

Lucent Technologies
Bell Labs Innovations



Intuity™ Messaging Solutions

Release 4

Alarm and Log Messages

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Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

Lucent Corporate Security

Whether or not immediate support is required, all toll fraud incidents involving Lucent products or services should be reported to Lucent Corporate Security at 1 800 821-8235. In addition to recording the incident, Lucent Corporate Security is available for consultation on security issues, investigation support, referral to law enforcement agencies, and educational programs.

Lucent Technologies Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical support or assistance, call the Lucent Technologies National Customer Care Center Toll Fraud Intervention Hotline at 1 800 643-2353.

Federal Communications Commission Statement

Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by an FCC registration number.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 Rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

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

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Canadian Department of Communications (DOC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

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

Trademarks

See the section titled "About This Book."

Warranty

Lucent Technologies provides a limited warranty on this product. Refer to the "Limited Use Software License Agreement" card provided with your package.

European Union Declaration of Conformity

Lucent Technologies Business Communications Systems declares that the equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:



EMC Directive 89/336/EEC
Low-Voltage Directive 73/23/EEC
The "CE" mark affixed to the equipment means that it conforms to the above directives.

Acknowledgment

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

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About This Book

Purpose

This book, "[Intuity™ Messaging Solutions Release 4 Alarm and Log Messages](#)", 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 third release of this book. This issue includes new material developed for the 4.3 release, the addition of the Lucent INTUITY Lodging, Enhanced-List Application, INTUITY High Capacity Option, and INTUITY Interchange.

How to Use This Book

Use [Chapter 1, "Getting Started"](#) 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 words “subscriber” and “user” are interchangeable terms that describe a person administered on the Lucent INTUITY system. The word “user” is the preferred term in the text; however, “subscriber” appears on most of the screens and is the command word you must type at the command line, for example, **change subscriber “Jane Doe”**.
- 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.

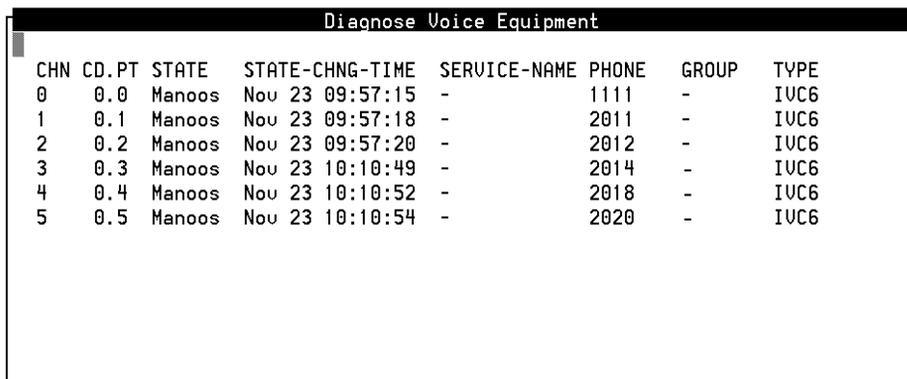
- The word “enter” means to type a value and then press . For example, an instruction to type the letter “y” and press is shown as

Enter **y** to continue.

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

Select `Start Test`.

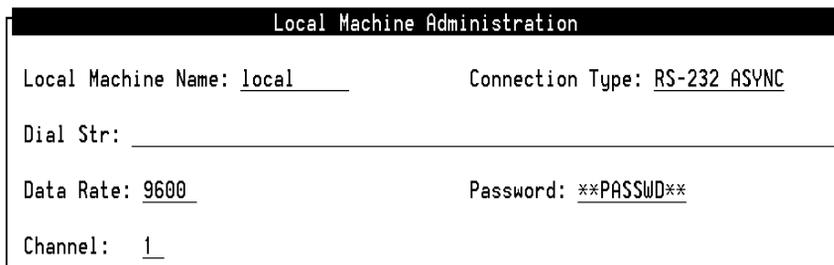
- The Lucent INTUITY system displays *windows*, *screens*, and *menus*. Windows show and request system information (Figure 1 and Figure 2, respectively). Screens request that you enter a command at the `enter command: prompt` (Figure 3). Input is either a value or other specific information you must 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 screenshot shows a window titled "Diagnose Voice Equipment" with a table of data. The table has columns for CHN, CD, PT, STATE, STATE-CHNG-TIME, SERVICE-NAME, PHONE, GROUP, and TYPE. The data rows are as follows:

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



The screenshot shows a window titled "Local Machine Administration" with several configuration fields:

- 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 Window

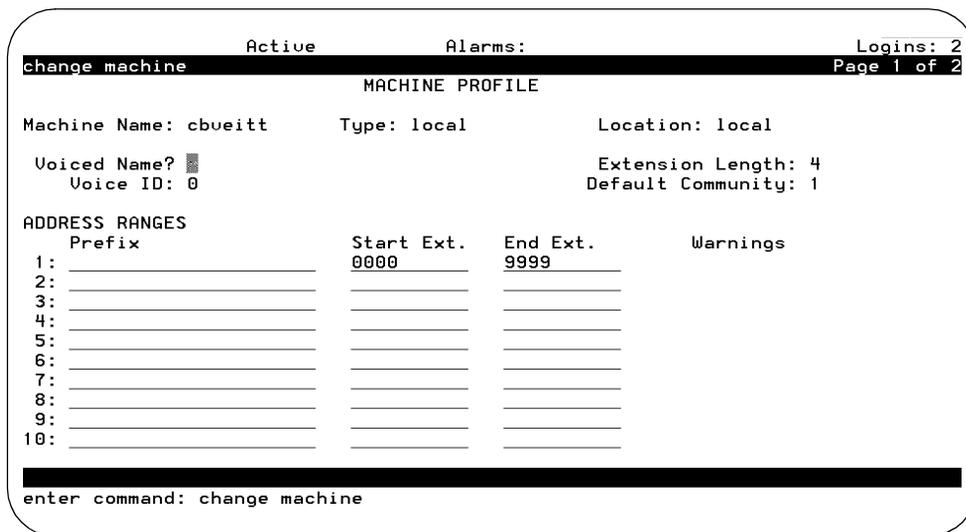


Figure 3. Example of a Lucent INTUITY Screen with a Command Line



Figure 4. Example of a Lucent INTUITY Menu

Keyboard and Telephone Keypad Representations

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

Press `ENTER`.

- Two keys that you press at the same time on your *terminal or PC keyboard* (that is, you press and hold down the first key and then press the second key) are represented as a series inside a rounded box. For example, an instruction to press and hold `ALT` while typing the letter “d” is shown as

Press `ALT-D`.

- A combination keystroke is a series of keystrokes that combines the two key functions described above plus a third key, that is, you press and hold down the first key, then press the second key, then release those keys and press a third key. A combination keystroke is represented as an equation. For example, an instruction to press and hold `ALT` while typing the letter “d” and then typing the number “1” is shown as

Press `ALT-D` `1`.

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

Press `F3` (Save).

- 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 `Courier` type, as shown in the following examples:

Example 1:

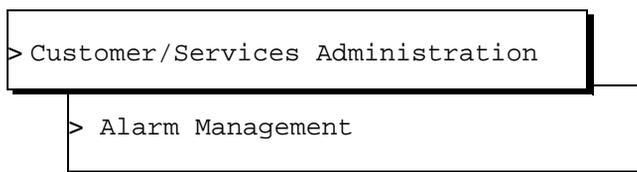
```
Enter the number of ports to be dedicated to outbound traffic in the
Maximum Simultaneous Ports: field.
```

Example 2:

```
The system displays the message Alarm Form Update was
successful.
```

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

Start at the INTUITY Main menu and select



In this example, you access the Main Menu and select the line item *Customer/Service Administration*. From the *Customer/Service Administration* menu that the system then displays, you select the line item *Alarm Management*.

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

Data Entry Conventions

- 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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The following trademarked products are mentioned in the various books in the Lucent INTUITY document set:

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- VT100 is a trademark of Digital Equipment Corporation.
- Windows is a trademark of Microsoft Corporation.

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:

- *INTUITY Messaging Solutions Release 4 MAP/5P System Maintenance*, 585-310-186
- *INTUITY Messaging Solutions Release 4 MAP/40P Maintenance*, 585-310-197
- *INTUITY Messaging Solutions Release 4 MAP/100P Maintenance*, 585-313-115
- *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for administration information.
- *Lucent INTUITY Lodging Administration*, 585-310-577, for networking administration information.
- *Lucent INTUITY Messaging Solutions Release 4 Digital Networking*, 585-310-567, for networking administration information.
- *AMIS Analog Networking*, 585-300-512, for AMIS networking administration information.

For information about security and toll fraud issues, refer to *GBCS Products Security Handbook*, 555-025-600. 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:

- Lucent Technologies customers and all others in the United States and Canada: (800) 255-8988
- Customers in other locations should contact their sales representative for information
- Organizations within Lucent Technologies: (904) 636-3261

Technical Assistance

The following resources are available for technical assistance with Lucent Technologies products and services:

- Within the United States
 - For systems integrated with a MERLIN LEGEND switch, call 1-800-628-2888.
 - For systems integrated with any other switch, call 1-800-242-2121.
- Within Canada
 - For all systems, call 1-800-242-1234.
- Within any other country
 - For all systems, call your local distributor.

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

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

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

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

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

Getting Started

1

Overview

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

- Activity log: Contains a list of the INTUITY AUDIX® Voice Messaging mailbox-related events such as logins and message creation/receipt/deletion. 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 an informational message such as a successful nightly backup or they may alert the system administrator to a potential trouble condition such as low disk space.
- Alarm log: Contains alarm information about major, minor, and warning alarms that signal a service-affecting or potentially service-affecting problem. Major and minor alarms generally require remote maintenance center intervention; the customer is responsible for resolving all warning alarms.

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.

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.

When to Access Logs

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.

⇒ NOTE:

The Lodging administration screens do not show a status line. For Lodging, access the logs once a day. If you have the INTUITY AUDIX application and do not monitor the System Status Line, look in the Administrator's and Alarm Logs several times a day.

Checking the System Status Line

To access the INTUITY AUDIX screen:

1. Start at the Lucent INTUITY main menu ([Figure 1-1](#)).

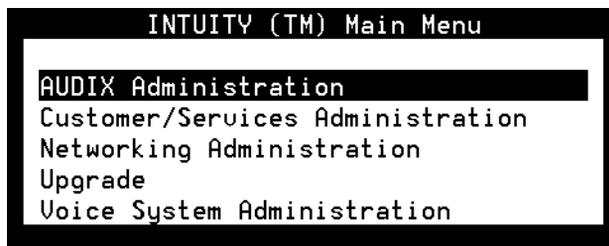


Figure 1-1. Lucent INTUITY Main Menu

2. Select AUDIX Administration.

The system displays the INTUITY AUDIX administration screen ([Figure 1-2](#)).

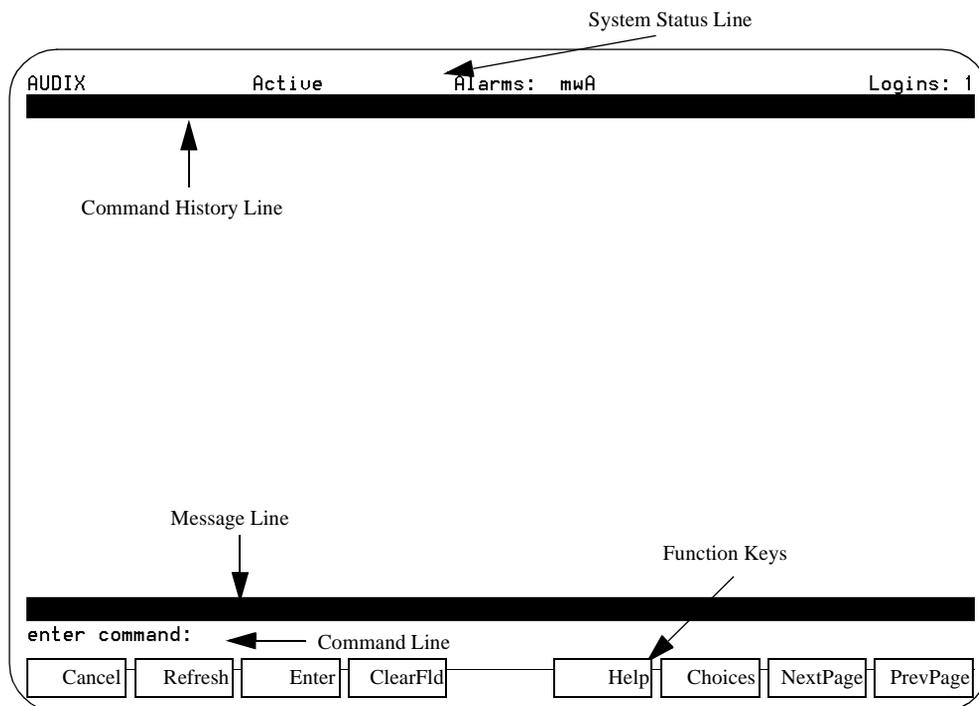


Figure 1-2. AUDIX Administration Screen Layout (Blank Screen)

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

Using the System Status Line

The system uses the following abbreviations in the System Status Line:

- 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

⇒ 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 AUDIX software is functioning. "Inactive" indicates that the system may not be forwarding or receiving messages.

If you see M, m, or w, look in the Alarm Log for the alarm. You may have more than 1 on the system. If you see A, look in the Administrator's Log.

The system will change the status line for alarms when the alarm is resolved. After you view the Administrator's Log, the system clears the A from the System Status Line, even if you do not correct any reported problems.

Activity Log

The Activity Log is 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 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

Be sure to check the Alarm and Administrator's Logs for alarms and administrator's messages requiring action when a subscriber complains.

For a complete description of this log and its contents, see *Lucent INTUITY Messaging Solutions Release 4 Administration*, 585-310-564.

To access the Activity Log using the sa login:

NOTE:

The voice mail (vm) login will go directly to the INTUITY AUDIX administration screen. If you are using the vm login, go to [Step 2](#).

1. Start at the Lucent INTUITY main menu ([Figure 1-1](#)) and select AUDIX Administration.

The system displays the INTUITY AUDIX Administration screen ([Figure 1-2](#)).

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

Administrator's Log

The system records informational messages in the Administrator's Log. These messages may log information such as the completion of a successful nightly backup or a condition that could lead to system or feature failure. Depending on the message, you may have 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 system overwrites the oldest entries with new entries, maintaining a count of 1000. From this log, the system can display a maximum of 500 lines of data on multiple windows. The system allows you to choose the information that you want to display.

Information in the Administrator's Log is saved, even if the system is rebooted. Only the remote maintenance center can clear the log.

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"](#).

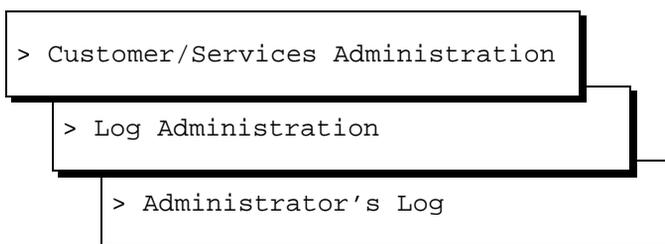
Access

The sa (system administrator) login can access the Administrator's Log through the Lucent INTUITY system menus or the INTUITY AUDIX Administration screen. The vm (voice mail) login can only access the log through the INTUITY AUDIX screens.

Through the Lucent INTUITY System Menus

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

1. Start at the Lucent INTUITY main menu ([Figure 1-1](#)) and select



The system displays the Administrator's Log Display Selection screen ([Figure 1-3](#)).

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 1-3. Administrator's Log Display Selection Screen

2. Press **F3** (Save) to use the default display options. See ["Administrator's Log Display Selection Screen"](#) below for information about display options. The system displays the Administrator's Log ([Figure 1-4](#)).

Date	Time	App	Event ID	Cnt	Message
09/05/93	16:05:27	UP	INIT003	1 TR CA	0 New card recognized. (Dip-switch setting 0)
09/05/93	16:05:27	UP	INIT003	1 TR CA	1 New card recognized. (Dip-switch setting 1)
09/05/93	16:05:27	UP	INIT003	1 TR CA	2 New card recognized. (Dip-switch setting 2)
09/05/93	16:05:27	UP	INIT003	1 TR CA	3 New card recognized. (Dip-switch setting 3)
09/05/93	16:05:27	UP	INIT003	1 TR CA	4 New card recognized. (Dip-switch setting 4)
09/05/93	16:05:27	UP	INIT003	1 TR CA	5 New card recognized. (Dip-

Figure 1-4. Administrator's Log

Through the INTUITY AUDIX Administration Screen

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

1. Start at the Lucent INTUITY main menu ([Figure 1-1](#)) and select



```
> AUDIX Administration
```

The system displays the INTUITY AUDIX Administration screen ([Figure 1-2](#)).

2. Enter **display administrator's-log** in the command line.
3. Press **(F3)** (Save) to use 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 1-4](#)).

Administrator's Log Display Selection Screen

Before displaying the Administrator's Log, the system presents the Administrator's Log Display Selection screen ([Figure 1-3](#)). This screen allows you to choose what to display. The selection criteria on the Administrator's Log Display Selection screen corresponds 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 1-3](#)). Leaving this field blank will cause the system to display administrator's messages 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; 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	Date
Start Time	Time
Application	App
Event ID	Event ID
Search String	Message

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 1-4](#)).

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

Date and 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 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.

The `Date` and `Time` fields display any valid date (month, day, year) and time (hour, minute, second) in the following MM/DD/YY HH:MM:SS, for example, 10/12/97 14:17:39. Time is shown according to the 24-hour clock standard: 00:00:00 is midnight and 23:00:00 is 11:00 pm.

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. The `Start Date` field must have a valid entry before you can access the `Time` field.

To limit the display to a particular time, 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.

Application Identifier

The application identifier, a 2-letter abbreviation, represents the part of the Lucent INTUITY system that generated the message. 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. [Table 1-2](#) shows the application identifiers that could appear in the Administrator's Log.



NOTE:

The application identifier must be typed in capital letters.

Table 1-2. Application Identifier: Possible Values

Abbreviation	Application
CA	Lucent INTUITY Call Accounting System
EL	Enhanced List Application
LF	Lucent INTUITY Lodging FAX Messaging
LG	Lucent INTUITY Lodging
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

Event ID

The `Event ID` uniquely identifies an Administrator's Log entry within a particular application, such as INTUITY AUDIX (VM). Because they are unique within an application, `Event IDs` take a variety of forms. They can be made up of 14 alphanumeric characters, usually with some letters to indicate the reporting resource. The resource identifier can be followed by a series of numbers to identify the message within that resource. Examples of Event IDs are `ADM_cais`, `BKDONE`, or `INIT003`.

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 you need 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, `ADM_cais` is not the same as `ADM_CAIS`.

Count

The `Count` field displays the number of times a 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 occurrence of the same message, within one minute, increases the number in the `Count` field by 1. 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 start a new entry to begin the count again.

The `Count` field can contain any number between 1 and 999. You cannot use the `Count` field to display log information.

Message

The `Message` field contains a brief explanation of the Administrator's Log entry in one line of text. 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 into the `Search String` field. You can enter up to 78 characters. 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.

Alarm Log

The Alarm Log is the starting point for troubleshooting the system. 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, "Alarm Log Entries"](#), 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.

NOTE:

This book documents only active alarms.

All active alarms are resolved when the UNIX system is rebooted. Resolved messages are recorded in the Alarm Log. The system saves the Alarm Log 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 system overwrites the oldest entries with 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 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, "Alarm Log Entries"](#). Unless specified by the maintenance contract, customers are responsible for resolving warning-level alarms. The maintenance contract will also specify the level of alarm that is sent to the remote maintenance center if the feature is available in your location.

Access

The sa (system administrator) login can access the Alarm Log through the Lucent INTUITY system menus or the INTUITY AUDIX Administration screen. The vm (voice mail) login can only access the Alarm Log through the INTUITY AUDIX screen.

Through the Lucent INTUITY System Menus

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

1. Start at the Lucent INTUITY main menu ([Figure 1-1](#)) and select

```
> Customer/Services Administration
> Log Administration
> Alarm Log
```

The system displays the Alarm Log Display Selection screen ([Figure 1-5](#)).

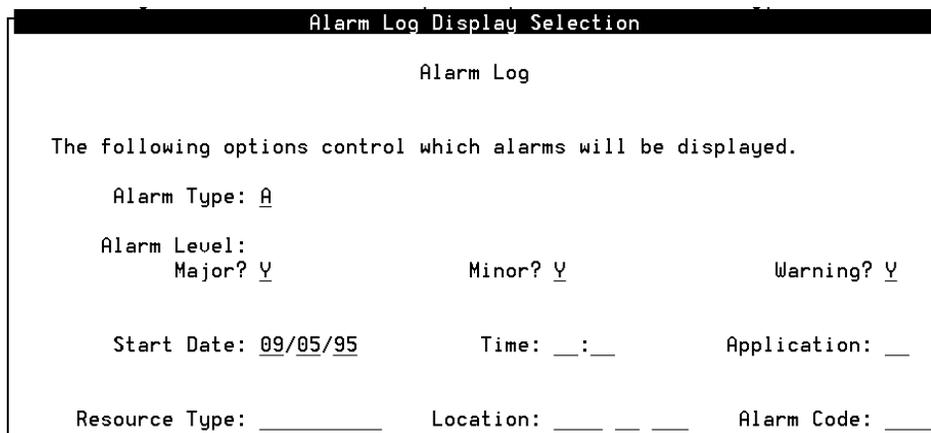
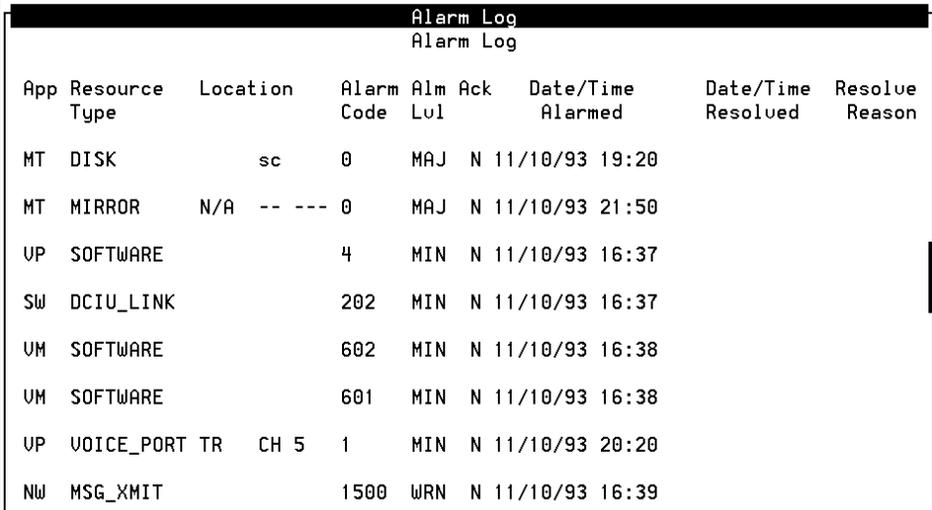


Figure 1-5. Alarm Display Selection Window

2. Press **F3** (Save) 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 screen ([Figure 1-6](#)).



Alarm Log								
Alarm Log								
App	Resource Type	Location	Alarm Code	Alm Lvl	Ack	Date/Time Alarmed	Date/Time Resolved	Resolve Reason
MT	DISK	sc	0	MAJ	N	11/10/93 19:20		
MT	MIRROR	N/A	-- ---	0	MAJ	N 11/10/93 21:50		
UP	SOFTWARE		4	MIN	N	11/10/93 16:37		
SW	DCIU_LINK		202	MIN	N	11/10/93 16:37		
UM	SOFTWARE		602	MIN	N	11/10/93 16:38		
UM	SOFTWARE		601	MIN	N	11/10/93 16:38		
UP	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 1-6. Alarm Log Screen

Through the INTUITY AUDIX Administration Screen

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

1. Start at the Lucent INTUITY main menu ([Figure 1-1](#)) and select



```
> AUDIX Administration
```

The system displays the AUDIX Administration screen ([Figure 1-2](#)).

2. Enter **display alarms**
3. Press **F3** (Save) 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 screen ([Figure 1-6](#)).

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 1-5). 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 **F3** (Save) 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, will be displayed.

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 Fields
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 1-6](#)). Each field description in this section includes a list of possible values and Alarm Log display selections.

Application Identifier

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

[Table 1-4](#) shows the application identifiers that could appear in the Administrator's Log.

Table 1-4. Application Identifier: Possible Values

Abbreviation	Application
CA	Lucent INTUITY Call Accounting System
EL	Enhanced List Application
LF	Lucent INTUITY Lodging FAX Messaging
LG	Lucent INTUITY Lodging
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

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 1-5](#).

Table 1-5. Alarmed Resource Type: Possible Values

Resource Type	Description	Application Code
ALARM_ORIG	Alarm generation	MT
ANNC	INTUITY AUDIX messaging announcement sets	VM
AUD_BKUP	INTUITY AUDIX messaging backup	VM
AUDIT	INTUITY AUDIX messaging database audits	VM
AUD_RESTORE	INTUITY AUDIX 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 circuit card (ACCX)	NW
NETWK_CHAN	Digital networking circuit card channels	NW
RESTORE	Restoring information from tape/floppy	MT
SERVER	Trusted Server Software	VM
SF_VXMDI	Lucent INTUITY FAX Messaging errors	VP
SMDI_LINK	SMDI switch integration link	SW

Table 1-5. Alarmed Resource Type: Possible Values

Resource Type	Description	Application Code
SOFTWARE	Software-related errors	LF LG 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 the tip/ring circuit cards	VP
VROP	Voice coding and playback	VP

(2 of 2)

The Resource Type field of the Alarm Log Display Selection screen ([Figure 1-5](#)) 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, the entry "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 1-6](#) shows the hardware components that have `Location` field values.



NOTE:

This field is blank if the alarm is not hardware related.

Table 1-6. Location: Possible Values

Location	Equipment Name	Equipment Type	Equipment Number
NB	ACCX	<ul style="list-style-type: none"> ■ ca (card) or ■ ch (channel) 	<ul style="list-style-type: none"> ■ 1 - 3 ■ 1 - 12
TR	IVC6	<ul style="list-style-type: none"> ■ ca (card) or ■ ch (channel) 	<ul style="list-style-type: none"> ■ 0 -10 ■ 0 - 63

The `Location` field of the Alarm Log Display Selection screen ([Figure 1-5](#)) 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:

- Major
- Minor
- Warning

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 1-7](#) summarizes the alarm levels and their descriptions.

Table 1-7. 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

Major Alarms

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. Major alarms unresolved after 5 minutes 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 [“Alarm Management”](#) below). Remote service personnel perform remote maintenance on the system to correct major alarms.

Minor 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

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 Display

The Major?, Minor?, and Warning? fields of the Alarm Log Display Selection screen ([Figure 1-5](#)) 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 list of resources. If the Lucent INTUITY system must make a choice between alarms to send 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 format MM/DD/YY HH:MM, for example: 10/12/97 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 1-5](#)).

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 format MM/DD/YY HH:MM, for 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 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 1-8](#) shows the possible values for the `Resolve Reason` field.

Table 1-8. Resolve Reason: Possible Values

Reason	Description
MAINT	The alarm was resolved by maintenance action. The resource recovered. For example, a diagnostic run against the alarmed resource passes.
MANUAL	The 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

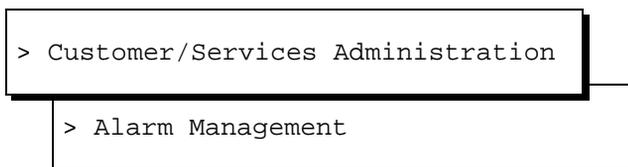
The Alarm Management window contains 6 fields that determine how the Lucent INTUITY system responds to alarms. The sa and vm logins can view the information on this window, but cannot change it.

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.

Access

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

1. Start at the Lucent INTUITY main menu ([Figure 1-1](#)) and select



The system displays the Alarm Management window ([Figure 1-7](#)).

Alarm Management	
Product ID	<u>2999999999</u>
Alarm Destination	<u>916148606427</u>
Alarm Origination	<u>ACTIVE</u>
Alarm Level	<u>MINOR</u>
Alarm Suppression	<u>ACTIVE</u>
Clear Alarm Notification	<u>ACTIVE</u>

Figure 1-7. Alarm Management Window

Alarm Management Window Fields

The following parameters control alarm management for the Lucent INTUITY system.

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 a 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 are displayed in this field as a string of digits without special characters except for the following.

- Equal sign (=) to wait for dial tone
- 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 system notifies the remote maintenance center (designated by a telephone number in the Alarm Destination field) of alarms on this Lucent INTUITY system. The default for the Alarm Origination field is Active.



NOTE:

This feature is not available in all locations.

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 primarily during hardware repair procedures to prevent the system from calling out alarms while the technically is on site. 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.

Administrator's Log Entries

2

Overview

This chapter uses two parts Administrator's Log messages 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

Each entry for Administrator's Log messages includes a description and either a repair procedure or a notice that none is needed.

Purpose

The purpose of this chapter is to describe the administrative messages and any associated repair procedures.

How to Use this Chapter

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](#)
- [EL — Enhanced-List Application](#)
- [ML — MERLIN LEGEND Integration](#)

- [MT — Maintenance](#)
 - [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 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 24th voice channel. These variables are often used in the repair procedure to locate the problem.

 **NOTE:**

Even though the Administrator's Log can hold up to 1000 entries, you can display only 500 lines worth of data at one time. Use the display selection criteria to choose the log information that you want to see. See [Chapter 1, "Administrator's Log"](#) in [Chapter 1, "Getting Started"](#).

CA — Call Accounting System

See Lucent™ *INTUITY™ Call Accounting System User Guide*, 585-310-728, for the Administrator's Log messages and repair procedures pertaining to the INTUITY Call Accounting System.

EL — Enhanced-List Application

The following Administrator's Log messages and repair procedures apply to the Enhanced-List Application software.

Event ID: ELA-badrec01 through ELA-badrec12

Description: Bad record deleted from E-List registry. Check for missing lists <extension>.

ELA detected a corrupt record and took the following action:

- If the message displays an extension, ELA deleted its record.
- If the message does not display an extension, ELA could not determine the extension of the corrupt record and deletes the record.

Repair Procedure:

Use one of the following repair procedures:

- Go to the Administer Enhanced-Lists window and note any lists that may be missing.
- Use **F4** (New E-List) to re-enter each missing Enhanced List, one at a time. If ELA reports that an AUDIX® mailbox already exists for a given extension, and the reported data match those of the missing list, answer "y" to confirm the change of the existing mailbox into an enhanced-list mailbox.
- Restore data from the most recent backup of system data. See "Common System Procedures" in Chapter 3 in your maintenance book for instructions about restoring data. If you would prefer to have assistance with this restore, contact your remote maintenance center.

Event ID: ELA-lostlock01 through ELA-lostlock10

Description: Messages to an enhanced list could not be delivered because someone was logged into the shadow mailbox.

Repair Procedure:

No one should ever be logged into the shadow mailbox. However, if someone is, change the password for the shadow mailbox as follows:

1. Enter **ch su extension** for the enhanced-list mailbox.
2. At the Subscriber screen, enter a new password in the `Password:` field.
3. Press **F3** (Enter) to save the password.

Event ID: ELA-no_members

Description: ELA received a message for delivery to an Enhanced List, but the enhanced list did not contain any members. In such a case, ELA will delete the message.

Repair Procedure:

The Enhanced List may need to have members added or perhaps the enhanced list is no longer necessary. Go to the Administer Enhanced-Lists window and do one of the following:

- Highlight the list and use **(F5)** (Open E-List) to enter members into the Enhanced List.
- Use **(F7)** (Delete E-List) to delete the Enhanced Lists.

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

Event ID: ELA-nestvioltn

Description: An enhanced list contains more than 20 nested lists.
For example, enhanced list 1 contains enhanced list 2 as one of its members. Inside enhanced list 2 is Enhanced List 3. Enhanced list 3 contains yet another enhanced list as one of its members, and so on.

Repair Procedure:

Evaluate list membership hierarchy and delete unnecessary nesting so that ELA can handle delivery of the message. See Lucent *INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for procedures.

Event ID: ELA-loopvioltn

Description: There are two enhanced lists that refer to each other. For example, enhanced list 1 contains enhanced list 2 as a member, and enhanced list 2 contains enhanced list 1 as a member.

Repair Procedure:

Go to the Administer Enhanced-Lists window.

1. Use **(F5)** (Open E-List) to open one of the indicated Enhanced Lists.
2. Search for the extension of the other Enhanced List.
3. Use **(F7)** (Delete E-List) to delete the Enhanced List.

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

Event ID: ELA-mboxlock01

Description: An enhanced-list mailbox does not have trusted server access.

Repair Procedure:

1. Enter **ch cos *ELA_Class_of_Service_Name/Number***
2. Verify that the `Trusted Server Access?` field is set to `y`
3. Enter **ch su *Enhanced_List_mailbox_extension***
4. Verify the `Class of Service` field is the appropriate `cos`.

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

Event ID: ELA-chkrestrict

Description: A message was found in the shadow mailbox.

Repair Procedure:

1. Enter **ch sys se**
2. Verify that the shadow mailbox belongs to a community that cannot receive messages.



NOTE:

The sending restrictions must be identical on all machines in the INTUITY AUDIX network. Check the sending restrictions on all machines.

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

Event ID: ELA-shadow07

Description: Shadow mailbox space gridlock caused no ELA service for longer than the specified number of hours.

Repair Procedure:

See the procedure for SHADOW Resource Type Alarm Code 6.

Event ID: ELA-delivts05

Description: <Number> minutes with session resources unavailable for delivery trusted server.

The trusted server that delivers ELA messages cannot access the INTUITY AUDIX application. The message shows the amount of elapsed time (in 30 minute increments) since ELA stopped providing service.

When the time elapsed exceeds the value in the `Minutes of Inactivity Before Alarm:` field on the Trusted-Server Profile screen, AUDIX generates a minor alarm (Event ID: SERVER0900, resource type SERVER, alarm code 900.)

Repair Procedure:

1. Enter **change system-parameters imapi-options**
2. Is the value in the `Simultaneous Sessions Available for Trusted Server Access:` field at least 2?
 - If yes, go to Step 3.
 - If no, change the value.
3. Determine if the AUDIX server is so overloaded that it has no resources available for ELA. Some questions to ask are:
 - How many trusted servers are on the network?
 - What are their activity cycles?

ML — MERLIN LEGEND Integration

The following Administrator's Log messages and repair procedures apply to the MERLIN LEGEND® switch integration package:

Event ID: ML200

Description: The system experienced a 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: The system experienced a 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 procedures 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. These messages are informational. The associated screen may not be changed with the sa (system administrator) or vm (voice mail) logins.

Event ID: AOMADM00002

Description: The system generates this message when attempts to contact the remote maintenance center have failed three times. When the remote maintenance center telephone line is busy, it is counted as a failure.

Repair Procedure:

If this message is reoccurring, access the Alarm Log 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 procedure 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: The system completed the backup process. The system logs this message whenever an attended or unattended backup completes successfully.

Repair Procedure:

None. This message is informational. See "Common System Procedures" in Chapter 3 in your maintenance book for more information about date and time.

Event ID: RSTDONE

Description: The system completed a restore successfully. The system logs this message is logged for any successful restore.

Repair Procedure:

None. This message is informational. See "Common System Procedures" in Chapter 3 in your maintenance book for more information about date and time.

Event ID: UDTADM00000

Description: A date or time change passed. The system logs this message whenever the date and time are successfully changed.

Repair Procedure:

None. This message is informational. See "Common System Procedures" in Chapter 3 in your maintenance book for more information about date and time.

Event ID: UDTADM00001

Description: A date or time change failed. The system logs this message whenever the Lucent INTUITY system is unable to save date and time changes. If you entered an incorrect value while changing date and time, an error is displayed on the UNIX Management screen when you press **F3** (Save). The system gives you the opportunity to correct the entry and logs this message.

Repair Procedure:

None. This message is informational. See "Common System Procedures" in Chapter 3 in your maintenance book for more information about date and time.

Event ID: UDTADM00002

Description: Stop and Start cron passed. The system executes a stop and start of the cron process whenever you change the date and time.

Repair Procedure:

None. This message is informational.

Event ID: UDTADM00003

Description: Stop and Start cron failed. If for some reason the system is unable to stop and start cron, the system displays an error on the UNIX Management screen when you press the **F3** (Save) key and logs this message.

Repair Procedure:

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

Event ID: UDTADM00004

Description: A timezone change passed. The system logs this message whenever date and time are successfully changed.

Repair Procedure:

None. This message is informational. See "Common System Procedures" in Chapter 3 in your maintenance book for more information about date and time.

Event ID: UDTADM00005

Description: A timezone change failed. The system logs this message whenever it is unable to save date and time changes. If you enter an incorrect value while changing date and time, the system displays an error when you press **F3** (Save) and logs this message.

Repair Procedure:

None. This message is informational. See "Common System Procedures" in Chapter 3 in your maintenance book for more information about date and time.

NW — Networking

The following Administrator's Log messages and repair procedures 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 windows.
- On the local machine, correct the phone number and connection information for the remote machine using the networking Remote Machine Administration windows.

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 windows.

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 windows.

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 windows.

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 window to run a connection test to the remote machine to verify that the link to the remote machine is up.

See Lucent *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, the system will attempt transmission later.

Repair Procedure:

None. This message is informational. See Lucent *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 system will attempt the update 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 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 **F1** (Cancel).
7. Enter **change machine local-machine-name**
8. Verify that `Updates Out` field (second page of this screen) is set to **y** If it is not, change the entry to **y**.

See Lucent *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 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** If it is not, change the entry to y.
5. Press **F1** (Cancel).
6. Enter **change machine machine_name** (from the log).
7. Verify that `Updates Out` field (second page of this screen) is set to **y** If it is not, change the entry to y.

See Lucent *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 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** If it is not, change the entry to y.
5. Press **F1** (Cancel).

6. Enter **change machine** *machine_name* (from the log).
7. Verify that `Updates In` field (second page of this screen) is set to **y**. If it is not, change the entry to **y**.

See Lucent *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 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**. If it is not, change the entry to **y**.
5. Press `F1` (Cancel).
6. Enter **change machine** *remote-machine-name*
7. Verify that `Updates In` field (second page of this screen) is set to **y**. If it is not, change the entry to **y**.

See Lucent *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 Lucent *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 Lucent *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. 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 Lucent *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 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 **F3** (Enter).

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 Lucent *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 Lucent *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 Lucent *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 Lucent *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 Lucent *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 Lucent *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 Lucent *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.

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

SM – Station Manager

The following Administrator's Log message and repair procedure applies to station manger resource:

Event ID: SM201

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

The system was not able to locate the indicated user.

Repair Procedure:

Administer the subscriber for the correct switch number with **change subscriber <extension number>**

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

SW — Switch Integration

The following Administrator's Log messages and repair procedures apply to the switch integration portion of the Lucent INTUITY system:

Event ID: DCIU008

Description: The system received an 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 main menu.
3. Verify that the Host Switch Number is correct. See your Lucent INTUITY switch integration book for instructions.
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: The system received an 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 main menu.
3. Verify that the AUDIX Number is correct. See your Lucent INTUITY switch integration book for instructions.
4. Verify that the AUDIX Number matches administration on the switch.

Event ID: DCIU010

Description: The system received the switch port <number> but 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 main menu.
3. Verify that the Switch Port number is correct. See your Lucent INTUITY switch integration book for instructions.
4. Verify that the Switch Port number matches administration on the switch.

Event ID: DCIU011

Description: The local port does not agree with the logical channel. The system received local port <number> but 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 main menu.
3. Verify that the Logical Channel number is correct. See your Lucent INTUITY switch integration book for instructions.
4. Verify that the Logical Channel number matches administration on the switch.

Event ID: IF110

Description: The process received a bad switch id from another process.

Repair Procedure:

None. This is an informational message.

Event ID: IF120

Description: The system failed to get a valid device to update the message waiting indicator for a particular extension.

Repair Procedure:

None. This is an informational message.

Event ID: IF130

Description: The switch integration process received a bad extension number.

Repair Procedure:

None. This is an informational message.

Event ID: SE120

Description: The switch integration software received a message from the platform software that the named port is operational.

Repair Procedure:

None. This is an informational message.

Event ID: SE130

Description: The switch integration software received a message from the platform software that a port is not operational.

Repair Procedure:

None. This is an informational message.

Event ID: SW160

Description: The initialization of the translation tables failed.

Repair Procedure:

None. This is an informational message.

Event ID: TY160

Description: None of the serial ports is operating.

Repair Procedure:

None. This is an informational message.

Event ID: IB100

Description: A switch integration process was unable to log the channel when it got a port in-service message.

Repair Procedure:

None. This is an informational message.

Event ID: IB110

Description: A switch integration process received an invalid channel number.

Repair Procedure:

None. This is an informational message.

Event ID: VB508

Description: The VB-PC interface process software is unable to use the attendant translation tables.

Repair Procedure:

Check the attendant translation tables and verify that they are correct. See your Lucent INTUITY switch integration book for instructions.

If the attendant translation tables contain correct information, contact your remote maintenance center.

Event ID: VB513

Description: The switch integration process was unable to do a message-waiting indicator update on the listed extension number through the listed VB-PC port.

Repair Procedure:

Check the class of service (COS) setting on your switch for the extension listed in the message. Verify that the extension has all of the necessary privileges. If the extension is administered correctly on the switch and this condition persists, contact your remote maintenance center.

Event ID: VB515

Description: The VB-PC software is unable to translate the attendant extension to the automated attendant extension number. The attendant translation tables may not be in use for this installation or they may not have been administered.

Repair Procedure:

Check the attendant translation tables and verify that they are correct. See your Lucent INTUITY switch integration book for instructions.

If the attendant translation tables contain correct information, contact your remote maintenance center.

Event ID: VB516

Description: The system cannot use the attendant translations because the attendant translation tables could not be initialized.

Repair Procedure:

Check the attendant translation tables and verify that they are correct. See your Lucent INTUITY switch integration book for instructions.

If the attendant translation tables contain correct information, contact your remote maintenance center.

Event ID: VB517

Description: The system failed to translate an extension on the switch to its AUDIX extension number.

Repair Procedure:

Check the Dial Plan Translation window and verify that the entry in the INTUITY Prefix field is correct. See your Lucent INTUITY switch integration book for instructions.

Event ID: WTR200

Description: No SMDI link device is assigned.

Repair Procedure:

1. Start at the Lucent INTUITY main menu and select

```
> Switch Interface Administration
```

```
> Switch Link Administration
```

2. Press **F2** (Choices) to view the valid serial port names.
3. Select the serial port to be used for the switch link connection.
4. Press **F3** (Save) to change the screen.
5. Stop the voice system.
6. Start at the Lucent INTUITY main menu and select

```
> Customer/Services Administration
```

```
> System Management
```

```
> System Control
```

```
> Stop Voice System
```

7. 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 procedures 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 the attendant: change button assignment to a valid extension. Use **change subscriber att-extension**

See Lucent *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. Use **change subscriber att-extension** or **remove subscriber att-extension**

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

Event ID: ADM_adm

Description: The guest password is less than the minimum required length.

Repair Procedure:

Change the guest password. Use **change system-parameters features**. The system shows the minimum length for the password in the field next to the `System Guest Password` field.

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

Event ID: ADM_amsd

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

Repair Procedure:

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

Event ID: ADM_amsn

Description: <class number> bad login announcement reset to system
The system is using the default login announcement for the indicated class of service (COS). The system can use optional sets if the Multilingual feature is active.

Repair Procedure:

Verify the administration of the indicated COS. Use **change cos number** Change the `Login Announcement Set` field if it is incorrect. You can use any languages installed on the system. To verify the announcement sets available, use **list amnc-sets** See Lucent *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). The system can use optional sets only if the Multilingual feature is active.

Repair Procedure:

Verify the administration of the indicated CO. Use **change cos number** Change the `Call Answer Primary Announcement Set` field if it is incorrect. You can use any of the optional languages installed on the system. To verify the announcement sets available, use **list annc-sets** See Lucent *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. Use **change cos number** Change the `Call Answer Secondary Announcement Set` field if it is incorrect. You can use any languages installed on the system. To verify the announcement sets available, use **list annc-sets** See Lucent *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. The system can use optional sets only if the Multilingual feature is active.

Repair Procedure:

Administer the indicated COS. Use **change cos number** Assign an announcement set to the `Login Announcement Set` field. You can use any languages installed on the system. To verify the announcement sets available, use **list annc-sets** See Lucent *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. The system can use optional sets only if the Multilingual feature is active.

Repair Procedure:

Administer the indicated extension. Use **change subscriber extension number** Assign an announcement set to the `Login Announcement Set` field under the `Subscriber Class of Service Parameters` on Page 2. You can use any languages installed on the system. To verify the announcement sets available, use **list annc-sets** See Lucent *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. The system can use optional sets only if the Multilingual feature is active.

Repair Procedure:

Administer the indicated COS. Use **change cos number** Assign an announcement set to the `Call Answer Primary Announcement Set` field. You can use any languages installed on the system. To verify the announcement sets available, use **list annc-sets** See Lucent *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. The system can use optional sets only if the Multilingual feature is active.

Repair Procedure:

Administer the indicated extension. Use **change subscriber extension number** Assign an announcement set to the `Call Answer Primary Announcement Set` field under the `Subscriber Class of Service Parameters` on Page 2. You can use any languages installed on the system. To verify the announcement sets available, use the **list annc-sets** command. See Lucent *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. The system can use optional sets only if the Multilingual feature is active.

Repair Procedure:

Administer the indicated COS. Use **change cos number** Assign an announcement set to the `Call Answer Secondary Announcement Set` field. You can use any languages installed on the system. To verify the announcement sets available, use **list annc-sets** See Lucent *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. The system can use optional sets only if the Multilingual feature is active.

Repair Procedure:

Administer the indicated extension. Use **change subscriber extension number** Assign an announcement set to the `Call Answer Primary Announcement Set` field under the `Subscriber Class of Service Parameters` on Page 2. You can use any languages installed on the system. To verify the announcement sets available, use **list annc-sets** See Lucent *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 and the system is using the system default.

Repair Procedure:

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

Administer the indicated extension. Use **change subscriber extension number** Assign an announcement set to the `Login Announcement Set` field under the `Subscriber Class of Service Parameters` on Page 2. You can use any languages installed on the system. To verify the announcement sets available, use **list annc-sets** See Lucent *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). The system can use optional sets only if the Multilingual feature is active.

Repair Procedure:

Verify the administration of the indicated COS. Use **change cos number** Change the `Login Announcement Set` field if it is incorrect. You can use any languages installed on the system. To verify the announcement sets available, use **list annc-sets** See Lucent *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. The system can use optional sets only if the Multilingual feature is active.

Repair Procedure:

Administer the indicated extension. Use **change subscriber name** Assign an announcement set to the `Call Answer Primary Announcement Set` field under the Subscriber Class of Service Parameters on Page 2. You can use any languages installed on the system. To verify the announcement sets available, use **list annc-sets** See Lucent *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). The system can use optional sets only if the Multilingual feature is active.

Repair Procedure:

Verify the administration of the indicated. Use **change cos number** Change the `Call Answer Primary Announcement Set` field if it is incorrect. You can use any languages installed on the system. To verify the announcement sets available, use **list annc-sets** See Lucent *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. The system can use optional sets only if the Multilingual feature is active.

Repair Procedure:

Administer the indicated extension. Use **change subscriber name** Assign an announcement set to the `Call Answer Secondary Announcement Set` field under the `Subscriber Class of Service Parameters` on Page 2. You can use any languages installed on the system. To verify the announcement sets available, use **list annc-sets** See Lucent *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. Use **change cos number** Change the `Call Answer Secondary Announcement Set` field if it is incorrect. You can use any languages installed on the system. To verify the announcement sets available, use **list annc-sets** See Lucent *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, by lowering the number of attempts before lockout occurs. See Lucent *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 Lucent *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 **change subscriber att-extension** to change the auto attendant time-out button extension to something other than the attendant's extension.

See Lucent *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 **change subscriber extension** for extension 2 to remove this menu choice or use **add subscriber extension** for extension 1, and make a mailbox for extension1.

See Lucent *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 **change subscriber extension** for extension2 to remove this menu choice, or use **add subscriber extension** for extension1 to make a mailbox for extension1.

See Lucent *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 **change subscriber extension** for extension 2 to enter **call-answer** or **guest-greeting** in the treatment column for button (extension1).

See Lucent *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 **change subscriber extension** for extension2 to enter **call-answer** or **guest-greeting** in the treatment column for button (extension1).

See Lucent *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 **change subscriber att-extension** to reenter the treatment of type in the treatment column.

See Lucent *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 **change system-parameters features** to enter values in the Call Transfer Out of AUDIX fields (second page of screen).

See Lucent *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 **change system-parameters features** to enter values in the Call Transfer Out of AUDIX fields (second page of screen).

See Lucent *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 (a switch feature) to the Lucent INTUITY system. Each time a call comes to a Lucent INTUITY port for this person, the port cannot take another call until the caller hangs up.

Repair Procedure:

Do one of the following:

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

See Lucent *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 any version 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 want to change 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 want to change 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 want to change 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 can 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. Use **change extension**

Event ID: ADM_cbnm

Description: The local number is missing from callback number

Repair Procedure:

Use **change system-parameters analog-network** 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_cmtty

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

Repair Procedure:

Use **change machine *machine-name*** to set the machine's `Default Community` field.

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

Event ID: ADM_cmw1

Description: Corrupt message waiting light, extension <extension>
This message indicates a disagreement between the Lucent INTUITY system and the switch about a subscriber's message waiting indicator. This message 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.
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 a shutdown.
Announcement set `annc-set_1` was being copied to announcement set `annc-set_2` but was interrupted by a shutdown.

Repair Procedure:

Use **copy annc-set** to attempt the copy operation again.

See Lucent *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:

1. Use **change system-parameters features** to enter values in the Call Transfer Out of AUDIX fields (second page of screen).
2. Use **change subscriber name or extension** to re-administer the covering extension field.

See Lucent *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 **change subscriber name or extension**

See Lucent *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 **change subscriber name or extension** to change the name of the person who owns one of the mailboxes.

See Lucent *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. Use **change system-parameters features** The minimum length for the password is shown in the field next to the `System Guest Password` field. Inform people that use the guest password of the change.

See Lucent *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 **change system-parameters analog-network** 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. Start at the Lucent INTUITY 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 **change subscriber name or extension** to increase the mailbox size on the second page of the screen.

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

Event ID: ADM_lfmb

Description: The broadcast mailbox is full.

Repair Procedure:

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

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

Event ID: ADM_innr

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

Repair Procedure:

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

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

Event ID: ADM_lsos

Description: The system is out of space.

Repair Procedure:

1. Use **display system-parameters thresholds** to verify the amount the space being used by messages.
2. Access the Alarm Log to see if any warning alarms related to speech storage space exist and follow their repair procedures.

Event ID: ADM_lsxl

Description: Mixed local subscriber extension lengths.

Repair Procedure:

1. Use **list extensions** to identify the differing lengths.
2. Use **change subscriber extension** to correct the database.

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

Event ID: ADM_mlfq

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 **list address-ranges** to identify which address ranges are overlapping.
2. Use **change machine *machine-name*** to re-administer 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 **change system-parameters outcalling**

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

2. Start at the Lucent INTUITY main menu and select

```
> 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. Start at the Lucent INTUITY 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. Start at the Lucent INTUITY main menu and select

```
> Networking Administration  
  > Remote Machine Administration  
    > Digital Network Machine Administration
```

2. Verify that the Message Transmission schedule exists.

See Lucent *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 **change machine** *machine-name* to re-administer the machine's extension size.

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

Event ID: ADM_nloc

Description: A local node record is missing. The system inserted the default instead.

Repair Procedure:

1. Start at the Lucent INTUITY 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 Lucent *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 **change system-parameters outcalling** to change the outcalling cycles.
2. Start at the Lucent INTUITY 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 Lucent *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 **change machine remote machine-name** to set the Send to Non Administered Recipients field to y.

See Lucent *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 **change machine machine-name** to administer the address ranges.

See Lucent *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 **display system-parameters thresholds** 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 is corrupt; the password aging is disabled.

Repair Procedure:

Re-administer the `SUBSCRIBER PASSWORD AGING LIMITS (DAYS)` parameters. Use **change system-parameters features** 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 Lucent *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. Use **change system-parameters features** 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 Lucent *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_pgl

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 **change subscriber attendant-extension** to view the automated attendant.

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

Event ID: ADM_pgl

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 **change subscriber attendant-extension** to view the automated attendant.

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

Event ID: ADM_pgl

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 **change subscriber attendant-extension** to view the automated attendant.

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

Event ID: ADM_pgl

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 **change subscriber attendant-extension** to view the automated attendant.

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

Event ID: ADM_pgl

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 **change subscriber attendant-extension** to view the automated attendant.

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

Event ID: ADM_pgl

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 **change subscriber attendant-extension** to view the automated attendant.

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

Event ID: ADM_pgl

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 **change subscriber attendant-extension** to view the automated attendant.

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

Event ID: ADM_pgl

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 **change subscriber bulletin board-extension** to view the bulletin board.

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

Event ID: ADM_pgl

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 **change subscriber bulletin board-extension** to view the bulletin board.

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

Event ID: ADM_pgl

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 **change subscriber bulletin board-extension** to view the bulletin board.

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

Event ID: ADM_pgl

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 **change subscriber *bulletin board-extension*** to view the bulletin board.

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

Event ID: ADM_pgl

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 **change subscriber *bulletin board-extension*** to view the bulletin board.

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

Event ID: ADM_pgl

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 **change subscriber *bulletin board-extension*** to view the bulletin board.

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

Event ID: ADM_pgl

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 **change subscriber *bulletin board-extension*** to view the bulletin board.

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

Event ID: ADM_pgl

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

Repair Procedure:

Notify the subscriber-extension. The subscriber will have to record the greetings.

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

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

Event ID: ADM_pgl

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

Event ID: ADM_pgl

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

Repair Procedure:

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

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

Event ID: ADM_pgl

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

Repair Procedure:

Notify subscriber-extension. The subscriber will have to record the greeting. See Lucent *INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for more information.

Event ID: ADM_pgl

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

Repair Procedure:

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

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

Event ID: ADM_pgl

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

Event ID: ADM_pgl

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

Repair Procedure:

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

See Lucent *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. Use **change system-parameters features** 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 Lucent *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 **change system-parameters sending-restrictions** to administer sending restrictions.

See Lucent *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 **change system-parameters sending-restrictions** to administer sending restrictions.

See Lucent *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 **change system-parameters sending-restrictions** to administer sending restrictions. See Lucent *INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for more information.

Event ID: ADM_sext

Description: Subscriber name has null extension.

Repair Procedure:

1. Use **list extensions** to identify the subscriber who is missing a name.
2. Use **change subscriber extension** to correct the database.

See Lucent *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:

1. Use **list subscriber** to identify the subscriber who is missing an extension.
2. Use **change remote-subscriber name** to correct the database.

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

Event ID: ADM_spwd

Description: The system password changed.

Repair Procedure:

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

Event ID: ADM_traf

Description: The subscriber traffic file is 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 Lucent INTUITY server software to place this message in the Lucent INTUITY Administrator's Log.

Repair Procedure:

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

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. The administrator should 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 **change subscriber extension** for extension2 to increase the mailbox size (second page of screen).

See Lucent *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>.

A subscriber was not found. This message indicates that a subscriber is no longer is administered on *machine_name* and the sender will be notified.

Repair Procedure:

None. This is an informational message. See Lucent *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 with **display subscriber extension** for extension1.

See Lucent *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.

This message can indicate that the machine is not working properly or the dialed facilities used to access this machine are not correct. The 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 is restricted. The sender will be notified.

Repair Procedure:

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

See Lucent *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 your remote maintenance center.

Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>.
The system only allows one active login announcement.

Repair Procedure:

None. The system will notify the sender.

See Lucent *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. The 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. The system will notify the sender.

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_wrnrm

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

VP — Voice Platform

The following Administrator's Log messages and repair procedures apply to the Lucent 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 Lucent *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% of the purchased hours used.

Repair Procedure:

After each step, view system status to see if space has been freed. See Lucent *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.
See 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

Overview

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

- Application identifier — 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 — differentiates the alarm from other alarms in the same category



NOTE:

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

Purpose

The purpose of this chapter is to describe the alarm condition and the remedy.

How to Use this Chapter

To locate an Alarm Log message in this chapter:

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

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](#)
- [EL–Enhanced-List Application Alarms](#)
- [LF– Lucent INTUITY Lodging FAX Alarms](#)
- [LF– Lucent INTUITY Lodging FAX 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, you can display only 500 lines of data at one time. Use the display selection criteria to choose the log information you want to see. See ["Alarm Log"](#) in [Chapter 1, "Getting Started"](#), for information about accessing the Alarm Log.

CA – Call Accounting System Alarms

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

EL-Enhanced-List Application Alarms

The following alarms are associated with the Enhanced List Application software. They indicate conditions that may cause the system or certain functions to fail.

DELIVTS Resource Type

Alarm Code: 1

Event ID: ELA-delivts01

Alarm Level: Warning

Description: Trusted-server data is lost. The data needs to be re-entered or restored.

Repair Procedure:

Use one of the following recovery methods:

- Access the Set Up Enhanced-List System Data window and re-enter all field information.
- Restore data from the most recent backup of system data. See Chapter 3, "Common System Procedures," in your maintenance book for instructions about restoring data. If you would prefer to have assistance with the restore, contact your remote maintenance center.

Alarm Code: 2

Event ID: ELA-delivts02

Alarm Level: Warning

Description: Trusted-server data partially lost. The data needs to be re-entered or restored.

Repair Procedure:

Use one of the following recovery methods:

- Access the Set Up Enhanced-List System Data window and re-enter all field information.
- Restore data from the most recent backup of system data. See Chapter 3, "Common System Procedures," in your maintenance book for instructions about restoring data. If you would prefer to have assistance with the restore, contact your remote maintenance center.

Alarm Code: 3

Event ID: ELA-delivts03

Alarm Level: Warning

Description: Trusted-server data corrupt. The data needs to be re-entered or restored.

Repair Procedure:

Use one of the following recovery methods:

- Access the Set Up Enhanced-List System Data window and re-enter all field information.
- Restore data from the most recent backup of system data. See Chapter 3, "Common System Procedures," in your maintenance book for instructions about restoring data. If you would prefer to have assistance with the restore, contact your remote maintenance center.

Alarm Code: 4

Event ID: ELA-delivts04

Alarm Level: Warning

Description: The trusted-server data is no longer valid.

Repair Procedure:

1. Enter **ch tr *administrative_trusted_server_name***
2. Verify or administer the screen information, as required.
3. Repeat for the delivery trusted server.
4. Enter **ch imapi** and verify or administer, as required.
5. After administering the trusted server information, enter the correct information in the Set Up Enhanced-List System Data window.

REGISTRY Resource Type

Alarm Code: 1

Event ID: ELA-registry01

Alarm Level: Warning

Description: The E-list registry is lost — the ELA software detected that registry database disappeared. The data needs to be re-entered or restored.

Repair Procedure:

1. Re-administer the registry:
 - a. Go to the Administer Enhanced-Lists window.
 - b. Use **F4** (New E-List) to re-enter the name of each Enhanced List, one at a time. (The individual members do not need to be re-entered.)

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

2. If the alarm persists, restore system data from the nightly backup. See Chapter 3, "Common System Procedures," in your maintenance book for instructions about restoring data. If you would prefer to have assistance with the restore, contact your remote maintenance center.

Alarm Code: 2

Event ID: ELA-registry02

Alarm Level: Minor

Description: The system is unable to write an updated E-list registry.

Repair Procedure:

This alarm requires remote maintenance center intervention.

SHADOW Resource Type

Alarm Code: 1

Event ID: ELA-shadow01

Alarm Level: Warning

Description: Shadow mailbox data lost, re-enter or restore.

Repair Procedure:

Use one of the following recovery methods:

- Access the Set Up Enhanced-List System Data window and re-enter the shadow mailbox extension and community ID. If a shadow mailbox does not exist at the entered extension, the system will create a new mailbox.
- Restore data from the most recent backup of system data. See Chapter 3, “Common System Procedures,” in your maintenance book for instructions about restoring data. If you would prefer to have assistance with the restore, contact your remote maintenance center.

Alarm Code: 2

Event ID: ELA-shadow02

Alarm Level: Warning

Description: The shadow mailbox is corrupt. The data needs to be re-entered or restored.

Repair Procedure:

Use one of the following recovery methods:

- Access the Set Up Enhanced-List System Data window and re-enter the shadow mailbox extension and community ID. If a shadow mailbox does not exist at the extension entered, the system will create a new mailbox.
- Restore data from the most recent backup of system data. See Chapter 3, “Common System Procedures,” in your maintenance book for instructions about restoring data. If you would prefer to have assistance with the restore, contact your remote maintenance center.

Alarm Code: 3

Event ID: ELA-shadow03

Alarm Level: Warning

Description: Shadow mailbox data corrupt, re-enter or restore.

Repair Procedure:

Use one of the following recovery methods:

- Access the Set Up Enhanced-List System Data window and re-enter the shadow mailbox extension and community ID. If a shadow mailbox does not exist at the extension entered, a new mailbox will be created.
- Restore data from the most recent backup of system data. See Chapter 3, "Common System Procedures," in your maintenance book for instructions about restoring data. If you would prefer to have assistance with the restore, contact your remote maintenance center.

Alarm Code: 4

Event ID: ELA-shadow04

Alarm Level: Warning

Description: The shadow mailbox is not allowing trusted-server access.

Repair Procedure:

1. In INTUITY AUDIX®, enter **ch cos ELA_Class_of_Service_Name/Number**
2. Verify that the `Trusted Server Access?` field is set to **y**
3. Enter **di sub shadow_mailbox_extension**
4. Verify the `Class of Service` field is the appropriate cos. If it is, contact your remote maintenance center.

Alarm Code: 5

Event ID: ELA-shadow05

Alarm Level: Warning

Description: The shadow mailbox does not exist at expected extension.

Repair Procedure:

Access the Set Up Enhanced-List System Data window and re-enter the shadow mailbox extension and community ID. If a shadow mailbox does not exist at the extension entered, a new mailbox will be created.

⇒ NOTE:

If you wish to move the shadow mailbox to a new extension, only use the Set Up Enhanced-List System Data window.

Alarm Code: 6

Event ID: ELA-shadow06

Alarm Level: Warning

Description: The shadow mailbox is full of messages for recipients who have full mailboxes. ELA cannot deliver these messages until the recipients make space in their mailboxes.

The INTUITY AUDIX application can take up to two weeks to determine that a message is undeliverable and to generate a log entry for a delivery failure.

Repair Procedure:

You can correct single instances of this problem by deleting messages from the shadow mailbox. To access the shadow mailbox:

1. Enter **ch su *extension*** for the enhanced-list mailbox.
2. At the Subscriber screen, enter a new password in the `Password:` field.
Remember this password for [Step 5](#) below.
3. Press **F3** (Enter) to save the password.
4. At the `enter command:` enter **exit**
5. Use Message Manager to log into the shadow mailbox.
6. Open the Outgoing folder and delete messages that have been rescheduled for delivery to full mailboxes. Keep deleting messages until the shadow mailbox is less than 50 percent full.
7. Make a list of the recipients whose mailboxes are full.

3 Alarm Log Entries

LF- Lucent INTUITY Lodging FAX Alarms

Page 3-9

8. Log out of the shadow mailbox.
9. Ask users with full mailboxes to delete at least half of their messages. Do use INTUITY AUDIX to make this request, because it cannot deliver messages until the mailboxes have more room.

If you regularly get this alarm, evaluate how your business uses ELA:

- Do your subscribers use large enhanced lists too frequently? Are they being used for trivial or non-business purposes?
- Are subscriber mailboxes too small? Should you increase mailbox space or purchase more hours for storage?
- Is the ELA class-of-service correct? (Check the value in the Mailbox Size (seconds), Maximum: field on the Class of Service screen, Page 2. Is the ELA class-of-service assigned to the shadow mailbox?
- Are the intervals for rescheduling delivery on the System Parameters Features screen appropriate?

LF- Lucent INTUITY Lodging FAX Alarms

The following alarms are associated with the Lucent INTUITY system's Lodging FAX Messaging application. They indicate conditions that may cause the system or certain functions such as sending a FAX to fail.

SOFTWARE Resource Type

Alarm Code: 1

Event ID: LFAX00

Alarm Level: Major

Description: A system operation failed. Lodging FAX Messaging operation may be erratic or completely stopped.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: LFAX05

Alarm Level: Major

Description: The system is experiencing an inter-process communication failure. Lodging FAX Messaging may not be operational.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7

Event ID: LFAX01

Alarm Level: Major

Description: A process failed to start. Lodging FAX Messaging operation may be erratic or completely stopped.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 9

Event ID: LFAX02

Alarm Level: Major

Description: The system failed to initialize a channel and could not use the channel to process Lodging FAX messages. Any FAX processing on this channel may have failed.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 10

Event ID: LFAX06

Alarm Level: Major

Description: The system could not accept an incoming fax message.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 10

Event ID: LFAX08

Alarm Level: Major

Description: The system could not deliver a fax message to a destination such as the guest services' or room fax machine, or to an outside destination.

Repair Procedure:

This alarm requires remote maintenance center intervention.

LG – Lucent INTUITY Lodging Alarms

The following alarms are associated with the Lucent INTUITY system's Lodging and Lodging's property management application software. They indicate conditions that may cause the system or certain functions such as leaving a message for a guest to fail.

SOFTWARE Resource Type

Alarm Code: 1

Event ID: LGADM00

Alarm Level: Major

Description: A system operation failed. The system cannot write information to a file.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: LGDIP00

Alarm Level: Major

Description: A system operation on a database file failed.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: LGMSTR00

Alarm Level: Major

Description: A system operation failed.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: LGRPT00

Alarm Level: Major

Description: A system operation failed. The system cannot open report data files.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: PIM00

Alarm Level: Major

Description: An operation on a database file failed. The system could not open a Lodging file to get the parameters.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: PIM01

Alarm Level: Major

Description: A UNIX system call failed. The system had trouble getting a message from a message queue.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: PIM03

Alarm Level: Major

Description: A timeout occurred while processing a database request. The request may have been a request from the property management system or from the system console to check in or out a guest. The system did not enter the change for the guest into the database. The system may be too busy to process the request.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: PIM05

Alarm Level: Major

Description: The system could not process a request from the property management system.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 2

Event ID: LGDIP01

Alarm Level: Major

Description: A database file is missing.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 2

Event ID: PMS17

Alarm Level: Major

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system could not locate information from a parameters file.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 3

Event ID: LGDIP02

Alarm Level: Major

Description: A database file has illegal data.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 3

Event ID: PMS18

Alarm Level: Major

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system detected an invalid parameter in the parameters file.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 3

Event ID: PMS28

Alarm Level: Major

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system detected an invalid parameter in parameters file.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 3

Event ID: PMS45

Alarm Level: Major

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system detected corruption in a data file.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: LGADM01

Alarm Level: Major

Description: One of the Lodging processes was unable to communicate using the UNIX software.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: LGDIP04

Alarm Level: Major

Description: The system experienced an internal communications error.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: LGMSTR01

Alarm Level: Major

Description: The system experienced an internal communications error.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: LGRPT01

Alarm Level: Major

Description: The system experienced an internal communications error.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: PMS23

Alarm Level: Major

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system experienced an internal communications failure.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: PMS26

Alarm Level: Major

Description: The Lucent INTUITY property management system software reader process on the Lucent INTUITY system was unable to communicate with writer process.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: PMS32

Alarm Level: Major

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system detected an internal communications failure.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: PIM04

Alarm Level: Major

Description: A property management interface process experienced an internal communications failure.

Repair Procedure:

This alarm requires remote maintenance center operation.

Alarm Code: 7

Event ID: LGMSTR02

Alarm Level: Major

Description: A process failed to start.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7

Event ID: PMS19

Alarm Level: Major

Description: The Lucent INTUITY property management system software reader process on the Lucent INTUITY system failed to initialize.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7

Event ID: PMS21

Alarm Level: Major

Description: The Lucent INTUITY property management system software startup routine on the Lucent INTUITY system failed.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7

Event ID: PIM06

Alarm Level: Major

Description: A property management interface process failed to start. The failed process will stop and attempt to restart.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 11

Event ID: PMS01

Alarm Level: Warning

Description: The link to the property management system is not operating because the Lucent INTUITY system did not detect a heartbeat message for the timeout period set on Lodging's PMS Parameter Administration screen. The link idle timeout determines the time allowed, in seconds, that the property management system link may be idle before the Lucent INTUITY Lodging application removes it from service.

Repair Procedure:

1. Check to see if your property management system is operational. If your property management system is not operational, follow your service path for your property management system.
2. Check the physical connections between your property management system and the Lucent INTUITY system to ensure that the cable between the systems or between the switch and the property management system is firmly connected.

If the link has become disconnected, reconnect the cables.

3. If the property management system is operational and the link is intact, start the PMS (property management system) Communications Log. See "Logs," in Chapter 7, "Reports, Logs, and Audits," in Lucent *INTUITY Lodging Administration*, 585-310-577.
4. Restart the property management system link. See "PMS Link Procedures," in Chapter 8, "Troubleshooting," in Lucent *INTUITY Lodging Administration*, 585-310-577.
5. View the PMS Communications Log. See "Logs," in Chapter 7, "Reports, Logs, and Audits," in Lucent *INTUITY Lodging Administration*, 585-310-577.

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If the two systems are communicating after the link restart, monitor the system for the recurrence of this alarm. Allow the PMS Communications Log to continue to gather data for 24 hours. If this alarm does not recur, stop the PMS Communications Log data collection. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in Lucent *INTUITY Lodging Administration*, 585-310-577.

If this condition persists, contact your property management system vendor to verify that the property management system is sending the heartbeat. If the property management system is issuing the heartbeat signal, contact your remote maintenance center for your Lucent INTUITY system.

Alarm Code: 11

Event ID: PMS02

Alarm Level: Warning

Description: The link to the property management system is not in operation because of invalid data on the property management system link. The maximum link error setting on Lodging’s PMS Parameter Administration window has been reached. This parameter determines the number of errors that the Lucent INTUITY system will tolerate before removing the property management system link from operation.

Repair Procedure:

1. Check to see if your property management system is operational. If your property management system is not operational, follow your service path for your property management system.
2. Check the physical connections between your property management system and the Lucent INTUITY system to ensure that the cable between the systems or between the switch and the property management system is firmly connected.

If the link is loose, tighten the cables.

3. If the property management system is operational and the link is intact, start the PMS (property management system) Communications Log. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in Lucent *INTUITY Lodging Administration*, 585-310-577.
4. Restart the property management system link. See “PMS Link Procedures,” in Chapter 8, “Troubleshooting,” in Lucent *INTUITY Lodging Administration*, 585-310-577.
5. View the property management system (PMS) Communications Log. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in Lucent *INTUITY Lodging Administration*, 585-310-577.

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If the two systems are communicating after the link restart, monitor the system for the recurrence of this alarm. Allow the PMS Communications Log to continue to gather data for 24 hours. If this alarm does not recur, stop the PMS Communications Log data collection. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in Lucent *INTUITY Lodging Administration*, 585-310-577.

If this condition persists, contact your property management system vendor to verify the operation of the property management system and investigate why the data on the link is invalid. You may also need to contact your Lucent INTUITY system remote maintenance center.

Alarm Code: 11

Event ID: PMS04

Alarm Level: Warning

Description: The link to the property management system is not operating because of too many retransmission requests. The maximum retransmission request parameter setting on Lodging’s PMS Parameter Administration window has been reached. This parameter determines the number of times that the Lucent INTUITY system will accept requests from the property management system to re-send information.

Repair Procedure:

1. Check to see if your property management system is operational. If your property management system is not operational, follow your service path for your property management system.
2. Check the physical connections between your property management system and the Lucent INTUITY system to ensure that the cable between the systems or between the switch and the property management system is firmly connected.

If the link is loose, tighten the cables.

3. If the property management system is operational and the link is intact, start the PMS (property management system) Communications Log. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in Lucent *INTUITY Lodging Administration*, 585-310-577.
4. Restart the property management system link. See “PMS Link Procedures,” in Chapter 8, “Troubleshooting,” in Lucent *INTUITY Lodging Administration*, 585-310-577.
5. View the property management system (PMS) Communications Log. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in Lucent *INTUITY Lodging Administration*, 585-310-577.

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If the two systems are communicating after the link restart, monitor the system for the recurrence of this alarm. Allow the PM Communications Log to continue to gather data for 24 hours. If this alarm does not recur, stop the PMS Communications Log data collection. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in Lucent *INTUITY Lodging Administration*, 585-310-577.

If this condition persists, contact your property management system vendor to verify the operation of the property management system and investigate why the property management system is repeatedly issuing requests to the Lucent INTUITY system to resend the information. You may need to also contact your Lucent INTUITY system remote maintenance center.

Alarm Code: 11

Event ID: PMS05

Alarm Level: Warning

Description: The link to the property management system is not operational because of too many tries to send data. The maximum retransmission request parameter setting on Lodging’s PMS Parameter Administration window has been exceeded, and the Lucent INTUITY system received a negative acknowledgment from the property management system. The link did not provide reliable communication.

Repair Procedure:

1. Check to see if your property management system is operational. If your property management system is not operational, follow your service path for your property management system.
2. Check to see that the parameters listed on Lodging’s PMS (property management system) Parameter Administration window such as baud rate match the link parameters for the property management system. Make any corrections necessary. Check with your property management system vendor for the settings required to operate the property management system with the Lucent INTUITY system.
3. Check the physical connections between your property management system and the Lucent INTUITY system to ensure that the cable between the systems or between the switch and the property management system is firmly connected.

If the link is loose, tightened the cables.

4. If the property management system is operational, the link parameters match, and the link is intact, start the PMS Communications Log. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in Lucent *INTUITY Lodging Administration*, 585-310-577.

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5. Restart the property management system link. See “PMS Link Procedures,” in Chapter 8, “Troubleshooting,” in Lucent *INTUITY Lodging Administration*, 585-310-577.
6. View the property management system (PMS) Communications Log. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in Lucent *INTUITY Lodging Administration*, 585-310-577.

If the two systems are communicating after the link restart, monitor the system for the recurrence of this alarm. Allow the PMS Communications Log to continue to gather data for 24 hours. If this alarm does not recur, stop the property management system (PMS) Communications Log data collection. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in Lucent *INTUITY Lodging Administration*, 585-310-577.

If this condition persists, contact your property management system vendor to verify the operation of the property management system and investigate why the property management system is repeatedly issuing requests to the Lucent INTUITY system to resend the information to the property management system. You may also need to contact your Lucent INTUITY system remote maintenance center.

Alarm Code: 11

Event ID: PMS06

Alarm Level: Warning

Description: The link to the property management system is not operational because the link has been in the maintenance state too long.

Repair Procedure:

1. Verify that your property management system is operational and sending a heartbeat signal.
2. Start the PMS (property management system) Communications Log. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in Lucent *INTUITY Lodging Administration*, 585-310-577.
3. Restart the property management system link from the Lodging Command menu. See “PMS Link Procedures,” in Chapter 8, “Troubleshooting,” in Lucent *INTUITY Lodging Administration*, 585-310-577.
4. View the PMS Communications Log to see if the two systems are communicating. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in Lucent *INTUITY Lodging Administration*, 585-310-577.

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5. After 24 hours and if there have been no further problems with the property management system link, stop the PMS Communications Log. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in Lucent *INTUITY Lodging Administration*, 585-310-577.
6. If the problem persists, contact you remote maintenance center.

Alarm Code: 12

Event ID: PMS08

Alarm Level: Major

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system is experiencing link problems that it is unable to classify.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 13

Event ID: PMS10

Alarm Level: Major

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system detected a memory allocation failure.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 13

Event ID: PMS11

Alarm Level: Major

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system detected an internal queue error.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 13

Event ID: PMS38

Alarm Level: Major

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system detected internal data corruption.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 14

Event ID: PMS14

Alarm Level: Minor

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system received a bad-sized message.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 15

Event ID: PMS03

Alarm Level: Minor

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system detected full data queues.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 15

Event ID: PMS09

Alarm Level: Warning

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system detected that the internal queue is becoming too full of messages. This alarm indicates a potential problem with system resources. Either the Lucent INTUITY system or the property management system may be overloaded. If the problem persists, the system will raise a major alarm.

Repair Procedure:

1. Check the load on your property management system. If the property management system is not busy, restart the property management system link:
 - a. Start the PMS (property management system) Communications Log. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in *Lucent INTUITY Lodging Administration*, 585-310-577.
 - b. Restart the property management system link from the Lodging Command menu. See “PMS Link Procedures,” in Chapter 8, “Troubleshooting,” in *Lucent INTUITY Lodging Administration*, 585-310-577.
 - c. View the PMS Communications Log to see if the two systems are communicating. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in *Lucent INTUITY Lodging Administration*, 585-310-577.
 - d. After 24 hours and if there have been no further problems with the property management system link, stop the PMS Communications Log. See “Logs,” in Chapter 7, “Reports, Logs, and Audits,” in *Lucent INTUITY Lodging Administration*, 585-310-577.
2. If the problem persists, contact you remote maintenance center or if the problem appears to be an overloaded property management system, contact your property management system vendor.

Alarm Code: 15

Event ID: PMS15

Alarm Level: Minor

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system received an invalid control character.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 15

Event ID: PMS16

Alarm Level: Minor

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system received a bad message type.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 15

Event ID: PMS27

Alarm Level: Minor

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system detected a database synchronization request failure.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 15

Event ID: PMS29

Alarm Level: Major

Description: The link to the property management system changed to an unknown state.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 15

Event ID: PMS30

Alarm Level: Minor

Description: The Lucent INTUITY property management system software writer process on the Lucent INTUITY system experienced failure. A checkin failed after a checkout.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 15

Event ID: PMS31

Alarm Level: Minor

Description: The Lucent INTUITY property management system software writer process on the Lucent INTUITY system failed. A checkout failed after a display.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 15

Event ID: PMS33

Alarm Level: Minor

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system failed to queue a message waiting indicator request.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 15

Event ID: PMS35

Alarm Level: Minor

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system detected a feature code mismatch.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 15

Event ID: PMS39

Alarm Level: Minor

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system received a message with a violation bit set.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 16

Event ID: PMS20

Alarm Level: Major

Description: The Lucent INTUITY property management system software reader process on the Lucent INTUITY system failed to read from the property management system link.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 16

Event ID: PMS22

Alarm Level: Major

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system cannot open the property management link device.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 16

Event ID: PMS24

Alarm Level: Major

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system failed to get characteristics of the property management system link.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 16

Event ID: PMS25

Alarm Level: Major

Description: The Lucent INTUITY property management system software on the Lucent INTUITY system failed to set characteristics of the property management system link.

Repair Procedure:

This alarm requires remote maintenance center intervention.

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 partially or fully fail to function.

ALARM_ORIG Resource Type

Alarm Code: 0

Event ID: ALARM00001, ALARM00002

Alarm Level: Minor

Description: The system is experiencing difficulty generating alarms because of a software problem.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: ALARM00003

Alarm Level: Warning

Description: The system experienced more than five unsuccessful call attempts to the remote maintenance center. The system has active alarms that the remote maintenance center is not receiving.

Repair Procedure:

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1. If any active alarms are severely affecting service, contact your remote maintenance center and tell them that your system has been unable to contact them with active alarms.
2. Log in to the system as sa.
3. Start at the Lucent INTUITY main menu and select

```
> Customer/Services 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. 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 a remote maintenance circuit card (RMB) instead of a modem, do not 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: A 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 Procedure:

This alarm requires remote maintenance center intervention.

DISK Resource Type

Alarm Code: 0

Event ID: FSY001

Alarm Level: Major

Description: Disk failure occurred on a hard disk drive.

Repair Procedure:

This alarm requires remote maintenance center intervention.

MIRROR Resource Type

Alarm Code: 0

Event ID: FSY002

Alarm Level: Major

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

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: FSY003

Alarm Level: Minor

Description: The disk mirroring feature is not functioning properly. This alarm can occur on both mirrored and unmirrored systems.

Repair Procedure:

This alarm requires remote maintenance center intervention.

RESTORE Resource Type

Alarm Code: 1

Event ID: BKRST026

Alarm Level: Minor

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

Repair Procedure:

This alarm requires remote maintenance center intervention.

TAPE_DRIVE Resource Type

Alarm Code: 1

Event ID: BKRST021

Alarm Level: Warning

Description: The backup command asks the system to rewind the tape before a backup and after a backup. The system failed to rewind the tape. The system automatically resolves this alarm when a backup is successful.

Repair Procedure:

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

Retry the backup. See “Common System Procedures” in Chapter 3 in your maintenance book for instructions. Contact your remote maintenance center if the backup fails again.

Alarm Code: 2

Event ID: BKRST022

Alarm Level: Warning

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

Repair Procedure:

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

If the tape was improperly placed in the tape drive, retry the restore. See “Common System Procedures” in Chapter 3 in your maintenance book for instructions. If the restore fails again, contact your remote maintenance center.

UNIX Resource Type

Alarm Code: 0

Event ID: FSY004

Alarm Level: Major

Description: A filesystem on the Lucent INTUITY system is close to being full. Unless this alarm is resolved, the system may not be able to record new messages.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: FSY005

Alarm Level: Major

Description: The system has used up almost all of the inodes. If all of the inodes are in use, the system will not be able to start new processes and may behave as if it were out of space.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 2

Event ID: FSY006

Alarm Level: Major

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Description: The system's memory is low because one of the process is using too much memory. Unless this alarm is resolved, the system may fail.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 3

Event ID: FSY007

Alarm Level: Major

Description: The system has too many internal message queues. The number is greater than 90 percent of system limit.

Repair Procedure:

This alarm requires remote maintenance center intervention.

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. Unless this alarm is resolved, the system may stop processing calls.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 5

Event ID: FSY009

Alarm Level: Major

Description: The system is experiencing too much information in internal communications. The total amount of information is within 60 percent of the limit. Unless this alarm is resolved, the system may stop processing calls.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6

Event ID: FSY010

Alarm Level: Major

Description: The system has too many processes operating and has nearly reached the limit allowed. The system may stop processing calls or operating at any time.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7

Event ID: FSY011

Alarm Level: Major

Description: The system is attempting to operate too many requests for one login.

Repair Procedure:

This alarm requires remote maintenance center intervention.

NW – Networking Alarms

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

SOFTWARE Resource Type

Alarm Code: 0000

Event ID: SWIPROCDEAD

Alarm Level: Major

Description: Networking stopped. The system will not perform networking operations.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 0001

Event ID: SWNONSTD

Alarm Level: Minor

Description: The system found non-standard networking software during the startup of networking. This condition occurs if the files have wrong information associated with them.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 0002

Event ID: SWCOREDUMP

Alarm Level: Minor

Description: The system saved a core dump file. This alarm is caused by a software bug which forced a networking process to stop.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 0003

Event ID: SWINITFAIL

Alarm Level: Major

Description: The system experienced initialization failure for the networking software. The networking software could not start operations.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 0004

Event ID: SWNWVMDBSYNC

Alarm Level: Minor

Description: Error synchronizing the INTUITY AUDIX and Networking databases. This alarm occurs when the networking software is unable to update the INTUITY AUDIX database with the current networking node information, usually during start up.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 0005

Event ID: SWANECONN

Alarm Level: Warning

Description: The system experienced a connection failure to a machine. This alarm may occur because remote machines stop operating or contend for resources. The system resolves this alarm when a successful connection is made with the remote machine.

Repair Procedure:

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

See "[Alarm Log](#)" in [Chapter 1, "Getting Started"](#), for information about accessing the Alarm Log.

3. Verify the connection to and from the remote machine. Perform 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. Start at the INTUITY main menu and select

```
> Networking Administration
```

```
> Local Machine Administration
```

- b. Verify that the machine name is correct.
c. Press **F6** (Cancel) to exit the screen.
d. Start at the Network Administration menu and select

```
> Remote Machine Administration
```

```
> Digital Network Machine Administration
```

- e. Verify that the dialstring and password are correct. Write down the Connection Type.
f. Press **F6** (Cancel) 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 breakout box match what is administered. If the channels are not equipped, press **F8** (Chg-Keys) and then **F2** (Config) and enter the appropriate information. If the hardware and administration do not match, change whichever is incorrect. See Lucent *INTUITY Messaging Solutions Release 4 Digital Networking*, 585-310-567, for more information.
i. If the connection type is RS232, press **F8** (Chg-Keys) and then **F2** (Config). Select RS232 Channel Configuration and verify that the Modem Initialization String is correct.
j. Press **F6** (Cancel) to exit the screen.
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: The system is experiencing a possible message delivery problem to a machine.

Repair Procedure:

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 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.

See [“Alarm Log”](#) in [Chapter 1, “Getting Started”](#), for information about accessing the Alarm Log.

3. Verify the connection to and from the remote machine. Perform 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. Start at the Lucent INTUITY main menu and select

```
> Networking Administration
> Local Machine Administration
```

- b. Verify that the machine name is correct.
- c. Press **F6** (Cancel) to exit the screen.
- d. From the Network Administration menu select

```
> Remote Machine Administration
> Digital Network Machine Administration
```

- e. Verify that the dialstring and password are correct. Write down the Connection Type.
- f. Press **F6** (Cancel) twice to exit the screens.

Alarm Code: 1002

Event ID: SWNDINTERR

Alarm Level: Major

Description: The system experienced a network database internal error. If this alarm is active, INTUITY AUDIX Digital Networking is probably not in service.

Repair Action.

This alarm requires remote maintenance center intervention.

Alarm Code: 1003

Event ID: SWAUDDBERR

Alarm Level: Major

Description: The system experienced a network database audit error.

Repair Action.

This alarm requires remote maintenance center intervention.

Alarm Code: 1004

Event ID: SWNDDBERR

Alarm Level: Major

Description: The system experienced a network database error.

Repair Procedure:

This alarm requires remote maintenance center intervention.

NETWK_BD Resource Type

Alarm Code: 2000

Event ID: HWANEACCX

Alarm Level: Major

Description: The system experienced a networking circuit card failure. This alarm occurs when the networking software is unable to communicate with the ACCX circuit card. This alarm can occur the circuit card's physical address does not match software administration.

Repair Procedure:

This alarm requires remote maintenance center intervention.

NETWK_CHAN Resource Type

Alarm Code: 2001

Event ID: HWANEACCXC

Alarm Level: Minor

Description: The system experienced a networking channel failure.

Repair Procedure:

This alarm requires remote maintenance center intervention.

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 partially or fully fail to function.

DCIU_LINK Resource Type

Alarm Code: 0

Event ID: DCIU001

Alarm Level: Major

Description: The host switch is out of data transfer. The host switch link may have been out of operation too long. The system will resolve this alarm when the link returns to operation.

Repair Procedure:

1. Log in to the Lucent INTUITY system as sa.
2. Start at the Lucent INTUITY 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 about 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, MPDM, or equivalent 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: A remote switch is out of data transfer. The remote switch link may have been out of operation too long. This alarm will be resolved automatically when the link comes up.

Repair Procedure:

1. Log in to the Lucent INTUITY system as sa.
2. Start at the Lucent INTUITY 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 alarm origination that reports minor alarms, the remote maintenance center will already be aware of this alarm.

Alarm Code: 2

Event ID: DCIU004

Alarm Level: Warning

Description: The link to the switch is not operational because it was removed from operation. The system will clear this alarm when the switch link is returned to operation. When this alarm is raised, any other DCIU_LINK alarms are resolved.

Repair Procedure:

Release the switch integration link. See Chapter 2 in your maintenance book for instructions.

Alarm Code: 3

Event ID: DCIU006

Alarm Level: Minor

Description: The system is experiencing a software problem in switch link area.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: DCIU003

Alarm Level: Minor

Description: The host switch is out of data transfer too frequently.

Repair Procedure:

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: The remote switch is stopping transmission of data too frequently.

Repair Procedure:

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: The GPSC or DCIU circuit card failed diagnostics. The system will clear this alarm after a successful completion of diagnostics.

Repair Procedure:

This alarm requires remote maintenance center intervention.

SOFTWARE Resource Type

Alarm Code: 000

Event ID: ML000

Alarm Level: Major

Description: The system failed to initialize a channel.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 001

Event ID: ML001

Alarm Level: Major

Description: The system failed to send the switch ID.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 002

Event ID: ML002

Alarm Level: Minor

Description: The system experienced a message waiting indicator processing failure.

Repair Procedure:

1. Stop the voice system.
See “Common System Procedures” in Chapter 3 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: The system experienced failure in sending data within the switch integration package.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 004

Event ID: ML004

Alarm Level: Major

Description: The system experienced a software registration failure.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 005

Event ID: ML005

Alarm Level: Major

Description: The system experienced a failure allocating space within the switch integration package.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 007

Event ID: ML007

Alarm Level: Major

Description: The system experienced a failure to open a node within the switch integration package.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 008

Event ID: ML008

Alarm Level: Major

Description: The system experienced a failure to bind a node within the switch integration package.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 009

Event ID: ML009

Alarm Level: Major

Description: The system experienced a failure while attempting to bind bad node.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 010

Event ID: ML010

Alarm Level: Major

Description: The system experienced a failure receiving data within the switch integration package.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 011

Event ID: ML011

Alarm Level: Minor

Description: The system experienced a mode code processing failure. This alarm can occur if a caller to an INTUITY AUDIX mailbox presses touch tones before the system plays the INTUITY AUDIX greeting.

Repair Procedure:

1. If possible, ask callers to avoid pressing touch tones before the INTUITY AUDIX greeting.
2. If the problem persists, contact your remote maintenance center.

Alarm Code: 012

Event ID: ML012

Alarm Level: Warning

Description: The system experienced a failure while attempting to log in to a channel after rebooting.

Repair Procedure:

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 the alarm persists, contact your remote maintenance center.

Alarm Code: 013

Event ID: ML013

Alarm Level: Minor

Description: The system experienced a failure while attempting to refresh a message waiting indicator.

Repair Procedure:

The Lucent INTUITY system will automatically attempt to refresh the message waiting indicator 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: The system failed to receive or send a message.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: SMDI002

Alarm Level: Major

Description: The system failed to send a message.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: SMDI003

Alarm Level: Major

Description: The system experienced a conversion failure in the software.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: SMDI004

Alarm Level: Minor

Description: The system failed to open an SMDI port.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: SW200

Alarm Level: Major

Description: The system failed to register a process. If this alarm occurs, the system will answer telephone calls with requests that callers enter extension numbers (non-integrated call answer). While this alarm is active, message waiting indicators will not be updated.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: VB518

Alarm Level: Minor

Description: The Lucent INTUITY system failed to send call information details to a process within the system. At least one caller was asked to enter an extension number (non-integrated call answer).

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: VB529

Alarm Level: Minor

Description: The Lucent INTUITY system failed to locate a process. Callers may be asked to enter extension numbers (non-integrated call answer).

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: VB531

Alarm Level: Major

Description: The digital interface circuit card does not match the software installed on the system. The system will not answer telephone calls.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: WTR003

Alarm Level: Minor

Description: The writer process started up.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 11

Event ID: WTR000

Alarm Level: Major

Description: The system experienced a failure while attempting to open a file.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 11

Event ID: WTR001

Alarm Level: Major

Description: The system experienced a failure while attempting to write to a file.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 11

Event ID: WTR002

Alarm Level: Major

Description: The system has a file that is in a bad format.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 12

Event ID: WTR004

Alarm Level: Major

Description: SMDI link is not operational.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 12

Event ID: WTR005

Alarm Level: Major

Description: All device ports failed to open.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 12

Event ID: WTR006

Alarm Level: Minor

Description: The system failed to write to a device.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 111

Event ID: RDR000

Alarm Level: Minor

Description: The reader process has invalid parameters.

Repair Procedure:

1. Access the Switch Link Administration screen, and verify the data. Make any changes necessary. See your switch integration book for information.
2. Stop the voice system.

See “Common System Procedures” in Chapter 3 in your maintenance book for instructions.
3. Start the voice system.

Alarm Code: 111

Event ID: RDR001

Alarm Level: Minor

Description: The reader process started up.

Repair Procedure:

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: The SMDI serial port has no response. One SMDI port is not operational.

Repair Procedure:

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.

SWIN Resource Type

Alarm Code: 0

Event ID: SW140

Alarm Level: Minor

Description: The system failed to locate a process. Callers may be asked to enter extension numbers (non-integrated call answer).

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 0

Event ID: SW240

Alarm Level: Minor

Description: The multiple hunt group initialization failed. Callers reaching systems operating a serial integration (DMS-100 or 5ESS®) will be asked to enter extension numbers (non-integrated call answer).

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 0

Event ID: SW250

Alarm Level: Minor

Description: The attendant translation initialization failed. The Lucent INTUITY system is unable to operate the Automated Attendant feature.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 0

Event ID: SW260

Alarm Level: Minor

Description: The trunk translation initialization failed. If DID lines are directly connected behind the Lucent INTUITY system and being used as lines to log into the Lucent INTUITY system from outside the switch, the calls carried on these lines will fail.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: SW200

Alarm Level: Major

Description: The system failed to register a process. When the system answers the telephone, it will ask the callers to enter extension numbers (non-integrated call answer). While this alarm is active, message waiting indicators will not be updated.

Repair Procedure:

This alarm requires remote maintenance center intervention.

SWIN_IF Resource Type

Alarm Code: 0

Event ID: IF100

Alarm Level: Warning

Description: The system has an invalid parameter specification in a parameters file. The system may ask callers to enter extension numbers (non-integrated call answer). While this alarm is active, message waiting indicator updates may fail.

Repair Procedure:

Contact your remote maintenance center.

SWINDIP Resource Type

Alarm Code: 1

Event ID: SE140

Alarm Level: Minor

Description: The Lucent INTUITY system was unable to use some of the information sent from the switch. Some telephone calls may not get the expected call-answer treatment.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 2

Event ID: SE150

Alarm Level: Major

Description: The Lucent INTUITY system had trouble starting software used to interpret information from the switch. When the system answers the telephone, it will ask callers to enter extension numbers (non-integrated call answer)

Repair Procedure:

This alarm requires remote maintenance center intervention.

SWINSERIAL Resource Type

Alarm Code: 1

Event ID: TY100

Alarm Level: Major

Description: The Lucent INTUITY system could not open and use the assigned serial port, possibly due to a hardware failure. When the system answers the telephone, it will ask callers to enter extension numbers (non-integrated call answer). While this alarm is active, message waiting indicators will not be updated.

Repair Procedure:

This alarm requires remote maintenance center intervention.

VBPC_BOARD Resource Type

Alarm Code: 1

Event ID: VB500

Alarm Level: Major

Description: The system cannot use the digital interface circuit card. When the system answers the telephone, it will ask callers to enter extension numbers (non-integrated call answer).

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: VB502

Alarm Level: Major

Description: The system cannot use one of the ports on the digital interface circuit card because of a problem with the circuit card. When the system answers the telephone, the system will ask some of the callers to enter extension numbers (non-integrated call answer).

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: VB503

Alarm Level: Major

Description: The system may not be able to use some software for the digital interface circuit card. When the system answers the telephone, it will ask callers to enter extension numbers (non-integrated call answer).

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: VB511

Alarm Level: Minor

Description: The system is experiencing processing difficulties due to possible digital interface circuit card firmware problems. When the system answers the telephone, it will ask callers to enter extension numbers (non-integrated call answer). While this alarm is active, message waiting indicators will not be updated.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: VB527

Alarm Level: Major

Description: The system is either missing the digital interface circuit card or unable to use the circuit card installed. The system will ask callers to enter extension numbers (non-integrated call answer).

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: VB532

Alarm Level: Minor

Description: The system may not be able to identify the type of digital interface circuit installed. When the system answers the telephone, it will ask callers to enter extension numbers (non-integrated call answer).

This alarm is related to SW VBPC_BOARD 1, Event IDs VB500, VB501, and VB502. These alarms may also be present on your system.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: VB533

Alarm Level: Minor

Description: The system was not able to set some of the digital interface circuit card options. When the system answers the telephone, it will ask callers to enter extension numbers (non-integrated call answer).

Repair Procedure:

This alarm requires remote maintenance center intervention.

VBPC_CARR Resource Type

Alarm Code: 1

Event ID: VB506

Alarm Level: Minor

Description: The system is experiencing lost carrier on a digital interface circuit card port and is not receiving call information from the switch. When the system answers the telephone, it will ask callers to enter extension numbers (non-integrated call answer).

Repair Procedure:

This alarm requires remote maintenance center intervention.

WRITER Resource Type

Alarm Code: 1

Event ID: TY110

Alarm Level: Major

Description: The Lucent INTUITY system could not open and use the assigned serial port because the serial link between the Lucent INTUITY system and the switch is not operational. When the system answers the telephone, it will ask callers to enter extension numbers (non-integrated call answer). While this alarm is active, message waiting indicators will not be updated.

Repair Procedure:

This alarm requires remote maintenance center intervention.

VM – INTUITY AUDIX Messaging Alarms

The following alarms are associated with INTUITY AUDIX Messaging. They indicate conditions that may cause the messaging application to partially or fully fail to function.

ALARM_ORIG Resource Type

Alarm Code: 0

Event ID: ALARM_ORIG0000

Alarm Level: Minor

Description: This alarm is a test of Alarm Origination. The remote maintenance center is conducting this test.

Repair Procedure:

Ignore this message.

ANNC Resource Type

Alarm Code: 4

Event ID: ANNC004

Alarm Level: Major

Description: The active announcement set is inaccessible, nonexistent, or corrupt.

Repair Procedure:

This alarm requires remote maintenance center intervention.

AUD_BKUP Resource Type

Alarm Code: 0

Event ID: AUD_BKUP0

Alarm Level: Minor

Description: Portions of the INTUITY AUDIX system data backup failed. The system is providing INTUITY AUDIX service, and the current backup is valid. However, future backups may fail.

Repair Procedure:

This alarm requires remote maintenance center intervention.

AUDIT Resource Type

Alarm Code: 0

Event ID: AUDIT0000

Alarm Level: Minor

Description: The nightly audit that operates each night before the nightly backup failed.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: AUDIT0001

Alarm Level: Minor

Description: The delivery data audit that operates each night before the nightly backup failed. This alarm is likely related to the mailing lists audit.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 100

Event ID: AUDIT0100

Alarm Level: Minor

Description: Portions of the weekly database audit failed. The system is providing and will continue to provide INTUITY AUDIX service. This service, however, may be limited or inconsistent.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 101

Event ID: AUDIT0101

Alarm Level: Minor

Description: The weekly database audit failed.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 102

Event ID: AUDIT0102

Alarm Level: Minor

Description: Portions of the weekly database audit failed.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 103

Event ID: AUDIT0103

Alarm Level: Minor

Description: Portions of the weekly database audit failed.

Repair Procedure:

This alarm requires remote maintenance center intervention.

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 the space used is at 90% capacity or greater. The system will automatically resolve this alarm when the space usage drops below 85%. This condition causes serious user problems.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: AUDIX_FS0001

Alarm Level: Warning

Description: The INTUITY AUDIX data space used reached 80% capacity. The system will automatically resolve this alarm when the space usage drops below 75%. If the space usage does not decrease, this alarm may escalate to a VM AUDIX_FS 0 alarm.

Repair Procedure:

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 **F3** (Enter) to save the information.

3 Alarm Log Entries

VM – INTUITY AUDIX Messaging Alarms

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2. Ask subscribers to delete unneeded messages. You may want to do this using the Broadcast Messages feature. See Lucent *INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for instructions.
3. Reduce message retention time by doing the following.
 - a. Log in to the Lucent INTUITY system as vm or sa.
 - b. Start at the Lucent INTUITY main menu and select 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 Lucent *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 **F3** (Enter) 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: The file count reached 80% capacity. This alarm may escalate to VM AUDIX_FS 0. The system will automatically resolve this alarm when file count used goes below 75%.

Repair Procedure:

After each step, check for resolved alarms to see if you have freed enough space.

1. Ask subscribers to delete unneeded messages. You may want to use the Broadcast Message feature. See Lucent *INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for instructions.
2. Remove unused local and remote subscribers by doing the following.
 - a. Log in to the Lucent INTUITY system as vm or sa.
 - b. Start at the Lucent INTUITY main menu and select AUDIX Administration.
 - c. Enter **remove subscriber name**

d. Enter **list remote-extension remote machine name**

To list the remote machine names, use the **list machines** command.

e. 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 “Common System Procedures” in Chapter 3 in your maintenance book for instructions.
4. 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 the INTUITY AUDIX application failed because the INTUITY AUDIX database is corrupt. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: AUDIX_FS0004

Alarm Level: Minor

Description: The INTUITY AUDIX data files are corrupt. Although the system is providing INTUITY AUDIX service, users may have trouble sending or receiving messages.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 5

Event ID: AUDIX_FS0005

Alarm Level: Minor

Description: The INTUITY AUDIX data files are corrupt. Although the system is providing INTUITY AUDIX, users may have trouble sending or receiving messages.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6

Event ID: AUDIX_FS0006

Alarm Level: Minor

Description: The system is experiencing possible database corruption. Although the system is providing INTUITY AUDIX service, this condition could lead to severe problems.

This alarm requires immediate action.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7

Event ID: AUDIX_FS0007

Alarm Level: Minor

Description: The system is experiencing possible file system corruption. Although the system is providing INTUITY AUDIX service, this condition could lead to severe problems. Nightly and manual backups will usually fail while this alarm is active.

This alarm requires immediate action.

Repair Procedure:

This alarm requires remote maintenance center intervention.

AUD_RESTOR Resource Type

Alarm Code: 0

Event ID: AUD_RESTORE1, AUD_RESTORE2

Alarm Level: Major

Description: An INTUITY AUDIX system-data restore failed. The INTUITY AUDIX application will not start up.

Repair Procedure:

This alarm requires remote maintenance center intervention.

FAXAP Resource Type

Alarm Code: 0

Event ID: FAXAP000

Alarm Level: Minor

Description: Queries to the INTUITY FAX Messaging database are failing. This alarm indicates a possible database corruption.

Repair Procedure:

This alarm requires remote maintenance center intervention.

LANINTF Resource Type

Alarm Code: 0

Event ID: AMAPI0026, LANINTF0000

Alarm Level: Minor

Description: The system has a resource problem.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1

Event ID: AMAPI0279, LANINTF0001

Alarm Level: Minor

Description: The system has a resource problem.

Repair Procedure:

This alarm requires remote maintenance center intervention.

RPCTEST Resource Type

Alarm Code: 001

Event ID: RPCTEST001

Alarm Level: Minor

Description: IMAPI functionality is impaired so that Lucent INTUITY Message Manager and Trusted Server services are not available. Since the system is providing INTUITY AUDIX services, users can use the telephone interface to retrieve messages.

Repair Procedure:

This alarm requires remote maintenance center intervention.

SERVER Resource Type

Alarm Code: 900

Event ID: SERVER0900

Alarm Level: Minor

Description: A trusted server has exceeded the inactivity timeout period administered on the INTUITY AUDIX System Parameters IMAPI-Options screen (**ch sy i**).

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 901

Event ID: SERVER0901

Alarm Level: Minor

Description: A trusted server has an alarm.

Repair Procedure:

This alarm requires remote maintenance center intervention.

SOFTWARE Resource Type

Alarm Code: 0, 1, 2

**Event ID: SOFTWARE0000, SOFTWARE0001,
SOFTWARE0002**

Alarm Level: Major

Description: An INTUITY AUDIX process could not operate.

Repair Procedure:

When this alarm occurs, the INTUITY AUDIX application automatically restarts. This alarm remains active during the restart and will be resolved when the INTUITY AUDIX application 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:

This alarm requires remote maintenance center intervention.

Alarm Code: 101

Event ID: SOFTWARE0101

Alarm Level: Minor

Description: Non-standard system software is in use.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 201

Event ID: SOFTWARE0201

Alarm Level: Minor

Description: An INTUITY AUDIX process could not initialize. The system may be providing limited INTUITY AUDIX service.

Repair Procedure:

When this alarm occurs, the system automatically attempts to restart the failed process. 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: 202

Event ID: SOFTWARE0202

Alarm Level: Minor

Description: An INTUITY AUDIX process could not operate. The system may be providing limited INTUITY AUDIX service.

Repair Procedure:

When this alarm occurs, the system automatically attempts to restart the failed process. The alarm remains active until the process successfully initializes, and then the alarm is automatically resolved.

If this alarm remains active, the alarm will require remote maintenance center intervention.

Alarm Code: 203

Event ID: SOFTWARE0203, SOFTWARE0202

Alarm Level: Minor

Description: An INTUITY AUDIX process experienced initialization failure.
The system may be providing limited INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 204

Event ID: SOFTWARE0204, SOFTWARE0202

Alarm Level: Minor

Description: An INTUITY AUDIX process experienced runtime failures.
The system may be providing limited INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 601

Event ID: SOFTWARE0601

Alarm Level: Minor

Description: The system detected non-standard system software in use.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 602

Event ID: SOFTWARE0102, SOFTWARE0602

Alarm Level: Minor

Description: An INTUITY AUDIX process failed during normal service. The system may have already restarted INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6000

Event ID: SOFTWARE6000

Alarm Level: Minor

Description: An INTUITY AUDIX process could not initialize. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6001

Event ID: SOFTWARE6001

Alarm Level: Minor

Description: An INTUITY AUDIX process could not operate.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6600

Event ID: SOFTWARE6600

Alarm Level: Major

Description: The INTUITY AUDIX database automatic rebuild failed. The system is not providing INTUITY AUDIX service. The INTUITY AUDIX application has automatically stopped itself and networking and attempted a restart. During this restart, the application operates database file checks and performs a rebuild audit to correct any problems or discrepancies detected. If the rebuild audit is not successful, this system generates this alarm.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6603

Event ID: SOFTWARE6603

Alarm Level: Major

Description: The INTUITY AUDIX application detected file damage during a restart. The system stops the initialization and the software attempts to fix the file problems. The system will automatically resolve this alarm after completing the fix and continue initialization.

Repair Procedure:

None. This alarm is active during the automatic rebuild audit process. The failure of the automatic rebuild audit generates 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. Although the system updated the extension length, the INTUITY AUDIX application could not update its internal tables. This alarm may block administrators from adding new subscribers.

Repair Procedure:

1. Stop the voice system.
See “Common System Procedures” in Chapter 3 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: The INTUITY AUDIX application has inconsistent data in the automated attendant routing table. This alarm occurs when a call to an automated attendant cannot be routed as specified. This alarm can occur if the routing tables are not updated after voice mailboxes listed in the table are removed or if file corruption from a system crash occurs. The system will automatically resolve this alarm after the table is updated.

Repair Procedure:

1. Use **change auto-attend-routing routing-table** to update the routing tables with correct data.
See Lucent *INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for information.
2. If this alarm persists, notify your remote maintenance center.

Alarm Code: 6606

Event ID: SOFTWARE6606

Alarm Level: Minor

Description: The system has an automated attendant software failure. When this alarm occurs, the INTUITY AUDIX application may restart or shut down.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6607

Event ID: SOFTWARE6607

Alarm Level: Warning

Description: The system has an inconsistent holiday or business schedule name. This alarm occurs when a call to an automated attendant cannot be routed as specified. The system will automatically resolve this alarm after a successful restoration of data and voice system restart.

Repair Procedure:

Restore system data from the nightly backup. See “Common System Procedures” in Chapter 3 of your maintenance book for instructions. If you want to have assistance with the restore, contact your remote maintenance center.

Alarm Code: 6608

Event ID: SOFTWARE6608

Alarm Level: Minor

Description: The system is experiencing inconsistent automated attendant software operations.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6609

Event ID: SOFTWARE6609

Alarm Level: Minor

Description: The system is detecting inconsistent automated attendant night service data.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6610

Event ID: SOFTWARE6610

Alarm Level: Minor

Description: The INTUITY AUDIX application cannot write to the day/night service file. The system is not providing correct night service operation. This alarm may occur with alarm VM SOFTWARE 6609.

Repair Procedure:

This alarm is automatically resolved when the proper night service state is determined.

If this alarm remains active, it will require remote maintenance center intervention.

Alarm Code: 6611

Event ID: SOFTWARE6611

Alarm Level: Minor

Description: The INTUITY AUDIX application cannot communicate with the voice platform software. The system is providing limited or interrupted INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6612

Event ID: SOFTWARE6612

Alarm Level: Minor

Description: The INTUITY AUDIX outcalling feature is not functioning properly or not operational.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6613

Event ID: SOFTWARE6613

Alarm Level: Minor

Description: An error occurred during system installation or the system experienced incorrect modifications. System operation may be impaired.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6614

Event ID: SOFTWARE6614

Alarm Level: Major

Description: The system cannot initialize the INTUITY AUDIX application because of insufficient system resources. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7701

Event ID: SOFTWARE7701

Alarm Level: Major

Description: The system cannot locate all of the software needed to initialize the INTUITY AUDIX application. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7702

Event ID: SOFTWARE7702

Alarm Level: Major

Description: The system found that INTUITY AUDIX database files were missing during AUDIX initialization. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7703

Event ID: SOFTWARE7703

Alarm Level: Major

Description: The system experienced an unexpected file check failure after a voice system restart or a reboot.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7704

Event ID: SOFTWARE7704

Alarm Level: Major

Description: The system is experiencing too many restarts. Because of another alarm, the INTUITY AUDIX application has tried to restart itself twice but has failed. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7705

Event ID: SOFTWARE7705

Alarm Level: Major

Description: The INTUITY AUDIX maintenance software has automatically shutdown the INTUITY AUDIX application and attempted a restart. This alarm can also indicate that the system attempted too many restarts or that an unexpected error occurred during the shutdown. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

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. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7707

Event ID: SOFTWARE7707

Alarm Level: Major

Description: The INTUITY AUDIX maintenance software has automatically shutdown the INTUITY AUDIX application and attempted a restart. This alarm can also indicate that the system attempted too many restarts or that an unexpected error occurred during shutdown. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7708

Event ID: SOFTWARE7708

Alarm Level: Major

Description: The system has experienced too many reboots. Because of another alarm, the INTUITY AUDIX application has tried to restart itself but has failed. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7709

Event ID: SOFTWARE7709

Alarm Level: Major

Description: The INTUITY AUDIX maintenance software has automatically shutdown the INTUITY AUDIX application and attempted a restart. This alarm can also indicate that the system attempted too many restarts or that an unexpected error occurred during shutdown. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7710

Event ID: SOFTWARE7710

Alarm Level: Major

Description: The INTUITY AUDIX maintenance software stopped INTUITY AUDIX operation during an INTUITY AUDIX restart. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7712

Event ID: SOFTWARE7712

Alarm Level: Major

Description: The INTUITY AUDIX maintenance software has automatically shutdown the INTUITY AUDIX application and attempted a restart. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7713

Event ID: SOFTWARE7713

Alarm Level: Major

Description: The system experienced a problem while attempting to create a new voice filesystem during INTUITY AUDIX initialization. This problem can occur while attempting to add additional hours of speech to the system. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7714

Event ID: SOFTWARE7714

Alarm Level: Minor

Description: The INTUITY AUDIX outcalling feature is not functioning properly. The system is providing only limited INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7715

Event ID: SOFTWARE7715

Alarm Level: Minor

Description: The INTUITY AUDIX trusted server notification feature is not functioning properly. The system is providing only limited INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7716

Event ID: SOFTWARE7716

Alarm Level: Warning

Description: The system did not find a trusted server external security password file during INTUITY AUDIX initialization. Any usage of the old, external security password by operating trusted servers will fail.

Repair Procedure:

1. Administer a new external security password on both the Lucent INTUITY system and the trusted server. Use **change imapi-password**
See Lucent *INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for instructions.
2. After changing the password on the Lucent INTUITY system, administer the new password on the trusted server.

Alarm Code: 7717

Event ID: SOFTWARE7717

Alarm Level: Major

Description: The system could not find any announcement sets during INTUITY AUDIX initialization. The system is not providing INTUITY AUDIX service.

Repair Procedure:

This alarm requires remote maintenance center intervention.

VMDIRS Resource Type

Alarm Code: 0

Event ID: VMDIRS_0

Alarm Level: Minor

Description: The INTUITY AUDIX application is experiencing problems with a file. Although the system is providing INTUITY AUDIX service, the system response times may be slow and the performance poor.

Repair Procedure:

This alarm requires remote maintenance center intervention.

VM_PT Resource Type

Alarm Code: 3

Event ID: VM_PT0003

Alarm Level: Minor

Description: The INTUITY AUDIX port processes have continuously failed. The system set the service status of the affected channel to manually-out-of-service (manoos).

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: VM_PT0004

Alarm Level: Minor

Description: An attempt to send or receive a fax failed. The system generates this alarm after a number of failures occur.

Repair Procedure:

The system automatically resolves this alarm if a failure does not reoccur within 5 minutes. If this alarm fails to remain active, it 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. The system generates this alarm after a number of failures occur. This alarm can indicate a problem with the users' fax equipment or Lucent INTUITY FAX Messaging administration.

Repair Procedure:

1. Verify that the users' fax equipment is working properly.
2. Verify that INTUITY FAX Messaging is properly administered. See Lucent *INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for information.
3. If the alarm fails to resolve, it 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 partially or fully fail to function.

CGEN Resource Type

Alarm Code: 1

Event ID: CGEN001

Alarm Level: Minor

Description: The system detected an unexpected message about internal communications.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 2

Event ID: CGEN002

Alarm Level: Major

Description: The system cannot access a system table, possible because of corruption. The system's functionality is severely impaired.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 3

Event ID: CGEN003

Alarm Level: Major

Description: An internal process cannot communicate with other internal processes. The system's functionality is severely impaired.

Repair Procedure:

Reboot the system. See "Common System Procedures" in Chapter 3 in your maintenance book for instructions.

Alarm Code: 4

Event ID: CGEN004

Alarm Level: Major

Description: The system failed to receive a message because an internal process cannot communicate with other internal processes. The system's functionality is severely impaired.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 5

Event ID: CGEN005

Alarm Level: Major

Description: The system cannot communicate with a process. The system's functionality is severely impaired.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6

Event ID: CGEN006

Alarm Level: Major

Description: The system failed to start up properly. The system's functionality is severely impaired.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7

Event ID: CGEN007

Alarm Level: Major

Description: The system failed to allocate memory internally for data. The system's functionality is severely impaired.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 8

Event ID: CGEN008

Alarm Level: Major

Description: Cannot access tip/ring circuit cards. The system's tip/ring circuit cards are unusable. The system is unable to answer or process telephone calls.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 11

Event ID: CGEN011

Alarm Level: Major

Description: The system failed to perform the indicated function on a voice channel or tip/ring circuit card. The system's functionality is severely impaired.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 12

Event ID: CGEN012

Alarm Level: Minor

Description: The system failed to perform the indicated function on a voice channel or tip/ring circuit card. Tip/ring circuit card functionality is impaired.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 13

Event ID: CGEN013

Alarm Level: Major

Description: The SSP circuit card experienced a failure and is not functional. If the system generates this alarm, the system will automatically run diagnostics and attempt to restore the card to service.

While the SSP circuit card is not operating, the system will only be able to operate the number of text-to-speech channels purchased, to a maximum of four.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 14

Event ID: CGEN014

Alarm Level: Minor

Description: The SSP circuit card is experiencing errors and may not be fully functional.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 17

Event ID: CGEN017

Alarm Level: Major

Description: The system was unable to save circuit card configuration changes such as a change in state to MANOOS or other information shown on the Display Voice Equipment window. The system will lose shared memory updates during a restart or a reboot. Call processing should not be affected until a reboot or a restart.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 18

Event ID: CGEN018

Alarm Level: Minor

Description: The system detected a hardware failure on a voice channel or a tip/ring circuit card. Tip/ring circuit card functionality is impaired.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 21

Event ID: CGEN021

Alarm Level: Major

Description: An internal software error occurred when identifying channel characteristics during a restart or a reboot. After the reboot or the restart, a channel is unusable.

Repair Procedure:

This alarm requires remote maintenance center intervention.

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:

This alarm requires remote maintenance center intervention.

Alarm Code: 24

Event ID: M_CGEN024

Alarm Level: Minor

Description: The system failed to execute a process.

Repair Procedure:

This alarm requires remote maintenance center intervention.

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. If the service is not started correctly, it will not function properly.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 27

Event ID: CGEN027

Alarm Level: Minor

Description: The system could not open a file.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 28

Event ID: CGEN028

Alarm Level: Warning

Description: A call to third party API failed.

Repair Procedure:

1. Stop the voice system.

See "Common System Procedures" in Chapter 3 in your maintenance book for instructions.

2. Start the voice system.

If the alarm remains active, it will require remote maintenance center intervention.

Alarm Code: 31

Event ID: CGEN031

Alarm Level: Minor

Description: The system detected an error describing groups to the Resource Manager. Applications using the equipment group may not function correctly.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 34

Event ID: CGEN034

Alarm Level: Minor

Description: The system failed to perform an action on a file.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 37

Event ID: CGEN037

Alarm Level: Minor

Description: The system experienced difficulty while enabling a feature license. If this alarm appears, the text-to-speech feature will not be available. Other features on the system already enabled will not be affected.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 38

Event ID: CGEN038

Alarm Level: Minor

Description: The system experienced difficulty while enabling a feature license. If this alarm appears, the text-to-speech feature will not be available. Other features on the system already enabled will not be affected.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 39

Event ID: CGEN039

Alarm Level: Major

Description: The system experienced failure while enabling a feature license. If this alarm appears, the text-to-speech feature will not be available. Other features on the system already enabled will not be affected.

Repair Procedure:

This alarm requires remote maintenance center intervention.

CHRIN Resource Type

Alarm Code: 1

Event ID: CHRIN001

Alarm Level: Major

Description: The system detected an error while describing channel characteristics to the Resource Manager. The system's functionality is severely impaired.

Repair Procedure:

This alarm requires remote maintenance center intervention.

CRON Resource Type

Alarm Code: 2

Event ID: CRON002

Alarm Level: Minor

Description: A system process has been operating for over 24 hours.

Repair Procedure:

This alarm requires remote maintenance center intervention.

DSKMG System Messages

Alarm Code: 1

Event ID: DSKMG001

Alarm Level: Minor

Description: The indicated file cannot be accessed. Applications that need to reserve speech files may fail.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 2

Event ID: DSKMG002

Alarm Level: Minor

Description: An application cannot be reserved a file. Applications that need to record to the file will be incomplete.

Repair Procedure:

This alarm requires remote maintenance center intervention.

FXAUDOANM Resource Type

Alarm Code: 17

Event ID: FXAUD017

Alarm Level: Minor

Description: A file system is low on space.

Repair Procedure:

This alarm requires remote maintenance center intervention.

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:

This alarm requires remote maintenance center intervention.

Alarm Code: 10

Event ID: FXMON010

Alarm Level: Minor

Description: The system could not add an INTUITY FAX Messaging channel and the channel will not be able to perform Lucent INTUITY FAX Messaging operations. This alarm may be caused by an attempt to enable more channels than INTUITY FAX Messaging licensed permits or by a corruption in the INTUITY FAX Messaging database.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 11

Event ID: FXMON011

Alarm Level: Minor

Description: The INTUITY FAX Messaging subsystem cannot open a file and will not be able to log fax events properly. The ability to transmit fax data should not be affected.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 12

Event ID: FXMON012

Alarm Level: Minor

Description: The system could not enable a channel for Lucent INTUITY FAX Messaging operations.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 13

Event ID: FXMON013

Alarm Level: Minor

Description: The system is continuing to wait for a process to complete. The system may not be able to use Lucent INTUITY FAX Messaging.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 14

Event ID: FXMON014

Alarm Level: Minor

Description: The system could not disable a Lucent INTUITY FAX Messaging channel. This alarm indicates a possible corruption in a database.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 16

Event ID: FXMON016

Alarm Level: Minor

Description: The system could not delete an INTUITY FAX Messaging channel. This alarm indicates a possible corruption in a database.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 20

Event ID: FXMON020

Alarm Level: Minor

Description: The system could not hard reset a channel. This alarm indicates that a channel is inoperable for Lucent INTUITY FAX Messaging transmission.

Repair Procedure:

This alarm requires remote maintenance center intervention.

FXNSFOANM Resource Type

Alarm Code: 1

Event ID: FXNSF01

Alarm Level: Minor

Description: The system could not initialize Lucent INTUITY FAX Messaging. Lucent INTUITY FAX Messaging is not available for use.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 2

Event ID: FXNSF02

Alarm Level: Minor

Description: The system could not start a Lucent INTUITY FAX Messaging process.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 3

Event ID: FXNSF03

Alarm Level: Minor

Description: The system could not establish communications with Lucent INTUITY FAX Messaging software.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: FXNSF04

Alarm Level: Minor

Description: An update to a channel failed.

Repair Procedure:

This alarm requires remote maintenance center intervention.

INIT Resource Type

Alarm Code: 1

Event ID: INIT001

Alarm Level: Major

Description: The system configuration from the previous operation is completely lost so the system is using default values. Services must be re-assigned to channels, the channels placed into service, and circuit card functionality specified in order for the system to operate under any configuration other than the default settings. The system may not process telephone calls until after the system is readministered.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 5

Event ID: INIT005

Alarm Level: Minor

Description: The system cannot save configuration data to the hard disk. If the voice system is stopped and started, some or all of the voice system's administered values may be lost and system functionality will be severely impaired.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6

Event ID: INIT006

Alarm Level: Major

Description: The system is having trouble determining the identity of a tip/ring or SSP circuit card. The card is not operational. Call processing may be impaired.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 9

Event ID: INIT009

Alarm Level: Warning

Description: The system detected a change in configuration and the manual renumber option is active. This alarm only occurs if the renumber option is active and there has been a change in system configuration such as the replacement of one type of tip/ring circuit card with another.

The renumber option must be activated by the remote maintenance center.

Repair Procedure:

Renumber the channels. See your maintenance book for instructions.

MTC Resource Type

Alarm Code: 1

Event ID: MTC001

Alarm Level: Minor

Description: A card is unable to provide TDM clock to the system and the card state has changed to BROKEN. This alarm can indicate a possible hardware problem with the card. Applications dependent on this card will not function.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6

Event ID: MTC006

Alarm Level: Minor

Description: The system experienced a diagnostics failure.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7

Event ID: MTC007

Alarm Level: Major

Description: An internal software error occurred during a request for a resource or a release. The system could not process the request, and a card or channel may not be available.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 10

Event ID: MTC010

Alarm Level: Minor

Description: TDM diagnostics failed one or more diagnostics tests. One or more circuit cards may be in the BROKEN state and unable to function. Applications dependent on the card will not function.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 13

Event ID: MTC013

Alarm Level: Minor

Description: One of the circuit cards is in the BROKEN state because it is not receiving clock. The system will not be able to use the circuit card in the BROKEN state.

Repair Procedure:

This alarm requires remote maintenance center intervention.

SF_VXMDI Resource Type

Alarm Code: 2

Event ID: VXMDI002

Alarm Level: Minor

Description: The system experienced an abnormal termination of a Lucent INTUITY FAX Messaging process. The fax transmission occurring at that time failed.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 3

Event ID: VXMDI003

Alarm Level: Minor

Description: The system experienced an illegal transition. The fax transmission occurring at that time failed.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: VXMDI004

Alarm Level: Minor

Description: The system experienced an internal assertion failure. The fax transmission occurring at that time failed.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 5

Event ID: VXMDI005

Alarm Level: Minor

Description: A driver call failed. The fax transmission occurring at that time failed.

Repair Procedure:

This alarm requires remote maintenance center intervention.

SOFTWARE Resource Type

Alarm Code: 4

Event ID: SPDM002

Alarm Level: Minor

Description: The system is unable to free previously reserved space. This alarm indicates that an application error and may eventually result in failed requests to allocate space for voice or fax recording.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: SPDM003

Alarm Level: Minor

Description: The system experienced a failure during an audit. The system may experience failures in recording voice or fax messages.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: SPDM005

Alarm Level: Minor

Description: A speech audit detected an inconsistency. The system may experience failures in recording voice or fax messages.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: SPDM006

Alarm Level: Minor

Description: The system is unable to reserve space. The system may experience failures in recording voice or fax messages.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 15

Event ID: SPDM007

Alarm Level: Minor

Description: The system detected an invalid value or a non-existent overhead file. The system will use the default overhead values which can adversely impact performance. If the default overhead values are acceptable, system operations will not be affected.

Repair Procedure:

This alarm requires remote maintenance center intervention.

SPDSKMGR Events Messages

Alarm Code: 2

Event ID: VCHK002

Alarm Level: Minor

Description: The system has used more than 90% of purchased hours of speech.

Repair Procedure:

Ask users to delete unneeded messages. You may want to use the Broadcast Message feature. Deleting unneeded messages will help to free space in the system as a temporary repair.

This alarm requires remote maintenance center intervention.

SPEECH_FS Resource Type

Alarm Code: 1

Event ID: SPDM001

Alarm Level: Minor

Description: The system is unable to reserve space because no space is available. Users and callers will not be able to record messages.

Repair Procedure:

Ask users to delete unneeded messages. You may want to use the Broadcast Message feature. This will help to free space in the system as a temporary repair.

This alarm requires remote maintenance center intervention.

THR Resource Type

Alarm Code: 2

Event ID: THR002

Alarm Level: Minor

Description: The system exceeded the minor threshold level for messages. This alarm typically indicates that too many messages of a particular type are being generated.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 3

Event ID: THR003

Alarm Level: Minor

Description: The system exceeded the minor threshold level for messages. This alarm typically indicates that too many messages of a particular type are being generated.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: THR004

Alarm Level: Major

Description: The system exceeded the major threshold level for messages. This alarm typically indicates that too many messages of a particular type are being generated.

Repair Procedure:

This alarm requires remote maintenance center intervention.

TRIP Resource Type

Alarm Code: 1

Event ID: TRIP001

Alarm Level: Major

Description: The system is unable to communicate with the tip/ring circuit cards. The system is unable to process telephone calls on the tip/ring channels.

Repair Procedure:

This alarm requires remote maintenance center intervention.

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 tip/ring circuit cards possible due to network or PBX administration. Some network or PBX parameters may need to be tuned differently, such as “howler tone.” PBXs generate howler tone if a channel is off hook for a certain amount of time. A howler tone can consist of a series of touch tones, including “*” and “#.” Each of these touch tones results in a separate event in the tip/ring channels. The rate at which these events are generated may be beyond what the system can handle.

Repair Procedure:

This alarm requires remote maintenance center intervention.

You may need to consult your network or PBX administrator for assistance with this alarm.

Alarm Code: 4

Event ID: TRIP004

Alarm Level: Minor

Description: The system detected a speech break was 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 than the threshold limit.

The impact may be significant if this message occurs more than the currently set threshold limit.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 5

Event ID: TRIP005

Alarm Level: Warning

Description: The channel indicated in the message lost loop current. If loop current is lost during a telephone call, the call will be terminated and the system will remove the channel from service. The system will automatically return the channel to service when the loop current returns.

Repair Procedure:

1. Make sure the line is plugged in the channel indicated and appropriate 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 or switch administrator for help.

If these tests pass, plug in a known working line into the channel indicated. The system should place the channel in service automatically. If the alarm fails to resolve, it will require remote maintenance center intervention.

UNIX Resource Type

Alarm Code: 2

Event ID: UNIX002

Alarm Level: Minor

Description: The UNIX system kernel detected an error. The type of error present will determine the impact on the system. These errors may not cause the system to stop (panic) but they usually indicate that system functionality is impaired.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 3

Event ID: UNIX003

Alarm Level: Minor

Description: The UNIX system kernel detected an error and the system software placed a copy of the message into the log. The type of error present will determine the impact on the system. These errors may not cause the system to stop (panic) but they usually indicate that system functionality is impaired.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: UNIX004

Alarm Level: Major

Description: The UNIX system kernel detected an error and the system software placed a copy of the message into the log. The type of error present will determine the impact on the system.

Repair Procedure:

This alarm requires remote maintenance center intervention.

VROP Resource Type

Alarm Code: 2

Event ID: VROP002

Alarm Level: Major

Description: The system cannot record or add a phrase. Phrases already recorded will continue to play properly.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 4

Event ID: VROP004

Alarm Level: Minor

Description: A voice function may have failed and the system canceled the request. Callers affected by the error will hear nothing. The system will not disconnect the call until the caller disconnects. Each time this failure occurs, the system will generate one message.

Repair Procedure:

This alarm requires remote maintenance center intervention.

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 been replaced with other speech. Subsequent speech coding or playback may also be affected until the system is restarted.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 6

Event ID: VROP006

Alarm Level: Minor

Description: The system is unable to read a speech configuration file or the file has an invalid or duplicate entry. The system will use default values for non-existent entries until the problem is corrected. However, the default numbers may be unsatisfactory and could cause load or performance problems.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 7

Event ID: VROP007

Alarm Level: Minor

Description: Phrase creation failed because of insufficient space in the speech file systems. This condition could have impacted administrative commands or caused the message recording to fail. Additional similar attempts will also fail.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 10

Event ID: VROP010

Alarm Level: Minor

Description: A failure occurred while performing an action on a phrase. The system aborted the action. This alarm may be caused by an excessive voice activity load.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 11

Event ID: VROP011

Alarm Level: Minor

Description: The system has insufficient speech buffers for the number of channels in use. Each time this alarm occurs, an action failed.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 12

Event ID: VROP12

Alarm Level: Minor

Description: An attempt to add a new phrase to the speech file system failed because the phrase limit was exceeded. This condition could have impacted administrative commands or caused message recording to fail. Other attempts will also fail.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 14

Event ID: VROP014

Alarm Level: Minor

Description: The system failed to access the speech file indicated. Applications that need access to this file will be incomplete.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 15

Event ID: VROP15

Alarm Level: Minor

Description: The system was attempting to copy or add a phrase to the speech file system and the attempt failed. This failure usually occurs during backups or restores.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 18

Event ID: VROP18

Alarm Level: Major

Description: The system has failed to play or record messages. This is likely to continue to occur until the problem is resolved.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 19

Event ID: VROP19

Alarm Level: Minor

Description: A timeout failure occurred while performing an action on a phrase and the system aborted the action. This alarm may be caused by excessive load on the system or a problem with the tip/ring circuit card.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 22

Event ID: VROP22

Alarm Level: Minor

Description: The system could not reserve a file. Applications that need to record to the file will be incomplete.

Repair Procedure:

This alarm requires remote maintenance center intervention.

VOICE_PORT Resource Type

Alarm Code: 1

Event ID: TR001

Alarm Level: Major

Description: More than 25% of the system's channels are not operational.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 2

Event ID: TR002

Alarm Level: Warning

Description: A tip/ring circuit card or a channel is busied out. The system cannot use the equipment.

Repair Procedure:

Release the busy-out.

1. Start at the Lucent INTUITY main menu and select

```
> Voice System Administration
```

```
> Voice Equipment
```

2. Press **F8** (Actions).
3. Select **Assign/Change**
4. Select **State of Voice Equipment**
5. Specify **inserv** (in-service) as the new channel state for any MANOOS (manually-out-of-service) card or channels.



NOTE:

You must return to the Display Voice Equipment screen in order to see the change. To return, press **F6** (Cancel).

INTUITY AUDIX High Capacity Option Alarm Codes and Administrator Log Entries

4

What's in This Chapter?

The Lucent INTUITY system provides a single point of reference for troubleshooting a problem regardless of the system configuration. The INTUITY™ AUDIX® High Capacity Option application does not change this maintenance strategy. All applications use the same alarm log to report errors occurring within an application or in its interaction with other applications. The alarm log receives entries from all areas of the system (including the High Capacity Option application), prioritizes the alarms according to severity, and makes them accessible.

This chapter provides the alarm and administrator log entries for the INTUITY™ AUDIX® High Capacity Option system. This information should be used in conjunction with the *INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, or *INTUITY Messaging Solutions Release 4 MAP/100P Maintenance*, 585-313-115, book.

Alarm Log

Resource Type - Software

Alarm Code: 0

Event ID: **REM_0**

Alarm Level:Major

Message Text:Error in emergency call answer script.

Description:This alarm is reported for one of the following conditions:

- n System error when playing the user name
- n Unable to open mailbox for remote call answer
- n System error while recording an emergency call answer (ECA) message
- n System error when addressing an ECA message

Repair Action:Your remote service center is aware of the problem. If you do not have a maintenance contract, follow your service escalation path.

Alarm Code: 0000

Event ID: **AJSWIPROCDEAD**

Alarm Level:Major

Message Text:Module stopped - too many process restarts for <process_name>.

Description:An adjunct system process <process_name> died and has been automatically restarted too many times. This alarm indicates a problem with the UNIX system or a software bug.

Repair Action:Your remote service center is aware of the problem. If you do not have a maintenance contract, follow your service escalation path.

Alarm Code: 0002

Event ID: **AJSWCOREDUMP**

Alarm Level: Minor

Message Text: Core dump saved in <filename>.

Description: This alarm is caused by a software problem that forced an adjunct system process to core dump. This alarm often occurs in conjunction with adjunct (AJ) alarm 0000.

Repair Action: Your remote service center is aware of the problem. If you do not have a maintenance contract, follow your service escalation path.

Alarm Code: 0003

Event ID: **AJSWINITFAIL**

Alarm Level: Major

Message Text: Module initialization failure.

Description: The adjunct system failed to start.

Repair Action: Your remote service center is aware of the problem. If you do not have a maintenance contract, follow your service escalation path.

Resource Type - INT_SYS/<machine_name>

Alarm Code: 0010

Event ID: **AJINTDOWN**

Alarm Level:Major

Message Text:HiCap Intuity AUDIX machine <machine_name>
unreachable.

Description:The INTUITY AUDIX High Capacity system <machine_name> is unreachable. The adjunct system has not communicated with the <machine_name> for more than one hour. This alarm indicates one of the following:

- n The system indicated by <machine_name> is down.
- n The voice system is not started on <machine_name>.
- n The <machine name> is truncated across three fields the Location field in the Alarm Log ([Figure 4-1](#)).

```
display alarms Page 1
                ALARM REPORT
App Resource      Location      Alarm Alm Ack      Date/Time      Date/Time      Resolve
  Type                                     Code  Lvl  n      Alarmed        Resolved        Reason
AJ INT_SYS        lzle o2      0010  MAJ  n      02/11/97 13:52
MT BACKUP         1            1     MIN  n      01/31/97 03:06
VM SOFTWARE      602         602   MIN  n      02/11/97 11:04
MT TAPE_DRIVE    1            1     WRN  n      01/31/97 03:06
NW SOFTWARE      UCE ID 1    0005  WRN  n      02/11/97 11:55

Press [NextPage], [PreuPage] or [Cancel] to abort
```

Figure 4-1. Alarm Log

Repair Action:Your remote service center is aware of the problem. If you do not have a maintenance contract, follow your service escalation path.

Alarm Code: 0011

Event ID: **AJPRIMFAIL**

Alarm Level:Major

Message Text:Primary Adjunct, <machine_name>, failed, Secondary adjunct active.

Description:The secondary adjunct system failed to communication with the primary adjunct system (indicated by <machine_name>) for more than five minutes. This alarm indicates one of the following:

- n The primary adjunct system is down
- n The voice system on the primary adjunct system is not started.
- n The LAN to the primary adjunct system is down.
- n The primary adjunct system software has failed and is not responding.
- n The <machine name> is truncated across the Location field in alarm log ([Figure 4-1](#)).

This alarm is only raised when the secondary adjunct system detects a failure and automatically assumes adjunct responsibilities. It is not raised when the High Capacity administration screens are used to manually pass control to the secondary adjunct system.

Repair Action:Your remote service center is aware of the problem. If you do not have a maintenance contract, follow your service escalation path.

Resource Type - ASAI

Alarm Code: 0020

Event ID: **AJASAI**DOWN

Alarm Level:Major

Message Text:DEFINITY LAN Gateway/ASAI link down.

Description:The adjunct system failed to establish the ASAI link with the DEFINITY LAN Gateway. This alarm indicates one of the following:

- The DEFINITY LAN Gateway is down.
- The LAN between the DEFINITY LAN Gateway and the INTUITY AUDIX system with the adjunct system is down.
- There is a problem with the CallVisor ASAI software on the INTUITY AUDIX system with the adjunct system.



NOTE:

This alarm may be generated on the primary or secondary adjunct system.

Repair Action:Your remote service center is aware of the problem. If you do not have a maintenance contract, follow your service escalation path.

Administrator Log

AJ – Adjunct Module

Event ID: **ADBADPORTEXTN**

Message Text:Extension <extn_number> not found assigned to any voice port.

Description:The extension <extn_number> has been received in an ASAI message by the adjunct system and that extension has not been assigned to any voice port. This event may be generated on any INTUITY AUDIX system in the High Capacity cluster.

Repair Action:Verify that the INTUITY AUDIX voice port assignments for the INTUITY AUDIX system match the hunt group members assigned in the DEFINITY.

Event ID: **ADBADEXTNPORT**

Message Text:Invalid extension assignment for voice port <port_number>.

Description: The extension assigned to the voice port <port number> on which the call has been received is invalid.

This event may be generated on any INTUITY AUDIX system in the High Capacity cluster.

Repair Action:Verify that the INTUITY AUDIX voice port assignments for the INTUITY AUDIX system match the hunt group members assigned in the DEFINITY.

Event ID: **AJACDOFF**

Message Text: Switch Admin Error: ACD not set to y for hunt group <hunt_group_extn>.

Description: The adjunct system tried to monitor the calls for the INTUITY AUDIX hunt group extension <hunt_group_extn>. However, this monitoring failed because ACD field on the Hunt Group screen on the DEFINITY is set to n or the hunt group did not exist.

Repair Action: Verify that the DEFINITY hunt group for <hunt_group_extn> exists and the ACD field is set to y.

Event ID: **AJIMAPIONOK**

Message Text: IMAPI successfully enabled for all subscribers.

Description: The system administrator requested that IMAPI be enabled for all subscribers through the High Capacity Option administration screens. This action is successful.

IMAPI must be enabled for all subscribers in the High Capacity cluster.

This event may be generated on any INTUITY AUDIX system in the High Capacity cluster.

Repair Action: None. This event is provided for informational purposes only.

Event ID:AJIMAPIONFAIL

Message Text:Enabling IMAPI for all subscribers failed.

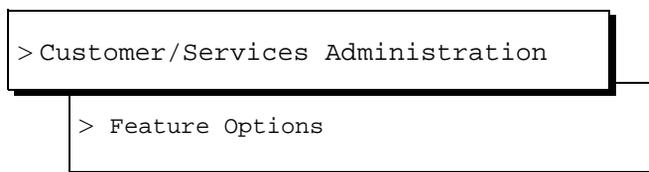
Description:The system administrator has requested that IMAPI be enabled for all subscribers through the High Capacity Option administration screens. This action failed.

IMAPI must be enabled for all subscribers in the High Capacity cluster.

This event may be generated on any INTUITY AUDIX system in the High Capacity Option cluster.

Repair Action:

1. Start at the Lucent INTUITY Main menu ([Figure 1-1](#)) and select



The system displays the Feature Options screen ([Figure 4-2](#)).

Feature Options (Read Only)		
Feature Option	Current	Maximum
AMIS Analog Networking	ON	N/A
DCS	OFF	N/A
Fax	ON	N/A
High speed digital ports	12	12
Low speed digital ports	0	12
Max Number of IMAPI Sessions	32	96
Multilingual	OFF	N/A
SCSI Disk Mirroring	ON	N/A
TCP/IP Administration	ON	N/A
TCPIP digital ports	4	12
Text-to-Speech Sessions	0	4
Trusted Servers	0	64
hours_of_speech	400	428
voice_ports	64	64

Figure 4-2. Feature Options Screen

2. Verify that the Max Number of IMAPI Sessions field is set to at least 32. If this value is not at the maximum allowable value as required for High Capacity Option systems, escalate to the next level of support.
3. Press **F6** (Cancel) to exit the screen.

4. Select AUDIX Administration from the Lucent INTUITY Administration menu.
5. Enter **change system-parameters imapi-options**
The system displays the System Parameters IMAPI-Options screen (Figure 4-3).

```
change system-parameters imapi-options Page 1 of 1
SYSTEM-PARAMETERS IMAPI-OPTIONS

NUMBER OF IMAPI SESSIONS

Total Sessions Purchased: 32

Maximum Simultaneous Sessions: 8
Simultaneous Sessions Available for Trusted Server Access: 0

IMAPI PARAMETERS

IMAPI Session Timeout (minutes): 5
Trusted Server Session Timeout (minutes): 5
Check New Messages? y
Deliver CA Message? y
Message Transfer? y
```

Figure 4-3. Change System-Parameters IMAPI-Options Screen

6. Verify that the value for Maximum Simultaneous Sessions matches the number set in the Feature Options screen.
7. Verify that the value for Message Transfer is y.
8. If the values are correct, escalate to the next level of support.
If the values do not match, change the value in the Maximum Simultaneous Sessions to the value listed on the Feature Options screen and change the Message Transfer field value to y.
9. Press **F3** (Save).

Event ID:**HC REM_0**

Message Text:ECA started: Calling_Party=<extn_number>
Called_Mailbox=<extn_number>

Description:The Called_Mailbox extension will be sent a call-answer message from an Emergency Call Answer mailbox residing on the INTUITY AUDIX system. This event may be generated when the INTUITY AUDIX system of the Called_Mailbox subscriber is not in service or when the Called_Mailbox station had been assigned to an incorrect coverage path resulting in a called-answer message being routed to an AUDIX system which does not have the Called_Mailbox defined as a local subscriber.

Repair Action:Verify that the INTUITY AUDIX system for the Called_Mailbox is in service. Verify that the Called_Mailbox station is assigned to the correct coverage path.

INTUITY Interchange Alarm Codes and Administrator Log Entries

5

What's in this Chapter

The Lucent INTUITY system provides a single point of reference for troubleshooting a problem regardless of the system configuration. The Lucent INTUITY™ Interchange does not change this maintenance strategy. All applications use the same alarm log to report errors occurring within an application or in its interaction with other applications. The alarm log receives entries from all areas of the system (including the INTUITY Interchange), prioritizes the alarms according to severity, and makes them accessible.

This chapter contains the alarm and administrator log entries related to the INTUITY Interchange system. This information should be used in conjunction with the *INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*, 585-310-174, or *INTUITY Messaging Solutions Release 4 MAP/100P Maintenance*, 585-313-115, book.

Alarm Codes

Alarm Code: 0000

Event ID: **SWICIPROCDEAD**

Alarm Level: Major

Message Text: Too many process restarts. IC stopped.



NOTE:

This alarm may also be generated by Enterprise Lists. It will be noted by the annotation "EL" in the message text. For example, "Too many process restarts. EL stopped" would appear as the alarm message.

Description: The Interchange application has stopped since one or more processes died.

Repair Action: This alarm requires remote maintenance center intervention.

Alarm Code: 0002

Event ID: **SWFAILRET**

Alarm Level: Warning

Message Text: Message delivery failed for msgid:xxxxxx
error code=xx

Description: This alarm indicates the Interchange module failed to deliver remote mail.

Interchange error codes include:

- 2 - recipient mailbox was full
- 3 - recipient did not exist
- 5 - inter-machine permission failure
- 6 - sending restrictions failure
- 7 - miscellaneous failure to deliver message

Repair Action: None. This is for informational purposes only.

Alarm Code: 0003

Event ID:**SWICINITFAIL**

Alarm Level:Major

Message Text:IC module initialization failure

Description:This alarm indicates the Interchange module failed to initialize. The Interchange module failed to start.



NOTE:

This alarm may also be generated by Enterprise Lists. It will be noted by the annotation "EL" in the message text. For example, "Too many process restarts. EL stopped" would appear as the alarm message.

Repair Action:This alarm requires remote maintenance center intervention.

Alarm Code: 3001

Event ID:**SWICOPENFAIL**

Alarm Level:Major

Message Text:IC database open failure



NOTE:

This alarm may also be generated by Enterprise Lists. It will be noted by the annotation "EL" in the message text. For example, "Too many process restarts. EL stopped" would appear as the alarm message.

Description:This alarm indicates that the ORACLE database server is not running.

Repair Action:This alarm requires remote maintenance center intervention.

Alarm Code: 3002

Event ID:**SWICINTERR**

Alarm Level:Minor

Message Text:IC internal error

Description:This alarm indicates an Interchange process could not communicate with another Interchange process or a network problem occurred. If this alarm is active, it is likely that the Interchange is not in service or is not installed properly.



NOTE:

This alarm may also be generated by Enterprise Lists. It will be noted by the annotation "EL" in the message text. For example, "Too many process restarts. EL stopped" would appear as the alarm message.

Repair Action:This alarm requires remote maintenance center intervention.

Alarm Code: 3003

Event ID:**SWRETRYEX**

Alarm Level:Warning

Message Text:Retry count or max time for the message exceeded.

Description:This alarm is generated when the maximum transit time is exceeded for a given message type.

Repair Action:None. This is for informational purposes only.

Alarm Code: 3004

Event ID:**SWICORAINTErr**

Alarm Level:Minor

Message Text:IC oracle internal error.

Description:This alarm may indicate a database error.



NOTE:

This alarm may also be generated by Enterprise Lists. It will be noted by the annotation "EL" in the message text. For example, "Too many process restarts. EL stopped" would appear as the alarm message.

Repair Action:This alarm requires remote maintenance center intervention.

Alarm Code: 3005

Event ID:**SWICINVALIDVAL**

Alarm Level:Minor

Message Text:Invalid value for sid or nid.

Description:This alarm indicates the system limits for subscriber IDs and node IDs have been exceeded.

Repair Action:This alarm requires remote maintenance center intervention.

Alarm Code: 3006

Event ID:**SWICCOREDUMP**

Alarm Level:Minor

Message Text:IC module core dump saved.

Description:This alarm indicates a software problem caused a core dump of an Interchange process.



NOTE:

This alarm may also be generated by Enterprise Lists. It will be noted by the annotation "EL" in the message text. For example, "Too many process restarts. EL stopped" would appear as the alarm message.

Repair Action:This alarm requires remote maintenance center intervention.

F3 Alarm Code: 3007

Event ID:**SWICAUDERR**

Alarm Level:Minor

Message Text:IC audit failed.



NOTE:

This alarm may also be generated by Enterprise Lists. It will be noted by the annotation "EL" in the message text. For example, "Too many process restarts. EL stopped" would appear as the alarm message.

Description:This alarm indicates an audit of the Interchange database failed. This alarm does not mean that the Interchange database is corrupted.

Repair Action:This alarm requires remote maintenance center intervention.

Protocol Alarm Codes

AMIS Analog Protocol Alarm Codes



NOTE:

AAG process alarms will not be resolved at the time the INTUITY Interchange system is started.

F3 Alarm Code: 0001

Event ID: **AAG001**

Alarm Level:Warning

Message Text:Unable to determine status of incoming call.

Description:The incoming call did not contain the AMIS start protocol tones.

Repair Action:This alarm requires remote maintenance center intervention.

Alarm Code: 0002

Event ID:**AAG002**

Alarm Level:Warning

Message Text:Unable to connect to remote machine
<machine name>.

Description:The AAG did not receive the AMIS start protocol tones when trying to connect to a remote AMIS machine.

Repair Action:This alarm requires remote maintenance center intervention.

Alarm Code: 0003

Event ID:**AAG011**

Alarm Level:Warning

Message Text:Timeout in the middle of protocol <protocol step>

Description:The initial connection was made and then the AAG did not receive any protocol tone during the <protocol step> provided in the message text.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**AAG012**

Alarm Level:Warning

Message Text:Remote machine <machine name> disconnected.

Description:The remote machine disconnected prematurely.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**AAG013**

Alarm Level:Warning

Message Text:Checksum error

Description:The AAG script detected a protocol error during transmission.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**AAG014**

Alarm Level:Warning

Message Text:Zero Messages Received

Description:The AAG receive script did not receive any messages.
There was no error detected in the protocol. This may indicate the remote machine experienced an error during message transmission.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**AAG015**

Alarm Level:Warning

Message Text:Unable to Access Message

Description:The AAG script was unable to access a message.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**AAG016**

Alarm Level:Warning

Message Text:Do Not Accept Messages From This System

Description:The AAG Receive script received a message from an unknown system.

Repair Action:This alarm requires remote maintenance center intervention.

OctelNet Analog Protocol Alarm Codes



NOTE:

OctelNet analog process alarms will not be resolved at the time the INTUITY Interchange system is started.

Event ID:**ONG001**

Alarm Level:Warning

Message Text:Unable to determine status of incoming call

Description:The incoming call did not contain the OctelNet start protocol tones.

Repair Action:1.Administrator may have called the number multiple times without electing to administer the system; check with the system administrator to verify that the system has been administered correctly.

2. Excessive noise on the telephone line may have caused the touch-tones to not be recognized; check the telephone lines for noise and check the IVC6 board.
3. Another machine may be setup incorrectly to call the OctelNet protocol; check the machine administration with the system administrator.

Event ID:**ONG002**

Alarm Level:Warning

Message Text:Unable to connect to remote machine <machine name>

Description:The INTUITY Interchange did not receive the OctelNet start protocol tones when trying to connect to a remote Aria or Serenade analog machine.

Repair Action:1..Excessive noise on the telephone line may have caused the touch-tones to not be recognized; check the telephone lines for noise and check the IVC6 board.

2. The dial string for this remote machine may be incorrect; system administrator should verify the dial string.

Event ID:**ONG011**

Alarm Level:Warning

Message Text:Timed out during <protocol step> while
sending|receiving to|from <machine name>

Description:The initial connection was made and then the INTUITY Interchange did not receive the protocol tone during the protocol step mentioned in the message text.

Repair Action:Excessive noise on the telephone line may have caused the touch-tones to not be recognized; check the telephone lines for noise and check the IVC6 board.

Event ID:**ONG012**

Alarm Level:Warning

Message Text:Remote machine <machine name> disconnected

Description:The remote machine disconnected prematurely.

Repair Action:The remote machine probably had an error; system administrator should check the error logs on the remote machine.

Event ID:**ONG013**

Alarm Level:Warning

Message Text:Checksum/Frame error during <protocol step> while
sending|receiving to|from <machine name>

Description:The ONG script detected a protocol error during transmission.

Repair Action:Excessive noise on the telephone line may have caused the touch-tones to not be recognized; check the telephone lines for noise and check the IVC6 board.

Event ID:**ONG014**

Alarm Level:Warning

Message Text:Zero messages received

Description:The ONG Receive script received zero messages. There was no error detected in the protocol.

Repair Action:The remote machine probably had an error during message transmission; system administrator should check the error logs on the remote machine.

Event ID:**ONG015**

Alarm Level:Warning

Message Text:Unable to access message component

Description:The ONG send or administration script received a corrupted message.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**ONG016**

Alarm Level:Warning

Message Text:Do not accept messages from this system

Description:The ONG receive script received a message from an unknown system.

Repair Action:The remote OctelNet system entry is either not present in the ONG table or is incorrect.

Event ID:**ONG017**

Alarm Level:Warning

Message Text:Remote node file system full

Description:The ONG send or administration script received a file system full response.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**ONG018**

Alarm Level:Warning

Message Text:No fax component

Description:The ONG send script received a fax only message.

Repair Action:None. This is for informational purposes only.

Event ID:**ONG019**

Alarm Level:Warning

Message Text:No access to the Octel node

Description:The ONG send or administration script has been refused access to the remote Octel system.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**ONG020**

Alarm Level:Warning

Message Text:Invalid Opcode

Description:The ONG script does not understand the Opcode received.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**ONG021**

Alarm Level:Warning

Message Text:Non-deliverable mailbox

Description:The ONG send script attempted to deliver a message to a special mailbox.

Repair Action:None. The mailbox is automatically deleted from the INTUITY Interchange.

Event ID:**ONG22**

Alarm Level:Warning

Message Text:Mailbox future delivery full

Description:The ONG send script tried to deliver a future delivery message to a full mailbox.

Repair Action:System administrator needs to administer the mailbox on the remote machine.

Event ID:**ONG023**

Alarm Level:Warning

Message Text:No access to remote machine NameNet

Description:The ONG send script could not access the NAMENET type for a remote machine.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**ONG024**

Alarm Level:Warning

Message Text:Remote node disabled

Description:The ONG send script tried to communicate with a disabled remote machine.

Repair Action:System administrator needs to administer to end node back on-line.

Event ID:**ONG025**

Alarm Level:Warning

Message Text:Bad message

Description:The ONG send script delivered a message that the remote machine could not understand.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**ONG026**

Alarm Level:Warning

Message Text:No voice component

Description:The ONG send script is sending a fax only message with a system default voice component attached to it.

Repair Action:None. Informational purposes only.

Event ID:**ONG041**

Alarm Level:Warning

Message Text:Script started without node ID

Description:The OctelNet protocol was started without machine ID.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**ONG042**

Alarm Level:Warning

Message Text:Script started with incorrect node ID <ID>

Description:The OctelNet protocol was started with an incorrect machine ID.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**ONG051**

Alarm Level:Warning

Message Text:Error accessing ONG database table <table name>

Description:The ONG database may have been corrupted.

Repair Action:System administrator needs to restore the database from back-up tapes.

Event ID:**ONG061**

Alarm Level:Warning

Message Text:Radiant external function <function name> failed,
return code <return code>

Description:The interface between Radiant and an underlying environment received a return error.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**ONG062**

Alarm Level:Warning

Message Text:Mbx <mailbox number> not updated on <node>; Same mailbox exists on <node>

Description:A duplicate mailbox number exists on end nodes. INTUITY Interchange only accepts the first mailbox number registered.

Repair Action:System administrator needs to determine which user has one mailbox number on different end nodes. Update the Intuity Interchange with the correct mailbox.

System administrator may use different dial plans for different end nodes.

Event ID:**ONG063**

Alarm Level:Warning

Message Text:Node protocol level < 3; cannot proceed with updates.

Description:Directory updates need to have protocol revision level 3 or above. The end node protocol revision is less than 3.

Repair Action:System administrator needs to check the updates parameters on the remote parameters screen and local system parameters screen.

Event ID:**ONG067**

Alarm Level:Warning

Message Text:Updates <In/Out> not allowed on <Node/Base>;
Check Parameters Screen.

Description:The Updates In or Updates Out flag does not permit updates to or from this node.

Repair Action:Verify that the Updates In and Updates Out fields on the INTUITY Interchange's General Parameters screen are administered correctly.

Event ID:**ONG081**

Alarm Level:Warning

Message Text:Cannot start OctelNet script trigger process.

Description:The OctelNet script trigger mechanism is unable to start.

Repair Action:System administrator should verify that the Max Number of Octel Nodes is administered correctly on the Feature Options screen.

Event ID:**ONG082**

Alarm Level:Warning

Message Text:Error initializing socket: ERRNO xxx. exiting.

Description:System error has occurred..

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**ONG083**

Alarm Level:Warning

Message Text:Client: tcp/ONG_trig:unknown service.

Description:The triggering process is not registered in the INTUITY Interchange system correctly.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**ONG084**

Alarm Level:Warning

Message Text:The triggering process is starting too frequently.

Description:The triggering process is respawning more than 5 times in 10 minutes.

Repair Action:This alarm requires remote maintenance center intervention.

Software Alarm Codes

Alarm Code: 0001

Event ID:**AAG021**

Alarm Level:Warning

Message Text:Send script started w/o node id

Description:The AMIS send application was started with a blank machine id.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**AAG022**

Alarm Level:Warning

Message Text:Send script started with incorrect node id

Description:The AMIS send script application was started with an incorrect machine id.

Repair Action:This alarm requires remote maintenance center intervention.

Alarm Code: 0002

Event ID:**AAG031**

Alarm Level:Warning

Message Text:Database error

Description:The AAG could not access the database table indicated in the message text. The database may have been corrupted.

Repair Action:This alarm requires remote maintenance center intervention.

Alarm Code: 0003

Event ID:**AAG041**

Alarm Level:Warning

Message Text:SCE failure

Description:The interface between the Service Creation Environment (SCE) and the AAG returned an error.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**AAG061**

Alarm Level:Warning

Message Text:Too many invalid login attempts

Description:The system received too many invalid login attempts.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**AAG081**

Alarm Level:Warning

Message Text:Start up failure

Description:The AMIS send script Trigger mechanism is unable to start.

Repair Action:Verify that the Feature Option for the AAG module is turned on. This alarm requires remote maintenance center intervention.

Event ID:**AAG082**

Alarm Level:Warning

Message Text:Unable to initialize socket

Description:A system error has occurred.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**AAG083**

Alarm Level:Warning

Message Text:Client not registered

Description:The triggering process is not registered in the system process. The process entry has not automatically been made in the /etc/services file.

Repair Action:This alarm requires remote maintenance center intervention.

Event ID:**AAG084**

Alarm Level:Minor

Message Text:Triggering process starting too frequently

Description:The AAG triggering process is respawning more than 5 times in 10 minutes.

Repair Action:This alarm requires remote maintenance center intervention.

Aria User Interface Alarm Log Entries and Administrator's Log Entries

6

What's in This Chapter?

The Lucent INTUITY™ system provides a single point of reference for troubleshooting a problem regardless of the system configuration. The INTUITY AUDIX® Aria User Interface application does not change this maintenance strategy. All applications use the same alarm log to report errors occurring within an application or in its interaction with other applications. The alarm log receives entries from all areas of the system (including the Aria User Interface application), prioritizes the alarms according to severity, and makes them accessible.

This chapter provides the alarm and administrator log entries for the Aria User Interface. This information should be used in conjunction with the *INTUITY Messaging Solutions Release 4 MAP/40P Maintenance*, 585-310-197, or *INTUITY Messaging Solutions Release 4 MAP/100P Maintenance*, 585-313-115, book.

Overview

This chapter uses three parts of the alarm log entry to identify an alarm:

- Application identifier — 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



NOTE:

All resource types are related to software for the Aria User Interface on Intuity.

- Alarm code — differentiates the alarm from other alarms in the same category



NOTE:

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

This chapter also uses two parts of the administrator's log entry to identify an alarm:

- 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

Each entry for Administrator's Log entry includes a description and either a repair procedure or a notice that none is needed.

Purpose

The purpose of this chapter is to describe the Aria User Interface on Intuity Messaging Solutions alarm log and administrator's log entries and describe any associated repair procedures.

How to Use this Chapter

To locate an alarm or administrator's log entry in this chapter:

1. Locate the section for the appropriate application identifier.

Entries are organized alphabetically by the Application Identifier:

- [AA Alarm Log Entries](#)
- [AB Alarm Log Entries](#)
- [AR Alarm Log Entries](#)
- [AU Alarm Log Entries](#)
- [AW Alarm Log Entries](#)
- [EG Alarm Log Entries](#)
- [MA Alarm Log Entries](#)
- [MF Alarm Log Entries](#)
- [AR Administrator's Log Entries](#)
- [AU Administrator's Log Entries](#)
- [MA Administrator's Log Entries](#)
- [MF Administrator's Log Entries](#)

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 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 24th voice channel. These variables are often used in the repair procedure to locate the problem.

NOTE:

Even though the Administrator's Log can hold up to 1000 entries, you can display only 500 lines worth of data at one time. Use the display selection criteria to choose the log information that you want to see. See [Chapter 1, "Administrator's Log"](#) in [Chapter 1, "Getting Started"](#).

Alarm Log Entries

The following alarm log entries apply to the Aria User Interface on Intuity Messaging Solutions.

AA Alarm Log Entries

The following alarms are associated with the AA module. They indicate conditions that may cause the system or certain functions to fail.

Currently no alarms exist for the AA module.

AB Alarm Log Entries

The following alarms are associated with the AB module. They indicate conditions that may cause the system or certain functions to fail.

Alarm Code: 1

Event ID: RAD_FAIL

Alarm Level: Minor

Description: The Aria interface application was unable to complete a user request. An internal software failure or misadministration could cause this.

Repair Action: Use the standard escalation procedures.

Alarm Code: 2

Event ID: DB_ACC_FAIL

Alarm Level: Minor

Description: The Aria interface application was unable to complete a user request due to a database access error. This could be caused due to a database corruption or incomplete administration of the system.

Repair Action: Use the standard escalation procedures.

AR Alarm Log Entries

The following alarms are associated with the AR module. They indicate conditions that may cause the system or certain functions to fail.

Alarm Code: 1

Event ID: RAD_FAIL

Alarm Level: Minor

Description: The Aria interface application was unable to complete a user request. An internal software failure or misadministration could cause this.

Repair Action: Use the standard escalation procedures.

Alarm Code: 2

Event ID: DB_ACC_FAIL

Alarm Level: Minor

Description: The Aria interface application was unable to complete a user request due to a database access error. This could be caused due to a database corruption or incomplete administration of the system.

Repair Action: Use the standard escalation procedures.

Alarm Code: 4

Event ID: SERVER_ERR

Alarm Level: Minor

Description: The Aria interface application was unable to connect to the Intuity IMAPI server. The system may not be able to complete any calls.

Repair Action: Use the standard escalation procedures.

Alarm Code: 5

Event ID: OP_SYS_MB_FAIL

Alarm Level: Minor

Description: Fail to open system mailbox in emergency call answer.

Repair Action: Use the standard escalation procedures.

Alarm Code: 6

Event ID: TRX_ABORTD

Alarm Level: Minor

Description: Hicap transfer aborted.

Repair Action: Use the standard escalation procedures.

AU Alarm Log Entries

The following alarms are associated with the AU module. They indicate conditions that may cause the system or certain functions to fail.

Alarm Code: 1

Event ID: RAD_FAIL

Alarm Level: Minor

Description: The Aria interface application was unable to complete a user request. An internal software failure or misadministration could cause this.

Repair Action: Use the standard escalation procedures.

Alarm Code: 2

Event ID: DB_ACC_FAIL

Alarm Level: Minor

Description: The Aria interface application was unable to complete a user request due to a database access error. This could be caused due to a database corruption or incomplete administration of the system.

Repair Action: Use the standard escalation procedures.

Alarm Code: 4

Event ID: SERVER_ERR

Alarm Level: Minor

Description: The Aria interface application was unable to connect to the Intuity IMAPI server. The system may not be able to complete any calls.

Repair Action: Use the standard escalation procedures.

Alarm Code: 5

Event ID: REM_0

Alarm Level: Minor

Description: The emergency call answer found an error in remote call answer and the message was dropped.

Repair Action: Use the standard escalation procedures.

Alarm Code: 6

Event ID: TRX_ABORTD

Alarm Level: Minor

Description: Hicap transfer aborted.

Repair Action: Use the standard escalation procedures.

AW Alarm Log Entries

The following alarms are associated with the the AW module. They indicate conditions that may cause the system or certain functions to fail.

Alarm Code: 2

Event ID: DB_ACC_FAIL

Alarm Level: Minor

Description: The Aria interface application was unable to complete a user request due to a database access error. This could be caused due to a database corruption or incomplete administration of the system.

Repair Action: Use the standard escalation procedures.

Alarm Code: 4

Event ID: ARIAD_START

Alarm Level: Minor

Description: The administration daemon process was unable to start up. The Web-based administration interface may not work.

Repair Action: Use the standard escalation procedures.

Alarm Code: 5

Event ID: ARIAD_ERR

Alarm Level: Minor

Description: The administration daemon process had an internal software failure. The Web-based administration interface may not work.

Repair Action: Use the standard escalation procedures.

Alarm Code: 5

Event ID: IMAPI_FAIL

Alarm Level: Minor

Description: The administration daemon process had an internal software failure. The Web-based administration interface may not work.

Repair Action: Use the standard escalation procedures.

Alarm Code: 5

Event ID: IRAPI_FAIL

Alarm Level: Minor

Description: The administration daemon process had an internal software failure. The Web-based administration interface may not work.

Repair Action: Use the standard escalation procedures.

EG Alarm Log Entries

The following alarms are associated with the EG module. They indicate conditions that may cause the system or certain functions to fail.

Alarm Code: 1

Event ID: RAD_FAIL

Alarm Level: Minor

Description: The Aria interface application was unable to complete a user request. An internal software failure or misadministration could cause this.

Repair Action: Use the standard escalation procedures.

Alarm Code: 2

Event ID: DB_ACC_FAIL

Alarm Level: Minor

Description: The Aria interface application was unable to complete a user request due to a database access error. This could be caused due to a database corruption or incomplete administration of the system.

Repair Action: Use the standard escalation procedures.

Alarm Code: 3

Event ID: EAGD_START

Alarm Level: Minor

Description: The Extended Absence Greeting (EAG) daemon process was unable to start up. The EAG mechanism may not work for the entire system.



NOTE:

This error does not affect the EAG for the caller interface.

Repair Action: Use the standard escalation procedures.

Alarm Code: 4

Event ID: EAGD_FAIL

Alarm Level: Minor

Description: The Extended Absence Greeting (EAG) daemon had an internal software failure. The EAG mechanism may not work for some mailboxes.



NOTE:

This error does not affect the EAG for the caller interface.

Repair Action: Use the standard escalation procedures.

MA Alarm Log Entries

The following alarms are associated with the MA module. They indicate conditions that may cause the system or certain functions to fail.

Alarm Code: 1

Event ID: RAD_FAIL

Alarm Level: Minor

Description: The Aria interface application was unable to complete a user request. An internal software failure or misadministration could cause this.

Repair Action: Use the standard escalation procedures.

Alarm Code: 2

Event ID: DB_ACC_FAIL

Alarm Level: Minor

Description: The Aria interface application was unable to complete a user request due to a database access error. This could be caused due to a database corruption or incomplete administration of the system.

Repair Action: Use the standard escalation procedures.

Alarm Code: 3

Event ID: INIT_FAIL

Alarm Level: Minor

Description: The multimedia automated attendant application was unable to initialize an incoming call for an automated attendant. This may cause the multimedia automated attendant to be out of service.

Repair Action: Use the standard escalation procedures.

MF Alarm Log Entries

The following alarms are associated with the MF module. They indicate conditions that may cause the system or certain functions to fail.

Alarm Code: 1

Event ID: RAD_FAIL

Alarm Level: Minor

Description: The Aria interface application was unable to complete a user request. An internal software failure or misadministration could cause this.

Repair Action: Use the standard escalation procedures.

Alarm Code: 2

Event ID: DB_ACC_FAIL

Alarm Level: Minor

Description: The Aria interface application was unable to complete a user request due to a database access error. This could be caused due to a database corruption or incomplete administration of the system.

Repair Action: Use the standard escalation procedures.

Alarm Code: 3

Event ID: MAFD_START

Alarm Level: Minor

Description: The Mailbox Auto-Forward (MAF) daemon process was unable to start up. The MAF mechanism may not work for the entire system.

Repair Action: Use the standard escalation procedures.

Alarm Code: 4

Event ID: MAFD_FAIL

Alarm Level: Minor

Description: The Mailbox Auto-Forward (MAF) daemon had an internal software failure. The MAF mechanism may not work for some mailboxes.

Repair Action: Use the standard escalation procedures.

Administrator's Log Entries

The following Administrator's Log entries apply to the Aria User Interface on Intuity Messaging Solutions:

AR Administrator's Log Entries

The following administrator's log entries are associated with the Aria AR module. They indicate conditions that may cause the system or certain functions to fail.

Event ID: ADM001

Description: Mailbox <subscriber-extension> is full.

Repair Action: Notify the subscriber. The subscriber will have to remove old messages to make room in the mailbox, otherwise they will not be able to receive messages. If a larger mailbox is needed, use the **change subscriber** <subscriber-extension> command to increase the mailbox size. See *Lucent Intuity Messaging Solutions Release 4 Administration*, 585-310-564, for more information.

Event ID: ADM002

Description: Mailbox <subscriber-extension> has been locked.

Repair Action: The subscriber will not be able to access the mailbox until it is unlocked. To unlock the mailbox, use the **change subscriber** <subscriber-extension> command. A subscriber mailbox is locked when the number of consecutive unsuccessful login attempts have been exceeded. See *Lucent Intuity Messaging Solutions Release 4 Administration*, 585-310-564, for more information.

Event ID: ADM003

Description: The mailbox <subscriber-extension> has not been defined for the Aria interface.

Repair Action: The subscriber extension mentioned in the event has not been defined in the Aria administration screens and is unable to access their mailbox. In addition to adding the subscriber mailbox in the AUDIX administration screens, each subscriber mailbox has to be defined in the Aria administration screens as well. Use the Defining Aria Mailboxes screen in the Web-based Aria administration screens to define this mailbox. See *Aria User Interface on Intuity Messaging Solutions Administration*, 585-310-804, for more information.

Event ID: ADM004

Description: Guest mailbox password expired. <Guest mailbox#> <Main mailbox#>

Repair Action: The password for the above mentioned guest mailbox associated with the given main mailbox has expired. The owner of the main mailbox should be notified to change to password for this guest.

AU Administrator's Log Entries

The following administrator's log entries are associated with the AU module. They indicate conditions that may cause the system or certain functions to fail.

Event ID: ADM001

Description: Mailbox <subscriber-extension> is full.

Repair Action: Notify the subscriber. The subscriber will have to remove old messages to make room in the mailbox, otherwise they will not be able to receive messages. If a larger mailbox is needed, use the **change subscriber** <subscriber-extension> command to increase the mailbox size. See *Lucent Intuity*

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

Event ID: ADM002

Description: Mailbox <subscriber-extension> has been locked.

Repair Action: The subscriber will not be able to access the mailbox until it is unlocked. To unlock the mailbox, use the **change subscriber** <subscriber-extension> command. A subscriber mailbox is locked when the number of consecutive unsuccessful login attempts has been exceeded. See *Lucent Intuity Messaging Solutions Release 4 Administration*, 585-310-564, for more information.

Event ID: ADM003

Description: The mailbox <subscriber-extension> has not been defined for the Aria interface.

Repair Action: The subscriber extension mentioned in the event has not been defined in the Aria administration screens and is unable to access their mailbox. In addition to adding the subscriber mailbox in the AUDIX administration screens, each subscriber mailbox has to be defined in the Aria administration screens as well. Use the Defining Aria Mailboxes screen in the Web-based Aria administration screens to define this mailbox. See *Aria User Interface on Intuity Messaging Solutions Administration*, 585-310-804, for more information.

MA Administrator's Log Entries

The following administrator's log entries are associated with the MA module. They indicate conditions that may cause the system or certain functions to fail.

Event ID: ADM001

Description: The multimedia automated attendant <attendant-extension> had not been defined.

Repair Action: The multimedia automated attendant extension in question is either being used as a submenu by another attendant, or as a main attendant and has not been defined. Use the multimedia automated attendant administration screens to define and record the greetings for this automated attendant. See *Aria User Interface on Intuity Messaging Solutions Multimedia Automated Attendant Administration*, 585-310-804, for more information.

Event ID: ADM002

Description: The multimedia automated attendant <attendant-extension> has no greeting recorded.

Repair Action: The multimedia automated attendant extension in question is either being used as a submenu by another attendant, or as a main attendant and does not have a greeting recorded. Use the multimedia automated attendant administration screens to record the greetings for this automated attendant. See *Aria User Interface on Intuity Messaging Solutions Multimedia Automated Attendant Administration*, 585-310-804, for more information.

MF Administrator's Log Entries

Event ID: MF_undlv

Description: The mailbox <subscriber-extension> has an undeliverable message, destination <dest>, reason <reason>.

Repair Action: The subscriber extension mentioned in the event has auto-forward of messages enabled and has an undeliverable message in their mailbox. This could indicate that the forwarding destination is unable to accept messages due to the reason given in the event. Contact the subscriber and advise them to verify the forwarding destination.

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