. Verify that the Logical Channel number is correct. For more information, see the switch integration document included with the Intuity documentation set.

4. Verify that the Logical Channel number matches administration on the switch.

Event ID: WTR200

Description: No SMDI link device is assigned.

Repair Procedure:

1. Select from the Lucent INTUITY(TM) Main Menu:

   Switch Interface Administration

   Switch Link Administration

2. Press CHOICES (F2) to view the valid serial port names.

3. Select the serial port to be used for the switch link connection.

4. Press SAVE (F3) to change the screen.

   (*This procedure continued on the next page.*)

5. Stop the voice system by selecting from the Lucent INTUITY(TM) Main Menu:

> Customer/Services Administration
>
> System Management
>
> System Control
>
> Stop Voice System

6. When the voice system has stopped, select Start Voice System from the System Control menu to restart the voice system.

VM — Voice Messaging

The following administrator's log messages and repair actions apply to INTUITY AUDIX Voice Messaging and AMIS Analog Networking:

Event ID: ADM_aabe

Description: Invalid attendant, sub=<att-name> ext=<att-extension>

Repair Procedure:

Administer attendant: change button assignment to a valid extension using the **change subscriber *att-extension*** command in the INTUITY AUDIX administration screens.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_aanb

Description: No buttons for attendant, sub=<att-name> ext=<att-extension>

Repair Procedure:

Assign buttons or delete the unneeded attendant by using the **change subscriber *att-extension*** or the **remove subscriber *att-extension*** command in the INTUITY AUDIX administration screens.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_adm

Description: Guest password is less than the minimum required length. Please change it.

Repair Procedure:

Change the guest password by using the **change system-parameters features** command on the INTUITY AUDIX administration screens. The minimum length for the password is shown in the field next to the System Guest Password field.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_amcb

Description: <callback number> changed from <old name> to <new name>

Repair Procedure:

None. This message is informational. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_amsc

Description: AMIS machine <name> reference to blank <callback number> changed

Repair Procedure:

None. This message is informational. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_annc

Description: <class number> bad login announcement reset to system

The system is using the default login announcement for the indicated class of service (COS). Optional sets may be used if the Multilingual feature is active.

Repair Procedure:

Verify the administration of the indicated COS using the **change cos number** command. Change the Login Announcement Set field if it is incorrect. You may use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for information.

Event ID: ADM_annc

Description: <class number> bad primary announcement reset to system

The system is using the default primary announcement for the indicated class of service (COS). Optional sets may only be used if the Multilingual feature is active.

Repair Procedure:

Verify the administration of the indicated COS using the **change cos number** command. Change the Call Answer Primary Announcement Set field if it is incorrect. You may use any of the optional languages installed

on the system. To verify the announcement sets available, use the **list annc-sets** command. See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for information.

Event ID: ADM_annc

Description: <class number> bad secondary announcement reset to system

The system is using the default call answer secondary announcement set for the indicated class of service (COS). Optional sets may only be used if the Multilingual feature is active.

Repair Procedure:

Verify the administration of the indicated COS using the **change cos *number*** command. Change the Call Answer Secondary Announcement Set field if it is incorrect. You may use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for information.

Event ID: ADM_annc

Description: Unpopulated login <ann name> for <cos number>

The specified class of service (COS) does not have an assigned login announcement set. Optional sets may only be used if the Multilingual feature is active.

Repair Procedure:

Administer the indicated COS by using the **change cos *number*** command. Assign an announcement set to the Login Announcement Set field. You may use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for information.

Event ID: ADM_annc

Description: Unpopulated login <ann name> for <extension name>

The specified extension does not have an assigned login announcement set. Optional sets may only be used if the Multilingual feature is active.

Repair Procedure:

Administer the indicated extension by using the **change subscriber extension number** command. Assign an announcement set to the Login Announcement Set field under the Subscriber Class of Service Parameters on Page 2. You may use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See INTUITY Messaging Solutions Release 4 Administration, 585-310-564, for information.

Event ID: ADM_annc

Description: Unpopulated primary <ann name> for <cos number>

The specified class of service (COS) does not have an assigned call answer primary announcement set. Optional sets may only be used if the Multilingual feature is active.

Repair Procedure:

Administer the indicated COS by using the **change cos number** command. Assign an announcement set to the Call Answer Primary Announcement Set field. You may use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See INTUITY Messaging Solutions Release 4 Administration, 585-310-564, for information.

Event ID: ADM_annc

Description: Unpopulated primary <ann name> for <extension name>

The specified extension does not have an assigned call answer primary announcement set. Optional sets may only be used if the Multilingual feature is active.

Repair Procedure:

Administer the indicated extension by using the **change subscriber extension number** command. Assign an announcement set to the Call Answer Primary Announcement Set field under the Subscriber Class of Service Parameters on Page 2. You may use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See INTUITY Messaging Solutions Release 4 Administration, 585-310-564, for information.

Event ID: ADM_annc

Description: Unpopulated secondary <ann name> for <cos number>

The specified class of service (COS) does not have an assigned call answer secondary announcement set. Optional sets may only be used if the Multilingual feature is active.

Repair Procedure:

Administer the indicated COS by using the **change cos *number*** command. Assign an announcement set to the Call Answer Secondary Announcement Set field. You may use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for information.

Event ID: ADM_annc

Description: Unpopulated secondary <ann name> for <extension name>

The specified extension does not have an assigned call answer secondary announcement set. Optional sets may only be used if the Multilingual feature is active.

Repair Procedure:

Administer the indicated extension by using the **change subscriber *extension number*** command. Assign an announcement set to the Call Answer Primary Announcement Set field under the Subscriber Class of Service Parameters on Page 2. You may use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for information.

Event ID: ADM_annc

Description: Bad login annc set for <name> reset to system. The login announcement for the specified subscriber was not found in system data.

Repair Procedure:

Verify that the subscriber's login announcement exists or that an existing login number is being used.

Administer the indicated extension by using the **change subscriber *extension number*** command. Assign an announcement set to the Login Announcement Set field under the Subscriber Class of Service

Parameters on Page 2. You may use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for information.

Event ID: ADM_annc

Description: Bad login annc set for <cos number> reset to system

The system is using the default primary announcement for the indicated class of service (COS). Optional sets may only be used if the Multilingual feature is active.

Repair Procedure:

Verify the administration of the indicated COS using the **change cos number** command. Change the Login Announcement Set field if it is incorrect. You may use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for information.

Event ID: ADM_annc

Description: Bad primary annc set for <name> reset to system

The system is using the default call answer primary announcement set for the indicated subscriber. Optional sets may only be used if the Multilingual feature is active.

Repair Procedure:

Administer the indicated extension by using the **change subscriber name** command. Assign an announcement set to the Call Answer Primary Announcement Set field under the Subscriber Class of Service Parameters on Page 2. You may use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for information.

Event ID: ADM_annc

Description: Bad primary annc set for <cos number> reset to system

The system is using the default call answer primary announcement set for the indicated class of service (COS). Optional sets may only be used if the Multilingual feature is active.

Repair Procedure:

Verify the administration of the indicated COS using the **change cos number** command. Change the Call Answer Primary Announcement Set field if it is incorrect. You may use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for information.

Event ID: ADM_annc

Description: Bad secondary annc set for <name> reset to system

The system is using the default call answer secondary announcement set for the indicated subscriber. Optional sets may only be used if the Multilingual feature is active.

Repair Procedure:

Administer the indicated extension by using the **change subscriber name** command. Assign an announcement set to the Call Answer Secondary Announcement Set field under the Subscriber Class of Service Parameters on Page 2. You may use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for information.

Event ID: ADM_annc

Description: Bad secondary annc set for <cos number> reset to system

The system is using the default call answer secondary announcement set for the indicated class of service (COS). Optional sets may only be used if the Multilingual feature is active.

Repair Procedure:

Verify the administration of the indicated COS using the **change cos number** command. Change the Call Answer Secondary Announcement Set field if it is incorrect. You may use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for information.

Event ID: ADM_apib

Description: Attempt to break in to voice mailbox owned by <name>, <name> from API

Repair Procedure:

This message indicates a possible attempt at toll fraud. You may wish to strengthen the security parameters for the indicated mailbox, such as lowering the number of attempts before lockout occurs. See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_atpg

Description: Attendant <extension> does not have a personal greeting recorded.

Repair Procedure:

Record the attendant menu.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_attm

Description: Auto Attendant calls itself, <att-extension>

Repair Procedure:

Use the **change subscriber *att-extension*** command in the INTUITY AUDIX administration screens to change the auto attendant time-out button extension to something other than the attendant's extension.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_attm

Description: Menu choice <button> (ext. <extension1>) for attendant <extension2> is invalid

Repair Procedure:

Use the **change subscriber *extension2*** command in the INTUITY AUDIX administration screens to remove this menu choice. Or using the **add subscriber *extension1*** command, make a mailbox for *extension1*.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_attm

Description: Default menu choice (ext. <extension1>) for attendant <extension2> is invalid

Repair Procedure:

Use the **change subscriber *extension2*** command in the INTUITY AUDIX administration screens to remove this menu choice. Or, use the **add subscriber *extension1*** command to make a mailbox for *extension1*.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_attm

Description: Menu choice <button> (ext. <extension1>) for attendant <extension2> - no permission

Repair Procedure:

Use the **change subscriber *extension2*** command in the INTUITY AUDIX administration screens to enter **call-answer** or **guest-greeting** in the treatment column for *button (extension1)*.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_attm

Description: Default menu choice (ext. <extension1>) for attendant <extension2> - no permission

Repair Procedure:

Use the **change subscriber *extension2*** command in the INTUITY AUDIX administration screens to enter **call-answer** or **guest-greeting** in the treatment column for *button (extension1)*.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_attm

Description: Attendant <att-extension> choice has invalid treatment <type>

Repair Procedure:

Use the **change subscriber *att-extension*** command in the INTUITY AUDIX administration screens to reenter the treatment of *type* in the treatment column.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_attx

Description: Transfer not allowed and attendant <attendant extension> allows transfer

Repair Procedure:

Use the **change system-parameters features** command in the INTUITY AUDIX administration screens to enter values in the Call Transfer Out of AUDIX fields (second page of screen).

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_attx

Description: Transfer not active and attendant <attendant extension> uses transfer

Repair Procedure:

Use the **change system-parameters features** command in the INTUITY AUDIX administration screens to enter values in the Call Transfer Out of AUDIX fields (second page of screen).

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_bsxt

Description: Call answer, non-subscriber <owner's extension>

Someone without an INTUITY AUDIX mailbox either has coverage to the INTUITY AUDIX system or is invoking Call Forwarding (switch feature) to the INTUITY AUDIX system. Each time a call comes to an INTUITY AUDIX port for this

person, the port cannot take another call until the caller hangs up.

Repair Procedure:

Do one of the following:

- Use the **add subscriber *owner's extension*** command to assign the person an INTUITY AUDIX mailbox.
- On the switch, remove INTUITY AUDIX from their coverage path.
- Inform the person that they should not use Call Forwarding to the INTUITY AUDIX system.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_bver

Description: Invalid AMIS version from remote system.

AMIS messages could not be transmitted to or from a remote machine because a different protocol was used.

Repair Procedure:

Contact the remote AMIS system administrator and attempt to resolve the version and/or protocol differences.

See *AMIS Analog Networking,* 585-300-512, for more information.

Event ID: ADM_cais

Description: Non-subscriber <invalid subscriber extension>, default treatment.

The default treatment is in use for the system. The Lucent INTUITY system has directed the call for a non-subscriber extension to an operator or administrator, depending upon the system's administration.

Repair Procedure:

None. This message is informational. If you wish to alter the call answer treatment, contact your remote maintenance center.

Event ID: ADM_cais

> **Description:** Non-subscriber <invalid subscriber extension, transferring to <new-extension>.
>
> A call for a non-subscriber extension has been routed to a valid, remote maintenance-center administered subscriber extension.

Repair Procedure:

> None. This message is informational. If you wish to alter the call answer treatment, contact your remote maintenance center.

Event ID: ADM_cais

> **Description:** Transfer to <new-extension> - invalid extension.
>
> The system attempted to transfer the call for a non-subscriber extension to an operator or administrator, and the transfer failed because the operator or administrator extension number was invalid.

Repair Procedure:

> Contact your remote maintenance center to verify or re-administer the destination extension.

Event ID: ADM_cais

> **Description:** Non-subscriber <invalid subscriber extension>, letting it ring.
>
> The system received a call for an invalid subscriber extension and is not answering the call, according to the administration on the system.

Repair Procedure:

> None. This message is informational. If you wish to alter the call answer treatment, contact your remote maintenance center.

Event ID: ADM_cais

> **Description:** Non-subscriber <invalid subscriber extension>, going to <new-extension>'s mbox.
>
> The system forwarded a call for a non-subscriber extension to a valid subscriber's mailbox for call-answer treatment.

The caller may leave a message in the valid subscriber's mailbox.

Repair Procedure:

None. This is an informational message.

Event ID: ADM_cais

Description: Call answer to <new-extension> invalid extension.

The system attempted to forward a call for a non-subscriber extension to a valid subscriber's mailbox. However, the extension administered for the system is invalid.

Repair Procedure:

Contact your remote maintenance center to re-administer the destination extension.

Event ID: ADM_cais

Description: Call answer to <new-extension> - no permission.

The system forwarded a call for a non-subscriber extension to a valid subscriber mailbox that does not have call-answer permissions set.

Repair Procedure:

Administer the destination mailbox for call-answer permissions with the *change extension* command.

Event ID: ADM_cbnm

Description: Local number missing from callback number

Repair Procedure:

Use the **change system-parameters analog-network** command in the INTUITY AUDIX administration screens to enter a value in the Local Number field (under CALLBACK NUMBER).

See *AMIS Analog Networking,* 585-300-512, for more information.

Event ID: ADM_cmty

Description: Network machine <machine-name> has illegal community ID. Automatically set to 1 (default)

Repair Procedure:

Use the **change machine *machine-name*** command in the INTUITY AUDIX administration screens to set the machine's Default Community field.

See INTUITY *Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information on network machines. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information on community ids.

Event ID: ADM_cmwl

Description: Corrupt message waiting light, extension <extension>

This message indicates a disagreement between the INTUITY AUDIX system and the switch about a subscriber's MWL. Could be caused by a race condition.

Repair Procedure:

1. Check the last results of the Platform User Database Audit to see if any discrepancies occurred in last night's audit. (See Chapter 20, "Database Audits," for more information.)

2. If the subscriber continues to experience the problem, contact the remote maintenance center.

Event ID: ADM_cpas

Description: Copying of announcement sets was interrupted by shutdown.

Announcement set annc-set_1 was being copied to announcement set annc-set_2 but was interrupted by shutdown.

Repair Procedure:

Use the **copy annc-set** command in the INTUITY AUDIX administration screens to attempt the copy operation again.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_ctna

Description: Covering extension assigned while Call Transfer Out of the INTUITY AUDIX system is not active.

Repair Procedure:

Use the **change system-parameters features** command in the INTUITY AUDIX administration screens to enter values in the Call Transfer Out of AUDIX fields (second page of screen). Then, use the **change subscriber *name or extension*** command to readminister the covering extension field.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM-dups

Description: <subscriber name> administered as extension <extension number> on machine <machine name>

Repair Procedure:

Use the **change subscriber *name or extension*** form.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM-dupt

Description: <subscriber name> is a duplicate touch tone name for <called extension> on machine <machine name>

Repair Procedure:

Use the **change subscriber *name or extension*** command in the INTUITY AUDIX administration screens to change the name of the person who owns one of the mailboxes.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_gpcf

Description: Guest password conflict: <name> <extension>

Repair Procedure:

Change guest password by using the **change system-parameters features** command in the INTUITY AUDIX administration screens. The minimum length for the password is shown in the field next to the System Guest Password field. Inform those that use the guest password of the change.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_ilbm

Description: Loopback message from <callback_number>, cannot reply. Someone sent a message to the AMIS loopback test mailbox. But the Lucent INTUITY system was unable to reply to the <callback_number> shown in the message.

Repair Procedure:

Use the **change system-parameters analog-network** command in the INTUITY AUDIX administration screens to verify that AMIS Analog Networking Outgoing is set to y and that there is a proper value in the AMIS Prefix field. You may also want to check with the remote system administrator.

See *AMIS Analog Networking,* 585-300-512, for more information.

Event ID: ADM_inva

Description: Invalid AMIS analog dial string < dial string>

Repair Procedure:

1. Begin at the Lucent INTUITY(TM) Main Menu, and select:

    Networking Administration

    Remote Machine Administration

    Amis Analog Machine Administration

2. Verify that the proper value exists in the `Dial Str` field.

See *AMIS Analog Networking,* 585-300-512, for more information.

Event ID: ADM_isum

Description: Invalid digit in AMIS sum string.

Repair Procedure:

Contact the remote maintenance center.

Event ID: ADM_lfmb

Description: Full mailbox for <extension>

Repair Procedure:

If this happens frequently, talk with the subscriber. The mailbox may simply need to be cleaned out more often. If a larger mailbox is needed, use the **change subscriber *name or extension*** command in the INTUITY AUDIX administration screens to increase the mailbox size (second page of screen).

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_lfmb

Description: Broadcast mailbox is full

Repair Procedure:

If you have a broadcast message to deliver log into the special broadcast mailbox, delete one of the old messages, and then send the message.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_lnnr

Description: Name not recorded for <name> <extension>

Repair Procedure:

Record a name for the subscriber specified in the log message.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_lpba

Description: Break-in attempt into mailbox at ext <owner's extension> from ext <originating_extension>

Repair Procedure:

This message could be an indication of toll fraud. Use the activity log to examine the events of the mailbox.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_lpba

Description: Break-in attempt into mailbox at ext <owner's extension> from outside call

Repair Procedure:

This message could be an indication of toll fraud. Use the activity log to examine the events of the mailbox.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_lsos

Description: System out of space.

Repair Procedure:

1. Use the **display system-parameters thresholds** command in the INTUITY AUDIX administration screens to verify the amount the space being used by voice messages.

2. Access the alarm log to see if any warning alarms exist related to speech storage space and follow their repair procedures accordingly.

Event ID: ADM_lsxl

Description: Mixed local subscriber extension lengths.

Repair Procedure:

Use the **list extensions** command in the INTUITY AUDIX administration screens to identify the differing lengths. Then use the **change subscriber *extension*** command to correct the database.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_mlfg

Description: Multiple personal greetings are turned on or off.

Repair Procedure:

None. This is an informational message.

Event ID: ADM_mnod

Description: Multiple nodes for AMIS address <address>.

Repair Procedure:

1. Use the **list address-ranges** command in the INTUITY AUDIX administration screens to identify which address ranges are overlapping.

2. Use the **change machine *machine-name*** command in the INTUITY AUDIX administration screens to readminister the address ranges.

   See *AMIS Analog Networking,* 585-300-512, for more information.

Event ID: ADM_noci

Description: No transmission cycle intersection with outcalling for node: <node number> name: <node name>

   This message concerns AMIS Analog Networking which uses the outcalling cycles to transmit messages. In this case, the cycles for the given node do not intersect with the outcalling cycles.

Repair Procedure:

1. One or both cycles must be changed for AMIS messages to be sent. Use the **change system-parameters outcalling** command in the INTUITY AUDIX administration screens.

2. Begin at the Lucent INTUITY(TM) Menu Menu, and select the following sequence:

   Networking Administration

   Remote Machine Administration

   Amis Analog Machine Administration

3. Verify that the Message Transmission schedule intersects with the outcalling cycles.

   See *AMIS Analog Networking,* 585-300-512, for more information.

Event ID: ADM_ncyc

Description: Network machine <machine-name> has no transmission cycles

Repair Procedure:

For AMIS analog machines, administer transmission cycles by doing the following:

1. Begin at the Lucent INTUITY(TM) Main Menu, and select:

   Networking Administration

   Remote Machine Administration

   Amis Analog Machine Administration

2. Verify that the Message Transmission schedule intersects with the outcalling cycles.

See *AMIS Analog Networking,* 585-300-512, for more information.

For digital networking machines, administer transmission cycles by doing the following:

1. Begin at the Lucent INTUITY(TM) Main Menu, and select the following sequence:

   Networking Administration

   Remote Machine Administration

   Digital Network Machine Administration

2. Verify that the Message Transmission schedule exists.

See INTUITY *Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: ADM_ndig

Description: Network machine <machine-name> has illegal extension size

Repair Procedure:

Use the **change machine *machine-name*** command in the INTUITY AUDIX administration screens to readminister the machine's extension size.

See INTUITY *Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: ADM_ndsd

Description: Remote subscribers are deleted

Repair Procedure:

> None. This message is informational. See INTUITY *Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: ADM_nloc

Description: Local node record missing, default inserted.

Repair Procedure:

1. Begin at the Lucent INTUITY(TM) Main Menu, and select:

   > Networking Administration

   > Local Machine Administration

2. Administer the local machine.

3. Use the **change machine** command in the INTUITY AUDIX administration screens to continue administering the local machine.

   See INTUITY *Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: ADM_nmtl

Description: Message transmission limit reached for machine <machine_name>

Repair Procedure:

1. Consider enlarging the range of times that AMIS messages are sent. Change the outcalling cycles, AMIS cycles, or both. Use the **change system-parameters outcalling** command in the INTUITY AUDIX administration screens to change the outcalling cycles.

2. Begin at the Lucent INTUITY(TM) Main Menu, and select:

   > Networking Administration

   > Remote Machine Administration

   > Amis Analog Machine Administration

3. Increase the Message Transmission time periods.

   See *AMIS Analog Networking,* 585-300-512, for more information on AMIS message transmission times. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information on outcalling schedules.

Event ID: ADM_nntr

Description: Send to nonadministered remote node. Set field to y for machine <remote machine-name>

Repair Procedure:

Use the **change machine *remote machine-name*** command in the INTUITY AUDIX administration screens to set the Send to Non Administered Recipients field to y.

See INTUITY *Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: ADM_nrng

Description: Network machine <machine-name> has no address ranges

Repair Procedure:

Use the **change machine *machine-name*** command in the INTUITY AUDIX administration screens to administer the address ranges.

See INTUITY *Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

Event ID: ADM_nsmb

Description: No voice space available to add new mailboxes.

Repair Procedure:

1. Use the **display system-parameters thresholds** command in the INTUITY AUDIX administration screens to verify the amount the space being used by voice messages.

2. Access the alarm log to see if any warning alarms exist related to speech storage space and follow their repair procedures accordingly.

Event ID: ADM_pafd

Description: System profile corrupt, password aging disabled.

Repair Procedure:

Re-administer the SUBSCRIBER PASSWORD AGING LIMITS (DAYS) parameters by using the **change system-parameters features** command. These parameters are located on Page 1 of the form. Change the parameters first to undesired values, enter, and then change the fields to the desired values and enter the data again. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

If this message appears after you have re-administered the parameters, contact your remote maintenance center for assistance.

Event ID: ADM_pewd

Description: System profile corrupt, password warning disabled

Repair Procedure:

Re-administer the Expiration Warning field by using the **change system-parameters features** command. This parameter is located on Page 1 of the form. Change the parameter first to an undesired value, enter, and then change the field to the desired value and enter the data again. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

If this message appears after you have re-administered the parameters, contact your remote maintenance center for assistance.

Event ID: ADM_pglt

Description: Automated Attendant menu lost for all calls, extension <attendant-extension>

Repair Procedure:

Record the menu for the automated attendant again, with the *attendant-extension*. Use the **change subscriber *attendant-extension*** command in the INTUITY AUDIX administration screens to view the automated attendant.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_pglt

Description: Automated Attendant menu lost for out-of-hours calls, extension <attendant-extension>

Repair Procedure:

Record the menu for the automated attendant with the *attendant-extension*. Use the **change subscriber *attendant-extension*** command in the INTUITY AUDIX administration screens to view the automated attendant.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_pglt

Description: Automated Attendant menu lost for internal calls, extension
                          <attendant-extension>

Repair Procedure:

Record the menu for the automated attendant with the
attendant-extension. Use the **change subscriber *attendant-extension***
command in the INTUITY AUDIX administration screens to view the
automated attendant.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564,
for more information.

Event ID: ADM_pglt

Description: Automated Attendant menu lost for external calls,
                          extension <attendant-extension>

Repair Procedure:

Record the menu for the automated attendant with the
attendant-extension. Use the **change subscriber *attendant-extension***
command in the INTUITY AUDIX administration screens to view the
automated attendant.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564,
for more information.

Event ID: ADM_pglt

Description: Automated Attendant menu lost for busy calls, extension
                          <attendant-extension>

Repair Procedure:

Record the menu for the automated attendant with the
attendant-extension. Use the **change subscriber *attendant-extension***
command in the INTUITY AUDIX administration screens to view the
automated attendant.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564,
for more information.

Event ID: ADM_pglt

Description: Automated Attendant menu lost for no-answer calls,
                   extension <attendant-extension>

Repair Procedure:

Record the menu for the automated attendant with the
attendant-extension. Use the **change subscriber *attendant-extension***
command in the INTUITY AUDIX administration screens to view the
automated attendant.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564,
for more information.

Event ID: ADM_pglt

Description: Automated Attendant menu lost for unknown calls,
                   extension <attendant-extension>

Repair Procedure:

Record the menu for the automated attendant with the
attendant-extension. Use the **change subscriber *attendant-extension***
command in the INTUITY AUDIX administration screens to view the
automated attendant.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564,
for more information.

Event ID: ADM_pglt

Description: Bulletin Board message lost for all calls, extension <bulletin
                   board-extension>

Repair Procedure:

Record the bulletin board message for the *bulletin board-extension*. Use
the **change subscriber *bulletin board-extension*** command in the
INTUITY AUDIX administration screens to view the bulletin board.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564,
for more information.

Event ID: ADM_pglt

Description: Bulletin Board message lost for out-of-hours calls, extension <bulletin board-extension>

Repair Procedure:

Record the bulletin board message for the *bulletin board extension*. Use the **change subscriber *bulletin board-extension*** command in the INTUITY AUDIX administration screens to view the bulletin board.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_pglt

Description: Bulletin Board message lost for internal calls, extension <bulletin board-extension>

Repair Procedure:

Record the bulletin board message for the *bulletin board-extension*. Use the **change subscriber *bulletin board-extension*** command in the INTUITY AUDIX administration screens to view the bulletin board.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_pglt

Description: Bulletin Board message lost for external calls, extension <bulletin board-extension>

Repair Procedure:

Record the bulletin board message for the *bulletin board-extension*. Use the **change subscriber *bulletin board-extension*** command in the INTUITY AUDIX administration screens to view the bulletin board.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_pglt

Description: Bulletin Board message lost for busy calls, extension
<bulletin board-extension>

Repair Procedure:

Record the bulletin board message for the *bulletin board-extension*. Use the **change subscriber *bulletin board-extension*** command in the INTUITY AUDIX administration screens to view the bulletin board.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_pglt

Description: Bulletin Board message lost for no-answer calls, extension
<bulletin board-extension>

Repair Procedure:

Record the bulletin board message for the *bulletin board-extension*. Use the **change subscriber *bulletin board-extension*** command in the INTUITY AUDIX administration screens to view the bulletin board.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_pglt

Description: Bulletin Board message lost for unknown calls, extension
<bulletin board-extension>

Repair Procedure:

Record the bulletin board message for the *bulletin board-extension*. Use the **change subscriber *bulletin board-extension*** command in the INTUITY AUDIX administration screens to view the bulletin board.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_pglt

Description: Personal greeting lost for all calls, extension
<subscriber-extension>

Repair Procedure:

Notify *subscriber-extension*. The subscriber will have to record any greetings.

This message could be an indication of toll fraud. Use the activity log to examine the events of the mailbox.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_pglt

Description: Personal greeting lost for out-of-hours calls, extension <subscriber-extension>

Repair Procedure:

Notify *subscriber-extension*. The subscriber will have to record the greeting.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_pglt

Description: Personal greeting lost for internal calls, extension <subscriber-extension>

Repair Procedure:

Notify *subscriber-extension*. The subscriber will have to record the greeting.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_pglt

Description: Personal greeting lost for external calls, extension <subscriber-extension>

Repair Procedure:

Notify *subscriber-extension*. The subscriber will have to record the greeting.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_pglt

Description: Personal greeting lost for busy calls, extension
<subscriber-extension>

Repair Procedure:

Notify *subscriber-extension*. The subscriber will have to record the
greeting.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564,
for more information.

Event ID: ADM_pglt

Description: Personal greeting lost for no-answer calls, extension
<subscriber-extension>

Repair Procedure:

Notify *subscriber-extension*. The subscriber will have to record the
greeting.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564,
for more information.

Event ID: ADM_pglt

Description: Personal greeting lost for unknown calls, extension
<subscriber-extension>

Repair Procedure:

Notify *subscriber-extension*. The subscriber will have to record the
greeting.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564,
for more information.

Event ID: ADM_pmad

Description: System profile corrupt, minimum password aging disabled.

Repair Procedure:

Re-administer the Expiration Warning field by using the **change
system-parameters features** command. This parameter is located on
Page 1 of the form. Change the parameter first to an undesired value,
enter, and then change the field to the desired value and enter the data
again. See INTUITY *Messaging Solutions Release 4 Administration,*
585-310-564, for more information.

If this message appears after you have re-administered the parameters, contact your remote maintenance center for assistance.

Event ID: ADM_rmtx

Description: Sending matrix <__> missing, default inserted

Repair Procedure:

Use the **change system-parameters sending-restrictions** command in the INTUITY AUDIX administration screens to administer sending restrictions.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_rmtx

Description: Community <__> has illegal entry <__> in sending restriction matrix

Repair Procedure:

Use the **change system-parameters sending-restrictions** command in the INTUITY AUDIX administration screens to administer sending restrictions.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_rmax

Description: Sending restriction matrix file empty. Default records inserted, values=PERMIT

Repair Procedure:

Use the **change system-parameters sending-restrictions** command in the INTUITY AUDIX administration screens to administer sending restrictions.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_sext

Description: Subscriber name has null extension.

Repair Procedure:

Use the **list extensions** command in the INTUITY AUDIX administration screens to identify the subscriber who is missing a name. Then use the **change subscriber *extension*** command to correct the database.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_sext

Description: Remote subscriber name has null extension.

Repair Procedure:

Use the **list subscriber** command in the INTUITY AUDIX administration screens to identify the subscriber who is missing an extension. Then use the **change remote-subscriber *name*** command to correct the database.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_spwd

Description: System Password changed.

Repair Procedure:

None. This is an informational message that reports a change in the system.

Event ID: ADM_traf

Description: Subscriber traffic file corrupt.

Repair Procedure:

Contact the remote maintenance center.

Event ID: ADM_traf

Description: Remote message traffic corrupt.

Repair Procedure:

Contact the remote maintenance center.

Event ID: ADM_tsrv

Description: Trusted server-specific administration log entry. The software applications on the trusted server used INTUITY server software to place this message in the INTUITY Administrator's Log.

Repair Procedure:

Refer to trusted server application documentation for this particular message's meaning.

Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_ name> <extension2>.

Mailbox full. Sender will be notified.

Repair Procedure:

If this happens frequently, contact the administrator for *machine_name*. Ask him or her to talk with the subscriber. The mailbox may simply need to be cleaned out more often. If a larger mailbox is needed, the remote machine administrator can use the **change subscriber *extension2*** command in the INTUITY AUDIX administration screens to increase the mailbox size (second page of screen).

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_ name> <extension2>.

Subscriber not found.

Indicates that a subscriber is no longer is administered on *machine_name*. Sender will be notified.

Repair Procedure:

None. This message is informational. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_undm

Description:	Undeliverable message from <extension1> to <machine_name> <extension2>.

Permission denied.

The subscriber probably tried to send a private message which is not allowed. The sender was also notified that the message was not delivered.

Repair Procedure:

Tell the subscriber not to mark remote messages as private. You may want to review the subscriber's Community ID using the **display subscriber extension1** command in the INTUITY AUDIX administration screens.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_undm

Description:	Undeliverable message from <extension1> to <machine_name> <extension2>.

Transmission problems.

May indicate that the machine is not working properly or the dialed facilities used to access this machine are not correct. Sender will be notified.

Repair Procedure:

Access the alarm log to see if any alarms exist related to transmission problems and follow their repair procedures accordingly.

Event ID: ADM_undm

Description:	Undeliverable message from <extension1> to <machine_name> <extension2>.

Sending restricted. Sender will be notified.

Repair Procedure:

None. Recipient has chosen not to receive messages from sender's restriction community.

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information on sending restrictions.

Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>.

Miscellaneous reason. Sender will be notified.

Repair Procedure:

Access the alarm log to see if any alarms exist related to transmission problems and follow their repair procedures accordingly. Contact the remote maintenance center.

Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>.

Only one active login announcement allowed.

Repair Procedure:

None. The sender will also be notified.

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>.

AMIS analog recipient, wrong number. Sender will be notified.

Repair Procedure:

If the logged number is not a wrong number, a system restart is necessary. Otherwise, you may need to readminister the AMIS number.

See *AMIS Analog Networking,* 585-300-512, for more information.

Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>.

Transmission attempt exception for AMIS analog. Sender will be notified.

Repair Procedure:

> Check out the AMIS network connections. If trouble persists, contact the remote maintenance center.

> See *AMIS Analog Networking,* 585-300-512, for more information.

Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>.

AMIS returned message. Sender will be notified.

Repair Procedure:

> Contact the remote maintenance center.

Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>.

AMIS message longer than 8 minutes.

Repair Procedure:

> None. The sender will also be notified.

> See *AMIS Analog Networking,* 585-300-512, for more information.

Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>.

Multi-media fail.

Repair Procedure:

> Multi-media messaging is not supported for the message recipient or the receiving AUDIX system. Examine affected subscriber administration and/or system options. Consult the remote maintenance center for more help.

Event ID: ADM_undm

Description: Attempted send from <name> to sub on deleted node -
message purged.

Repair Procedure:

Inform subscribers that they should delete references to the deleted node
from their mailing lists.

Event ID: ADM_unod

Description: Incoming AMIS message from an unknown machine [ccc]
[nxx] [yyyzzzz]

Repair Procedure:

Use the **add machine *machine-name*** command in the INTUITY AUDIX
administration screens to administer a new AMIS machine, or ignore
message.

See *AMIS Analog Networking,* 585-300-512, for more information.

Event ID: ADM_wrnm

Description: Received wrong number failure for AMIS outgoing.
Subscriber error.

Repair Procedure:

None. The sender was notified of the error.

See *AMIS Analog Networking,* 585-300-512, for more information.

Event ID: ADM_xfer

Description: Call Transfer turned on/off by login <login_id> on port<pt_
id>

Repair Procedure:

None. This message is informational. The **change system-parameters
features** command in the INTUITY AUDIX administration screens allows
you to enter values in the Call Transfer Out of AUDIX fields (second page
of screen).

See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564,
for more information.

VP — Voice Platform

The following Administrator's log messages and repair actions apply to the INTUITY Voice Platform (VP):

Event ID: FXMON003

Description: 0 voice channels sold. 0 fax channels enabled.

Repair Procedure:

Contact your sales representative to purchase channels. If you have already purchased channels, contact your remote maintenance center.

Event ID: CGEN020

Description: No service assigned. The system will not answer calls.

Repair Procedure:

Assign service to channels. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

Event ID: INIT002

Description: Cannot find card. A card previously recognized by the system cannot be located.

Repair Procedure:

Contact your remote maintenance center.

Event ID: INIT003

Description: New card recognized. (Dipswitch setting <number>).

Repair Procedure:

None. This message is informational. A new voice card has been installed and is recognized by the Lucent INTUITY system. This message appears during initial installation of the Lucent INTUITY system and when new voice cards are added to an existing system.

Event ID: INIT004

Description:　　　　Administrative action taken to renumber channels.

Repair Procedure:

None. This is an informational message.

Event ID: VCHK001

Description:　　　　More than 80% purchased hours used.

Repair Procedure:

After each step, view system status to see if space has been freed. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

1. Ask subscribers to delete unneeded messages. You may want to do this using the Broadcast Messages feature of the INTUITY AUDIX system. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

2. Stop the voice system.

   Refer to Chapter 3, "Common System Procedures," in the maintenance book for instructions.

3. Start the voice system.

4. Purchase additional hours of speech. For more information, contact you Lucent Technologies sales representative.

Alarm Log Entries

3

Purpose

This chapter uses three parts of the alarm message to identify alarms:

- Application identifier – a two-letter code that indicates the software module affected by the alarm

- Resource type – indicates the resource provided by the part of the system that is affected by the alarm

- Alarm code – used to differentiate the particular alarm from other alarms in that category

⇒ NOTE:
Ignore the Event ID that appears in this chapter. This is for remote maintenance center use only.

Refer to Chapter 1 for information about accessing the Alarm Log and for descriptions of the fields contained in this log.

To locate an Alarm Log message in this chapter:

1. Locate the section for the appropriate application identifier. Use the table of contents or go to the application identifier.

   The application identifier is listed in the first column on the Alarm Log screen under the heading "App". In this chapter, they are organized alphabetically. The possible application identifiers are:

   — CA – Call Accounting System Alarms

   — MT – Maintenance Platform Alarms

   — NW – Networking Alarms

— SW – Switch Integration Alarms

— VM – INTUITY AUDIX Messaging Alarms

— VP – Voice Platform Alarms

2. Locate the Resource Type. This is listed in the second column on the Alarm Log screen. Each application identifier has several different resource types. Resource types are organized alphabetically.

3. Locate the alarm code number. This number is listed on the Alarm Log screen under "Alarm Code"; in this chapter, the Alarm Code is at the top of each entry.

➡ **NOTE:**
Even though the alarm log can hold up to 1000 active and 1000 resolved alarm entries and the maintenance log can hold up to 10,000 entries, only 500 lines worth of data (viewed on multiple screens) can be displayed at one time. Therefore, use the display selection criteria carefully to choose the log information you wish to see.

CA – Call Accounting System Alarms

For information about Call Accounting System alarms, see *INTUITY Call Accounting System User Guide,* 585-310-728.

MT – Maintenance Platform Alarms

The following alarms are associated with the Lucent INTUITY system's maintenance software. They indicate conditions that may cause the system or certain maintenance functions such as backup to only partially function or fail to function.

ALARM_ORIG Resource Type

Alarm Code: 0

Event ID: ALARM00001, ALARM00002

Alarm Level: Minor

Description: The system is experiencing difficulty issuing alarms. The system is experiencing difficulty while attempting to issue an alarm.

Repair Action:

Alarm Code: 1

Event ID: ALARM00003

Alarm Level: Warning

Description: Too many unsuccessful call attempts to the remote maintenance center (> 5). You have active alarms on your system that are not getting through to your remote maintenance center.

Repair Action:

1. If any active alarms are severely affecting service, contact your remote maintenance center immediately and inform them that your system has been unable to contact them with active alarms.

2. Log in to the system as sa.

3. Begin at the Lucent INTUITY(TM) Main Menu and select:

   > Customer/Service Administration

   > Alarm Management

4. Verify that the Product ID and Alarm Destination fields have valid entries. The Product ID is a 10-digit number starting with a "2" that uniquely identifies the machine. The Alarm Destination is a telephone number that

the computer dials in order to transmit alarms. If these fields are blank or do not have valid entries, contact your remote maintenance center. Alarm Origination must be active. If these fields appear to have valid entries, continue with the next step.

5. Check that the modem has power and that all the cables are connected. If your system has an RMB instead of a modem, you do not have to verify power; check that the phone line into the RMB is in place.

6. Contact your remote maintenance center. They will need to perform an alarm origination test or other procedures on the system.

BACKUP Resource Type

Alarm Code: 1, 2

Event ID: BKRST024, BKRST025

Alarm Level: Minor

Description: Back-up failed. If the alarm code is 1, the failure occurred during an unattended back-up. If the alarm code is 2, the failure occurred during an attended back-up.

Repair Action:

DISK Resource Type

Alarm Code: 0

Event ID: FSY001

Alarm Level: Major

Description: Disk failure has occurred on a hard drive.

Repair Action:

MIRROR Resource Type

Alarm Code: 0

Event ID: FSY002

Alarm Level: Major

Description: Mirror system has failed. This alarm indicates a possible physical failure of the hard disk, and can occur on mirrored and unmirrored systems alike.

➡ **NOTE:**
These alarms may occur on systems without SCSI disk mirroring.

Repair Action:

Alarm Code: 1

Event ID: FSY003

Alarm Level: Minor

Description: Invalid mirroring on the system. The mirroring feature is not functioning properly.

➡ **NOTE:**
These alarms may occur on systems without SCSI disk mirroring.

Repair Action:

RESTORE Resource Type

Alarm Code: 1

Event ID: BKRST026

Alarm Level: Minor

Description: Restore failed. The system was unable to receive information stored on the backup tape or is unable to access the restored information.

Repair Action:

TAPE_DRIVE Resource Type

Alarm Code: 1

Event ID: BKRST021

Alarm Level: Warning

Description: Fail to rewind tape. The backup command rewinds the tape before a backup and after a backup. This alarm automatically resolves when a backup is successful.

Repair Action:

Check the tape to be sure that it has been placed into the tape drive correctly.

Retry the backup using Chapter 3, "Common System Procedures" in your maintenance book. If the backup fails again, this alarm will require remote maintenance center intervention. Contact your remote maintenance center.

Alarm Code: 2

Event ID: BKRST022

Alarm Level: Warning

Description: Failure to move tape forward. This alarm occurs while using the restore command. This alarm is automatically resolved when a restore operation is successful.

Repair Action:

Check the tape to be sure that it has been placed into the tape drive correctly. The tape is in the drive correctly when you hear the tape retensioning. If the tape is in the drive correctly, this alarm requires remote maintenance center intervention.

> If the tape was improperly placed in the tape drive, retry the restore using Chapter 3, "Common System Procedures" in your maintenance book. If the restore fails again, this alarm will require remote maintenance center intervention. Contact your remote maintenance center.

UNIX Resource Type

Alarm Code: 0

Event ID: FSY004

Alarm Level: Major

Description: Filesystem size too big. A filesystem on the Lucent INTUITY system is almost full.

Repair Action:

Alarm Code: 1

Event ID: FSY005

Alarm Level: Major

Description: Too many inodes.

Repair Action:

Alarm Code: 2

Event ID: FSY006

Alarm Level: Major

Description: System memory low. System memory is disappearing in the Lucent INTUITY system. A process is using a great deal of memory.

Repair Action:

Alarm Code: 3

>   **Event ID: FSY007**
>
>   **Alarm Level:**   Major
>
>   **Description:**   Too many inter-process communication (ipc) message
>   queues. Total ipcs queues <number> greater than 90
>   percent of system limit <system limit: >
>
>   **Repair Action:**

Alarm Code: 4

>   **Event ID: FSY008**
>
>   **Alarm Level:**   Major
>
>   **Description:**   This alarm can occur when the system is put under an
>   unusually heavy load and processes are getting behind in
>   answering their messages. This problem is likely to lock
>   the system up.
>
>   **Repair Action:**

Alarm Code: 5

>   **Event ID: FSY009**
>
>   **Alarm Level:**   Major
>
>   **Description:**   Too many bytes in inter-process communication (ipc). Total
>   bytes in message queues within 60 percent of limit.
>
>   **Repair Action:**

Alarm Code: 6

>   **Event ID: FSY010**
>
>   **Alarm Level:**   Major

Description: Too many total processes in the system. The Lucent INTUITY
system has nearly exhausted the total number of processes
allowed. The system may go down at any time.

Repair Action:

Alarm Code: 7

  Event ID: FSY011

  Alarm Level: Major

  Description: Too many processes for user. The Lucent INTUITY system
may exceed the total process for a non-root user.

  Repair Action:

NW – Networking Alarms

The following alarms are associated with INTUITY AUDIX Digital Networking. They indicate conditions that may cause the networking application to only partially function or fail to function.

SOFTWARE Resource Type

Alarm Code: 0000

Event ID: SWIPROCDEAD

Alarm Level: Major

Description: The Networking Module is stopped: the system will not perform networking functions.

Repair Action:

Alarm Code: 0001

Event ID: SWNONSTD

Alarm Level: Minor

Description: Non-standard NW module software found. This is caused by files belonging to the Networking module which have the wrong permissions, owner, group, or checksum. This condition is detected during module start up.

Repair Action:

Alarm Code: 0002

Event ID: SWCOREDUMP

Alarm Level: Minor

Description: Core dump saved in <file_name>. Caused by a software bug which forced a Networking process to dump core.

Repair Action:

Alarm Code: 0003

Event ID: SWINITFAIL

Alarm Level: Major

Description: NW module initialization failure. Caused by the failure of the networking software/hardware to start.

Repair Action:

Alarm Code: 0004

Event ID: SWNWVMDBSYNC

Alarm Level: Minor

Description: Error synchronizing Voice Mail and Networking databases. Occurs when the Networking module is unable to update the Voice Messaging database with the current networking node information, usually at start up.

Repair Action:

This alarm requires remote maintenance center intervention.

Alarm Code: 0005

Event ID: SWANECONN

Alarm Level: Warning

Description: Connect failure to a machine. Occurrence of this alarm is not unusual given that remote machines go down and contention for remote machines sometimes happens. This alarm is resolved when a successful connection is made with the remote machine.

Repair Action:

1. Write down the VCE ID (Voice ID) number shown in the Description field of the message. Use the *list machine* command on the INTUITY AUDIX screens to match the Voice ID to the machine name.

2. Access the Alarm Log (Chapter 1) and enter **NW** in the Application field and **2000** or **2001** in the Alarm code field of the Alarm Log Display Selection screen. If either of these two alarms exist, the alarms will require remote maintenance center intervention.

3. Verify the connection to and from the remote machine, by performing the "Remote Connection Test" in Chapter 2 of your maintenance book. Based upon the test results, follow the instructions provided in the procedure.

4. Verify local and remote machine administration.

   a. Begin at the INTUITY(TM) Main Menu and select:

      Networking Administration

      Local Machine Administration.

   b. Verify that the machine name is correct.

   c. Press CANCEL (F6) to exit the screen.

   d. From the Network Administration menu, select the following sequence.

      Remote Machine Administration

      Digital Network Machine Administration.

   e. Verify that the dialstring and password are correct. Write down the Connection Type.

   f. Press CANCEL (F6) twice to exit the screens.

   g. From the Network Administration menu, select Networking Channel Administration.

   h. Verify that there are channels EQUIPPED for the connection type (TYPE field) that you wrote down. Verify that the physical hardware connections to the break out box match what is administered. If channels are not equipped, press CHG-KEYS (F8) then CONFIG (F2) and enter the appropriate information. If the hardware and administration do not match, change whichever is incorrect. See INTUITY *Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

   i. If the connection type is RS232, press CHG-KEYS (F8) then CONFIG (F2). Select RS232 Channel Configuration and verify that the Modem Initialization String is correct.

   j. Press CANCEL (F6) to exit the screens.

5. Examine all networking-related cabling from the Lucent INTUITY system to the switch, verify that connectors are firmly in place, and that all modems have power.

6. If the problem persists, contact your remote maintenance center.

Alarm Code: 0006

Event ID: SWXMQFILL

Alarm Level: Warning

Description: Possible message delivery problem to machine.

Repair Action:

1. Write down the VCE ID (Voice ID) number shown in the Description field of the message. Use the *list machine* command on the INTUITY AUDIX screens to match the Voice ID to the machine name.

2. Access the Alarm Log (Chapter 1) and enter **NW** in the Application field and **2000** or **2001** in the Alarm code field of the Alarm Log Display Selection screen. If either of these two alarms exist, the system will require remote maintenance center intervention.

3. Verify the connection to and from the remote machine, by performing the "Remote Connection Test" in Chapter 2 of your maintenance book. Based on the test results, follow the instructions provided in the procedure.

4. Verify local and remote machine administration.

   a. Begin at the Lucent INTUITY(TM) Main Menu and select the following sequence:

      Networking Administration

      Local Machine Administration.

   b. Verify that the machine name is correct.

   c. Press (CANCEL) (F6) to exit the screen.

   d. From the Network Administration menu, select the following sequence.

      Remote Machine Administration

      Digital Network Machine Administration.

   e. Verify that the dialstring and password are correct. Write down the Connection Type.

   f. Press (CANCEL) (F6) twice to exit the screens.

   g. From the Network Administration menu, select Networking Channel Administration.

   h. Verify that there are channels EQUIPPED for the connection type (TYPE field) that you wrote down. Verify that the physical hardware connections to the break out box match what is administered. If channels are not equipped, press (CHG-KEYS) (F8) then (CONFIG) (F2) and enter the appropriate information. If the hardware and administration do not match, change whichever is incorrect. See INTUITY *Messaging Solutions Release 4 Digital Networking,* 585-310-567, for more information.

   i. If the connection type is RS232, press (CHG-KEYS) (F8) then (CONFIG) (F2). Select RS232 Channel Configuration and verify that the Modem Initialization String is correct.

   j. Press (CANCEL) (F6) to exit the screens.

5. Examine all networking-related cabling from the Lucent INTUITY system to the switch, verify that connectors are firmly in place, and that all modems have power.

6. If the problem persists, contact your remote maintenance center.

Alarm Code: 1000

Event ID: SWNDSTARTFAIL

Alarm Level: Major

Description: Network Data Server start up has failed.

Repair Action:

Alarm Code: 1001

Event ID: SWNDOPENFAIL

Alarm Level: Major

Description: The system could not open the Network Database.

Repair Action:

Alarm Code: 1002

Event ID: SWNDINTERR

Alarm Level: Major

Description: Network database internal system error. If this alarm is active, it is likely that INTUITY AUDIX Digital Networking is not in service.

Repair Action.

Alarm Code: 1003

Event ID: SWAUDDBERR

Alarm Level: Major

Description: Network database audit error.

Repair Action.

Alarm Code: 1004

Event ID: SWNDDBERR

Alarm Level: Major

Description: Network Database error.

Repair Action:

NETWK_BD Resource Type

Alarm Code: 2000

Event ID: HWANEACCX

Alarm Level: Major

Description: Networking board failure. Occurs when the Networking
software is unable to communicate with the networking
board. This alarm is likely to occur at installation time when
the board's physical address does not match software
administration.

Repair Action:

NETWK_CHAN Resource Type

Alarm Code: 2001

Event ID: HWANEACCXC

Alarm Level: Minor

Description: Networking channel <channel_number> failure.

Repair Action:

SW – Switch Integration Alarms

The following alarms are associated with Lucent INTUITY system's switch integration software. The switch integration software allows the Lucent INTUITY system to receive and send information from and to the switch. These alarms indicate conditions that may cause the system to only partially function or fail to function.

DCIU_LINK Resource Type

Alarm Code: 0

Event ID: DCIU001

Alarm Level: Major

Description: Host switch out of data transfer; host switch link down too long. This alarm will be resolved automatically when the link comes up.

Repair Action:

1. Log in to the Lucent INTUITY system as sa.

2. Begin at the Lucent INTUITY(TM) Main Menu, and select:

    Customer/Services Administration

    Diagnostics

    Switch Interface Diagnostics

3. Verify that the local switch number has an "I" underneath it. An "I" indicates that the switch is "in data transfer" and operational. An "O" indicates that the switch is "out of data transfer" and inoperational. For more information on switch numbers, see the switch integration document included with your Lucent INTUITY documentation set.

4. Verify that the local switch number matches administration on the switch.

5. Verify that all cable connections to the IDI or MPDM are secure.

6. Contact your remote maintenance center for further assistance. If you have automatic alarm origination, the remote maintenance center will already be aware of this alarm.

Alarm Code: 1

Event ID: DCIU002

Alarm Level: Minor

Description: Remote switch out of data transfer; remote switch link down too long. This alarm will be resolved automatically when the link comes up.

Repair Action:

1. Log in to the Lucent INTUITY system as sa.

2. Begin at the Lucent INTUITY(TM) Main Menu, and select:

    Customer/Services Administration

    Diagnostics

    Switch Interface Diagnostics

3. Verify that the remote switch number has an "I" underneath it. An "I" indicates that the switch is "in data transfer" and operational. An "O" indicates that the switch is "out of data transfer" and inoperational. For more information on switch numbers, see the switch integration document included with your Lucent INTUITY documentation set.

4. Verify that the remote switch number matches administration on the switch.

5. Contact your remote maintenance center for further assistance. If you have automatic alarm origination, the remote maintenance center will already be aware of this alarm.

Alarm Code: 2

Event ID: DCIU004

Alarm Level: Warning

Description: Out of service—craft. The alarm is cleared when the switch link is released. When this alarm is raised, any other alarms against DCIU_LINK will be resolved.

Repair Action:

Release the switch integration link. See Chapter 2 in your maintenance book for instructions.

Alarm Code: 3

Event ID: DCIU006

Alarm Level: Minor

Description: Software problem in switch link area.

Repair Action:

Alarm Code: 4

Event ID: DCIU003

Alarm Level: Minor

Description: Host switch out of data transfer too frequently.

Repair Action:

This alarm will be resolved automatically when the link stops going out of data transfer.

Alarm Code: 5

Event ID: DCIU012

Alarm Level: Minor

Description: Remote switch out of data transfer too frequently; remote switch link down too frequently.

Repair Action:

This alarm will be resolved automatically when the link stops going out of data transfer.

GPSC_BOARD Resource Type

Alarm Code: 0

Event ID: DCIU005

Alarm Level: Major

Description: GPSC card failed diagnostics. This alarm is cleared when the diagnostics run successfully.

Repair Action:

SOFTWARE Resource Type

Alarm Code: 000

Event ID: ML000

Alarm Level: Major

Description: Channel initialization failure.

Repair Action:

Alarm Code: 001

Event ID: ML001

Alarm Level: Major

Description: Failed to send switch ID.

Repair Action:

Alarm Code: 002

Event ID: ML002

Alarm Level: Minor

Description: Message waiting light processing failure.

Repair Action:

1. Stop the voice system.

   See Chapter 3, "Common System Procedures," in your maintenance book for instructions.

2. Start the voice system.

3. If this condition persists, the alarm will require remote maintenance center intervention.

Alarm Code: 003

    Event ID: ML003

    Alarm Level: Major

    Description: Failure sending data within the switch integration package.

    Repair Action:

Alarm Code: 004

    Event ID: ML004

    Alarm Level: Major

    Description: Failure registering with the voice platform.

    Repair Action:

Alarm Code: 005

    Event ID: ML005

    Alarm Level: Major

    Description: Failure allocating space within the switch integration package.

    Repair Action:

Alarm Code: 007

    Event ID: ML007

    Alarm Level: Major

    Description: Failure to open node within the switch integration package.

    Repair Action:

Alarm Code: 008

> **Event ID: ML008**
>
> **Alarm Level:**   Major
>
> **Description:**   Failure to bind node within the switch integration package.
>
> **Repair Action:**

Alarm Code: 009

> **Event ID: ML009**
>
> **Alarm Level:**   Major
>
> **Description:**   Attempting to bind bad node.
>
> **Repair Action:**

Alarm Code: 010

> **Event ID: ML010**
>
> **Alarm Level:**   Major
>
> **Description:**   Failure receiving data within the switch integration package.
>
> **Repair Action:**

Alarm Code: 011

> **Event ID: ML011**
>
> **Alarm Level:**   Minor
>
> **Description:**   Mode code processing failure. This alarm may occur if a caller to an INTUITY AUDIX mailbox presses touch tones before the AUDIX greeting is spoken.
>
> **Repair Action:**
>
> 1. When possible, inform callers to avoid pressing touch tones before the INTUITY AUDIX greeting.

2. If you cannot correct the problem, contact your remote maintenance center.

Alarm Code: 012

Event ID: ML012

Alarm Level: Warning

Description: Failure attempting to log in channel after rebooting.

Repair Action:

1. Dial the extension number associated with the channel that is failing to log in, and verify that the channel answers.
2. If the channel does not answer, check the physical connection on the port for that channel.
3. If this alarm is reoccurring, contact your remote maintenance center.

Alarm Code: 013

Event ID: ML013

Alarm Level: Minor

Description: Failure attempting to refresh message waiting light.

Repair Action:

The Lucent INTUITY system will automatically attempt to refresh again.

If the alarm persists, the alarm will require remote maintenance center intervention.

SW Resource Type

Alarm Code: 1

Event ID: SMDI001

Alarm Level: Major

Description: Failed to receive message or failed to send message.

Repair Action:

Alarm Code: 1

    Event ID: SMDI002

        Alarm Level: Major

        Description: Failed to send message.

        Repair Action:

Alarm Code: 1

    Event ID: SMDI003

        Alarm Level: Major

        Description: Failed to convert dip to qkey.

        Repair Action:

Alarm Code: 1

    Event ID: SMDI004

        Alarm Level: Minor

        Description: Failed to open an smdi port.

        Repair Action:

Alarm Code: 1

    Event ID: WTR003

        Alarm Level: Minor

        Description: Writer starts up.

        Repair Action:

Alarm Code: 11

    Event ID: WTR000

        Alarm Level: Major

        Description: File open failed.

Repair Action:

Alarm Code: 11

    Event ID: WTR001

    Alarm Level: Major

    Description: File write failed.

    Repair Action:

Alarm Code: 11

    Event ID: WTR002

    Alarm Level: Major

    Description: File is in bad format.

    Repair Action:

Alarm Code: 12

    Event ID: WTR004

    Alarm Level: Major

    Description: SMDI link status is down.

    Repair Action:

Alarm Code: 12

    Event ID: WTR005

    Alarm Level: Major

    Description: All device ports failed to open.

    Repair Action:

Alarm Code: 12

    Event ID: WTR006

    Alarm Level: Minor

    Description: Failed to write to device.

    Repair Action:

Alarm Code: 111

    Event ID: RDR000

    Alarm Level: Minor

    Description: Reader has invalid parameters.

    Repair Action:

1. Access the Switch Link Administration screen, and verify the data. For this procedure, see your switch integration documentation.
2. Press SAVE (F3).
3. Stop the voice system.

    See Chapter 3, "Common System Procedures," in your maintenance book for instructions.
4. Start the voice system.

Alarm Code: 111

    Event ID: RDR001

    Alarm Level: Minor

    Description: Reader starts up.

    Repair Action:

1. Check the power, ports, baud rate, and connection. See your switch integration book for information about baud rate administration.
2. If no problems are found, contact your remote maintenance center for further assistance. If you have automatic alarm origination, the remote maintenance center will already be aware of this alarm.

Alarm Code: 111

Event ID: RDR002

Alarm Level: Minor

Description: SMDI serial port has no response. One smdi port down.

Repair Action:

1. Check the power, ports, baud rate, and connection. See your switch integration book for information about baud rate administration.

2. If no problems are found, contact your remote maintenance center for further assistance. If you have automatic alarm origination, the remote maintenance center will already be aware of this alarm.

VM – INTUITY AUDIX Messaging Alarms

The following alarms are associated with INTUITY AUDIX Voice Messaging. They indicate conditions that may cause the messaging application to only partially function or fail to function.

ALARM_ORIG Resource Type

Alarm Code: 0

Event ID: ALARM_ORIG0000

Alarm Level: Minor

Description: Test of alarm origination capability.

Repair Action:

Ignore this message. This indicates a test of alarm origination by the remote maintenance center.

ANNC Resource Type

Alarm Code: 4

Event ID: ANNC004

Alarm Level: Major

Description: Active announcement set is inaccessible, nonexistent, or corrupted.

Repair Action:

AUD_BKUP Resource Type

Alarm Code: 0

Event ID: AUD_BKUP0

Alarm Level: Minor

Description: Portions of the AUDIX System Data backup failed. INTUITY
AUDIX is providing service, and the current backup is valid.
However, future backups may fail.

Repair Action:

AUDIT Resource Type

Alarm Code: 0

Event ID: AUDIT0000

Alarm Level: Minor

Description: Nightly audit failed. This audit runs each night before the
nightly backup.

Repair Action:

Alarm Code: 1

Event ID: AUDIT0001

Alarm Level: Minor

Description: Delivery data audit failed. This alarm is likely related to the
mailing lists audit. This audit runs each night before the
nightly backup.

Repair Action:

Alarm Code: 100

Event ID: AUDIT0100

Alarm Level: Minor

Description: Portions of the weekly database audit failed. INTUITY AUDIX will continue to operate; however, service may be limited or inconsistent.

Repair Action:

Alarm Code: 101

Event ID: AUDIT0101

Alarm Level: Minor

Description: Weekly database audit failed.

Repair Action:

Alarm Code: 102

Event ID: AUDIT0102

Alarm Level: Minor

Description: Portions of the weekly database audit failed.

Repair Action:

Alarm Code: 103

Event ID: AUDIT0103

Alarm Level: Minor

Description: Portions of the weekly database audit failed.

Repair Action:

AUDIX_FS Resource Type

Alarm Code: 0

Event ID: AUDIX_FS0000

Alarm Level: Minor

Description: Not enough INTUITY AUDIX data space left. The system logs this alarm when space used is at 90% capacity or greater. This condition causes serious user problems. Automatically resolved when space used goes below 85%.

Repair Action:

Alarm Code: 1

Event ID: AUDIX_FS0001

Alarm Level: Warning

Description: INTUITY AUDIX data space used reached 80% capacity. This alarm may escalate to VM AUDIX_FS 0 alarm. Automatically resolved when space used goes below 75%.

Repair Action:

After each step, check for resolved alarms to see if you have freed enough space.

1. Decrease the maximum number of activity log entries by doing the following.

    a. Log in to the Lucent INTUITY system as vm or sa.

    b. Begin at the Lucent INTUITY Main Menu and pick AUDIX Administration.

    c. Enter **change system-parameters activity-log**

    d. Decrease the number in the Maximum Number of Activity Log Entries field. Press ⌨Enter⌨ (F3) to save the information.

2. Ask subscribers to delete unneeded messages. You may wish to do this using the Broadcast Messages feature of INTUITY AUDIX Messaging. See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

3. Reduce message retention time by doing the following.

   a. Log in to the Lucent INTUITY system as vm or sa.

   b. Begin at the Lucent INTUITY(TM) Main Menu and pick AUDIX Administration.

   c. Enter **change COS *cos-number***

      The cos-number may be any number 0 through 11. You will want to modify the cos-number that applies to most subscribers. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

   d. Decrease the number in the Retention Times field under INCOMING MAILBOX and OUTGOING MAILBOX. Press ⌷Enter⌷ (F3) to save the information.

4. If the alarm is still active, contact your remote maintenance center.

Alarm Code: 2

Event ID: AUDIX_FS0002

Alarm Level: Warning

Description: File count reached 80% capacity. This alarm may escalate to code VM AUDIX_FS 0 above. Automatically resolved when file count used goes below 75%.

Repair Action:

After each step, check for resolved alarms to see if you have freed enough space.

1. Ask subscribers to delete unneeded messages. You may wish to do this using the Broadcast Messages feature of INTUITY AUDIX Voice Messaging. See INTUITY *Messaging Solutions Release 4 Administration,* 585-310-564, for more information.

2. Remove unused local and remote subscribers by doing the following.

   a. Log in to the Lucent INTUITY system as vm or sa.

   b. Begin at the Lucent INTUITY(TM) Main Menu and pick AUDIX Administration.

   c. Enter **remove subscriber *name***

   d. Enter **list remote-extension *remote machine name***

   e. If you do not know the names of the remote machines, use the **list machines** command.

f. Look at the Usage Date field for each remote subscriber and delete those that are unused by entering **remove remote-subscriber *remote subscriber extension***

3. Reboot the system to allow the Lucent INTUITY system to reclaim unused resources. See Chapter 3, "Common System Procedures," in your maintenance book.

If the alarm is still active, contact your remote maintenance center.**Alarm Code: 3**

Event ID: AUDIX_FS0003

Alarm Level: Major

Description: An attempt to restart INTUITY AUDIX Voice Messaging failed because the INTUITY AUDIX database was corrupted. INTUITY AUDIX is not in service.

Repair Action:

Alarm Code: 4

Event ID: AUDIX_FS0004

Alarm Level: Minor

Description: INTUITY AUDIX Voice Messaging data files were corrupted. INTUITY AUDIX is in service; however, subscribers may have trouble sending or receiving messages in their mailboxes.

Repair Action:

Alarm Code: 5

Event ID: AUDIX_FS0005

Alarm Level: Minor

Description: INTUITY AUDIX Voice Messaging data files were corrupted. INTUITY AUDIX is in service; however, subscribers may have trouble sending or receiving messages in their mailboxes.

Repair Action:

AUD_RESTOR Resource Type

Alarm Code: 0

Event ID: AUD_RESTORE1, AUD_RESTORE2

Alarm Level: Major

Description: An INTUITY AUDIX system-data restore failed. INTUITY
                        AUDIX will not start up.

Repair Action:

FAXAP Resource Type

Alarm Code: 0

Event ID: FAXAP000

Alarm Level: Minor

Description: Queries to the INTUITY FAX Messaging database are failing,
                        possibly indicating that the database is corrupted.

Repair Action:

LANINTF Resource Type

Alarm Code: 0

Event ID: AMAPI0026, LANINTF0000

Alarm Level: Minor

Description: System resources problem.

Repair Procedure:

Alarm Code: 1

>   **Event ID: AMAPI0279, LANINTF0001**

>   **Alarm Level:**   Minor

>   **Description:**   System resources problem.

>   **Repair Procedure:**

SERVER Resource Type

Alarm Code: 900

>   **Event ID: SERVER0900**

>   **Alarm Level:**   Minor

>   **Description:**   Trusted Server Inactivity Timeout.

>   **Repair Procedure:**

Alarm Code: 901

>   **Event ID: SERVER0901**

>   **Alarm Level:**   Minor

>   **Description:**   Trusted Server Self Alarm.

>   **Repair Procedure:**

SOFTWARE Resource Type

Alarm Code: 0, 1, 2

>   **Event ID: SOFTWARE0000, SOFTWARE0001, SOFTWARE0002**

>   **Alarm Level:**   Major

>   **Description:**   An INTUITY AUDIX process could not run.

Repair Action:

> When this alarm occurs, INTUITY AUDIX automatically restarts. The alarm remains active during the restart and will be resolved when INTUITY AUDIX successfully restarts.

> If the system does not successfully restart, this and related alarms require remote maintenance center intervention.

Alarm Code: 100

Event ID: SOFTWARE0100

Alarm Level: Minor

Description: An INTUITY AUDIX process could not restart.

Repair Procedure:

Alarm Code: 101

Event ID: SOFTWARE0101

Alarm Level: Minor

Description: Non-standard system software in use.

Repair Action:

Alarm Code: 201

Event ID: SOFTWARE0201

Alarm Level: Minor

Description: An INTUITY AUDIX process could not initialize. INTUITY AUDIX service may be limited.

Repair Action:

> When this alarm occurs, the failed process is automatically restarted. The alarm remains active until the process successfully initializes, and then the alarm is automatically resolved.

Alarm Code: 202

Event ID: SOFTWARE0202

Alarm Level: Minor

Description: An INTUITY AUDIX process could not run. INTUITY AUDIX service may be limited.

Repair Action:

When this alarm occurs, the failed process is automatically restarted. The alarm remains active until the process successfully initializes, and then the alarm is automatically resolved.

If this alarm fails to resolve, the alarm will require remote maintenance center intervention.

Alarm Code: 203

Event ID: SOFTWARE0203, SOFTWARE0202

Alarm Level: Minor

Description: An INTUITY AUDIX process experience initialization failure. INTUITY AUDIX services may be limited.

Repair Action:

Alarm Code: 204

Event ID: SOFTWARE0204, SOFTWARE0202

Alarm Level: Minor

Description: An INTUITY AUDIX process experience runtime failures. INTUITY AUDIX services may be limited.

Repair Action:

Alarm Code: 601

Event ID: SOFTWARE0601

Alarm Level: Minor

Description: Non-standard system software in use.

Repair Action:

Alarm Code: 602

Event ID: SOFTWARE0102, SOFTWARE0602

Alarm Level: Minor

Description: An INTUITY AUDIX process failed during normal service. INTUITY AUDIX may have already restarted.

Repair Action:

Alarm Code: 6000

Event ID: SOFTWARE6000

Alarm Level: Minor

Description: AN INTUITY AUDIX process couldn't initialize. INTUITY AUDIX is not in service.

Repair Action:

Alarm Code: 6001

Event ID: SOFTWARE6001

Alarm Level: Minor

Description: An INTUITY AUDIX process could not run.

Repair Action:

Alarm Code: 6600

    Event ID: SOFTWARE6600

    Alarm Level: Major

    Description: The INTUITY AUDIX database automatic rebuild failed. INTUITY AUDIX Voice Messaging is not accepting calls. INTUITY AUDIX Voice Messaging has automatically shut itself (and networking) down and and attempted to restart. During this restart, INTUITY AUDIX Messaging runs database file checks. The system performs a rebuild audit to correct any problems or discrepancies detected. If the rebuild audit is unsuccessful, this alarm is generated.

    Repair Action:

Alarm Code: 6603

    Event ID: SOFTWARE6603

    Alarm Level: Major

    Description: The INTUITY AUDIX software detected file damage during an INTUITY AUDIX Voice Messaging restart. The initialization is halted while the software attempts to fix the file problems. When this is completed, this alarm automatically resolves and initialization continues.

    Repair Action:

        None. Alarm is active during the auto-rebuild audit process. Failure of auto-rebuild audit generates another alarm, VM SOFTWARE 6600.

        The VM SOFTWARE 6600 alarm requires remote maintenance center intervention.

Alarm Code: 6604

    Event ID: SOFTWARE6604

    Alarm Level: Warning

    Description: A problem occurred attempting to update extension length values. The voice platform updated the extension length, but INTUITY AUDIX Voice Messaging could not update its internal tables. This alarm may block administrators from adding new subscribers.

Repair Action:

1. Stop the voice system.

    See Chapter 3, "Common System Procedures," in your maintenance book for instructions.

2. Start the voice system to synchronize the voice platform and the INTUITY AUDIX application.

3. If the alarm fails to resolve, the alarm will require remote maintenance center intervention.

Alarm Code: 6605

Event ID: SOFTWARE6605

Alarm Level: Warning

Description: Inconsistent data in automated attendant routing tables. This alarm occurs when a call to an automated attendant cannot be routed as specified. It may be caused when routing tables are not updated after voice mailboxes specified in the tables are removed. It may also be caused by file corruption from a system crash.

Repair Action:

1. Use the **change auto-attend-routing routing-table** command to update the routing tables with correct data. To enter this command, select "AUDIX Administration" from the INTUITY Main Menu.

    See INTUITY Messaging Solutions Release 4 Administration, 585-310-564, for more instructions.

2. This alarm is automatically resolved when the tables are updated.

3. If this alarm is reoccurring, notify your remote maintenance center.

Alarm Code: 6606

Event ID: SOFTWARE6606

Alarm Level: Minor

Description: Automated attendant software failure. When this alarm occurs, INTUITY AUDIX Voice Messaging may restart and/or shut down.

Repair Action:

Alarm Code: 6607

Event ID: SOFTWARE6607

Alarm Level: Warning

Description: Inconsistent holiday or business schedule name. This alarm occurs when a call to an automated attendant cannot be routed as specified.

Repair Action:

1. Restore system data from the nightly backup. If you would prefer to have assistance with this restore, contact your remote maintenance center. See Chapter 3, "Common System Procedures," in your maintenance book for instructions about restoring data.

2. This alarm is automatically resolved when you restart the voice system after restoring the data.

Alarm Code: 6608

Event ID: SOFTWARE6608

Alarm Level: Minor

Description: Inconsistent Automated Attendant software operation.

Repair Action:

Alarm Code: 6609

Event ID: SOFTWARE6609

Alarm Level: Minor

Description: Inconsistent Automated Attendant night service data.

Repair Action:

Alarm Code: 6610

Event ID: SOFTWARE6610

Alarm Level: Minor

Description: INTUITY AUDIX Voice Messaging cannot write to the
day/night service control file. When this alarm occurs,
correct night service operation is prevented. This alarm
may occur with alarm VM SOFTWARE 6609.

Repair Action:

This alarm is automatically resolved when the proper night service state is
determined.

If this alarm fails to resolve, the alarm will require remote maintenance
center intervention.

Alarm Code: 6611

Event ID: SOFTWARE6611

Alarm Level: Minor

Description: INTUITY AUDIX Voice Messaging cannot communicate with
the voice platform software. INTUITY AUDIX service may be
limited or interrupted.

Repair Action:

Alarm Code: 6612

Event ID: SOFTWARE6612

Alarm Level: Minor

Description: The INTUITY AUDIX outcalling feature is not functioning
properly. Outcalling may not be occurring.

Repair Action:

Alarm Code: 6613

Event ID: SOFTWARE6613

Alarm Level: Minor

Description: An error occurred during system installation, or incorrect
system modifications were made. System operation may
be impaired.

Repair Action:

Alarm Code: 6614

Event ID: SOFTWARE6614

Alarm Level: Major

Description: Insufficient system resources for INTUITY AUDIX initialization. The system is not providing any service.

Repair Action:

Alarm Code: 7701

Event ID: SOFTWARE7701

Alarm Level: Major

Description: Generic software is found to be missing during an INTUITY AUDIX initialization. The system is not providing any service.

Repair Action:

Alarm Code: 7702

Event ID: SOFTWARE7702

Alarm Level: Major

Description: INTUITY AUDIX system database files found to be missing during AUDIX initialization. INTUITY AUDIX is not in service.

Repair Action:

Alarm Code: 7703

Event ID: SOFTWARE7703

Alarm Level: Major

Description: As the system was coming up after a voice system restart
                        or a reboot, an unexpected file check failure occurred.

Repair Action:

Alarm Code: 7704

Event ID: SOFTWARE7704

Alarm Level: Major

Description: Too many reboots. Because of another alarm, INTUITY
                        AUDIX Voice Messaging has tried to restart itself twice but
                        has failed. INTUITY AUDIX is not in service.

Repair Action:

Alarm Code: 7705

Event ID: SOFTWARE7705

Alarm Level: Major

Description: The INTUITY AUDIX maintenance software has automatically
                        shutdown INTUITY AUDIX Voice Messaging, and an
                        automatic restart was attempted. This alarm may also
                        indicate that too many restarts were attempted or that an
                        unexpected error occurred during shutdown. INTUITY
                        AUDIX is not in service.

Repair Action:

Alarm Code: 7706

Event ID: SOFTWARE7706

Alarm Level: Major

Description: Too many reboots. Because of another alarm, INTUITY
                        AUDIX Voice Messaging has tried to restart itself but has
                        failed. INTUITY AUDIX Voice Messaging is not in service.

Repair Action:

Alarm Code: 7707

Event ID: SOFTWARE7707

Alarm Level: Major

Description: The INTUITY AUDIX maintenance software has automatically shutdown INTUITY AUDIX Voice Messaging, and attempted an automatic restart. This alarm may also indicate that too many restarts were attempted or that an unexpected error occurred during shutdown. INTUITY AUDIX is not in service.

Repair Action:

Alarm Code: 7708

Event ID: SOFTWARE7708

Alarm Level: Major

Description: Too many reboots. Because of another alarm, INTUITY AUDIX Voice Messaging has tried to restart itself but has failed. INTUITY AUDIX is not in service.

Repair Action:

Alarm Code: 7709

Event ID: SOFTWARE7709

Alarm Level: Major

Description: The INTUITY AUDIX maintenance software has automatically shutdown INTUITY AUDIX Voice Messaging, and an automatic restart was attempted. This alarm may also indicate that too many restarts were attempted or that an unexpected error occurred during shutdown. INTUITY AUDIX is not in service.

Repair Action:

Alarm Code: 7710

    Event ID: SOFTWARE7710

      Alarm Level: Major

      Description: The INTUITY AUDIX maintenance software has automatically shutdown INTUITY AUDIX Voice Messaging, during an AUDIX restart. INTUITY AUDIX is not in service.

      Repair Action:

Alarm Code: 7712

    Event ID: SOFTWARE7712

      Alarm Level: Major

      Description: The INTUITY AUDIX maintenance software has automatically shutdown INTUITY AUDIX Voice Messaging, and an automatic restart was attempted. INTUITY AUDIX is not in service.

      Repair Action:

Alarm Code: 7713

    Event ID: SOFTWARE7713

      Alarm Level: Major

      Description: Additional speech was purchased, and a problem occurred creating the new voice filesystem during AUDIX initialization. INTUITY AUDIX is not in service.

      Repair Action:

Alarm Code: 7714

    Event ID: SOFTWARE7714

      Alarm Level: Minor

Description: The INTUITY AUDIX outcalling feature is not functioning properly. INTUITY AUDIX is providing limited service

Repair Action:

Alarm Code: 7715

Event ID: SOFTWARE7715

Alarm Level: Minor

Description: The INTUITY AUDIX trusted server notification feature is not functioning properly. INTUITY AUDIX is provided limited service.

Repair Action:

Alarm Code: 7716

Event ID: SOFTWARE7716

Alarm Level: Warning

Description: No trusted server external security password file found on AUDIX initialization. Any usage of the old external security password by operating trusted servers will fail.

Repair Action:

See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564, for instructions.

Alarm Code: 7717

Event ID: SOFTWARE7717

Alarm Level: Major

Description: No announcement sets were found during INTUITY AUDIX initialization. INTUITY AUDIX is not in service.

Repair Action:

VM_PT Resource Type

Alarm Code: 3

Event ID: VM_PT0003

Alarm Level: Minor

Description: INTUITY AUDIX port processes have continuously failed.
The service status of the affected channel is automatically
set to *manoos*.

Repair Action:

Alarm Code: 4

Event ID: VM_PT0004

Alarm Level: Minor

Description: An attempt to send or receive a fax failed: FAX call setup
failed. This alarm is generated when a sufficient number of
failed attempts occur.

Repair Action:

This alarm is automatically resolved if a failure does not reoccur within 5
minutes.

If the alarm fails to resolve, the alarm will require remote maintenance
center intervention.

Alarm Code: 5

Event ID: VM_PT0005

Alarm Level: Warning

Description: An attempt to record or print a fax failed. This alarm is
generated when a sufficient number of failed attempts
occur. It may indicate a problem with subscribers' fax
equipment or that INTUITY FAX Messaging is not properly
administered.

Repair Action:

1. Ensure that subscribers' fax equipment is working properly.

2. Ensure that INTUITY FAX Messaging is properly administered. See *INTUITY Messaging Solutions Release 4 Administration,* 585-310-564.

3. If the alarm fails to resolve, the alarm will require remote maintenance center intervention.

VP – Voice Platform Alarms

The following alarms are associated with Lucent INTUITY system's underlying software. They indicate conditions that may cause the messaging application to only partially function or fail to function.

CGEN Resource Type

Alarm Code: 1

Event ID: CGEN001

Alarm Level: Minor

Description: Unexpected IPC message.

An internal process received an unexpected message. The message has been ignored.

Repair Procedure:

Alarm Code: 2

Event ID: CGEN002

Alarm Level: Major

Description: A system table is corrupted or cannot be accessed. System functionality is severely impaired.

Repair Procedure:

Alarm Code: 3

Event ID: CGEN003

Alarm Level: Major

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

Repair Procedure:

> Reboot the system. See Chapter 3, "Common System Procedures," in your maintenance book for instructions.

Alarm Code: 4

Event ID: CGEN004

Alarm Level: Major

Description: Failed to receive message. An internal process cannot communicate with other internal processes. System functionality is severely impaired.

Repair Procedure:

Alarm Code: 5

Event ID: CGEN005

Alarm Level: Major

Description: The system cannot communicate with a process. System functionality is severely impaired.

Repair Procedure:

Alarm Code: 6

Event ID: CGEN006

Alarm Level: Major

Description: The system failed to start up properly. System functionality is severely impaired.

Repair Procedure:

Alarm Code: 7

Event ID: CGEN007

Alarm Level: Major

Description: Memory allocation failure.

                        The system failed to allocate memory internally for data. System functionality is severely impaired.

Repair Procedure:

Alarm Code: 8

Event ID: CGEN008

Alarm Level: Major

Description: Cannot access IVC6 cards. The system IVC6 cards are unusable.

Repair Procedure:

Alarm Code: 11

Event ID: CGEN011

Alarm Level: Major

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

Repair Procedure:

Alarm Code: 12

Event ID: CGEN012

Alarm Level: Minor

Description: The system failed to perform the indicated function on the voice channel or card specified. IVC6 card functionality is impaired.

Repair Procedure:

Alarm Code: 17

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 should not be affected until then.

Repair Procedure:

Alarm Code: 18

Event ID: CGEN018

Alarm Level: Major

Description: A hardware failure has been detected on an IVC6 voice channel or card. IVC6 card functionality is impaired.

Repair Procedure:

Alarm Code: 21

Event ID: CGEN021

Alarm Level: Major

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

Repair Procedure:

Alarm Code: 22

> **Event ID: CGEN022**
>
> **Alarm Level:** Minor
>
> **Description:** The system failed to reset the restriction list for a channel. System functionality may be impaired if applications are assigning resource restrictions to channels.
>
> **Repair Procedure:**

Alarm Code: 24

> **Event ID: M_CGEN024**
>
> **Alarm Level:** Minor
>
> **Description:** System failed to execute a process.
>
> **Repair Procedure:**

Alarm Code: 25

> **Event ID: CGEN025**
>
> **Alarm Level:** Major
>
> **Description:** A 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:**

Alarm Code: 27

> **Event ID: CGEN027**
>
> **Alarm Level:** Minor
>
> **Description:** Could not open a file.

Repair Procedure:

Alarm Code: 28

Event ID: CGEN028

Alarm Level: Warning

Description: Call to third party API failed.

Repair Procedure:

1. Stop the voice system.

   See Chapter 3, "Common System Procedures," in your maintenance book for instructions.

2. Start the voice system.

3. If the alarm fails to resolve, the alarm will require remote maintenance center intervention.

Alarm Code: 31

Event ID: CGEN031

Alarm Level: Minor

Description: Error describing groups to the Resource Manager. Applications using the equipment group identified in the Maintenance Log error may not function correctly.

Repair Procedure:

Alarm Code: 34

Event ID: CGEN034

Alarm Level: Minor

Description: Failed to perform an action on a file

Repair Procedure:

CHRIN Resource Type

Alarm Code: 1

Event ID: CHRIN001

Alarm Level: Major

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

Repair Procedure:

CRON Resource Type

Alarm Code: 2

Event ID: CRON002

Alarm Level: Minor

Description: A system process has been running for over 24 hours.

Repair Procedure:

DSKMG System Messages

Alarm Code: 1

Event ID: DSKMG001

Alarm Level: Minor

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

Repair Procedure:

Alarm Code: 2

Event ID: DSKMG002

Alarm Level: Minor

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

Repair Procedure:

FXAUDOANM Resource Type

Alarm Code: 17

Event ID: FXAUD017

Alarm Level: Minor

Description: File system low on space.

Repair Procedure:

FXMONOAMN Resource Type

Alarm Code: 02

Event ID: FXMON002

Alarm Level: Minor

Description: The INTUITY FAX subsystem will not log events and future transmission problems may be difficult to diagnose.

Repair Procedure:

Alarm Code: 10

Event ID: FXMON010

Alarm Level: Minor

Description: Could not add INTUITY FAX Messaging channel.

Channels indicated will not be capable of performing INTUITY FAX Messaging operations. This error may be due to either an attempt to enable more channels than INTUITY FAX Messaging has been licensed for or a corruption in the INTUITY FAX Messaging database.

Repair Procedure:

Alarm Code: 11

Event ID: FXMON011

Alarm Level: Minor

Description: Cannot open file.

The INTUITY FAX Messaging subsystem will not be able to log FAX events properly. The ability to transmit FAX data should be unaffected.

Repair Procedure:

Alarm Code: 12

Event ID: FXMON012

Alarm Level: Minor

Description: Could not enable a channel for INTUITY FAX Messaging.

Repair Procedure:

Alarm Code: 13

Event ID: FXMON013

Alarm Level: Minor

Description: Continuing to wait for a process to complete. This alarm indicates a potential inability to use FAX system wide.

Repair Procedure:

Alarm Code: 14

Event ID: FXMON014

Alarm Level: Minor

Description: Could not disable an INTUITY FAX Messaging channel.

This alarm indicates that there may be a possible corruption in a database.

Repair Procedure:

Alarm Code: 16

Event ID: FXMON016

Alarm Level: Minor

Description: Could not delete an INTUITY FAX Messaging channel.

This alarm indicates a possible corruption in a database.

Repair Procedure:

Alarm Code: 20

Event ID: FXMON020

Alarm Level: Minor

Description: Could not hard reset channel.

This alarm indicates that a channel(s) is inoperable for INTUITY FAX Messaging transmission.

Repair Procedure:

FXNSFOANM Resource Type

Alarm Code: 1

Event ID: FXNSF01

Alarm Level: Minor

Description: NSF update: Could not initialize INTUITY FAX Messaging.

Repair Procedure:

Alarm Code: 2

Event ID: FXNSF02

Alarm Level: Minor

Description: Could not start an INTUITY FAX Messaging process.

Repair Procedure:

Alarm Code: 3

Event ID: FXNSF03

Alarm Level: Minor

Description: Could not establish communication with INTUITY FAX Messaging software.

Repair Procedure:

Alarm Code: 4

> **Event ID: FXNSF04**
>
> **Alarm Level:** Minor
>
> **Description:** NSF update to channel failed.
>
> **Repair Procedure:**

INIT Resource Type

Alarm Code: 1

> **Event ID: INIT001**
>
> **Alarm Level:** Major
>
> **Description:** All system configuration data lost. Assuming default values.
>
> 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:**

Alarm Code: 5

> **Event ID: INIT005**
>
> **Alarm Level:** Minor
>
> **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:

Alarm Code: 9

Event ID: INIT009

Alarm Level: Warning

Description: A change in configuration was detected. The manual
                          renumber option is set.

                          Note that this alarm will only appear is your remote
                          maintenance center activates it.

Repair Procedure:

MTC Resource Type

Alarm Code: 1

Event ID: MTC001

Alarm Level: Minor

Description: A card 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:

Alarm Code: 6

Event ID: MTC006

Alarm Level: Minor

Description: Diagnostics failure.

Repair Procedure:

Alarm Code: 7

    Event ID: MTC007

        Alarm Level: Major

        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. A card or channel may not be available.

        Repair Procedure:

SF_VXMDI Resource Type

Alarm Code: 2

    Event ID: VXMDI002

        Alarm Level: Minor

        Description: Abnormal termination of an INTUITY FAX Messaging process. The fax transmission occurring at the time that the error was reported failed.

        Repair Procedure:

Alarm Code: 3

    Event ID: VXMDI003

        Alarm Level: Minor

        Description: Illegal transition. The fax transmission occurring at the time that the error was reported failed.

        Repair Procedure:

Alarm Code: 4

    Event ID: VXMDI004

        Alarm Level: Minor

Description: Internal assertion failure. The fax transmission occurring at the time that the error was reported failed.

Repair Procedure:

Alarm Code: 5

Event ID: VXMDI005

Alarm Level: Minor

Description: Driver call failed. Indicates that the FAX being transmitted at the time that the error was reported failed.

Repair Procedure:

SOFTWARE Resource Type

Alarm Code: 4

Event ID: SPDM002

Alarm Level: Minor

Description: Unable to free previously reserved space.

This indicates an application error and may result, in the long term, in failed requests to allocate speech for voice or FAX recording.

Repair Procedure:

Alarm Code: 4

Event ID: SPDM003

Alarm Level: Minor

Description: Failed during a speech fs audit. This may result in failure to record voice or FAX messages.

Repair Procedure:

Alarm Code: 4

Event ID: SPDM005

Alarm Level: Minor

Description: Speech fs audit discovered an inconsistency. Attempts to record voice or FAX messages may fail.

Repair Procedure:

Alarm Code: 4

Event ID: SPDM006

Alarm Level: Minor

Description: Unable to reserve space. Failure to reserve space for voice or FAX recording will cause messages to not be recorded.

Repair Procedure:

Alarm Code: 15

Event ID: SPDM007

Alarm Level: Minor

Description: Invalid value in a file or non-existent overhead file. The system will use the default overhead values which may adversely impact performance. If the default overhead values are acceptable, there will be no impact.

Repair Procedure:

SPDSKMGR Events Messages

Alarm Code: 2

Event ID: VCHK002

Alarm Level: Minor

Description: More than 90% of purchased hours of speech are used.

Repair Procedure:

> Ask subscribers to delete unneeded messages. You may wish to do this using the Broadcast Messages feature of the INTUITY AUDIX application to inform your subscribers. This will help to free space in the system as a temporary repair.

SPEECH_FS Resource Type

Alarm Code: 1

Event ID: SPDM001

Alarm Level: Minor

Description: Unable to reserve space, out of space.

> Subscribers will not be able to record messages and/or callers will not be able to leave messages.

Repair Procedure:

> Ask subscribers to delete unneeded messages. You may wish to do this using the Broadcast Messages feature of the INTUITY AUDIX application to inform your subscribers. This will help to free space in the system as a temporary repair.

THR Resource Type

Alarm Code: 2

Event ID: THR002

Alarm Level: Minor

Description: Threshold level for messages exceeded.

> Typically, threshold messages indicate that too many messages of a particular type are being generated. Threshold messages may indicate an escalation of priority.

Repair Procedure:

Alarm Code: 3

Event ID: THR003

Alarm Level: Minor

Description: Threshold level for minor messages exceeded.

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.

Repair Procedure:

Alarm Code: 4

Event ID: THR004

Alarm Level: Major

Description: Threshold level for major messages exceeded.

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.

Repair Procedure:

TRIP Resource Type

Alarm Code: 1

Event ID: TRIP001

Alarm Level: Major

Description: System is unable to communicate with IVC6 cards.

A failure has been detected in the UNIX system. The voice information system is unable to process calls on IVC6 channels.

Repair Procedure:

Alarm Code: 3

Event ID: TRIP003

Alarm Level: Major

Description: The system received excessive simultaneous signals from the network. The voice system is unable to process calls on the IVC6 cards.

The network/PBX administration may be the source of these messages to the IVC6 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 T/R channels. The rate at which these events are generated may be beyond what the voice system can handle.

Repair Procedure:

You may need to consult your network/PBX administrator for assistance with this alarm.

Alarm Code: 4

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 needed if the message is reported less frequently that the threshold limit.

The impact may be significant if this message occurs more than the currently set threshold limit.

Repair Procedure:

Alarm Code: 5

Event ID: TRIP005

Alarm Level:	Warning

Description: The channel indicated in the message has lost loop current. If the loop current is lost during a call on this channel, the call 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 PBX/switch connections are made.

2. Examine the line cord for damages. Replace the cord if it is damaged.

3. Plug the line into a telephone set and make sure it works. Use the following steps to test the line:

    a. Check the telephone for dialtone. Most switches provide dialtone.

    b. Dial the number of the test telephone from another telephone. Make sure it rings and the connection is established.

    c. Dial another number from the test line. Make sure the connection is established.

    d. If these tests do not pass, consult your network/switch administrator for help.

    If these tests pass, plug in a known working line into the channel indicated. The channel should come up in service automatically. If the alarm fails to resolve, the alarm will require remote maintenance center intervention.

UNIX Resource Type

Alarm Code: 2

Event ID: UNIX002

Alarm Level:	Minor

Description: The UNIX system kernel has detected an error which has been logged on the system console.

The impact of this error on voice system functionality depends on the content of the specific UNIX message and the severity of the problem.

WARNING (UNIX002) messages may not cause a system halt (PANIC) but usually indicate that system functionality is impaired.

Repair Procedure:

Alarm Code: 3

Event ID: UNIX003

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 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 (UNIX003) messages may not cause a system halt (PANIC) but usually indicate that system functionality is severely impaired.

Repair Procedure:

Alarm Code: 4

Event ID: UNIX004

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 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:

VROP Resource Type

Alarm Code: 2

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:

Alarm Code: 4

    Event ID: VROP004

        Alarm Level: Minor

        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:

Alarm Code: 5

    Event ID: VROP005

        Alarm Level: Major

        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:

Alarm Code: 6

    Event ID: VROP006

        Alarm Level: Minor

        Description: A speech configuration file is unreadable or has an invalid or duplicate entry. The system will use default values for non-existing entries until this is corrected. However, 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:

Alarm Code: 7

    Event ID: VROP007

    Alarm Level: Minor

    Description: Phrase creation failed. Reason: Insufficient space in speech file system(s).

    An attempt to add 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:

Alarm Code: 10

    Event ID: VROP010

    Alarm Level: Minor

    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:

Alarm Code: 11

    Event ID: VROP011

    Alarm Level: Minor

    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:

Alarm Code: 12

Event ID: VROP12

Alarm Level: Minor

Description: Phrase creation failed because the phrase limit was
                         exceeded.

                         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:

Alarm Code: 14

Event ID: VROP014

Alarm Level: Minor

Description: The system failed to access the speech file indicated
                         during processing. Applications requiring access to this
                         file will be incomplete.

Repair Procedure:

Alarm Code: 15

Event ID: VROP15

Alarm Level: Minor

Description: Speech administration failure.

                         A phrase is being added to the speech file system or
                         copied from the speech file system to a UNIX file, usually
                         during speech backups or restores, and the UNIX file
                         cannot be accessed.

Repair Procedure:

Alarm Code: 18

> **Event ID: VROP18**
>
> **Alarm Level:**   Major
>
> **Description:**   Voice processing failure.
>
>   The system has failed to play or code a phrase. This is
>   likely to recur until the problem has been resolved.
>
> **Repair Procedure:**

Alarm Code: 19

> **Event ID: VROP19**
>
> **Alarm Level:**   Minor
>
> **Description:**   Phrase failure. A timeout occurred for an event.
>
>   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 IVC6 card.
>
> **Repair Procedure:**

Alarm Code: 22

> **Event ID: VROP22**
>
> **Alarm Level:**   Minor
>
> **Description:**   Failed to reserve a file.
>
>   The indicated file could not be reserved. Applications
>   requiring recording to the file will be incomplete.
>
> **Repair Procedure:**

VOICE_PORT Resource Type

Alarm Code: 1

Event ID: TR001

Alarm Level: Major

Description: More than 25 percent of channels out of service.

Repair Procedure:

Alarm Code: 2

Event ID: TR002

Alarm Level: Warning

Description: IVC6 card or channel has been busied out.

Repair Procedure:

Release the busied-out channels or cards specified in the alarm message. To release the busyout, start at the Lucent INTUITY(TM) Main Menu and select:

Voice System Administration

Voice Equipment

Actions (F8)

Assign/Change

State of Voice Equipment

Specify **inserv** (in-service) as the new channel state for the MANOOS card or channels.

➡ NOTE:
You must return to the Display Voice Equipment screen in order to see the change. To return, press **F6**.

Abbreviations

A

AAR
automatic alternate routing

AC
alternating current

ACA
automatic circuit assurance

ACD
automatic call distribution

ADAP
administration and data acquisition package

ADU
asynchronous data unit

ALT
assemble load and test

AMIS
Audio Messaging Interchange Specification

API
application programming interface

ARS
automatic route selection

ASCII
American Standard Code for Information Exchange

AUDIX
Audio Information Exchange

AWG
American wire gauge

B

BCS
Business Communications Systems

BIOS
basic input/output system

bit
binary digit

bps
bits per second

BRI
basic rate interface

BSC
binary synchronous communications

BTU
British thermal unit

C

CAS
call accounting system

CCA
call classification analysis

CDH
call data handler process

CDR
call detail recording

CED
called tone

CELP
code excited linear prediction

CICS
customer information control system

CMS
call management system

CNG
calling tone

CO
central office

COIN
central office implemented network

COM1
serial communications port 1

COM2
serial communications port 2

COR
class of restriction

COS
class of service

CPU
central processing unit

CSI
called subscriber information

CTS
clear to send

D

DAC
dial access code

DBP
database processor

DC
direct current

DCE
data communications equipment

DCIU
data communications interface unit

DCP
digital communications protocol

DCS
distributed communications system

DID
direct inward dialing

DIP
data interface process

DMA
direct memory access

DNIS
dialed number identification service

DSP
digital signal processor

DSR
data set ready

DSU
data service unit

DTE
data terminal equipment

DTMF
dual tone multifrequency

DTR
data terminal ready

E

EIA
Electronic Industries Association

ESD
electrostatic discharge

ESS
electronic switching system

F

F key
function key

FIFO
first-in first-out

FNPA
foreign numbering plan area

FOOS
facility out of service

FRL
facilities restriction level

FX
foreign exchange

G

GOS
grade of service

H

Hz
hertz

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I

I/O
input/output

IDI
isolating data interface

IMAPI
Lucent INTUITY messaging application programming interface

INADS
initialization and administration system

IRQ
interrupt request

ISDN
integrated services digital network

IVC6
integrated voice CELP card (6 channels)

K

Kbps
kilobits per second

Kbyte
kilobyte (1024 bytes)

kHz
kilohertz

L

LAN
local area network

LCD
liquid crystal display

LED
light-emitting diode

LIFO
last-in first-out

LWC
leave word calling

M

MAP
multi-application platform

MANOOS
manually out of service

Mbyte
megabyte (one million bytes)

MHz
megahertz

MMISC
Multimedia Messaging Implementation and Sales Center

modem
modulator/demodulator

MPDM
modular processor data module

ms
millisecond

MT
maintenance (Lucent INTUITY software component)

MTBF
mean time between failures

MWI
message-waiting indicator

MWL
message-waiting lamp

N

NPA
numbering plan area

NW
Intuity AUDIX Digital Networking

O

OA&M
operations, administration, and maintenance

OS
operating system

OSI
open systems interconnection

P

PBX
private branch exchange

PC
power converter or personal computer

PDM
processor data module

PEC
price element code

PI
processor interface

PIB
processor interface board

POST
power-on self test

R

RAM
random-access memory

REN
ringer equivalence number

ROM
read-only memory

RTS
request to send

RTU
right to use

RUK
reusable upgrade kit

S

SAT
system access terminal

SCA
switch communications adapter

SCSI
small computer systems interface

SID
switch integration device

SIMM
single in-line memory module

SMDR
station message detail recording

SMSI
simplified message service interface

SW
switch integration (Lucent INTUITY software component)

T

TAC
trunk access code

TCP/IP
Transmission Control Protocol/Internet Program

TDD
telecommunications device for the deaf

TDM
time division multiplex

T/R
tip/ring

TRIP
tip/ring input process

TSC
Technical Services Center

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U

UCD
uniform call distribution

UCL
unrestricted call list

UPS
uninterruptable power supply

V

VM
INTUITY AUDIX Voice Messaging

VNI
virtual nodepoint identifier

VP
voice platform (Lucent INTUITY software component)

VROP
voice response output process

W

WAN
wide area network

WATS
wide area telephone service

WCR
world class routing

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Glossary

5ESS Switch

A central office switch manufactured by Lucent that can be integrated with the Lucent INTUITY system.

A

accessed message

A message that was received and scanned (either the entire message or just the header).

ACD

See *automatic call distribution*.

activity menu

The list of options spoken to users when they first access a messaging system. Selecting an activity is the starting point for all user operations.

ADAP

See *administration and data acquisition package*.

address

INTUITY AUDIX user identification, containing the user's extension and machine, that indicates where the system needs to deliver a message. An address may include several users or mailing lists. Name or number addressing can be selected with the ✳ A (Address) command.

adjunct

A separate system closely integrated with a switch, such as a Lucent INTUITY system or a call management system (CMS).

administration

The process of setting up a system (such as a switch or a messaging system) to function as desired. Options and defaults are normally set up (translated) by the system administrator or service personnel.

administration and data acquisition package (ADAP)

A software package that allows the system administrator to transfer system user, maintenance, or traffic data from an INTUITY AUDIX system to a personal computer (PC).

ADU

See *asynchronous data unit*.

alarm log

A list of alarms that represent all of the active or resolved problems on a Lucent INTUITY system. The alarm log is stored in a software file on disk and can be accessed either locally or remotely on a terminal connected to the system.

alarms

Hardware, software, or environmental problems that may affect system operation. Alarms are classified as *major*, *minor*, or *warning*.

alphanumeric

Consisting of alphabetic and numeric symbols or punctuation marks.

ALT

See *assemble, load, and test.*

American wire gauge (AWG)

A standard measuring gauge for nonferrous conductors.

AMIS

See *Audio Messaging Interchange Specification.*

AMIS prefix

A number added to the destination number to indicate that it is an AMIS analog networking number.

ampere (amp)

The unit of measurement of electric current. One volt of potential across one ohm causes a current flow of one amp.

analog networking

A method of transferring a message from one messaging system to another whereby the message is played back (voiced) during the transfer.

analog signal

In teleprocessing usage, a communications path that usually refers to a voice-grade telephone line.

announcement

A placeholder within the Lucent INTUITY system for playing fragments. Each event that may occur within AUDIX has one or more announcement numbers permanently assigned to it. Fragment numbers are then assigned to the announcement numbers.

announcement fragment

A numbered piece of spoken information that makes up a system message or prompt.

antistatic

A treatment for material to prevent the build-up of static electricity.

API

See *application programming interface.*

application

A computer software program.

application programming interface (API)

A set of formalized software calls and routines that an application program can reference to access underlying network services.

assemble, load, and test (ALT)

The Lucent factory process that preloads software, installs hardware, and tests the system prior to shipping.

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 time. See also *synchronous communication*.

asynchronous data unit (ADU)

An electronic communications device that can extend data transmission over asynchronous lines more than 50 feet in length. Recommended ADUs for use with the Lucent INTUITY system include Z3A1 or Z3A4.

asynchronous transmission

A form of serial communications where each transmitted character is bracketed with a start bit and one or two stop bits. The Lucent INTUITY system provides asynchronous EIA-232 capabilities for INTUITY AUDIX Digital Networking, if required.

attendant console

A special-purpose telephone with numerous lines and features usually located at the front desk of a business or other organization. The front desk attendant uses this telephone to answer and transfer calls.

Audio Messaging Interchange Specification (AMIS)

An analog networking protocol that allows users to exchange messages with any messaging system that also has AMIS Analog Networking capabilities. Messages can be exchanged with users on Lucent INTUITY systems as well as with users on remote messaging systems made by vendors other than Lucent.

Audio Information Exchange (AUDIX)

A complete messaging system accessed and operated by touch-tone telephones and integrated with a switch.

audit

A software program that resolves filesystem incompatibilities and updates restored filesystems to a workable level of service. Audits are done automatically on a periodic basis, or can be performed on demand.

AUDIX

See *Audio Information Exchange*.

autodelete

An INTUITY AUDIX feature that allows users to designate that faxes be automatically deleted from their mailboxes after they are printed.

automated attendant

A Lucent INTUITY system feature that allows users to set up a main extension number with a menu of options that routes callers to an appropriate department at the touch of a button.

automatic call distribution (ACD)

The System 85, Generic 2, or Generic 3 call-distribution group of analog ports that connects Lucent INTUITY users and users to the system. See also *call-distribution group*.

automatic message scan

An INTUITY AUDIX feature that allows users to scan all message headers and messages at the touch of two buttons. With Lucent INTUITY Fax Messaging, this feature allows all new faxes to be bundled and transmitted over a single fax call delivery call. Also called *autoscan*.

autoprint

An INTUITY AUDIX feature that allows users to designate that faxes be automatically sent to a specified print destination.

autoscan

See *automatic message scan*.

AWG

See *American wire gauge.*

B

background testing
Testing that runs continuously when the system is not busy doing other tasks.

backplane
A centrally located device within a computer to which individual circuit cards are plugged for communication across an internal bus.

backup
A duplicate copy of files and directories saved on a removable medium such as floppy diskette or tape. The back-up filesystem can be copied back (restored) if the active version is damaged (corrupted) or lost.

basic input/output system (BIOS)
A system that contains the buffers for sending information from a program to the actual hardware device for which the information is intended.

baud
A unit of measurement that describes the speed of transferred information.

baud rate
Transmission signaling speed.

basic call transfer
The switch-hook flash method used to send the INTUITY AUDIX transfer command over analog voice ports.

basic rate access
See *basic rate interface*.

basic rate interface (BRI)
International standard protocol for connecting a station terminal to an integrated systems digital network (ISDN) switch. ISDN BRI supports two 64-Kbps information-bearer channels (B1 and B2), and one 16-Kbps call status and control (D) channel (a 2B + D format). Also called b*asic rate access*.

binary digit (bit)
Two-number notation that uses the digits 0 and 1. Low-order bits are on the right (for example, 0001=1, 0010=2, and so forth). Four bits make a nybble; eight bits make a byte.

binary synchronous communications (BSC)
A character-oriented synchronous link protocol.

BIOS
See *basic input/output system*.

bit
See *binary digit*.

bits per second
The number of binary units of information (1s or 0s) that can be transmitted per second. *Mbps* refers to a million bits per second; *Kbps* refers to a thousand bits per second.

body

The part of a Lucent INTUITY voice mail that contains the actual spoken message. For a leave word calling (LWC) message, it is a standard system announcement.

boot

The operation to start a computer system by loading programs from disk to main memory (part of system initialization). Booting is typically accomplished by physically turning on or restarting the system. Also called *reboot*.

boot filesystem

The filesystem from which the system loads its initial programs.

bps

See *bits per second*.

BRI

See *basic rate interface*.

broadcast messaging

An INTUITY AUDIX feature that enables the system administrator and other designated users to send a message to all users automatically.

BSC

See *binary synchronous communications*.

buffer

A temporary storage area used to equalize or balance different operating speeds. A buffer can be used between a slow input device, such as a terminal keyboard, and the main computer, which operates at a very high speed.

bulletin board

An INTUITY AUDIX feature that allows a message to be played to callers who dial the bulletin board extension. Callers cannot leave a message since it is a listen-only service. Also called *information service*.

bundling

Combining several calls and handling them as a single call. See also *automatic message scan*.

bus

An electrical connection/cable allowing two or more wires, lines, or peripherals to be connected together.

busy-out/release

To remove a Lucent INTUITY device from service (make it appear busy or in use), and later restore it to service (release it). The Lucent INTUITY switch data link, voice ports, or networking ports may be busied out if they appear faulty or when maintenance tests are run.

byte

A unit of storage in the computer. On many systems, a byte is 8 bits (binary digits), the equivalent of one character of text.

C

call accounting system (CAS)

A software device that monitors and records information about a calling system.

call-answer

An INTUITY AUDIX feature that allows the system to answer a call and record a message when the user is unavailable. Callers can be redirected to the system through the call coverage or call forwarding switch features. INTUITY AUDIX users can record a personal greeting for these callers.

call-answer language choice

The capability of user mailboxes to accept messages in different languages. For the INTUITY AUDIX application, this capability exists when the multilingual feature is turned on.

callback number

In AMIS analog networking, the telephone number transmitted to the recipient machine to be used in returning messages that cannot be delivered.

call coverage

A switch feature that defines a preselected path for calls to follow if the first (or second) coverage points are not answered. The Lucent INTUITY system may be placed at the end of a coverage path to handle redirected calls through call coverage, send all calls, go to cover, etc.

call delivery

See *message delivery*.

call-distribution group

The set of analog port cards on the switch that connects switch users to the Lucent Intuity system by distributing new calls to idle ports. This group (or split) is called automatic call distribution (ACD) on System 85, Generic 2, and Generic 3 and uniform call distribution (UCD) on System 75, Generic 1, and Generic 3. See also *automatic call distribution* and *uniform call distribution*.

call management system (CMS)

An inbound call distribution and management reporting package.

called tone (CED tone)

The distinctive tone generated by a fax endpoint when it answers a call (a constant 2100-Hz tone).

called subscriber information (CSI)

The identifier for the answering fax endpoint. This identifier is sent in the T.30 protocol and is generally the telephone number of the fax endpoint.

calling tone (CNG tone)

The distinctive tone generated by a fax endpoint when placing a call (a constant 1100-Hz tone that is on for 1/2 second, off for 3 seconds).

call vectoring

A System 85 R2V4, Generic 2, and Generic 3 feature that uses a vector (switch program) to allow a switch administrator to customize the behavior of calls sent to an automatic call distribution (ACD) group.

card cage

An area within the Lucent INTUITY hardware 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 is to be removed from the system and stored as a backup.

CAS

See *call accouting system*.

CED tone

See *called tone*.

CELP

See *code excited linear prediction*.

central office (CO)

An office or location in which large telecommunication equipment such as telephone switches and network access facilities are maintained. In a CO, private customer lines are terminated and connected to the public network through common carriers.

central processing unit (CPU)

The component of the computer that manipulates data and processes instructions coming from software.

channel

A telecommunications transmission path for voice and/or data.

channel capacity

A measure of the maximum bit rate through a channel.

CICS

See *customer information control system*.

class of service (COS)

The standard set of INTUITY AUDIX features given to users when they are first administered (set up with a voice mailbox).

clear to send (CTS)

Located on Pin 5 of the 25-conductor RS-232 interface, CTS is used in the transfer of data between the computer and a serial device.

client

A computer that sends, receives and uses data, but that also shares a larger resource whose function is to do most data storage and processing. For INTUITY Message Manager, the user's PC running Message Manager is the client. See also *server*.

CMS

See *call management system*.

CNG tone

See *calling tone*.

CO

See *central office*.

code excited linear prediction (CELP)

An analog-to-digital voice coding scheme.

collocated

A Lucent INTUITY system installed in the same physical location as the host switch. See also *local installation*.

collocated adjunct

Two or more adjuncts that are serving the same switch (that is, each has voice port connections to the switch) or that are serving different switches but can be networked through a direct RS-232 connection due to their proximity.

comcode

A numbering system for telecommunications equipment used by Lucent. Each comcode is a nine-digit number that represents a specific piece of hardware, software, or documentation.

command

An instruction or request given by the user to the software to perform a particular function. An entire command consists of the command name and options. Also, one- or two-key touch tones that control a mailbox activity or function.

community

A group of telephone users administered with special send and receive messaging capabilities. A community is typically comprised of people who need full access to each other by telephone on a frequent basis. See also *default community.*

compound message

A message that combines a voice message and a fax message into one unit, which INTUITY AUDIX then handles as a single message.

configuration

The particular combination of hardware and software components selected for a system, including external connections, internal options, and peripheral equipment.

controller circuit card

A circuit card used on a computer system that controls its basic functionality and makes the system operational. These cards are used to control magnetic peripherals, video monitors, and basic system communications.

COS

See *class of service.*

coverage path

The sequence of alternate destinations to which a call to a user on a Lucent INTUITY system is automatically sent when it is not answered by the user. This sequence is set up on the switch, normally with the Lucent INTUITY system as the last or only destination.

CPU

See *central processing unit.*

cross connect

Distribution-system equipment used to terminate and administer communication circuits.

cross connection

The connection of one wire to another, usually by anchoring each wire to a connecting block and then placing a third wire between them so that an electrical connection is made.

CSI

See *called subscriber information.*

CTS

See *clear to send.*

D

DAC

See *dial access code*.

database

A structured set of files, records, or tables. Also, a collection of filesystems and files in disk memory that store the voice and nonvoice (program data) necessary for Lucent INTUITY system operation.

data communications equipment (DCE)

Standard type of data interface normally used to connect to data terminal equipment (DTE) devices. DCE devices include the data service unit (DSU), the isolating data interface (IDI), and the modular processor data module (MPDM).

data communications interface unit (DCIU)

A switch device that allows nonvoice (data) communication between a Lucent INTUITY system and a Lucent switch. The DCIU is a high-speed synchronous data link that communicates with the common control switch processor over a direct memory access (DMA) channel that reads data directly from FP memory.

data link

A term used to describe the communications link used for data transmission from a source to a destination, for example, a telephone line for data transmission.

data service unit (DSU)

A device used to access digital data channels. DATAPHONE II 2500 DSUs are synchronous data communications equipment (DCE) devices used for extended-local Intuity system connections. The 2600 or 2700 series may also be used; these support diagnostic testing and the DATAPHONE II Service network system.

data set

Another term for a modem, although a data set usually includes the telephone. See also *modem*.

data terminal equipment (DTE)

Standard type of data interface normally used for the endpoints in a connection. Normally the Lucent INTUITY system, most terminals, and the switch data link are DTE devices.

data terminal ready (DTR)

A control signal sent from the data terminal equipment (DTE) to the data communications equipment (DCE) that indicates the DTE is on and ready to communicate.

DBP

See *data base processor*.

DCE

See *data communications equipment*.

DCIU

See *data communications interface unit*.

DCP

See *digital communications protocol*.

DCS

See *distributed communications system*.

debug
See *troubleshoot*.

dedicated line
A communications path that does not go through a switch. A dedicated (hard-wired) path can be formed with directly connected cables. MPDMs, DSUs, or other devices can also be used to extend the distance that signals can travel directly through the building wiring.

default
A value that is automatically supplied by the system if no other value is specified.

default community
A group of telephone users administered with restrictions to prevent them from sending messages to or receiving messages from other communities. If a system is administered to use communities, the default community is comprised of all the AUDIX users defined on that system.

default print number
The user-administered extension to which autoprinted faxes are redirected upon their receipt into the user's mailbox. This default print destination is also provided as a print option when the user is manually retrieving and printing faxes from the mailbox.

delivered message
A message that has been successfully transmitted to a recipient's incoming mailbox.

demand testing
Testing performed on request (usually by service personnel).

diagnostic testing
A program run for testing and determining faults in the system.

dial-ahead/dial-through
The act of interrupting or preceding INTUITY AUDIX system announcements by typing (buffering) touch-tone commands in the order the system would normally prompt for them.

dial string
A series of numbers used to initiate a call to a remote AMIS machine. A dial string tells the switch what type of call is coming (local or long distance) and gives the switch time to obtain an outgoing port, if applicable

dialed number identification service (*DNIS_SVC)
An available channel service assignment on the Lucent INTUITY system. Assigning this service to a channel permits the Lucent INTUITY system to interpret information from the switch and operate the appropriate application for the incoming telephone call.

DID
See *direct inward dialing*.

digital
Discrete data or signals such as 0 and 1, as opposed to analog continuous signals.

digital communications protocol (DCP)
A 64-Kbps digital data transmission code with a 160-Kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.

digital networking
A method of transferring messages between messaging systems in a digital format. See also *Intuity AUDIX Digital Networking*.

digital signal processor

A specialized digital microprocessor that performs calculations on digitized signals that were originally analog and then sends the results on.

DIP switch

See *dual in-line package switch*.

direct inward dialing

The ability for an outside caller to call an internal extension without having to pass through an operator or attendant.

direct memory access (DMA)

A quick method of moving data from a storage device directly to RAM, which speeds processing.

directory

1. A Lucent INTUITY AUDIX feature that allows you to hear a user's name and extension after pressing $\boxed{*}$ $\boxed{*}$ $\boxed{N}$ at the activity menu. 2. A group of related files accessed by a common name in software.

display terminal

A data terminal with a screen and keyboard used for displaying Lucent INTUITY screens and performing maintenance or administration activities.

distributed communications system (DCS)

A network of two or more switches that uses logical and physical data links to provide full or partial feature transparency. Voice links are made using tie trunks.

distribution list

See *mailing list*.

DMA

See *direct memory access*.

DNIS

See *dialed number identification service*.

domain

An area where data processing resources are under common control. The AUDIX system is one domain and an e-mail system is another domain.

DSP

See *digital signal processor*.

DSU

See *data service unit*.

DTE

See *data terminal equipment*.

DTMF

See *dual tone multifrequency*.

dual in-line package (DIP) switch

A small switch, usually attached to a printed circuit card, in which there are only two settings: on or off (or 0 or 1). DIP switches are used to configure the card in a semipermanent way.

dual language greetings

The capability of INTUITY AUDIX users to create personal greetings in two different languages—one in a primary language and one in a secondary language. This capability exists when the

multilingual feature is turned on and the prompts for user mailboxes can be in either of the two languages.

dual tone multifrequency (DTMF)
A way of signaling consisting of a pushbutton or touch-tone dial that sends out a sound consisting of two discrete tones that can be picked up and interpreted by telephone switches.

E

EIA interface
A set of standards developed by the Electrical Industries Association (EIA) that specifies various electrical and mechanical characteristics for interfaces between electronic devices such as computers, terminals, and modems. Also known as *RS-232*.

electrostatic discharge (ESD)
Discharge of a static charge on a surface or body through a conductive path to ground. ESD can be damaging to integrated circuits.

electronic mail
See *e-mail*.

e-mail
The transfer of a wide variety of message types across a computer network (LAN or WAN). E-mail messages may be text messages containing only ASCII or may be complex multimedia messages containing embedded voice messages, software files, and images.

enabled/disabled
The state of a hardware device that indicates whether it is available for use by the Lucent INTUITY system. Devices must be equipped before they can be enabled (made active). See also *equipped/unequipped*.

endpoint
See *fax endpoint*.

enhanced call transfer
An INTUITY AUDIX feature that allows compatible switches to transmit messages digitally over the BX.25 (data) link. This feature is used for quick call transfers and requires a fully integrated digital switch. Callers can only transfer to other extensions in the switch dial plan.

enhanced serial data interface
A software- and hardware-controlled method used to store data on magnetic peripherals.

equipped/unequipped
The state of a networking channel that indicates whether Lucent INTUITY software has recognized it. Devices must be equipped before they can be enabled (made active). See also *enabled/disabled*.

error message
A message on the screen indicating that something is wrong and possibly suggesting how to correct it.

errors
Problems detected by the system during operation and recorded in the maintenance log. Errors can produce an alarm if they exceed a threshold.

escape from reply

The ability to quickly return to getting messages for a user who encounters a problem trying to respond to a message. To escape, the user presses #.

escape to attendant

An INTUITY AUDIX feature that allows users with the call answer feature to have a personal attendant or operator administered to pick up their unanswered calls. A system-wide extension could also be used to send callers to a live agent.

ESD

See *electrostatic discharge*.

event

An informational messages about the system's activities. For example, an event is logged when the system is rebooted. Events may or may not be related to errors and alarms.

F

facility out-of-service

State of operation during which the current channel is not receiving a dial tone and is not functioning.

facsimile

1. A digitized version of written, typed, or drawn material transmitted over telephone lines and printed out elsewhere. 2. Computer-generated text or graphics transmitted over computer networks. A computer-generated fax is typically printed to a fax machine but can remain stored electronically.

fax

See *facsimile*.

fax addressing prefix

Uniquely identifies a particular fax endpoint to the Lucent INTUITY system. Used by the system as a "template" to differentiate all call-delivery machines on the network from each other.

fax endpoint

Any device capable of receiving fax calls. Fax endpoints include fax machines, individual PC fax modems, fax ports on LAN fax servers, and ports on fax-enabled messaging systems.

fax print destination prefix

A dial string that the Lucent INTUITY system adds to the fax telephone number the user enters to print a fax. The system takes the full number (fax print destination prefix + fax telephone extension) and hunts through the machine translation numbers until it finds the specific fax endpoint.

field

An area on a screen, menu, or report where information can be typed or displayed.

FIFO

See *first-in/first-out*.

file

A collection of data treated as a basic unit of storage.

filename

Alphanumeric characters used to identify a particular file.

file redundancy
    See *mirroring*.

file system
    A collection of related files (programs or data) stored on disk that are required to initialize a Lucent INTUITY system.

first-in/first-out (FIFO)
    A method of processing telephone calls or data in which the first call (or data) to be received is the first call (or data) to be processed.

F key
    See *function key*.

FOOS
    See *facility out-of-service*.

format
    To set up a disk, floppy diskette, or tape with a predetermined arrangement of characters so that the system can read the information on it.

function
    Individual steps or procedures within a mailbox activity.

function key (F key)
    A key on a computer keyboard programmed to perform a defined function when pressed. The user interface for the Lucent INTUITY system defines keys F1 through F8.

G

Generic 1, 2, or 3
    Lucent switch system software releases, designed for serving large communities of System 75 and System 85 users.

generic tape
    A copy of the standard software and stand-alone tape utilities that is shipped with a new Lucent INTUITY system.

GOS
    See *grade of service*.

grade of service (GOS)
    A parameter that describes the delays in accessing a port on the Lucent INTUITY system. For example, if the GOS is P05, 95% of the callers hear the system answer and 5% hear ringing until a port becomes available to answer the call.

guaranteed fax
    A feature of Lucent INTUITY FAX Messaging that temporarily stores faxes sent to a fax machine. In cases where the fax machine is busy or does not answer a call, the call is sent to an INTUITY AUDIX mailbox.

guest password
    A feature that allows callers who are not INTUITY AUDIX users to leave messages on the system by dialing a user's extension and entering a system-wide guest password.

H

hard disk drive
A high-capacity data storage/retrieval device that is located inside a computer. 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 are all hardware.

header
Information that the system creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.

help
A command run by pressing ⌈HELP⌋ or ⌈CTRL⌋ ⌈?⌋ on a Lucent INTUITY display terminal to show the options available at your current screen position. In the INTUITY AUDIX system, press ✱ Ⓗ on the telephone keypad to get a list of options. See also *on-line help*.

hertz (Hz)
A measurement of frequency in cycles per second. A hertz is 1 cycle per second.

host switch
The switch directly connected to the Lucent INTUITY system over the data link. Also, the physical link connecting a Lucent INTUITY system to a distributed communications system (DCS) network.

hunt group
A group of analog ports on a switch usually administered to search for available ports in a circular pattern.

Hz
See *hertz*.

I

I/O
Input/output.

IDI
See *isolating data interface*.

IMAPI
See *Lucent INTUITY messaging application programming interface*.

INADS
See *initialization and administration system*.

information service
See *bulletin board*.

initialization
The process of bringing a system to a predetermined operational state. The start-up procedure tests hardware; loads the boot filesystem programs; locates, mounts, and opens other required filesystems; and starts normal service.

initialization and administration system (INADS)
A computer-aided maintenance system used by remote technicians to track alarms.

initialize
To start up the system for the first time.

input
A signal fed into a circuit or channel.

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 CELP (IVC6) card
A computer circuit card that supports both fax processing and voice processing capabilities. It provides two analog ports to support six analog channels. All telephone calls to and from the Lucent INTUITY system are processed through the IVC6 card.

interface
The device or software that forms the boundary between two devices or parts of a system, allowing them to work together. See also *user interface*.

internal e-mail
Software on a PC that provides messaging capability between users on the same AUDIX system, or to administered remote AUDIX systems and users. Users can create, send, and receive a message that contains multiple media types; specifically, voice, fax, text, or file attachments (software files, such as a word processing or spreadsheet file).

interrupt request (IRQ)
Within a PC, a signal sent from a device to the CPU to temporarily suspend normal processing and transfer control to an interrupt handling routine.

INTUITY AUDIX Digital Networking
A Lucent INTUITY feature that allows customers to link together up to 500 remote Lucent INTUITY machines for a total of up to 500,000 remote users. See also *digital networking*.

INTUITY Message Manager
A Windows-based software product that allows INTUITY AUDIX users to receive, store, and send their voice/FAX messages from a PC. The software also enables users to create and send multimedia messages that include voice, fax, file attachments, and text.

Lucent INTUITY messaging application programming interface (IMAPI)
A software function-call interface that allows INTUITY AUDIX to interact with INTUITY Message Manager.

I/O address
input/output address.

IRQ
See *interrupt request*.

ISDN
See *integrated services digital network*.

isolating data interface (IDI)
A synchronous, full duplex data device used for cable connections between a Lucent INTUITY GPSC-AT/E card and the switch data communications interface unit (DCIU).

IVC6
See *integrated voice processing CELP (IVC6) card.*

J

jumper
Pairs or sets of small prongs or pins on circuit cards and mother boards the placement of which determines the particular operation the computer selects. When two pins are covered, an electrical circuit is completed. When the jumper is uncovered, the connection is not made. The computer interprets these electrical connections as configuration information.

K

Kbps
Kilobits per second; one thousand bits per second.

Kbyte
Kilobytes per second; 1024 thousand bytes per second.

L

label
The name assigned to a disk device (either a removable tape cartridge or permanent drive) through software. Cartridge labels may have a generic name (such as 3:3) to show the software release, or a descriptive name if for back-up copies (such as back01). Disk drive labels usually indicate the disk position (such as disk00 or disk02).

LAN
See *local area network.*

last-in/first-out (LIFO)
A method of processing telephone calls or data in which the last call (or data) received is the first call (or data) to be processed.

LCD
See *liquid crystal display.*

leave word calling (LWC)
A switch feature that allows the calling party to leave a standard (nonvoice) message for the called party using a feature button or dial access code.

LED
See *light emitting diode.*

LIFO

See *last-in/first-out.*

light emitting diode (LED)

A light on the hardware platform that shows the status of operations.

liquid crystal display (LCD)

The 10-character alphanumeric display that shows the status of the system, including alarms.

load

The process of reading software from external storage (such as disk) and placing a copy in system memory.

local area network (LAN)

A network of PCs that communicate with each other and that normally share the resources of one or more servers. Operation of INTUITY Message Manager requires that the INTUITY AUDIX system and the users' PCs be on a LAN.

local AUDIX machine

The Lucent INTUITY system where a user's INTUITY AUDIX mailbox is located. All users on this home machine are called *local users.*

local installation

A switch, adjunct, or peripheral installed physically near the host switch or system. See also *collocated.*

local network

An INTUITY AUDIX Digital Network in which all Lucent INTUITY systems are connected to the same switch.

login

A unique code a user must enter to gain approved access to the Lucent INTUITY system. See also *password.*

login announcement

A feature enabling the system administrator and other designated users to create a mail message that is automatically played to all INTUITY AUDIX users every time they log in to the system.

Lotus Notes

Information management software for work groups that allows individuals to share and manipulate information over a local or wide area network

LWC

See *leave word calling.*

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.

mailbox

A portion of disk memory allotted to each Lucent INTUITY system user for creating and storing outgoing and incoming messages.

mailing list

A group of user addresses assigned a list ID# and public or private status. A mailing list may be used to simplify the sending of messages to several users.

maintenance

The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.

major alarm

An alarm detected by Lucent INTUITY software that affects at least one fourth of the Lucent INTUITY ports in service. Often a major alarm indicates that service is affected.

MANOOS

See *manually out-of-service*.

manually out-of-service

State of operation during which a unit has been intentionally taken out of service.

MAP

See *multi-application platform*.

mean time between failures

The average time a manufacturer estimates will elapse before a failure occurs in a component or system.

media type

The form a message takes. The media types supported by the Lucent INTUITY system are voice, text, file attachments, and fax.

megabyte

A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to 1 million.

memory

A device that stores logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

menu

A list of options displayed on a computer terminal screen or spoken by a voice processing system. Users choose the option that reflects what action they want the system to take.

menu tree

The way in which nested automated attendants are set up.

message categories

Groups of messages in INTUITY AUDIX users' mailboxes. Categories include *new*, *unopened*, and *old* for the incoming mailbox and *delivered*, *accessed*, *undelivered*, *undeliverable* (not deliverable), and *file cabinet* for the outgoing mailbox.

message component

A media type included in a multimedia message. These types include voice, text, file attachments, and fax messages.

message delivery

An optional Lucent INTUITY feature that permits users to send messages to any touch-tone telephone, as long as the telephone number is in the range of allowable numbers. This feature is an extension of the AMIS analog networking feature and is automatically available when the AMIS feature is activated.

Message Manager

See *INTUITY Message Manager*.

message-waiting indicator (MWI)
An indicator that alerts Lucent INTUITY users that they have received new mail messages. An MWI can be an LED or neon lamp, or an audio tone (stutter dial tone).

message waiting lamp (MWL)
See *message-waiting indicator*.

migration
An installation that moves data to the Lucent INTUITY system from another type of Lucent messaging system, for example, from AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power.

minor alarm
An alarm detected by maintenance software that affects less than one fourth of the Lucent INTUITY ports in service, but has exceeded error thresholds or may impact service.

mirroring
A Lucent INTUITY system feature that allows data from crucial filesystems to be continuously copied to back-up (mirror) filesystems while the system is running. If the system has some problem where an original filesystem cannot be used, the backup filesystem is placed in service automatically.

mode code
A string of touch-tones from a MERLIN LEGEND switch. A mode code may send the INTUITY AUDIX system information such as call type, calling party, called party, and on/off signals for message waiting indicators.

modem
A device that converts data from a form that is compatible with data processing equipment (digital) to a form compatible with transmission facilities (analog), and vice-vera.

modular
A term that describes equipment made of plug-in units that can be added together to make the system larger, improve its capabilities, or expand its size.

modular processor data module (MPDM)
A data device that converts RS-232C or RS-449 protocol signals to digital communications protocol (DCP) used by System 75/85, Generic1, and Generic 3 switches. MPDMs may connect the Lucent INTUITY system to a switch DCIU or SCI link or connect terminals to a switch port card.

MPDM
See *modular processor data module*.

MTBF
See *mean time between failures*.

multi-application platform (MAP)
The computer hardware platform used by the Lucent INTUITY system.

multilingual feature
A feature that allows announcement sets to be active simultaneously in more than one language on the system. Mailboxes can be administered so that users can hear prompts in the language of their choice.

MWI
See *message-waiting indicator*.

MWL
See *message waiting lamp*.

N

networking

See *INTUITY AUDIX Digital Networking*.

networking prefix

A set of digits that identifies a Lucent INTUITY machine.

night attendant

The automated attendant created on a MERLIN LEGEND switch that automatically becomes active during off-hours. The night attendant substitutes for one or more daytime attendants.

not deliverable message

A message that could not be delivered after a specified number of attempts. This usually means that the user's mailbox is full.

O

off-hook

See *switch hook*.

on-hook

See *switch hook*.

on-line help

A Lucent INTUITY system feature that provides information about user interface windows, screens, and menus by pressing a predetermined key. See also *help*.

open systems interconnection (OSI)

An internationally accepted framework of standards for communication between systems made by different vendors.

operating system (OS)

The set of software programs that runs the hardware and interprets software commands.

option

A choice selected from a menu, or an argument used in a command line to specify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

OS

See *operating system*.

OSI

See *open systems interconnection*.

outcalling

A Lucent INTUITY system feature that allows the system to dial users' numbers to inform them they have new messages.

outgoing mailbox

A storage area on the Lucent INTUITY system where users can keep copies of messages for future reference or action.

P

parallel transmission

The transmission of several bits of data at the same time over different wires. Parallel transmission of data is usually faster than serial transmission.

password

1. A word or character string recognized automatically by the Lucent INTUITY system that allows a user access to his/her mailbox or a system administrator access to the system data base. 2. An alphanumeric string assigned to local and remote networked machines to identify the machines or the network. See also *login.*

password aging

An INTUITY AUDIX feature that allows administrators to set a length of time after which a user's AUDIX password or the administrator's system password expires. The user or administrator must then change the password.

PBX

See *private branch exchange.*

PC

See *power converter.*

PDM (processor data module)

See *modular processor data module (MPDM).*

PEC

See *price element code.*

peripheral device

Equipment such as a printer or terminal that is external to the Lucent INTUITY cabinet but necessary for full operation and maintenance of the system. Also called a *peripheral.*

personal directory

An INTUITY AUDIX feature that allows each user to create a private list of customized names.

personal fax extension

See *secondary extension.*

pinouts

The signal description per pin number for a particular connector.

PMS

See *property management system.*

port

A connection or link between two devices that allows information to travel to a desired location. For example, a switch port connects to a Lucent INTUITY voice port to allow a caller to leave a message.

POST

See *power-on self test.*

power on self test (POST)

A set of diagnostics stored in ROM that tests components such as disk drives, keyboard, and memory each time the system is booted. If problems are identified, a message is sent to the screen.

priority call answer

An INTUITY AUDIX feature that allows users to designate a call answer message as a priority message. To make a message a priority message, the caller presses ② after recording.

priority messaging

An INTUITY AUDIX feature that allows some users to send messages that are specially marked and preferentially presented to recipients. See also *priority outcalling*.

priority outcalling

An INTUITY AUDIX feature that works with the priority messaging feature by allowing the message recipient to elect to be notified by outcalling only when a priority message has been received. See also *priority messaging*.

private branch exchange (PBX)

An analog, digital, or electronic telephone switching system where data and voice transmissions are not confined to fixed communications paths, but are routed among available ports or channels. See also *switch*.

private mailing list

A list of addresses that only the Lucent INTUITY system user who owns it can access.

private messaging

A feature of INTUITY AUDIX that allows a user to send a message that cannot be forwarded by the recipient.

processor data module (PDM)

See *modular processor data module (MPDM)*.

processor interface (PI)

A System 75, Generic 1, Generic 3i, Generic 3s, and Generic 3vs switch data link. Also called *processor interface board (PIB)*.

programmed function key

See *function key*.

protocol

A set of conventions or rules governing the format and timing of message exchanges (signals) to control data movement and the detection and possible correction of errors.

public mailing list

A list of addresses that any INTUITY AUDIX user can use if that user knows the owner's list ID number and extension number. Only the owner can modify a public mailing list.

pulse-to-tone converter

A device connected to the switch that converts signals from a rotary pulses to touch tones. This device allows callers to use rotary telephones to access options in a Lucent INTUITY user's mailbox or in an automated attendant.

R

RAM

See *random access memory*.

random access memory (RAM)

The memory used in most computers to store the results of ongoing work and to provide space to store the operating system and applications that are actually running at any given moment.

read-only memory (ROM)
A form of computer memory that allows values to be stored only once; after the data is initially recorded, the computer can only read the contents. ROM is used to supply constant code elements such as bootstrap loaders, network addresses, and other more or less unvarying programs or instructions.

reboot
See *boot*.

remote access
Sending and receiving data to and from a computer or controlling a computer with terminals or PCs connected through communications (that is, telephone) links.

remote installation
A system, site, or piece of peripheral equipment that is installed in a different location from the host switch or system.

remote maintenance
The ability of Lucent personnel to interact with a remote computer through a telephone line or LAN connection to perform diagnostics and some system repairs. See also *remote service center*.

remote network
A network in which the systems are integrated with more than one switch.

remote service center
A Lucent or Lucent-certified organization that provides remote support to Lucent INTUITY customers. Depending upon the terms of the maintenance contract, your remote service center may be notified of all major and minor alarms and have the ability to remotely log in to your system and remedy problems. See also *remote maintenance.*

remote terminal
A terminal connected to a computer over a telephone line.

remote users
INTUITY AUDIX users whose mailboxes reside on a remote INTUITY AUDIX Digital Networking machine.

REN
See *ringer equivalence number*.

reply loop escape
An INTUITY AUDIX feature that allows a user the option of continuing to respond to a message after trying to reply to a nonuser message.

reply to sender
An INTUITY AUDIX feature that allows users to immediately place a call to the originator of an incoming message if that person is in the switch's dial plan.

request to send (RTS)
One of the control signals on an EIA-232 connector that places the modem in the originate mode so that it can begin to send.

restart
1. A Lucent INTUITY feature that allows INTUITY AUDIX users who have reached the system through the call answer feature to access their own mailboxes by entering the ✳ Ⓡ (Restart) command. This feature is especially useful for long-distance calls or for users who want to access the Lucent INTUITY system when all the ports are busy. 2. The reinitialization of certain software, for example, *restarting* the messaging system.

restore

The process of recovering lost or damaged files by retrieving them from available back-up tapes, floppy diskette, or another disk device.

retention time

The amount of time messages are saved on disk before being automatically deleted from a user's mailbox.

reusable upgrade kit (RUK)

A package shipped to the customer's site prior to an upgrade that contains materials the technician needs to complete the installation. This package includes an A/B switch box, a keyboard, a 25-foot coaxial cable, two T adapters, and terminations to a LAN circuit card. It remains the property of Lucent once the installation is finished.

right-to-use (RTU) fee

A charge to the customer to access certain functions or capacities that are otherwise restricted, for example, additional voice or networking ports or hours of speech storage. Lucent personnel can update RTU parameters either at the customer's site or remotely via a modem.

ringer equivalence number (REN)

A number required in the United States for registering your telephone equipment with a service provider.

ROM

See *read-only memory.*

RS-232

See *EIA interface.*

RTS

See *request to send.*

S

SCA

See *switch communications adapter.*

scan

To automatically play mail messages, headers, or both.

scheduled delivery time

A time and/or date that an INTUITY AUDIX user can assign to a message that tells the system when to deliver it. If a delivery time is omitted, the system sends the message immediately.

screen

That portion of the Lucent INTUITY user interface through which most administrative tasks are performed. Lucent INTUITY screens request user input in the form of a command from the `enter command:` prompt.

SCSI

See *small computer system interface.*

secondary extension

A second, fax-dedicated extension that directs incoming faxes directly into a user's mailbox without ringing the telephone. The secondary extension shares the same mailbox as the voice extension, but acts like a fax machine. Also called *personal fax extension*.

serial transmission
The transmission of one bit at a time over a single wire.

server
A computer that processes and stores data that is used by other smaller computers. For INTUITY Message Manager, INTUITY AUDIX is the server. See also *client*.

shielded cables
Cables that are protected from interference with metallic braid or foil.

SID
See *switch integration device*.

SIMM
See *single in-line memory module*.

simplified message service interface (SMSI)
Type of data link connection to an integrated 1A ESS or 5ESS switch in the Lucent INTUITY system.

single in-line memory module (SIMM)
A method of containing random access memory (RAM) chips on narrow strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

small computer systems interface (SCSI)
An interface standard defining the physical, logical, and electrical connections to computer system peripherals such as tape and disk drives.

SMSI
See *simplified message service interface*.

subscriber
A Lucent INTUITY user who has been assigned the ability to access the INTUITY AUDIX Voice Messaging system.

surge
A sudden rise and fall of voltage in an electrical circuit.

surge protector
A device that plugs into the telephone system and the commercial AC power outlet to protect the telephone system from damaging high-voltage surges.

SW
See *switch integration*.

switch
An automatic telephone exchange that allows the transmission of calls to and from the public telephone network. See also *private branch exchange (PBX)*.

switched access
A connection made from one endpoint to another through switch port cards. This allows the endpoint (such as a terminal) to be used for several applications.

switch hook
The device at the top of most telephones which is depressed when the handset is resting in the cradle (that is, when the telephone is *on hook*). This device is raised when the handset is picked up (that is, 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 integration

Sharing of information between a messaging system and a switch to provide a seamless interface to callers and system users. A fully integrated INTUITY AUDIX system, for example, answers each incoming telephone call with information taken directly from the switch. Such information includes the number being called and the circumstances under which the call was sent to it, for example, covered from a busy or unanswered extension.

switch integration device (SID)

A combination of hardware and software that passes information from the switch to the Lucent INTUITY system thus allowing it to share information with non-Lucent switches. The operation of a SID is unique to the particular switch with which it interfaces.

switch network

Two or more interconnected switching systems.

synchronized mailbox

A mailbox that is paired with a corresponding mailbox in another domain and linked via software that keeps track of changes to either mailbox. When the contents of one mailbox change, the software replicates that change in the other mailbox.

synchronizer

The name given to the trusted server by the e-mail vendor, Lotus Notes.

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. See also *asynchronous communication*.

synchronous transmission

A type of data transmission where the data characters and bits are exchanged at a fixed rate with the transmitter and receiver synchronized. This allows greater efficiency and supports more powerful protocols.

system configuration

See *configuration*.

T

T.30

The standard for Group III fax machines that covers the protocol used to manage a fax session and negotiate the capabilities supported by each fax endpoint.

tape cartridge

One or more spare removable cartridges required to back up system information.

tape drive

The physical unit that holds, reads, and writes to magnetic tape.

TCP/IP

See *transmission control protocol/internet program*.

TDD

See *telecommunications device for the deaf*.

TDM

See *time division multiplexing*.

telecommunications device for the deaf (TDD)

A device with a keyboard and display unit that connects to or substitutes for a telephone. The TDD allows a deaf or hearing-impaired person to communicate over the telephone lines with other people who have TDDs. It also allows a deaf person to communicate with the INTUITY AUDIX system.

terminal

See *display terminal*.

terminal type

A number indicating the type of terminal from which a user is logging in to the Lucent INTUITY system. Terminal type is the last required entry before gaining access to the Lucent INTUITY display screens.

terminating resistor

A grounding resistor placed at the end of a bus, line, or cable to prevent signals from being reflected or echoed.

time division multiplexing (TDM)

A method of serving multiple channels simultaneously 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

A term used to denote the analog telecommunications interface.

tone generator

A device acoustically coupled to a rotary telephone used to produce touch-tone sounds.

traffic

The flow of attempts, calls, and messages across a telecommunications network.

translations

Software assignments that tell a system what to expect on a certain voice port or the data link, or how to handle incoming data. Translations customize the Lucent INTUITY system and switch features for users.

transmission control protocol/internet protocol (TCP/IP)

A suite of protocols that allow disparate hosts to connect over a network. Transmission control protocol (TCP) organizes data on both ends of a connection and ensures that the data that arrives matches that which was sent. Internet protocol (IP) ensures that a message passes through all the necessary routers to the proper destination.

T/R

See *tip/ring*.

troubleshooting

The process of locating and correcting errors in computer programs (also called *debugging)* or systems.

trusted server

A server that uses IMAPI to access an INTUITY AUDIX mailbox on behalf of a user and is empowered to do everything to a user message that INTUITY AUDIX can do.

U

UCD

See *uniform call distribution*.

Undelete

An INTUITY AUDIX feature that allows users to restore the last message deleted by pressing ✳ Ⓤ.

undelivered message

A message that has not yet been sent to an INTUITY AUDIX user's incoming mailbox. The message resides in the sender's outgoing mailbox and may be modified or redirected by the sender.

Unequipped

See *equipped/unequipped*.

unfinished message

A message that was recorded but not approved or addressed, usually as the result of an interrupted INTUITY AUDIX session. Also called *working message*.

uniform call distribution (UCD)

The type of call-distribution group (or hunt group) of analog port cards on some switches that connects users to the INTUITY AUDIX system. System 75, Generic 1, Generic 3, and some central office switches use UCD groups. See also *call-distribution group*.

uninterruptable power supply (UPS)

An auxiliary power unit that provides continuous power in cases where commercial power is lost.

UNIX operating system

A multi-user, multi-tasking computer operating system.

upgrade

An installation that moves a Lucent INTUITY system to a newer release.

untouched message

An INTUITY AUDIX feature that allows a user to keep a message in its current category by using the ✳ ✳ Ⓗ (Hold) command. If the message is in the new category, message-waiting indication remains active (for example, the message-waiting lamp remains lit).

UPS

See *uninterruptable power supply*.

U. S. 123

An alternate announcement set in U. S. English whose prompts use numbers, not letters, to identify telephone keypad presses. For example, a prompt might say, "Press star three," instead of, "Press star D."

user interface

The devices by which users access their mailboxes, manage mailing lists, administer personal greetings, and use other messaging capabilities. Types of user interfaces include a touch-tone telephone keypad and a PC equipped with INTUITY Message Manager.

user population

A combination of different types of users on which Lucent INTUITY configuration guidelines are based.

V

vector

A customized program in the switch for processing incoming calls.

voice link

The Lucent INTUITY analog connection(s) to a call-distribution group (or hunt group) of analog ports on the switch.

voice mail

See *voice message*.

voice mailbox

See *mailbox*.

voice message

Digitized information stored by the Lucent INTUITY system on disk memory. Also called *voice mail*.

voice port

The IVC6 port that provides the interface between the Lucent INTUITY system and the analog ports on the switch.

voice terminal

A telephone used for spoken communications with the Lucent INTUITY system. A touch-tone telephone with a message-waiting indicator is recommended for INTUITY AUDIX users.

voicing

1. Speaking a message into the Lucent INTUITY system during recording. 2. Having the system play back a message or prompt to a user.

volt

The unit of electromotive force required to produce a current of 1 ampere through a resistance of 1 ohm.

W

WAN

See *wide area network*.

watt

The unit of electrical power required to maintain a current of 1 amp under the pressure of 1 volt.

wide area network (WAN)

A data network typically extending a local area network (LAN) over telephone lines to link with LANS in other buildings and/or geographic locations.

window

That portion of the Lucent INTUITY user interface through which you can view system information or status.

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