Avaya Interchange

Release 5.4

Alarm and Log Messages

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

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Comments
To comment on this document, see the section titled "About This Book."

Acknowledgment
This document was prepared by Technical Publications, Avaya Inc., Columbus, OH and Milpitas, CA.

Contents

About This Book

Purpose

This book, *Avaya Interchange Release 5.4 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.

How to Use This Book

This book is organized into the following sections:

Chapter 1, Getting Started, provides information about how to access the various types of logs.

Chapter 2, Administrator's Log Entries, provides information about the messages that appear in the Administrator's Log.

Chapter 3, Alarm Log Entries, provides information about system alarm conditions and remedies.

Chapter 4, Avaya Interchange Alarm Codes and Administrator Log Entries, provides information about the alarm and administrator log entries related to the Avaya Interchange system.

Conventions Used in This Book

This section describes the conventions used in this book.

Terminology

The following terms are used in this book:

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

  Type **y** to continue.

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

  Enter **y** to continue.

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

  Select `Start Test.`

- The terms “subscriber” and “user” are interchangeable terms that describe a person administered on the Interchange system. The term “subscriber” is the preferred term in the text and is the command word you must type at the command line, for example, **change subscriber “Jane Doe.”**

- The Avaya Interchange system displays *screens*, *windows*, and *menus.* Screens make up the Interchange user interface through which you can enter data or commands or access windows or menus (Figure 1). Windows show and request system information (Figure 2). Menus present options from which you can choose to view another menu, screen, or window (Figure 3).

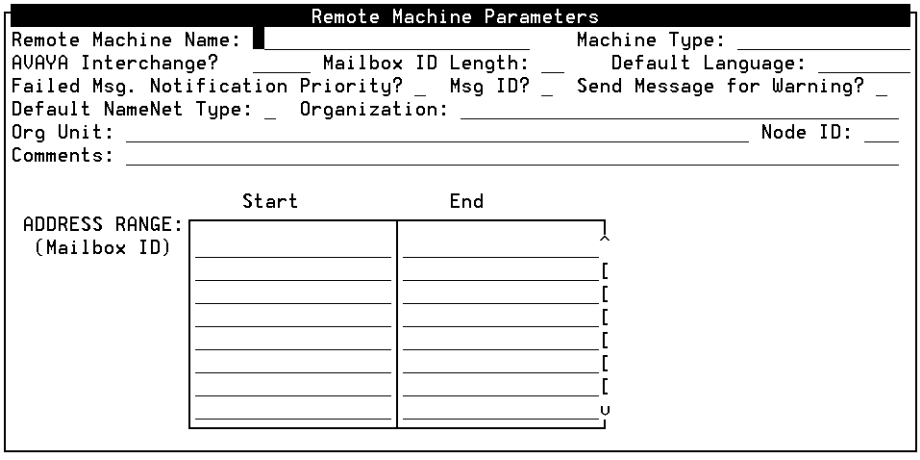

Figure 1. Example of Avaya Interchange Screen

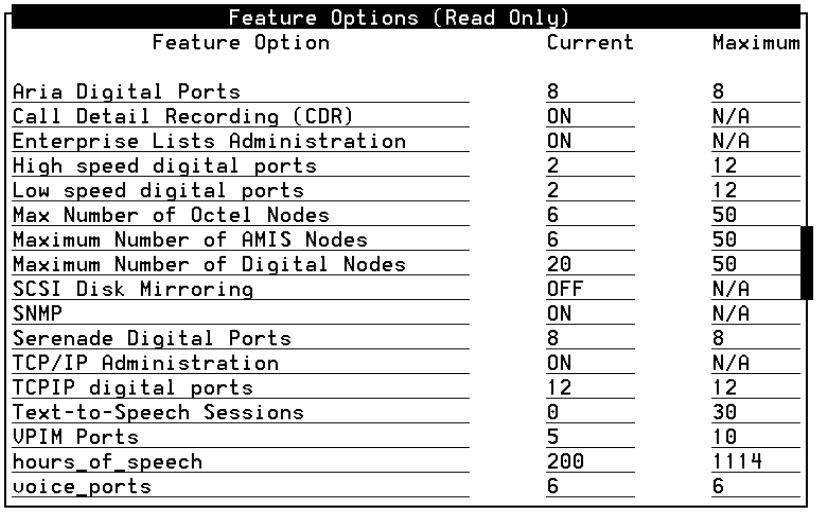

Figure 2. Example of an Avaya Interchange Window

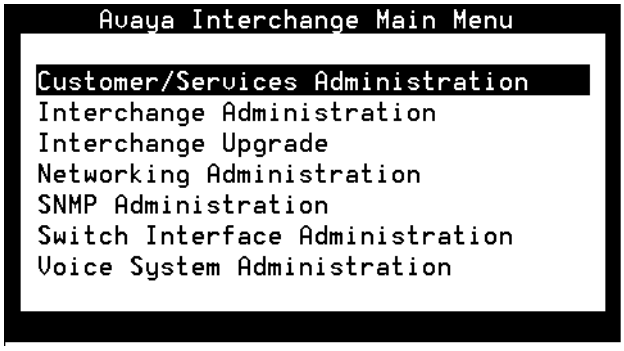

Figure 3. Example of an Avaya Interchange Menu

Terminal Keys

The following list identifies actions you perform on the computer keyboard:

- Keys that you press on the computer *keyboard* are shown as rounded boxes. For example, an instruction to press the Enter key is shown as

  Press ENTER.

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

  Press ALT D.

- A combination keystroke is a series of keystrokes that combines two key functions plus a third key. You press and hold down the first key, press the second key, and 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 while typing the letter “d” and then typing the number “1” is shown as

  Press ALT– D 1.

- Function keys on the computer keyboard or system screens, also known as *soft keys*, are shown as round boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 2 is shown as

  Press F2 (Choices).

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

  Press [1] to record a message.

Screen Displays

The following list identifies formats used in Interchange screens:

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

  Example 1:

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

  Example 2:

  ```
  Alarm Form Update was successful.

  Press <Enter> to continue.
  ```

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

  Start at the Administration menu and select

  ```
  >Interchange Administration
      > Subscriber Administration
  ```

  In this example, you would access the Administration menu and select the Interchange Administration menu. From the Interchange Administration menu, you would then select the Subscriber Administration screen.

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

Other Typography

The following list identifies how bold and italic type are used:

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

  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.

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Related Resources

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

Documentation

The following books contain information and instructions related to some of the repair procedures:

- *Avaya Interchange Release 5.4 MAP/5P System Installation*
- *Avaya Interchange Release 5.4 MAP/5P System Maintenance*
- *Avaya Interchange Release 5.4 MAP/100P System Installation*
- *Avaya Interchange Release 5.4 MAP 100/P System Maintenance*
- *Avaya Interchange Release 5.4 Administration*
- *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.

It is recommended that you obtain and use the following book for information on security and toll fraud issues:

- *Avaya Products Security Handbook*, 555-025-600

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

Training

For more information on Interchange training, call the Avaya University at one of the following numbers:

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

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The following resources are available for technical assistance:

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- 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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Product Documentation
Room D1-B53
1300 W. 120th Avenue
Denver, Colorado 80234-2703 US

You may also fax your comments to the attention of the Avaya Interchange writing team at (303) 538-9625.

Product Support

If you have questions about how to use Avaya Interchange, contact one of the following resources:

- your Avaya Account Representative
- the Avaya Remote Support Center at + 800-242-2121

Getting Started

1

What's in This Chapter?

This chapter introduces logs and log entries for the Avaya Interchange system. It presents instructions for accessing three types of logs to display their messages.

Overview

The Avaya Interchange system provides the following logs for the system administrator (**sa**) login ID:

- Administrator's log. Contains informational messages that may or may not require some action by the system administrator. These messages can log an informational message such as a successful nightly backup or they can 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 the information displayed on each type of log. The remaining chapters in this book present the specific entries in the Administrator's and Alarm logs.

When to Access Logs

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

Checking Alarm Status

To determine if there is an alarm, do the following:

1. Start at the Avaya Interchange menu (Figure 1-1).

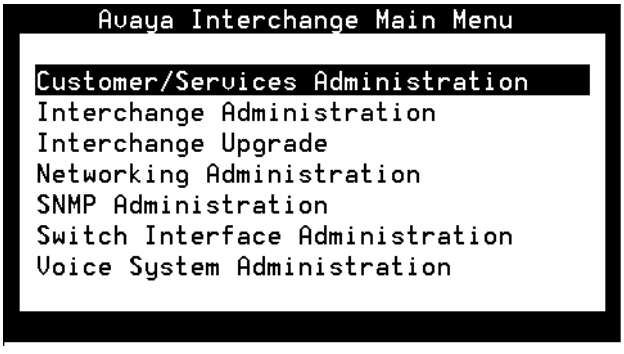


Figure 1-1. Avaya Interchange Main Menu

2. Select

```
> Interchange Administration
```

The system displays the Interchange Administration menu (Figure 1-2).

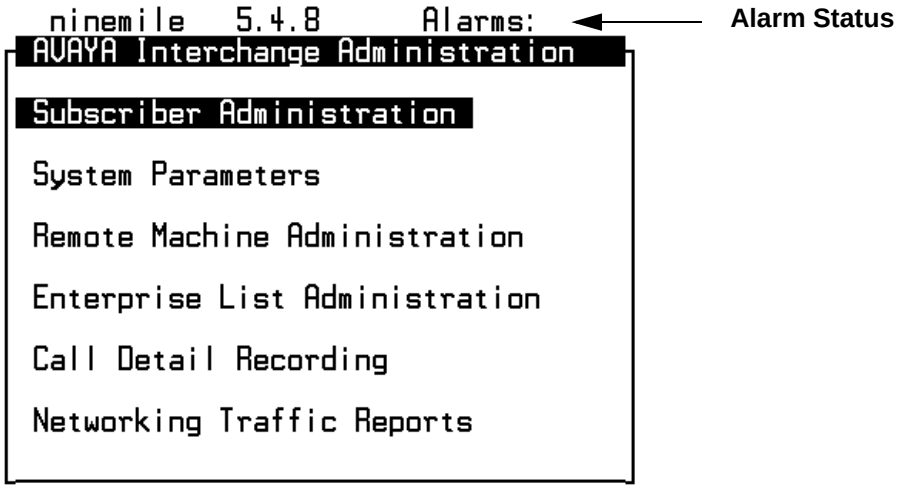


Figure 1-2. Avaya Interchange Administration Menu

3. Check the `Alarms:` field above the name of the menu.

Using the Alarm Status

The system uses the following abbreviations to identify alarm status:

- `M`: major alarm
- `m`: minor alarm
- `w`: warning alarm
- `A`: new or unviewed entries in the Administrator's Log
- `none`: no alarms or unviewed log entries

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

NOTE:
Alarms are documented in the Alarm Log and the Administrator's Log. Depending on the nature of an alarm, it can be documented in either the Alarm Log, the Administrator's Log, or both logs.

The system changes the value in the `Alarms:` field when the alarm is resolved. After you view the Administrator's Log, the system clears the `A` from the `Alarms:` field, even if you do not correct any reported problems.

Administrator's Log

The system records informational messages in the Administrator's Log. These messages can 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 might have to perform some action to correct a problem on the system. The Administrator's Log is accessible to the **sa** login.

The Administrator's Log can hold up to 1000 entries. When the system reaches this limit, it 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.

Accessing the Administrator's Log

Use the **sa** (system administrator) login to access the Administrator's Log through the Avaya Interchange system menus.

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

1. Start at the Avaya Interchange Main Menu (Figure 1-1) and select

```
> Customer/Services Administration
    > Log Administration
        > Administrator's Log
```

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

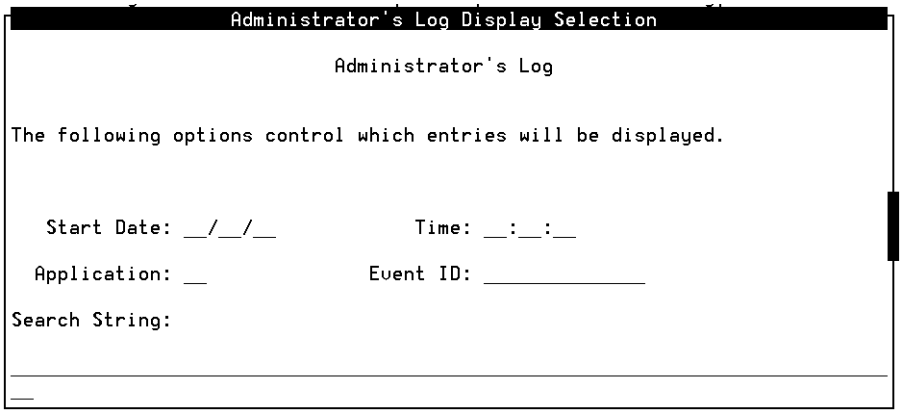


Figure 1-3. Administrator's Log Display Selection Screen

2. Press F3 (Save) to use the default display options. See Administrator's Log Display Selection Screen for information about display options.

   The system displays the Administrator's Log (Figure 1-4).

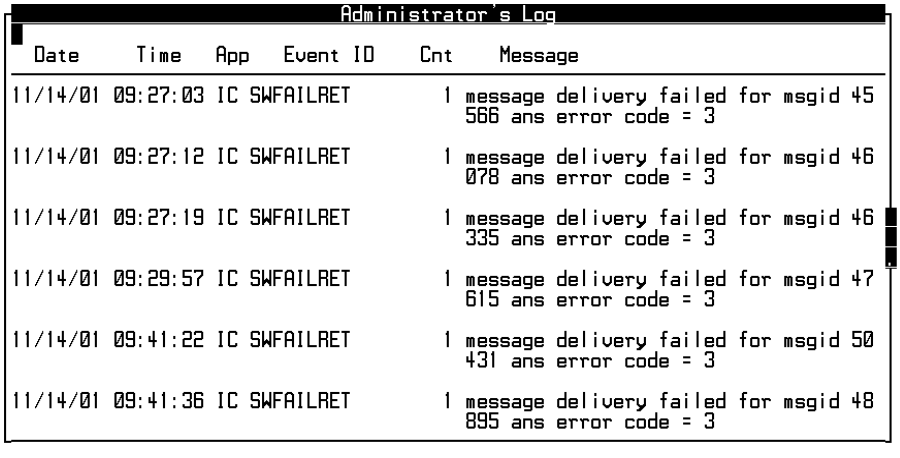


Figure 1-4. Administrator's Log

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 lets you choose the entries you want to display. The selection criteria on the Display Selection screen correspond to the fields in the Administrator's Log. This log can display only those entries that meet the selected criteria. For example, to see the entries for VPIM end nodes, enter **VI** in the `Application:` field, and the Administrator's Log then displays only the VI (VPIM) entries. Leaving this field blank causes 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 can 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 can 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 complete all of the fields.

Date and Time

These fields display 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. These fields let you 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 format: 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 p.m.

To limit the display to a particular period, enter a `Start Date` in the MM/DD/YY format. Valid entries are from 1 through 12 for the month, from 1 through 31 for the day, and from 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 from 0 through 23 for the hour, from 0 through 59 for the minute, and from 0 through 59 for the second.

Application Identifier

The application identifier, a two-letter abbreviation, represents the part of the Avaya Interchange 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
MT	Maintenance
NW	Digital Networking
VP	Voice Platform
IC	Interchange Core
AD	Aria Digital
AG	AMIS Analog

Table 1-2. Application Identifier: Possible Values

Abbreviation	Application
OG	Octel Analog Networking
SD	Serenade Digital
VI	VPIM

Event ID

The `Event ID` uniquely identifies an Administrator's Log entry within a particular application, such as Networking (NW). Because they are unique within an application, Event IDs take a variety of forms. They can consist of up to 14 alphanumeric characters, usually with several 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, and 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 uppercase and lowercase 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 matches 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 has 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 cannot 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 personnel at 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) are first displayed 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 also specifies the level of alarm that is sent to the remote maintenance center if the feature is available at your location.

Accessing the Alarm Log

The **sa** (system administrator) login can access the Alarm Log through the Avaya Interchange system menus.

To access the Alarm Log, do the following:

1. Start at the Avaya Interchange 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).

```
                    Alarm Log Display Selection

                              Alarm Log

The following options control which alarms will be displayed.

     Alarm Type: A

    Alarm Level:
          Major? Y              Minor? Y              Warning? Y


     Start Date: __/__/__        Time: __:__        Application: __


  Resource Type: __________   Location: ____ __ ___   Alarm Code: ____
```

Figure 1-5. Alarm Log Display Selection Screen

2. Press F3 (Save) to display the Alarm Log using the default display options. See Alarm Log Display Selection Screen for information about other display options.

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

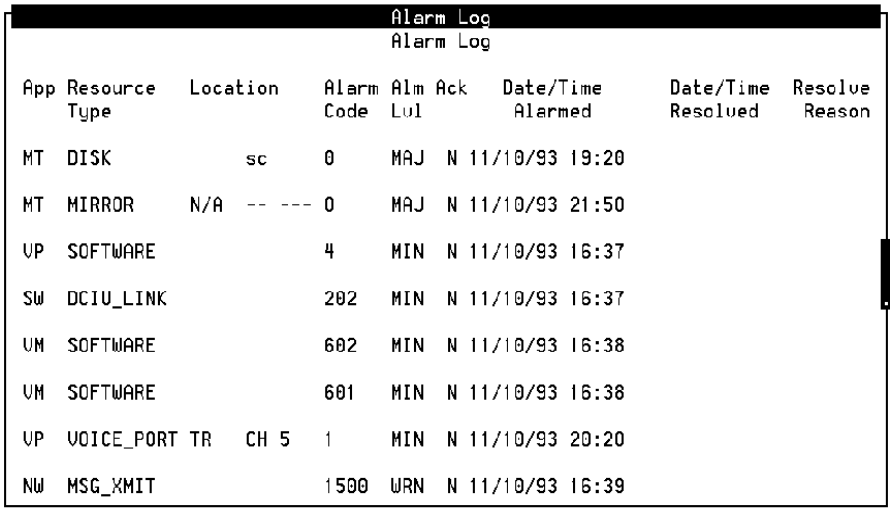


Figure 1-6. Alarm Log Screen

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 a display option. The selection criteria on the Alarm Log Display Selection screen correspond 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, are 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 Fields

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 **A** (active) or **R** (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 an alarm level, entries in the log are always displayed in chronological order, with the oldest alarm listed 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 Avaya Interchange 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
MT	Maintenance
NW	Digital Networking
VP	Voice Platform
IC	Interchange Core
AD	Aria Digital
AG	AMIS Analog
OG	Octel Analog Networking
SD	Serenade Digital
VI	VPIM

Resource Type

The Avaya Interchange 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 that help specify the type of during troubleshooting.
- It is the link from the alarm description in the Alarm Log to the steps to repair the alarm in this document.

Possible values for the `Resource Type` field are listed in Table 1-5.

Table 1-5. Alarm Resource Type: Possible Values

Resource Type	Description	Application Code
ALARM_ORIG	Alarm generation	MT
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

Table 1-5. Alarm Resource Type: Possible Values

Resource Type	Description	Application Code
FAXMONOANM	Avaya FAX Messaging errors	VP
FAXNSFOANM	Avaya FAX Messaging errors	VP
GPSC_BOARD	DCIU switch integration board (GPSC-AT/E)	SW
INIT	Initialization	VP
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
SF_VXMDI	Avaya FAX Messaging errors	VP
SMDI_LINK	SMDI switch integration link	SW
SOFTWARE	Software-related errors	NW VP
SPDSKMGR	Speech disk manager	VP
SPEECH_FS	Disk space for speech filesystems	VP
TAPE_DRIVE	Magnetic tape drive	MT
THR	Threshold levels	VP
TRIP	Tip/Ring interface process	VP
UNIX	UNIX operating system	MT
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 the entry “backup.”

Location

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

- Equipment name
- Equipment type
- Equipment number

This field can 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	■ ca (card) or ■ ch (channel)	■ 1 – 3 ■ 1 – 12
TR	IVC6	■ ca (card) or ■ ch (channel)	■ 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 Avaya Interchange 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 Avaya Inc. 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 Avaya Inc. services.
MIN	Service affecting. < 25% of a given resource is out of service. Repairable by Avaya Inc. services.
WRN	Service affecting. Repairable by customer.

Major Alarms

Major alarms indicate problems that can 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 five minutes are sent automatically to an Avaya Inc. remote maintenance center by the Avaya Interchange system if there is a maintenance service contract and alarm origination is active (see Alarm Management). 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 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 an Avaya Inc. remote maintenance center by the Avaya Interchange system if there is a maintenance service contract and alarm origination is active (see Alarm Management). 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 an Avaya Inc. remote maintenance center. Warning alarms are 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, the 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 (Only Displayed on Alarm Log Screen)

The Ack? field indicates if the alarm has been reported to and received by an Avaya Inc. remote services center.

If unresolved after five minutes, active major and minor alarms are reported to an Avaya Inc. 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 displays a Y if the alarm has been reported to and received by an Avaya Inc. remote services center. The Ack? field displays an N if the alarm has either not been reported to or has not been received by an Avaya Inc. remote maintenance center.

A major or minor alarm might show an N if a significant number of higher priority alarms exist and, therefore, have already been sent to the Avaya Inc. remote maintenance center. The Avaya Interchange system has a predefined list of resources. If the Avaya Interchange system must make a choice between alarms to send to the remote maintenance center, it uses this list to determine those that are top priority. For example, hard disk alarms rate higher than voice port alarms. Because warning alarms are the responsibility of the Avaya system administrator, these alarms always show an N in the Ack? field.

The Ack? field is important because it lets the system administrator know if the Avaya Inc. 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 (Only Displayed on Alarm Log Screen)

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

This 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 might 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 p.m.

If the problem can be pinpointed to an approximate time period, it might 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 allow you to look at only those log entries that occurred after a certain date and time. The default for these fields is the date and time the window was last used. To limit the display to a particular period, enter a Start Date in the MM/DD/YY format. Valid entries in this field are from 1 through 12 for the month, from 1 through 31 for the day, and from 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 from 0 through 23 for the hour and from 0 through 59 for the minute. The Start Date field must have a valid entry before you can enter a value for the Time field.

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 (Only Displayed on Alarm Log Screen)

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 p.m. 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 by 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 screen contains six fields that determine how the Avaya Interchange system responds to alarms. Using the **sa** login, you can view the information in this screen but you cannot change the information.

All of the information displayed on the Alarm Management screen was entered by Avaya Inc. factory personnel before the system was shipped or by a technician during installation according to the terms of the Avaya Inc. maintenance contract.

Access

To access the Alarm Management screen by using the default display options, do the following:

1. Start at the Avaya Interchange Main Menu (Figure 1-1) and select

```
> Customer/Services Administration
    > Alarm Management
```

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

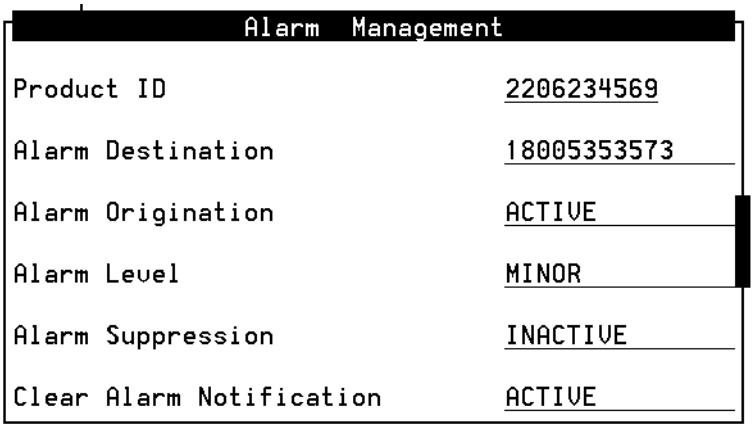


Figure 1-7. Alarm Management Screen

Alarm Management Screen Fields

The following parameters control alarm management for the Avaya Interchange system.

Product ID

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

Alarm Destination

The Avaya Interchange system is designed to notify an Avaya Inc. 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 Avaya Interchange 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 the dial tone, dial 1, wait 2 seconds, and 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 Avaya Interchange 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 five minutes. Up to four different alarms can be sent to the remote maintenance center in a single transmission. If the system has more than four active alarms at the designated alarm level, the system determines which alarms are sent first based on each alarm's impact on the system as a whole.

Alarm Suppression

When the `Alarm Suppression` field is active, no alarms are sent to the remote maintenance center. This field is used primarily during hardware repair procedures to prevent the system from calling out alarms while the technician 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

What's in This Chapter?

This chapter describes messages in the Administrator's Log and any associated repair procedures.

Overview

Messages from the Administrator's Log are identified in two parts:

- 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.

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:

   - MT — Maintenance
   - NW — Networking
   - SM — Station Manager

- 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 such as 23 can 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 the section Administrator's Log in Chapter 1, Getting Started.

MT — Maintenance

The following Administrator's Log messages and repair procedures apply to the maintenance portion of the Avaya Interchange 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 cannot be changed with the **sa** (system administrator) login.

Event ID: AOMADM00002

Description: The system generates this message when attempts to contact the remote maintenance center have failed three times. The system counts a busy signal as a failure.

Repair Procedure:

If this message is recurring, access the Alarm Log and enter **MT** in the `Application` field and **ALARM_ORIG** in the `Resource Type of the Alarm Log Display Selection` field. If MT ALARM_ORIG 1 is active, perform the corresponding repair procedure for this alarm.

If the alarm is not active, check the connections on the 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 is completed successfully.

Repair Procedure:

None. This message is informational. See "Common System Procedures" in Chapter 3 of the appropriate maintenance book for your system platform (MAP/5P or MAP/100P) for more information about date and time.

Event ID: RSTDONE

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

Repair Procedure:

None. This message is informational. See "Common System Procedures" in Chapter 3 of the appropriate maintenance book for your system platform (MAP/5P or MAP/100P) 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 changed successfully.

Repair Procedure:

None. This message is informational. See "Common System Procedures" in Chapter 3 of the appropriate maintenance book for your system platform (MAP/5P or MAP/100P) for more information about date and time.

Event ID: UDTADM00001

Description: A date or time change failed. The system logs this message whenever the Avaya Interchange 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 of the appropriate maintenance book for your system platform (MAP/5P or MAP/100P) 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. Change the date and time again later. See "Common System Procedures" in Chapter 3 of the appropriate maintenance book for your system platform (MAP/5P or MAP/100P) for more information about date and time.

Event ID: UDTADM00004

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

Repair Procedure:

None. This message is informational. See "Common System Procedures" in Chapter 3 of the appropriate maintenance book for your system platform (MAP/5P or MAP/100P) for more information about date and time.

Event ID: UDTADM00005

Description: A time zone 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 of the appropriate maintenance book for your system platform (MAP/5P or MAP/100P) for more information about date and time.

NW — Networking

The following Administrator's Log messages and repair procedures apply to 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:

Do one of the following:

— 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 4.4 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 4.4 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 4.4 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 4.4 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 that did not permit the machines to connect. The connection is then rescheduled for later.

Repair Procedure:

None. This message is informational.

See *INTUITY Messaging Solutions 4.4 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 *INTUITY Messaging Solutions 4.4 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 were then temporarily disabled. However, the system will attempt transmission later.

Repair Procedure:

None. This message is informational.

See *INTUITY Messaging Solutions 4.4 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 automatically corrects the problem. The system attempts the update again, after the audit.

Event ID: SWANEUPDPERM1

NOTE:
This alarm is specific to Interchange systems with INTUITY AUDIX end points. You access the INTUITY Main Menu to resolve this alarm.

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:

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:

1. Log on to the INTUITY AUDIX system as **sa**.

   The system displays the INTUITY Main Menu (Figure 2-1).

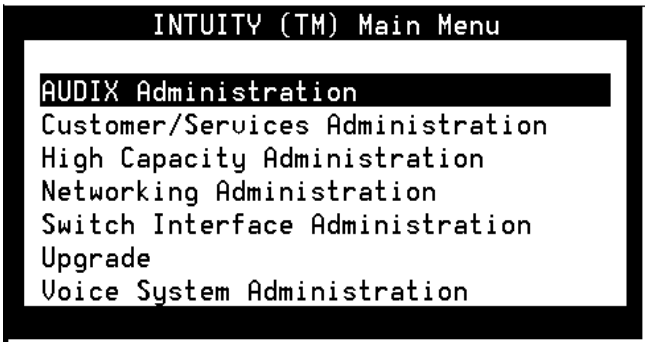


Figure 2-1. INTUITY Main Menu

2. Select

```
> AUDIX Administration
```

3. Enter **change machine** on the command line.
4. Verify that the `Updates Out` field (second page of this screen) is set to **y**.
5. Press F1 (Cancel).
6. Enter **change machine *local-machine-name***.
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 *INTUITY Messaging Solutions 4.4 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 on to the Avaya Interchange system as **sa**.
2. Start at the Avaya Interchange Main Menu (Figure 1-1) and select

```
> Interchange Administration
    > Remote Machine Administration
        > Remote Machine Parameters
```

The system displays the Remote Machine Parameters screen (Figure 2-2).

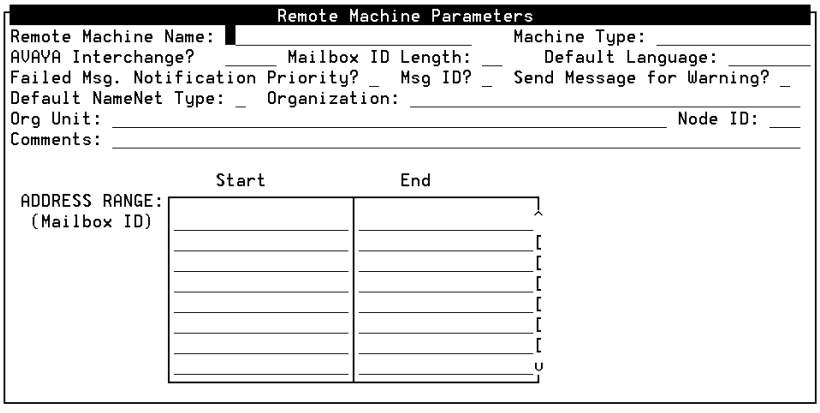


Figure 2-2. Remote Machine Parameters Screen

3. Press F5 (Details).

   .The system displays the Digital Machine Profile screen (Figure 2-3).

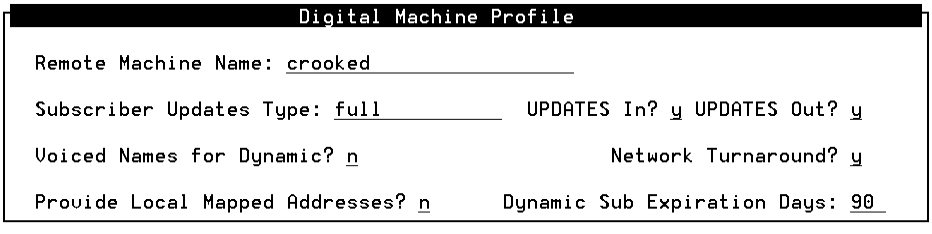


Figure 2-3. Digital Machine Profile Screen

4. In the `Updates Out` field, enter **y**.
5. Press F3 (Save).
6. Press F6 (Cancel) to exit the system.

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 on to the Avaya Interchange system as **sa**.
2. Start at the Avaya Interchange Main Menu (Figure 1-1) and select

```
> Interchange Administration
    > Remote Machine Administration
        > Remote Machine Parameters
```

   The system displays the Remote Machine Parameters screen (Figure 2-2).
3. Press F5 (Details).

   The system displays the Digital Machine Profile screen (Figure 2-3).
4. In the `Updates In` field, enter **y**.
5. Press F3 (Save).
6. Press F6 (Cancel) to exit the system.

Event ID: SWANEUPDPERM4

Description: Full update requested but remote update permissions disabled.

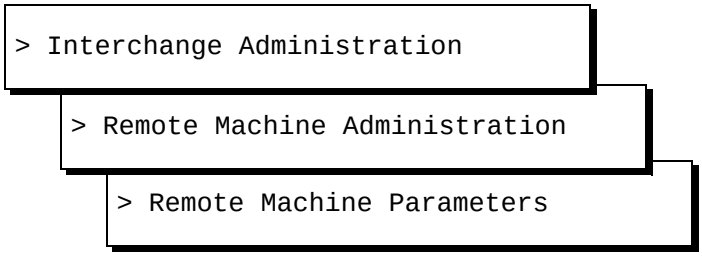
A full update was requested on the local machine. However, the permissions on the local machine do not allow full updates.

Repair Procedure:

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

1. Log on to the Avaya Interchange system as **sa**.

2. Start at the Avaya Interchange Main Menu (Figure 1-1) and select



   The system displays the Remote Machine Parameters screen (Figure 2-2).

3. Press F5 (Details).

   The system displays the Digital Machine Profile screen (Figure 2-3).

4. In the `Updates In` field, enter **y**.
5. Press F3 (Save).
6. Press F6 (Cancel) to exit the system.

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>. Resolving the discrepancies requires a full update from the remote machine to the local machine. In other words, 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 requests the update automatically.

See *INTUITY Messaging Solutions 4.4 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>. Resolving the discrepancies requires a full update from the remote machine to the local machine. In other words, 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 requests the update automatically.

See *INTUITY Messaging Solutions 4.4 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>. Resolving the discrepancies requires a full update from the remote machine to the local machine. In other words, 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 performs the update automatically.

See *INTUITY Messaging Solutions 4.4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANEUPDSUB

Description: Cannot add remote subscriber <subscriber_name>/<extension_no>. There are 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:

This alarm requires remote maintenance center intervention.

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 performs the update automatically.

See *INTUITY Messaging Solutions 4.4 Digital Networking,* 585-310-567, for more information.

Event ID: SWANIUPDSTAT1

Description: Starting full update from <machine_name>.

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

Repair Procedure:

None. This message is informational. The update takes place automatically.

See *INTUITY Messaging Solutions 4.4 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) was completed successfully from the remote machine, <machine_name>, to the local machine.

Repair Procedure:

None. This message is informational.

See *INTUITY Messaging Solutions 4.4 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) was completed successfully to the remote machine, <machine_name>, from the local machine.

Repair Procedure:

None. This message is informational.

See *INTUITY Messaging Solutions 4.4 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) was completed successfully from the remote machine, <machine_name>, to the local machine.

Repair Procedure:

None. This message is informational.

See *INTUITY Messaging Solutions 4.4 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 was completed successfully to the remote machine, <machine_name>, from the local machine.

Repair Procedure:

None. This message is informational.

See *INTUITY Messaging Solutions 4.4 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 touchtone equivalent of the name is the same as another existing local or remotely administered subscriber.

Repair Procedure:

Do one of the following:

- On the local machine: Change the name of the local subscriber (or remotely administered subscriber) that is already administered to something unique.
- Contact the administrator of the remote machine to request that the name of the remote subscriber be changed on the remote machine to something unique.

See *INTUITY Messaging Solutions 4.4 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 can 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 Options screen.

See *INTUITY Messaging Solutions 4.4 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 *INTUITY Messaging Solutions 4.4 Administration,* 585-310-564, for more information.

VP — Voice Platform

The following Administrator's Log messages and repair procedures apply to the 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 does not answer calls.

Repair Procedure:

Assign service to channels.

See *INTUITY Messaging Solutions 4.4 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 Avaya Interchange system. This message appears during initial installation of the Avaya Interchange 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.

1. Ask subscribers to delete unneeded messages. You can do this using the Broadcast Messages feature of the Avaya Interchange system. See *INTUITY Messaging Solutions 4.4 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 Avaya Inc. sales representative.

See *INTUITY Messaging Solutions 4.4 Administration,* 585-310-564, for more information.

Alarm Log Entries

3

What's in This Chapter?

This chapter describes the alarm conditions and their solutions.

Overview

Each alarm message is identified by three parts:

- 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 IDs that appear in this chapter. These IDs are for remote maintenance center use only.

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.

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

The possible application identifiers are:

- MT — Maintenance Platform Alarms
- NW — Networking 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.

MT — Maintenance Platform Alarms

The following alarms are associated with the Avaya Interchange system’s maintenance software. They indicate conditions that can cause the system or certain maintenance functions such as backup to partially or completely 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:

To resolve the alarm:

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 Avaya Interchange Main Menu (Figure 1-1) 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. Verify 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; instead, verify that the phone line into the RMB is in place.
6. Contact your remote maintenance center. Center personnel 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 backup failed. Alarm code 1 means that the failure occurred during an unattended backup.Alarm code 2 means that the failure occurred during an attended backup.

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 either to receive information stored on the backup tape or 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 of the appropriate maintenance book for your system platform (MAP/5P or MAP/100P) for more information. Contact your remote maintenance center if the backup fails again.

Alarm Code: 2

Event ID: BKRST022

Alarm Level: Warning

Description: This alarm occurs while the system is executing 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 of the appropriate maintenance book for your system platform (MAP/5P or MAP/100P) for more information. 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 Avaya Interchange system is close to reaching full. Unless this alarm is resolved, the system might 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 is not able to start new processes and could 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

Description: The system's memory is low because one of the processes is using too much memory. Unless this alarm is resolved, the system can 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 of message queues 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 falling behind in answering their messages. Unless this alarm is resolved, the system can 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 can 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 can 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 Avaya Interchange Digital Networking. They indicate conditions that can cause the networking application to partially or completely fail to function.

SOFTWARE Resource Type

Alarm Code: 0000

Event ID: SWIPROCDEAD

Alarm Level: Major

Description: Networking stopped. The system does 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 nonstandard 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 that 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 Avaya Interchange and Networking databases. This alarm occurs when the networking software is unable to update the Interchange database with the current networking node information, usually during startup.

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 can 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:

To resolve the alarm:

1. Write down the VCE ID (Voice ID) number shown in the `Description` field of the message. Use **list machine** on the Interchange 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 then requires 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 the appropriate maintenance book for your system platform (MAP/5P or MAP/100P). Based upon the test results, follow the instructions provided in the procedure.
4. Verify local and remote machine administration.
   a. Start at the Avaya Interchange Main Menu (Figure 1-1) 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 dial string 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 *INTUITY Messaging Solutions 4.4 Digital Networking,* 585-310-567, for more information.

i. If the connection type is RS-232, press F8 (Chg-Keys) and then F2 (Config). Select **RS-232 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 Avaya Interchange 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:

To resolve the alarm:

1. Write down the VCE ID (Voice ID) number shown in the `Description` field of the message. Use the *list machine* command on the Interchange 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 then requires 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 the appropriate maintenance book for your system platform (MAP/5P or MAP/100P). Based on the test results, follow the instructions provided in the procedure.

4. Verify local and remote machine administration.
   a. Start at the Avaya Interchange Main Menu (Figure 1-1) 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 dial string 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 *INTUITY Messaging Solutions 4.4 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 screens.
5. Examine all networking-related cabling from the Avaya Interchange system to the switch, verify that connectors are firmly in place and that all modems have power.
6. If the problem persists, contact your remote maintenance center.

Alarm Code: 1000

Event ID: SWNDSTARTFAIL

Alarm Level: Major

Description: The system experienced network data server failure.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1001

Event ID: SWNDOPENFAIL

Alarm Level: Major

Description: The system could not open the networking database.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 1002

Event ID: SWNDINTERR

Alarm Level: Major

Description: The system experienced a network database internal error. If this alarm is active, 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.

VP — Voice Platform Alarms

The following alarms are associated with the underlying software of Avaya Interchange. They indicate conditions that can cause the messaging application to partially or completely 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 of the appropriate maintenance book for your system platform (MAP/5P or MAP/100P) for more information.

Alarm Code: 4

Event ID: CGEN004

Alarm Level: Major

Description: The system failed to receive a message because one 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: The system cannot access Tip/Ring circuit cards. The system's Tip/Ring 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 automatically runs diagnostics and attempts to restore the card to service.

While the SSP circuit card is not operating, the system is able to operate only 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 might 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 loses shared memory updates during a restart or a reboot. Call processing is not likely to 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 the system was 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 might 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 might be started incorrectly. If the service is not started correctly, it does 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 a third-party API failed.

Repair Procedure:

1. Stop the voice system.

   See “Common System Procedures” in Chapter 3 of the appropriate maintenance book for your system platform (MAP/5P or MAP/100P) for more information.

2. Start the voice system.

   If the alarm remains active, it requires 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 might 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 is not available. Other features on the system already enabled are not 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 is not available. Other features on the system already enabled are not 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 is not available. Other features on the system already enabled are not 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 might 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 are 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 Interchange FAX subsystem does not log events. Future transmission problems might 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 Interchange FAX Messaging channel and the channel is not able to perform Interchange FAX Messaging operations. This alarm might be caused by an attempt to enable more channels than Interchange FAX Messaging licensed permits or by a corruption in the Interchange FAX Messaging database.

Repair Procedure:

This alarm requires remote maintenance center intervention.

Alarm Code: 11

Event ID: FXMON011

Alarm Level: Minor

Description: The Interchange FAX Messaging subsystem cannot open a file and is not able to log fax events properly. The ability to transmit fax data is not likely to 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 Interchange 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 might not be able to use Interchange 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 Interchange 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 Interchange 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 Interchange 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 Interchange FAX Messaging. Interchange 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 Interchange 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 Interchange 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 reassigned to channels, to the channels placed into service, and to circuit card functionality specified so that the system can operate under any configuration other than the default settings. The system might 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 might be lost, and system functionality is 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 might 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 occurs only 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 do 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 might 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 might be in the BROKEN state and unable to function. Applications dependent on the card do 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 the TDM clock. The system is not 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 Interchange 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 might 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 might 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 might 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 might 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 nonexistent overhead file. The system then uses the default overhead values, which can adversely affect performance. If the default overhead values are acceptable, system operations are not 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 might want to use the Broadcast Message feature. Deleting unneeded messages helps 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 are not able to record messages.

Repair Procedure:

Ask users to delete unneeded messages. You might want to use the Broadcast Message feature. This action helps 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 possibly due to network or PBX administration. Some network or PBX parameters, such as "howler tone," might need to be tuned differently. 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 touchtones, including * and #. Each of these touchtones results in a separate event in the Tip/Ring channels. The rate at which these events are generated might be beyond what the system can handle.

Repair Procedure:

This alarm requires remote maintenance center intervention.

You might 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 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 could 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 is terminated, and the system removes the channel from service. The system automatically returns the channel to service when the loop current returns.

Repair Procedure:

To resolve the alarm:

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 a dial tone. Most switches provide a dial tone.
    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 the system does not pass these tests, consult your network or switch administrator for help.

If the system passes these tests, plug in a known working line into the channel indicated. The system is supposed to place the channel in service automatically. If the alarm fails to resolve, it requires 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 determines the impact on the system. These errors might 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 in the log. The type of error present determines the impact on the system. These errors might 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 in the log. The type of error present determines 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 continues 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 might have failed and the system canceled the request. Callers affected by the error hear nothing. The system does not disconnect the call until the caller disconnects. Each time this failure occurs, the system generates 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 could have occurred. The speech that was heard or recorded could have been terminated prematurely or replaced with other speech. Subsequent speech coding or playback might 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 uses default values for nonexistent entries until the problem is corrected. However, the default numbers might 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 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 might 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 has 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 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 are 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 the system was performing an action on a phrase, and the system aborted the action. This alarm could 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 are 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

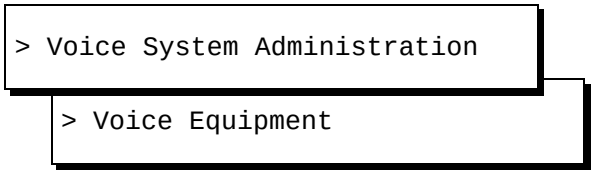
Alarm Level: Warning

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

Repair Procedure:

To release the busy-out:

1. Start at the Avaya Interchange Main Menu (Figure 1-1) and select



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 to see the change. To return, press F6 (Cancel).

Avaya Interchange Alarm Codes and Administrator Log Entries

4

What's in This Chapter?

This chapter contains the alarm and administrator log entries related to the Avaya Interchange and its end points. This information should be used in conjunction with *Avaya Interchange Release 5.4 MAP/5P System Maintenance* or *Avaya Interchange Release 5.4 MAP 100/P System Maintenance* to assist you in resolving system alarms.

The Avaya Interchange system provides a single point of reference for troubleshooting a problem regardless of the system configuration. 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 Avaya Interchange itself), prioritizes the alarms according to severity, and makes them accessible.

Alarm and administration log entries are designated with a two character code called the application. This chapter contains descriptions of log entries associated with the following applications:

- IC — Interchange Core
- AG — AMIS Analog
- OG — Octel Analog
- SD — Serenade Digital
- AD — Aria Digital
- VI — VPIM

IC — Interchange Core Alarms

Alarm Code: 0000

Event ID: SWICIPROCDEAD

Alarm Level: Major

Message Text: `Too many process restarts. IC stopped.`

NOTE:
This alarm can also be generated by Enterprise Lists. It is 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 alarm is for informational purposes only.

Alarm Code: 0003

Event ID: SWICINITFAIL

Alarm Level: Major

Message Text: `IC module initialization failure.`

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

NOTE:
This alarm can also be generated by Enterprise Lists. It is 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 can also be generated by Enterprise Lists. It is 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 that an Interchange process could not communicate with another Interchange process or that 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 can also be generated by Enterprise Lists. It is 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 alarm is for informational purposes only.

Alarm Code: 3004

Event ID: SWICORAINTERR

Alarm Level: Minor

Message Text: `IC oracle internal error.`

Description: This alarm can indicate a database error.

NOTE:
This alarm can also be generated by Enterprise Lists. It is 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 that a software problem caused a core dump of an Interchange process.

NOTE:
This alarm can also be generated by Enterprise Lists. It is 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: 3007

Event ID: SWICAUDERR

Alarm Level: Minor

Message Text: `IC audit failed.`

NOTE:
This alarm can also be generated by Enterprise Lists. It is 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 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.

Alarm Code: 4000

Event ID: SWIPROCDEAD.

Alarm Level: Major

Message Text: `Process <process name> has reached the restart limit of <number>.`

Description: A process died unexpectedly and the system has failed to restart it and keep it running after several tries.

Repair Procedure:

NOTE:
These steps could require assistance from Avaya remote service center personnel.

1. Stop and restart the voice system.
2. After the voice system has restarted, wait about ten minutes to see if any alarm (including this one) occurs, indicating that either a process has died (or died repeatedly), or a process could not be started.
3. If a major alarm occurs, escalate to Tier 4 immediately. Otherwise, report the problem to Tier 4 during normal business hours.

Protocol Alarm Codes

AG — AMIS Analog Protocol Alarm Codes

NOTE:
AG process alarms are not resolved at the time the Avaya Interchange system is started.

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.

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.

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 could indicate that 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.

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.

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 could have been corrupted.

Repair Action:

This alarm requires remote maintenance center intervention.

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 five times in 10 minutes.

Repair Action:

This alarm requires remote maintenance center intervention.

OG — Octel Analog Networking Protocol Alarm Codes

NOTE:
Octel Analog Networking process alarms are not resolved at the time the Avaya 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 Octel Analog Networking start protocol tones.

Repair Action: 1.

To resolve the alarm:

1. The system administrator could 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 might have caused the touchtones to not be recognized; check the telephone lines for noise and check the IVC6 board.
3. Another machine could be set up incorrectly to call the Octel Analog Networking 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 Avaya Interchange did not receive the Octel Analog Networking start protocol tones when trying to connect to a remote Aria or Serenade analog machine.

Repair Action: 1.

To resolve the alarm:

1. Excessive noise on the telephone line might have caused the touchtones to not be recognized; check the telephone lines for noise and check the IVC6 board.
2. The dial string for this remote machine could be incorrect; the system administrator verifies 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 Avaya Interchange did not receive the protocol tone during the protocol step mentioned in the message text.

Repair Action:

Excessive noise on the telephone line might have caused the touchtones 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; the system administrator checks 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 might have caused the touchtones 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; the system administrator checks 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 Octel Analog Networking 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 alarm 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 Avaya 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:

The 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:

The system administrator needs to administer to end node back online.

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. This alarm is for informational purposes only.

Event ID: ONG041

Alarm Level: Warning

Message Text: `Script` Octel Analog Networking `without node ID.`

Description: The Octel Analog Networking 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 Octel Analog Networking 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 could have been corrupted.

Repair Action:

The system administrator needs to restore the database from backup 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. Avaya Interchange accepts only the first mailbox number registered.

Repair Action:

The system administrator needs to determine which user has one mailbox number on different end nodes. Update the Avaya Interchange with the correct mailbox.

The system administrator can 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 that 3.

Repair Action:

The system administrator needs to check the updates parameters on the remote parameters screen and on the 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 Avaya Interchange General Parameters screen are administered correctly.

Event ID: ONG081

Alarm Level: Warning

Message Text: `Cannot start Octel Analog Networking script trigger process.`

Description: The Octel Analog Networking script trigger mechanism is unable to start.

Repair Action:

The system administrator needs to 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 Avaya 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 five times in 10 minutes.

Repair Action:

This alarm requires remote maintenance center intervention.

SD — Serenade Digital Protocol Alarm Codes

Event ID: ERR_SMU_1

Alarm Level: Major

Message Text: `loc=<location code>, <error message>.`

Description: The SMU component experienced an error. The location code uniquely identifies where the error occurred. The error message describes the particular error.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_CPU_1

Alarm Level: Major

Message Text: `loc=<location code>,<error message>.`

Description: The CPU component experienced an error. The location code uniquely identifies where the error occurred. The error message describes the particular error.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_CPU_2

Alarm Level: Major

Message Text: `loc=<location code>, d1=<data1>,d2=<data2>,d3=<data3>,d4=<data4>.`

Description: The CPU component experienced an error. The location code uniquely identifies where the error occurred. Data1, data2, data3, and data4 are associated with the particular error.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_VCU_1

Alarm Level: Major

Message Text: `loc=<location code>,<error message>.`

Description: The VCU component experienced an error. The location code uniquely identifies where the error occurred. Data1, data2, data3, and data4 are associated with the particular error.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_VCU_2

Alarm Level: Major

Message Text: `loc=<location code>,<data1><data2><data3>.`

Description: The VCU component experienced an error. The location code uniquely identifies where the error occurred. Data1, data2, and data3 are data associated with the particular error.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_LAN_1

Alarm Level: Major

Message Text: `loc=<location code>,<error message>.`

Description: The LAN component experienced an error. The location code uniquely identifies where the error occurred. The error message describes the particular error.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_LAN_2

Alarm Level: Major

Message Text: `loc=<location code>,<data1><data2><data3>.`

Description: The LAN component experienced an error. The location code uniquely identifies where the error occurred. Data1, data2, and data3 are associated with the particular error

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_LIB_1

Alarm Level: Major

Message Text: `loc=<location code>,<error message>.`

Description: The LIB component experienced an error. The location code uniquely identifies where the error occurred. The error message describes the particular error.

Repair Action:

This alarm requires remote maintenance center intervention.

Serenade Digital Gateway

Event ID: ADM_CPU_3

Message Text: `loc=<location code>, d1=<data1>d2=<data2>d3=<data3>d4=<data4>.`

Description: Serenade Digital Networking administration error. The location code specifies the general area where the error occurred. Data1 specifies the type of error. Data2, data3, and data4 are associated with the particular error type.

Loc code=42, Configuration Error.
d1=0x6, Gateway error mailbox not configured.
d1=0x14 Received inaccessible creator mailbox digits during a digital network message transfer. d2, d3, and d4 contain the leading six digits of inaccessible creator mailbox.
d1=0x22 Sent a prefix the remote side did not recognize during Namesend.
d1=0x23 Other side does not have the Namesend feature.
d1=0x25 Names Directory error during Namesend.
d1=0x2B Other side does not have the Netname feature.

Loc code=64 LAN Subsystem Error.
d1=0x7 OEM Network Compatibility key of other system does not match ours. OEM type between systems is incompatible.

Loc code=73 Protocol Revision Level Error.
d1=0x1 Digital Networking.
d2=Local Protocol revision level.
d3=Remote protocol revision level.
d4=Location number of remote location.

Repair Action:

Check Serenade configuration on the Interchange and/or remote Serenade end node.

AD — Aria Digital Protocol Alarm Codes

Event ID: ERR_SOFTWARE

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> software error.`

Description: The Aria Digital Gateway experienced a software error. The location code uniquely identifies where the error occurred. The suberr code gives additional information about the error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_PROTOCOL

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> protocol error.`

Description: The Aria Digital Gateway experienced a series of protocol errors. The location code uniquely identifies where the error occurred. The suberr code gives additional information about the error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_NACK

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> negative ack.`

Description: The Aria Digital Gateway received a series of negative acknowledgements from remote nodes. The location code uniquely identifies where the error occurred. The suberr code gives additional information about the error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_INVMSG

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> invalid message.`

Description: The Aria Digital Gateway encountered an invalid message. The location code uniquely identifies where the error occurred. The suberr code gives additional information about the error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID:ERR_FS

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> file system error.`

Description: The Aria Digital Gateway experienced a file system error. The location code uniquely identifies where the error occurred. The suberr code gives additional information about the error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_TIMEOUT

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> timeout.`

Description: The Aria Digital Gateway experienced a series of timeouts. The location code uniquely identifies where the latest error occurred. The suberr code gives additional information about the latest error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_ABORT

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> node requested abort.`

Description: The Aria Digital Gateway received a series of abort requests from remote nodes. The location code uniquely identifies where the latest error occurred. The suberr code gives additional information about the latest error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_PACKET

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> packet error.`

Description: The Aria Digital Gateway experienced a series of packet errors. The location code uniquely identifies where the latest error occurred. The suberr code gives additional information about the latest error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_COREFAIL

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> core failure.`

Description: The Aria Digital Gateway experienced a failure related to the core library area. The location code uniquely identifies where the error occurred. The suberr code gives additional information about the error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_CONNECT

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> connect failure.`

Description: The Aria Digital Gateway experienced a series of connection failures. The location code uniquely identifies where the latest error occurred. The suberr code gives additional information about the latest error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_SESSION

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> session failure.`

Description: The Aria Digital Gateway experienced a series of errors during session setup. The location code uniquely identifies where the latest error occurred. The suberr code gives additional information about the latest error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_INIT

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> process initialization failure.`

Description: An Aria Digital Gateway process failed to start up. The location code uniquely identifies where the error occurred. The suberr code gives additional information about the error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_UNKNOWN

Alarm Level: Major

Message Text: 1=<location code> s=<suberr code> w=<data1> dw=<data2> unknown error

Description: An Aria Digital Gateway experienced an unknown error. The location code uniquely identifies where the error occurred. The suberr code gives additional information about the error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_SYSCALL

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> system call error.`

Description: The Aria Digital Gateway experienced a system call error. The location code uniquely identifies where the error occurred. The suberr code gives additional information about the error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_PROCDEATH

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> unexpected process death.`

Description: An Aria Digital Gateway process died unexpectedly. The location code uniquely identifies where the error occurred. The suberr code gives additional information about the error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_ENVIRON

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> environment variable not found.`

Description: The Aria Digital Gateway failed to find a needed environment variable. The location code uniquely identifies where the error occurred. The suberr code gives additional information about the error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_SHMEM

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> shared memory problem.`

Description: The Aria Digital Gateway encountered a shared memory problem. The location code uniquely identifies where the error occurred. The suberr code gives additional information about the error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

Event ID: ERR_MEMALLOC

Alarm Level: Major

Message Text: `1=<location code> s=<suberr code> w=<data1> dw=<data2> memory allocation problem.`

Description: The Aria Digital Gateway encountered a memory allocation problem. The location code uniquely identifies where the error occurred. The suberr code gives additional information about the error that occurred. Data1 and data2 are data specific to the location code.

Repair Action:

This alarm requires remote maintenance center intervention.

VI — VPIM Protocol Alarms

Alarm Code: 0

Event ID: VCARD_XCODERR

Alarm Level: Minor

Message Text: `Transcoder failed: result=<return code>`

Description: During communication with a remote machine the remote machine transmitted information that is not supported by Avaya Interchange.

Repair Procedure:

Make sure the remote machine has been certified by Avaya to be compatible with the Avaya Interchange. If it has not been certified, differences in the transmission protocol could prevent proper communication with the remote machine.

Alarm Code: 1

Event ID: VMNODE_READ

Alarm Level: Minor

Message Text: `Error reading VM`

Description: An unexpected error occurred.

Repair Procedure:

This is an internal software error. Escalate this problem to Tier 4 during normal business hours, unless conditions indicate the need for an immediate resolution.

Alarm Code: 2

Event ID: REAPCHILD_SIG

Alarm Level: Minor

Message Text: `Signal failed`

Description: An error occurred while the VPIM protocol was processing the end of a message transmission.

Repair Procedure:

This is an internal software error. Escalate this problem to Tier 4 during normal business hours, unless conditions indicate the need for an immediate resolution.

Alarm Code: 3

Event ID: MIME_SEG

Alarm Level: Minor

Message Text: Varies

Description: During processing of a message, an error occurred while attempting to read from/write to the disk.

Repair Procedure:

This problem could result from one of the following causes:

— One or more file systems used for messaging might have run out of space. Determine if the /voice file systems are full. If they are, there are two likely reasons for this to happen. Take the following steps to address the possible causes:

NOTE:
Some of these steps could require assistance from Avaya remote service center personnel.

1. Run **dfspace** from the command line to see if any file systems are unusually low on or have run out of space.
2. If any file systems are in this condition, check in those file systems to see if there are recognizable ways to free up space without adversely affecting the system.
3. Start at the Avaya Interchange Main Menu and select

```
> Interchange Administration
    > Subscriber Administration
        > Subscriber Count
```

   If the number is close to or exceeds the advertised limit, the storage space needed to hold the names is probably reducing the amount of space available for messages.

4. From the command line, run **audit_vname** to try to delete voice names on the system that have not been used for a long time. Take administrative steps to reduce the number of voiced names in the system.

   For example, depending on the type of remote machine, some remote machines can be administered not to send their voice names to the Avaya Interchange.

— The operating system might need to be rebooted, because an operating system limitation was exceeded. Follow normal procedures for stopping the voice system and then rebooting the machine.

Alarm Code: 4

Event ID: MSG_ACC_SVC

Alarm Level: Warning

Message Text: Varies

Description: During processing of a message, an error occurred while attempting to read from/write to the disk.

Repair Procedure:

This problem could result from one of the following causes:

— One or more file systems used for messaging could have run out of space. Determine if the /voice file systems are full. If they are, there are two likely reasons for this to happen Take the following steps to address the possible causes:

NOTE:
Some of these steps could require assistance from Avaya remote service center personnel.

1. Run **dfspace** from the command line to see if any file systems are unusually low on or have run out of space.
2. If any file systems are in this condition, check in those file systems to see if there are recognizable ways to free up space without adversely affecting the system.
3. Start at the Avaya Interchange Main Menu and select

```
> Interchange Administration
    > Subscriber Administration
        > Subscriber Count
```

If the number is close to or exceeds the advertised limit, the storage space needed to hold the names is probably reducing the amount of space available for messages.

4. From the command line, run **audit_vname** to try to delete voice names on the system that have not been used for a long time. Take administrative steps to reduce the number of voiced names in the system.

For example, depending on the type of remote machine, some remote machines can be administered not to send their voice names to the Avaya Interchange.

— The operating system might need to be rebooted, because an operating system limitation was exceeded. Follow normal procedures for stopping the voice system and then rebooting the machine.

Alarm Code: 5

Event ID: NAM_ACC_SVC

Alarm Level: Warning

Message Text: Varies

Description: An unexpected error occurred.

Repair Procedure:

This is an internal software error. Escalate this problem to Tier 4 during normal business hours, unless conditions indicate the need for an immediate resolution.

Alarm Code: 6

Event ID: PKGER_SVC

Alarm Level: Minor

Message Text: Varies

Description: During processing of a message, an error occurred while attempting to read from/write to the disk.

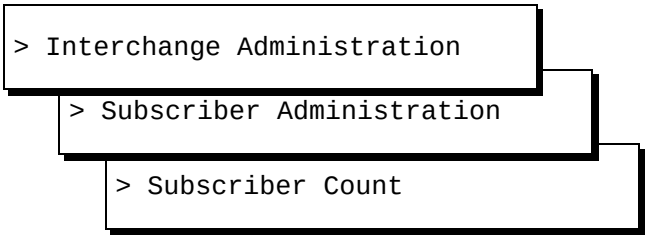
Repair Procedure:

This problem could result from one of the following causes:

— One or more file systems used for messaging might have run out of space. Determine if the /voice file systems are full. If they are, there are two likely reasons for this to happen. Take the following steps to address the possible causes:

NOTE:
Some of these steps could require assistance from Avaya remote service center personnel.

1. Run **dfspace** from the command line to see if any file systems are unusually low on or have run out of space.
2. If any file systems are in this condition, check in those file systems to see if there are recognizable ways to free up space without adversely affecting the system.
3. Start at the Avaya Interchange Main Menu and select



   If the number is close to or exceeds the advertised limit, the storage space needed to hold the names is probably reducing the amount of space available for messages.
4. From the command line, run **audit_vname** to try to delete voice names on the system that have not been used for a long time. Take administrative steps to reduce the number of voiced names in the system.

   For example, depending on the type of remote machine, some remote machines can be administered not to send their voice names to the Avaya Interchange.

— The operating system might need to be rebooted, because an operating system limitation was exceeded. Follow normal procedures for stopping the voice system and then rebooting the machine.

Alarm Code: 7

Event ID: OUTCALL_MSG

Alarm Level: Minor

Message Text: `Error Opening Message`

Description: During processing of a message, an error occurred while attempting to read from/write to the disk.

Repair Procedure:

This problem could result from one of the following causes:

— One or more file systems used for messaging might have run out of space Determine if the /voice file systems are full. If they are, there are two likely reasons for this to happen. Take the following steps to address the possible causes:

NOTE:
Some of these steps could require assistance from Avaya remote service center personnel.

1. Run **dfspace** from the command line to see if any file systems are unusually low on or have run out of space.
2. If any file systems are in this condition, check in those file systems to see if there are recognizable ways to free up space without adversely affecting the system.
3. Start at the Avaya Interchange Main Menu and select

```
> Interchange Administration
    > Subscriber Administration
        > Subscriber Count
```

   If the number is close to or exceeds the advertised limit, the storage space needed to hold the names is probably reducing the amount of space available for messages.

4. From the command line, run **audit_vname** to try to delete voice names on the system that have not been used for a long time. Take administrative steps to reduce the number of voiced names in the system.

   For example, depending on the type of remote machine, some remote machines can be administered not to send their voice names to the Avaya Interchange.

— The operating system might need to be rebooted, because an operating system limitation was exceeded. Follow normal procedures for stopping the voice system and then rebooting the machine.

Alarm Code: 8

Event ID: MIMOUT_MSG

Alarm Level: Minor

Message Text: `Error Opening Message`

Description: During processing of a message, an error occurred while attempting to read from/write to the disk.

Repair Procedure:

This problem could result from one of the following causes:

— One or more file systems used for messaging might have run out of space. Determine if the /voice file systems are full. If they are, there are two likely reasons for this to happen. Take the following steps to address the possible causes:

NOTE:
Some of these steps could require assistance from Avaya remote service center personnel.

1. Run **dfspace** from the command line to see if any file systems are unusually low on or have run out of space.
2. If any file systems are in this condition, check in those file systems to see if there are recognizable ways to free up space without adversely affecting the system.
3. Start at the Avaya Interchange Main Menu and select

```
> Interchange Administration
    > Subscriber Administration
        > Subscriber Count
```

If the number is close to or exceeds the advertised limit, the storage space needed to hold the names is probably reducing the amount of space available for messages.

4. From the command line, run **audit_vname** to try to delete voice names on the system that have not been used for a long time. Take administrative steps to reduce the number of voiced names in the system.

For example, depending on the type of remote machine, some remote machines can be administered not to send their voice names to the Avaya Interchange.

— The operating system might need to be rebooted, because an operating system limitation was exceeded. Follow normal procedures for stopping the voice system and then rebooting the machine.

Alarm Code: 9

Event ID: OVMOUT_HDR

Alarm Level: Minor

Message Text: `ovmoOutMsg::Error Opening [mediaText][RFC_822]`

Description: During processing of a message, an error occurred while attempting to read from/write to the disk.

Repair Procedure:

This problem could result from one of the following causes:

— One or more file systems used for messaging could have run out of space. Determine if the /voice file systems are full. If they are, there are two likely reasons for this to happen. Take the following steps to address the possible causes:

NOTE:
Some of these steps could require assistance from Avaya remote service center personnel.

1. Run **dfspace** from the command line to see if any file systems are unusually low on or have run out of space.
2. If any file systems are in this condition, check in those file systems to see if there are recognizable ways to free up space without adversely affecting the system.
3. Start at the Avaya Interchange Main Menu and select

```
> Interchange Administration
    > Subscriber Administration
        > Subscriber Count
```

If the number is close to or exceeds the advertised limit, the storage space needed to hold the names is probably reducing the amount of space available for messages.

4. From the command line, run **audit_vname** to try to delete voice names on the system that have not been used for a long time. Take administrative steps to reduce the number of voiced names in the system.

   For example, depending on the type of remote machine, some remote machines can be administered not to send their voice names to the Avaya Interchange.

— The operating system might need to be rebooted, because an operating system limitation was exceeded. Follow normal procedures for stopping the voice system and then rebooting the machine.

Alarm Code: 10

Event ID: VPIMS_SIG

Alarm Level: Minor

Message Text: `signal (<signal type>) failed`

Description: An error occurred during initialization of one of the processes used for the VPIM protocol.

Repair Procedure:

This is an internal software error. Escalate this problem to Tier 4 during normal business hours, unless conditions indicate the need for an immediate resolution.

Alarm Code: 11

Event ID: REC_PSTMSTR

Alarm Level: N/A (Only visible in administrative log)

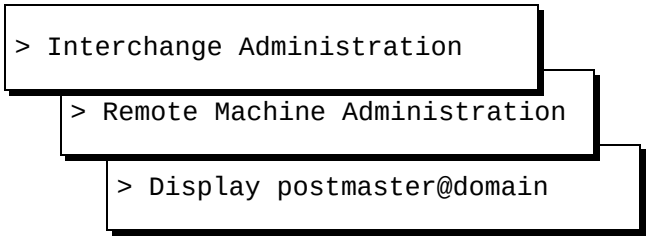
Message Text: Receipt of a postmaster@domain message

Description: A message has been delivered to the postmaster mailbox of the Avaya Interchange.

Repair Procedure:

To view the message, do the following:

1. Start at the Avaya Interchange Main Menu and select



The system displays the message.

2. Review the delivered message.

Alarm Code: 12

Event ID: SMPT_ERR

Alarm Level: Warning

Message Text: Varies

Description: An error occurred during the communication with the remote machine. The error was likely caused by an incompatibility in the message transmission protocol.

Repair Procedure:

Make sure the remote machine has been certified by Avaya to be compatible with the Avaya Interchange. If it has not been certified, differences in the transmission protocol could prevent proper communication with the remote machine.

Alarm Code: 13

Event ID: CONN_ERR

Alarm Level: Warning

Message Text: `Unable to connect to <machine> ...`

Description: The Avaya Interchange was unable to connect to the remote machine, <machine>, as part of a message delivery.

Repair Procedure:

This problem could result from any of the following causes:

NOTE:
Some of these steps could require assistance from Avaya remote service center personnel.

— The remote machine might not be accepting connections. Verify that the remote machine is in its normal run state. Make sure all of its processes are running normally. Determine if unusually heavy traffic on the remote machine could be preventing the machine from accepting connections.

— The remote machine might not be communicating with the network. Make sure the remote machine is connected to the network. Also make sure the network hardware on the remote machine is running properly.

— The Avaya Interchange might not be communicating with the network. Make sure the Avaya Interchange is connected to the network. Also, make sure the network hardware on the Avaya Interchange is working properly.

— There could be an administration problem. Make sure the administration information for the remote machine is entered properly in the Avaya Interchange administration screens. Also ensure that the Avaya Interchange is properly administered in the remote machine.

— Network problems could be interfering with communication. Determine if any network problems are occurring.

Alarm Code: 14

Event ID: RMT_DISC_FULL

Alarm Level: Warning

Message Text: `<machine> disk full`

Description: During a message delivery attempt the remote machine, <machine>, indicated that it had a full disk.

Repair Procedure:

Reduce the amount of disk space that is in use on the remote machine.

Alarm Code: 15

Event ID: SMTP_TIMEOUT

Alarm Level: Warning

Message Text: `<machine> : Protocol time out`

Description: Communication with the remote machine was interrupted, because the remote machine did not send a response when one was expected.

Repair Procedure:

This problem could be the result of any of the following causes:

NOTE:
Some of these steps could require assistance from Avaya remote service center personnel.

- Something might have caused the remote machine to stop communicating on the network. Verify that the remote machine is in its normal run state. Make sure all of its processes are running normally. Determine if unusually heavy traffic on the remote machine could be preventing the machine from communicating in a normal fashion. Make sure that the remote machine is still connected to the network. Verify that the network hardware on the remote machine is running properly.
- Something might have caused the Avaya Interchange to stop communicating on the network. Make sure the Avaya Interchange is still connected to the network. Verify that the network hardware on the Avaya Interchange is working properly.
- Network problems could be interfering with communication. Determine if any network problems are occurring.
- The remote machine might not be compatible with the Avaya Interchange. Make sure the remote machine has been certified by Avaya to be compatible with the Avaya Interchange.

Alarm Code: 16

Event ID: VPIMS_LOGON

Alarm Level: Warning

Message Text: `An unknown system (<machine>) tried to log on`

Description: The remote machine, <machine>, attempted to communicate with the Avaya Interchange. However, the remote machine's name is not in the Avaya Interchange's database.

Repair Procedure:

On the Avaya Interchange, add an entry for the remote machine using the Avaya Interchange administration screens (Vex).

If the machine that tried to log on is not a legitimate voice messaging machine, this alarm could also indicate that an unauthorized machine is attempting to gain improper access to the Avaya Interchange.

Alarm Code: 17

Event ID: MSG_TOO_LONG

Alarm Level: Warning

Message Text: `Message Too Large: from <sender>`

Description: During transmission of a message to a remote machine the remote machine indicated that the message was too long.

Repair Procedure:

Determine if the remote machine is low on disk space. If it is low on disk space, take steps to make more disk space available.

If the remote machine has adequate disk space, determine if the remote machine has a restriction on message size. If it does and the value can be changed, increase the value.

Alarm Code: 18

Event ID: NO_IC_DOMAIN

Alarm Level: Warning

Message Text: `Local hub domain name not found`

Description: No domain name is defined for the Avaya Interchange.

Repair Procedure:

Set the domain name for the Avaya Interchange in the Avaya Interchange administration screens (Vex). The path to the screen for this administration is Interchange Administration->System Parameters->General Parameters.

Alarm Code: 19

Event ID: SMTP_RPLY

Alarm Level: Warning

Message Text: `Error generating SMTP reply; Reply code = <reply code> and state = <state> do not correspond`

Description: An error occurred during the communication with a remote machine. The error was likely caused by an incompatibility in the message transmission protocol.

Repair Procedure:

Make sure the remote machine has been certified by Avaya to be compatible with the Avaya Interchange. If it has not been certified, differences in the transmission protocol could prevent proper communication with the remote machine.

Alarm Code 20

Event ID: VP_ERROR

Alarm Level: Minor

Message Text: Varies

Description: An unexpected error occurred.

Repair Procedure:

This is an internal software error. Escalate this problem to Tier 4 during normal business hours, unless conditions indicate the need for an immediate resolution.

Alarm Code: 21

Event ID: VP_WARNING

Alarm Level: Warning

Message Text: Varies

Description: An unexpected error occurred.

Repair Procedure:

This is an internal software error. Escalate this problem to Tier 4 during normal business hours, unless conditions indicate the need for an immediate resolution.

Alarm Code: 22

Event ID: REM_DISC

Alarm Level: N/A (only visible in the Administrator's Log)

Message Text: Remote machine disconnected <machine>

Description: The remote machine, <machine>, unexpectedly disconnected from the Avaya Interchange.

Repair Procedure:

This problem might be temporary and require no action. However, if the problem persists, it could be the result of any of the following causes:

NOTE:
Some of these steps could require assistance from Avaya remote service center personnel.

— Something might have caused the remote machine to stop communicating on the network. Verify that the remote machine is in its normal run state. Make sure all of its processes are running normally. Determine if unusually heavy traffic on the remote machine could be preventing the machine from communicating in a normal fashion. Make sure the remote machine is still connected to the network. Verify that the network hardware on the remote machine is running properly.

— Something might have caused the Avaya Interchange to stop communicating on the network. Make sure the Avaya Interchange is still connected to the network.

— Network problems could be interfering with communication. Determine if any network problems are occurring.

— The remote machine might not be compatible with the Avaya Interchange. Make sure the remote machine has been certified by Avaya to be compatible with the Avaya Interchange.

Alarm Code: 23

Event ID: NO_MBOX

Alarm Level: N/A (only visible in the Administrator's Log)

Message Text: `Mailbox does not exist <machine> <mailbox>`

Description: A message was sent to a mailbox (<mailbox>) on the remote machine <machine>, and the mailbox does not exist.

Repair Procedure:

If the mailbox does not exist, notify senders of messages to that mailbox that the mailbox is non-existent.

If the mailbox does exist, make sure that it is administered properly on the remote machine to accept incoming messages from an external system (like the Avaya Interchange).

Alarm Code: 24

Event ID: COMP_UNSUP

Alarm Level: N/A (only visible in the Administrator's Log)

Message Text: `Mailbox not fax/text/binary capable <machine> <mailbox>`

Description: A message containing multimedia message components (for example, fax and/or text and/or binary attachments) was sent to a mailbox <mailbox> on the remote machine <machine> and that machine cannot accept one or more of the types of components that was sent.

Repair Procedure:

If the remote machine cannot support all the types of message components that were sent, notify senders to that remote machine of the inability of the machine to accept specific components.

If the remote machine can support all the types of message components that were sent, modify the administration of the mailbox on the remote machine to accept the types of components that were sent.

Alarm Code: 25

Event ID: NOAUTH_SND

Alarm Level: N/A (only visible in the Administrator's Log)

Message Text: `Sender is not authorized <machine> <sender> <mailbox>`

Description: The remote machine, <machine>, refused to deliver a message to a mailbox, because the sender did not have proper authorization.

Repair Procedure:

Update the security information for the mailbox on the remote end node to allow messages to be delivered.

Alarm Code: 26

Event ID: PRIV_UNSUP

Alarm Level: N/A (only visible in the Administrator's Log)

Message Text: `Mailbox not private capable <machine>`

Description: A private message could not be delivered to the remote machine, because handling of private messages is not supported.

Repair Procedure:

If possible, change administration in the remote machine, either at a system level or at a mailbox level, to accept private messages.

Alarm Code: 27

Event ID: NO_MSG_3

Alarm Level: Warning

Message Text: `Zero messages received this call <machine>`

Description: The remote machine, <machine>, has established a connection to the Avaya Interchange three separate times but has transmitted no message.

Repair Procedure:

This behavior could indicate a problem with the remote machine. Verify that the remote machine is operating normally. Also determine if there is a message on the remote machine's queue that might have no message contents.

This alarm could also indicate that an unauthorized machine is attempting to masquerade as a legitimate voice messaging machine to gain improper access to the Avaya Interchange.

Index

A

C

D

E

I

L

M

N

O

P

R

S

T

V

W