Carrier Voice over IP Fault Management Logs Reference Volume 1

> **ATTENTION**
> The Carrier Voice over IP Fault Management Logs Reference
> document uses six volumes to describe logs that Carrier VoIP
> Portfolio components can generate. Not all components apply to
> every solution.

A log report is a message about an important conditions or events
related to Carrier VoIP portfolio component(s) performance. Log
reports include, but are not restricted to, the following information:

- state and activity reports

- changes in state

- hardware or software errors

- test results

- other events or conditions that affect performance

    Note: Both system actions and manual overrides can generate log
    reports.

New in this release

Probable cause and corrective Action information has been added to
the Audio Provisioning Server (APS) logs.

Log formats

The log formats shown in this volume display in either NT or SCC2
standard formats. Not every format that generates from the core
appears in a log report. Consult the latest software load that
accompanies your product for a complete list of log formats.

In this volume

Volume 1 contains the Carrier VoIP Audio Provisioning Server logs. The table in this volume identifies and briefly describes the logs they use. Double-click on the log identifier to see the log details.

Audio Provisioning Server

The following table lists the individual logs that the Audio Provisioning Server (APS) generates.

APS logs (Sheet 1 of 7)

Log ID	Description
26625	Software exception
26626	SQL exception
26627	Error while accessing the DB
26628	Null value for: <n>
26629	Error creating user: <n>
26630	Error creating directory: <n>
26631	Error creating node: <n>
26632	Error removing node: <n>
26633	Error updating host file: <n>
26634	Node not enabled: <n>
26635	Invalid program group: <n>
26636	Invalid segment id: <n>
26637	Invalid package id: <n>
26638	Invalid PE Type: <n>
26639	Invalid selector type: <n>
26640	Invalid selector value: <n>
26641	Invalid provisionable set: <n>
26642	Invalid node id: <n>

APS logs (Sheet 2 of 7)

Log ID	Description
26643	Invalid user id: <n>
26644	Invalid sys parm value: <n>
26645	Invalid entity: <n> of entity type: <n>
26646	Invalid old password for user: s%
26647	Callp Selector value: <n> is not unique
26648	Program group: <n> is not unique
26649	Provision set: <n> is not unique
26650	Selector type display value: <n> is not unique
26651	User: <n> has no access to program group: <n>
26652	Selector type: <n> already exists
26653	Selector value: <n> already exists
26654	Association already exists between <n> and <n>
26655	Exit code: % while changing permission on: <n>
26656	Exit code: % while removing node: % from <n>
26657	Exit code: % while removing userdir for user: <n>
26658	Inconsistent array sizes between <n> and <n>
26659	CallP value: <n> is not unique
26660	Selector value: <n> is not unique
26661	Selector type display value: <n> is not unique
26662	Invalid AE Type: <n>
28673	Software exception: <n>
28674	SQL exception: <n>
28675	Error while accessing the DB

APS logs (Sheet 3 of 7)

Log ID	Description
28676	User: <n>, Group: <n> - is beginning a session at: <n>
28677	User: <n>, Group: <n> - is ending a session
28679	User: <n>, is uploading files
28680	Error while reading from: <n>
28681	Error while writing to file: <n>
28682	Error while deleting: <n>
28683	Invalid file or directory: <n>
28684	Directory created: <n>
28685	New generated seg id: <n>
28686	Seg id released: <n>
28687	New generated package id: <n>
28688	Package id released: <n>
28689	Max number of versions reached for physseg id: <n>
28690	Max version number exceeded for physseg id: <n>
28691	Max number of versions reached for pkg id: <n>
28692	Max version number reached for pkg id: <n>
28693	Max set depth reached for set id: <n>
28694	Max sequence depth reached for seq id: <n>
28695	No segments in the database
28696	Invalid segment id: <n>
28697	Invalid phys segment id: <n>, ver: <n>
28698	Invalid package id: <n>, ver: <n>

APS logs (Sheet 4 of 7)

Log ID	Description
28699	Invalid PE Type: <n>
28700	Invalid program group: <n>
28701	Invalid selector type: <n>
28702	Invalid selector value: <n>
28703	Zip archive extracted: <n>
28704	Infinite loop in set id: <n>
28705	Infinite loop in sequence id: <n>
28706	Seg id: <n> is not unique
28707	Alias: <n> is not unique
28708	Selector value: <n> is not unique
28709	Seg id <n> and alias <n> are not unique
28710	No permission to set cache for user: <n>
28711	No permission to change lock status for user: <n>
28712	Seg id: <n> cannot be added to locked package: <n>
28713	Invalid package format, segment id: <n> cannot be added to package: <n>
43009	Software exception:
43010	SQL exception: <n>
43011	IO file error: <n>
43012	Connected to host IP: <n>
43013	Could not connect to host IP: <n>
43014	Could not change directory to: <n>
43015	File <n> could be not transferred

APS logs (Sheet 5 of 7)

Log ID	Description
43016	ZIP archive extracted: \<n\>
45058	Session timer expired: \<n\>
45059	Software exception: \<n\>
45060	RMI exception: \<n\>
45061	Error while accessing the DB
45062	Invalid OpCode: \<n\>
47105	The langver.dat file was not able to be provisioned
47106	The provisioner experienced early termination
47107	A specified node was not provisioned
47135	A file cannot be accessed
47203	A segment was not able to be provisioned
The specified node ($NODE_ID) is not a configured node on $(hostname)	The specified node ($NODE_ID) is not a configured node
Problems on $(hostname) transferring files for node $NODE	Problems on $(hostname) transferring files
The last prov date for the node $NODE cannot be updated on $(hostname) because the database is not accessible	The last prov date for the node $NODE cannot be updated

APS logs (Sheet 6 of 7)

Log ID	Description
A full provisioner process cannot be run when another full provision is already in progress on $(hostname)	A full provisioner process cannot be run
A full provisioner process has timed out waiting for a node-specific provisioner process to complete on $(hostname)	A full provisioner process has timed out
A node-specific provisioner process cannot be run on $(hostname) because a full provision is already in progress	A full provisioner process in progress
A node-specific provisioner process cannot be run on $(hostname) because another provision process is already running for that node	Another provisioner process is already running on a node

APS logs (Sheet 7 of 7)

Log ID	Description
The provisioner cannot run on $(hostname) because the file system ($IpsProvPath) is full	The provisioner cannot run because the file system is full
The $IpsProvPath file system on $(hostname) is almost full. The provisioner will not be able to run if corrective action isn't taken	The $IpsProvPath file system on $(hostname) is almost full
The provisioner cannot run on $(hostname) because the database is inaccessible	The provisioner cannot run on $(hostname) because the database is inaccessible
The specified node ($NODE_ID) either does not have provisioning enabled or else does not have a provision set assigned to it on $(hostname)	The specified node ($NODE_ID) does not have provisioning enabled

Supplementary logs

The following documents reference logs and/or alarms that do not appear in this volume:

Note: The terms Passport, PVG and MDM have been re-branded in conjunction with the new Nortel Networks' brand simplified naming format. Passport is now referred to as the Nortel Networks Multiservice Switch, PVG is now the Nortel Networks Media Gateway 7480/15000, and MDM is now the Nortel Networks Multiservice Data Manager.

• For USP logs, refer to the *Log and Operational Measurement Descriptions for Universal Signaling Point (USP),* version 3.0.3. These logs also appear on the Graphical User Interface (GUI).

• For XA-CORE logs, refer to the *XA-Core Reference Manual*, 297-8991-810.

• For information about Multiservice Switch alarms associated with your component, refer to *Nortel Networks Multiservice Switch 7400/15000/20000 Alarms Reference*, NN10600-500 and *Nortel Networks Multiservice Switch 15000, Media Gateway 15000 and Preside MDM in Succession Networks Fault Management Overview PT-AAL1/UA-AAL1/UA-IP*, NN10092-911.

For information about Passport 8600 logs and traps, refer to the following documents:

• *Preside Passport 8600 Device Integration Cartridge User Guide*, 241-6003-110.

• *Configuring Network Management- Passport 8000 Series Software Release 3.5, 314723-B.*

• *System Messaging Platform Reference Guide- Passport 8000 Series Software Release 3.5, 315015-B*.

26625

Format

Software exception: <n>

Action

Contact technical support to investigate the software exception and the cause of the problem.

Probable cause

This is as internal software problem within the APS software that could not be handled by the APS software.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26627

Format

Error while accessing the DB.

Action

Verify that the database instance and listener are "up" and running. If not, try to start the DATABASE using: # servstart DATABASE

```
# servquery -status -group DATABASE -v

Oracle Instance is DOWN.
Oracle Listener is DOWN.

# servstart DATABASE
```

If the above action does not clear the problem, then try to reset the APS user account password:
Access the "apscli" tool

```
# apscli

APS Command Line Interface MAIN MENU
_____

   1) Database Queries, Reports, Status, Checks
   2) Audio Provisioner Actions
   3) Restart APS Server Processes
   4) Software Listing and Inventory
   5) APS Database and Application File Backups,
      Restores
   6) APS SNMP Agent, configure, start, stop.
   7) LOG files, Accessing and Viewing
   8) View, access UAS node(s) conf file(s) backup
       directory
   9) Determine if APS Server Processes are running.
  10) Audits and aps checking utilities.
  11) Configure Audio Distribution HTTP/HTTPS

 X) Exit

 Enter a number or (X)   --> 1
 1
```

```
APS Command Line Interface MAIN MENU->DATABASE
_____

    1) Query Data Base Status
    2) Stop Data Base
    3) Start Data Base
    4) REPORT - List UAS & AMS Nodes in the DB (Nodes,
       IPs)
    5) REPORT - List UAS & AMS Nodes in the DB (node,
       IP, Enabled / Disabled, Last Prov Date)
    6) REPORT - List APS System Parameters in the DB
    7) Disable all UAS/AMS Node(s) from provisioning
       in the DB
    8) REPORT - List APS DB Tablespaces (bytes,blocks
       free).
    9) REPORT - Users Modified in APS DB between
       DD-MM-YY and DD-MM-YY
   10) REPORT - Audio Added in APS DB between DD-MM-YY
       and DD-MM-YY
   11) REPORT - Audio Package Report Activity between
       DD-MM-YY and DD-MM-YY
   12) REPORT - Audio Segments Not Assigned to a
       Program Group
   13) REPORT - Program Group Report between DD-MM-YY
       and DD-MM-YY
   14) Modify Passwords

    X) Exit

    Enter a number ---> 14
```

```
APS Command Line Interface MAIN
MENU->DATABASE->PASSWORD MGMT
_____

    1) Reset Lion Password
    2) Change Lion Password
    3) Reset admin Password
    4) Change admin Password

    X) Exit

    Enter a number ---> 1
```

```
Accessing the Oracle DB and changing the account ...
Please wait.
```

```
APS server manager start ...

SQL*Plus: Release 9.2.0.7.0 - Production on Thu Feb
2 13:40:52 2006

Copyright (c) 1982, 2002, Oracle Corporation. All
rights reserved.

Connected to:
Oracle9i Enterprise Edition Release 9.2.0.7.0 -
Production
JServer Release 9.2.0.7.0 - Production

SQL>
User altered.

SQL> Disconnected from Oracle9i Enterprise Edition
Release 9.2.0.7.0 - Productio
N JServer Release 9.2.0.7.0 - Production
 Completed ...

The APS dbserver software should be restarted to use
the new password.
Do you want to do this now? (Y/N) ---> Y

Killing File Upload
Killing APS Db Server
Killing Db Server
Actions completed.

Changing LION's password in the Oracle database...
Changing LION's password in the Properties Server...
Successfully changed LION's password.
```

If problems continue with the database connection alarms, then contact your technical support organization.

Probable cause

The database is down or the password on the Oracle account used by the APS has been changed.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26626

Format

SQL exception: <n>

Action

Verify that the database instance and listener are "up" and running. If not, try to start the DATABASE using: # servstart DATABASE

```
# servquery -status -group DATABASE -v

Oracle Instance is DOWN.
Oracle Listener is DOWN.

# servstart DATABASE
```

If the above action does not clear the problem, then try to reset the APS user account password:
Access the "apscli" tool

```
# apscli

APS Command Line Interface MAIN MENU
_____

   1) Database Queries, Reports, Status, Checks
   2) Audio Provisioner Actions
   3) Restart APS Server Processes
   4) Software Listing and Inventory
   5) APS Database and Application File Backups,
      Restores
   6) APS SNMP Agent, configure, start, stop.
   7) LOG files, Accessing and Viewing
   8) View, access UAS node(s) conf file(s) backup
       directory
   9) Determine if APS Server Processes are running.
  10) Audits and aps checking utilities.
  11) Configure Audio Distribution HTTP/HTTPS

 X) Exit

 Enter a number or (X)   --> 1
 1
```

```
APS Command Line Interface MAIN MENU->DATABASE
_____

    1) Query Data Base Status
    2) Stop Data Base
    3) Start Data Base
    4) REPORT - List UAS & AMS Nodes in the DB (Nodes,
       IPs)
    5) REPORT - List UAS & AMS Nodes in the DB (node,
       IP, Enabled / Disabled, Last Prov Date)
    6) REPORT - List APS System Parameters in the DB
    7) Disable all UAS/AMS Node(s) from provisioning
       in the DB
    8) REPORT - List APS DB Tablespaces (bytes,blocks
       free).
    9) REPORT - Users Modified in APS DB between
       DD-MM-YY and DD-MM-YY
   10) REPORT - Audio Added in APS DB between DD-MM-YY
       and DD-MM-YY
   11) REPORT - Audio Package Report Activity between
       DD-MM-YY and DD-MM-YY
   12) REPORT - Audio Segments Not Assigned to a
       Program Group
   13) REPORT - Program Group Report between DD-MM-YY
       and DD-MM-YY
   14) Modify Passwords

    X) Exit

    Enter a number ---> 14
```

```
APS Command Line Interface MAIN
MENU->DATABASE->PASSWORD MGMT
_____

    1) Reset Lion Password
    2) Change Lion Password
    3) Reset admin Password
    4) Change admin Password

    X) Exit

    Enter a number ---> 1

Accessing the Oracle DB and changing the account ...
Please wait.
```

```
APS server manager start ...

SQL*Plus: Release 9.2.0.7.0 - Production on Thu Feb
2 13:40:52 2006

Copyright (c) 1982, 2002, Oracle Corporation. All
rights reserved.

Connected to:
Oracle9i Enterprise Edition Release 9.2.0.7.0 -
Production
JServer Release 9.2.0.7.0 - Production

SQL>
User altered.

SQL> Disconnected from Oracle9i Enterprise Edition
Release 9.2.0.7.0 - Productio
N JServer Release 9.2.0.7.0 - Production
 Completed ...

The APS dbserver software should be restarted to use
the new password.
Do you want to do this now? (Y/N) ---> Y

Killing File Upload
Killing APS Db Server
Killing Db Server
Actions completed.

Changing LION's password in the Oracle database...
Changing LION's password in the Properties Server...
Successfully changed LION's password.
```

If problems continue with the database connection alarms, then contact your technical support organization.

Probable cause

The database is down or the password on the Oracle account used by the APS has been changed.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26628

Format

Null value for: <n>

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26629

Format

Error creating user: <n>

Action

Verify that the user to be added is not already in the APS. If the user cannot be seen in the APS GUI – Administration section, then verify a user directory with the "userid" is NOT present on the file system shown below. Check this directory:

/user_audio_files/<userid>

If the above directory exists then enter the following: "cd /audio_files" and then "rmdir <userid>"   where <userid> = joej, debbiem, jiml, ruthk, or any other userid trying to be added. Once the directory has been removed, then try to re-add the userid.

Probable cause

The file permissions are set incorrectly on the parent directory or the user id directory at /user_audio_files already exists.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26630

Format

Error creating directory: <n>, where <n> is the directory name.

Action

Please open a telnet window to the server. If this log was generated as a result of a media server node, then check under /PROV_data and permissions on the /PROV_data parent directory to verify it is writable. If this occurs during the addition of a userid, then see the action for log 26629.

Probable cause

The file permissions are set incorrectly on the parent directory or the user id directory at /user_audio_files already exists.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26631

Format

Error creating node: <n>, where <n> is the media server name.

Action

The media server node with this name may already exists in the APS DB. If this is the case, choose another name. Media server names must be unique. Check the sub-directories with the media server names at "/PROV_data/" and "/PROV_data/archive/".

If the media server node with this name does not already exist in the APS DB, then do the following:

Open a telnet window to the server. If this log was generated as a result of a media server node, then check under /PROV_data and permissions on the /PROV_data parent directory to verify that it is write-able. Also check the /PROV_data/archive/<media_server_node> directory. If the directory exists, then remove the directory.

If the "/PROV_data/<media_server_node> directory exists, then remove the directory and try to add the media server node back in the APS GUI.

Probable cause

The media server name has already been used for another media server node or the file permissions are set incorrectly on the parent directory at /PROV_data or /PROV_data/archive.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26632

Format

Error removing node: <n>, where <n> is the media server name.

Action

Open a telnet window to the server. If this log was generated as a result of a media server node, then check under /PROV_data and permissions on the /PROV_data parent directory to verify that it is write-able and read-able by the root user. If the answer is no, then change the permissions on the /PROV_data directory at root to "777" by entering "chmod 777 /PROV_data".

Check the sub-directory under /PROV_data and /PROV_data/archive that has the name of the media server node. If the directory permission is restricting deletion of the directory, then enter the following: "chmod 777 /PROV_data/<media_server_node>" and "chmod 777 /PROV_data/archive/<media_server_node>".

Probable cause

The file permissions are set incorrectly on the parent directory at /PROV_data or /PROV_data/archive or the directories at "/PROV_data/<media_server>" and "/PROV_data/archive/<media_server>" are missing. The attempt to remove them failed.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26633

Format

Error updating host file: <n>, where <n> is the media server name.

Action

Open a telnet window to the server. List the file permissions on the /etc/inet/hosts file. The file may not be writable by the root user. If this is the case, then change the permission on the file and retry the operation.

Probable cause

The host file is corrupted or the file permission on the file are such that the file cannot be accessed.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26634

Format

Node not enabled: <n>, where <n> is the media server node name.

Action

An audio provisioning attempt was made for a media server node where the media server node was set to disabled. To correct this issue, log into the APS GUI and go to the Administration section of the APS GUI. Click on the media server node and EDIT the node. Move the "Provision Enable" flag from "Disabled" to "Enabled".

Probable cause

The media server in the APS GUI (administration section of the GUI) is not enabled.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26635

Format

Invalid program group: <n>, where <n> is the media server node name.

Action

The program group name must be unique and must be equal to 30 characters or less.

Probable cause

The program group name is not unique or the rules for the program group name has been violated.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26636

Format

Invalid segment id: <n>, where <n> = the invalid segment ID.

Action

Pick a new un-used ID or verify the segment ID is 30- or less digits in length.

Probable Cause

Most likely caused by the user defined ID during an audio import operation. The segment ID may be invalid because a rule on the segment ID may have been violated. Segment IDs must be numbers and less than or equal to 30-digits in length. The audio ID cannot already be assigned to an existing audio segment.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26637

Format

Invalid package id: <n>, where <n> is the package ID.

Action

A new un-used ID must be chosen by the user or he/she must verify the segment ID is 30- or less digits in length.

Probable cause

The most likely cause is the user picks a package ID during a package creation operation that is invalid. The ID may be invalid since a rule on the ID may have been violated. IDs must be numbers and less then or equal to 30-digits in length. The audio-id cannot already be assigned to an existing package or audio segment.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26638

Format

Invalid PE Type: <n>, where <n> is the provisionable entity.

Action

Edit the provisionable entity (set, sequence, package, or variable) in the Audio Management section of the APS GUI.   Look for inconsistent or missing data regarding the provisionable entity.

Probable cause

This is a warning message. Provisionable entities are sets, sequences, variables, and packages. There was a problem in the creation or definition of the set, sequence, variable or audio package.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26639

Format

Invalid selector type: <n>

Action

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26640

Format

Invalid selector value: <n>, where <n> is the selector value.

Action

One of the rules for selector values has been broken. See the rules below in the probable cause field.

Probable cause

A selector value has two components; a display selector value which can be up to 1024 character in length, and a call processing selector value which can be up to 8 characters.   These two components are visible from the "Selector Value Properties" dialog window.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26641

Format

Invalid provisionable set: <n>, where <n> is the provision set name.

Action

Ensure the provision set name conforms to the rule below.

Probable cause

The provision set name must be 30 characters or less. There is a check that prevents names from exceeding 30 characters.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26642

Format

Invalid node id: <n>, where <n> = the node id.

Action

Ensure the node name conforms to the rule below.

Probable cause

The maximum node name length is 20 characters.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26643

Format

Invalid user id: <n>, where <n> is the user id.

Action

Create a user id that is in compliance with the rules in the probable cause field for this log.

Probable cause

The user id must be 12 or less characters and greater than or equal to 4-alpha/numeric characters.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26644

Format

Invalid sys parm value: <n>

Action

The most likely cause is a user attempt to set a system parameter outside of the rules established for system parameters. System parameters can be changed from the Administrative section of the APS GUI.

Probable cause

Violation of ranges allowed for one of the APS system parameters.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26645

Format

Invalid entity: <n> of entity type: <n>

Action

Probable cause

Entity type refers to administrative entities. Entities are media server nodes, provision sets, program groups, users, selector types, selector values, and IPM systems.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26646

Format

Invalid old password for user: \<n\>.   \<n\> is the user id

Action

The password for the user is invalid.

Probable cause

The password for the user does not conform to the rules for user passwords. The passwords must be at least 4 character and no longer than 12 characters.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26647

Format

Callp Selector value: <n> is not unique

Action

The the selector value and pick a unique selector value.

Probable cause

The callp selector value is already in used by the selector. Selector values must be unique and are accessible from the APS Administration section of the GUI.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26648

Format

Program group: <n> is not unique

Action

Pick another program group name which is unique from the existing program groups.

Probable cause

The program group name about to be defined has already been defined and is in the database. Program group names must be unique.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26649

Format

Provision set: <n> is not unique

Action

Pick another provision set name which is unique from the existing provision sets.

Probable cause

The provision set name about to be defined has already been defined and is in the database. Provision set names must be unique.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26650

Format

Selector type display value: <n> is not unique

Action

Pick another selector display value.

Probable cause

The selector type display value has already been used by another selector type. Selector type display values must be unique.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26651

Format

User: <n> has no access to program group: <n> = a user ID.

Action

This is fixed by an Administrative type user which can add user IDs to the existing program groups.

Probable cause

A user ID is not associated or in a program group. Specifically the message is telling the user, that the user ID in question is not in program group <y> and has no access.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26652

Format

Selector type: <n> already exists. <n> is a selector type.

Action

A user cannot define a selector type that already exists.

Probable cause

An attempt has been made to define a new selector type that already exists. This condition is not allowed. Selector types are entities, for example: format, gender, language, month, number, and others. Selectors are used in an audio set as a way to select which announcement is selected by the call server. For example a selector type of gender allows the same announcement to be play based on gender (male or female).

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26653

Format

Selector value: <n> already exists

Action

A user cannot define a selector value that already exists.

Probable cause

An attempt has been made to define a new selector value that already exists. This condition is not allowed. Selector values are entities such as male or female in a selector for a selector type of gender. These are used in audio sets.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26654

Format

Association already exists between <n> and <n>

Action

The association already exists and no further action is needed. The user should stop trying to perform this operation because the association has already been made.

Probable cause

This log is generated when the user tries to associate one entity with another. An example of this is when the user tries to associate a program group with a provision set and the association already exists. An entity can be program group, users, provision sets, media server nodes and systems. The APS allows association from users to program groups, program groups to provision sets, and provision sets to media server nodes.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26655

Format

Exit code: % while changing permission on: <n>

Action

Verify that the parent directories "/user_audio_files" for users and "/PROV_data" permissions are set to "777".

Probable cause

While entering a new user or creating a new media server in the APS, the APS had problems changing the permissions on either the newly created user id directory or the media server directory.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26656

Format

Exit code: % while removing node: % from <n>

Action

The APS attempts to remove media server directories on the server. If the directories are missing or the permissions on the directory are restrictive, the APS cannot remove the directory and a failure occurs. Change or create the directory at the locations listed below and retry the APS GUI operation to remove the node. The APS expects the media server nodes to be present and readable in the directory structure.

/PROV_data/<MS_NAME>
/PROV_data/archive/<MS_NAME>

Probable cause

There was a problem removing one of the media server nodes from the APS database. One of the associated directories on the file system under /PROV_data may be missing or is being restricted from the remove directory command when the GUI operation attempts to remove a media server node.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26657

Format

Exit code: % while removing userdir for user: <n>

Action

Change or create the directories at the location below and retry the APS GUI operation to remove the user id.

/user_audio_files/<user_id>

Probable cause

There was a problem removing a user directory on the file system for user <x>. An Administrative type user tried to remove a user id from the APS GUI and the associated user directories on the file system were restricted from removal or did not exists.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26658

Format

Inconsistent array sizes between <n> and <n>

Action

There is no corrective action. Please contact technical support if you get this error.

Probable cause

This is an internal software error with the APS software.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26659

Format

CallP value: <n> is not unique

Action

Choose a unique value.

Probable cause

The callP value of the selector type is not unique.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26660

Format

Selector value: <n> is not unique

Action

Pick a unique selector value.

Probable cause

The selector value of the selector type encountered is not unique.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26661

Format

Selector type display value: <n> is not unique

Action

Pick a unique selector type display value.

Probable cause

The display value of the selector type encountered is not unique. This is an informational type message.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

26662

Format

Invalid AE Type: <n>, where <n> = an AE (administrative entity).

Action

Probable cause

An invalid administration entity type has been encountered. This is a warning message.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28673

Format

Software exception: <n>

Action

There is no corrective action. Please contact your technical support if you get this error.

Probable cause

This is an internal APS software error.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28674

Format

SQL exception: <n>

Action

Either the database is down or the password for the user account has been changed and access is not possible. Please see the Action field for log 26626 for resolution.

Probable cause

There is a problem accessing the database through an SQL command for Audio Management.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28675

Format

Error while accessing the DB.

Action

Either the database is down or the password for the user account has been changed and access is not possible. Please see the Action field for log 26626 for resolution.

Probable cause

There is a problem accessing the database through an SQL command for Audio Management.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28676

Format

User: <n>, Group: <n> - is beginning a session at: <n>

Action

No action is required. Informational only type log.

Probable cause

A user is logging into the APS tool.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28677

Format

User: <n>, Group: <n> - is ending a session

Action

No action is required. Information only type log.

Probable cause

A user is logging out of the APS tool.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28679

Format

User: <n>, is uploading files.

Action

No action is required. Information only type log.

Probable cause

This is an information type of log. It records the fact that user <x> is performing an audio file upload.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28680

Format

Error while reading from: <n>

Action

Log into the server using a telnet session and view the permissions on the named file and directory. Verify that the file is on the file system and permissions are set to allow a read operation. It is possible that the file in question is missing. If this is the case, then the data base could be out-of-sync with what audio is actually on the server. There is an audit in the "apscli" tool to audit the contents of the database with respect to the file system. The audit is in the area "10) Audits and aps checking utilities". This audit will help identify if there is a larger problem or the issue is related to a file permission problem.

Probable cause

This is caused by a problem reading a file on the server. The filename or pathname to the file is shown in the message. This is an error message. This can happen when reading an audio file from disk when doing a clone operation of audio in the Audio Management section of the GUI, or, when trying to import audio and unable to read the directory in which the audio file resides.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28681

Format

Error while writing to file: <n>

Action

Please see log 28680 for more information. Verify the permissions on the pathnames listed in the log message can be written to by users.

Probable cause

This is similar to the problem in log 28680 but the issue is with writing a file to disk on the server.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28682

Format

Error while deleting: <n>

Action

The corrective action is to verify the permissions on the pathnames listed in the log message can be read and written to by users.

Probable cause

This is similar to the problem in logs 28680 and 28681, but the issue is associated with deleting a file on the server.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28683

Format

Invalid file or directory: <n>

Action

Run the audit in the 'apscli" tool. The root user can run this tool in a telnet session. There is an audit in the "apscli" tool to audit the contents of the database with respect to the file system. The audit is in the area "10) Audits and aps checking utilities". This audit will help identify if there is a larger problem or the issue is related to a file permission problem.

Probable cause

The probable cause is that there is some issue with the referenced file or directory on the file system.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28684

Format

Directory created: <n>

Action

No corrective action is required.

Probable cause

This is an information type log recording an event or creation of a directory.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28685

Format

New generated seg id: <n>

Action

None required.

Probable cause

This is an information type log recording an event or creation of a directory.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28686

Format

Seg id released: <n>

Action

No corrective action is required.

Probable cause

Information log message where audio id is released for re-use.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28687

Format

New generated package id: <n>

Action

No corrective action is required.

Probable cause

Information log message where audio package is assigned.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28688

Format

Package id released: <n>

Action

No corrective action is required.

Probable cause

Information log message where audio package id is released for re-use.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28689

Format

Max number of versions reached for physseg id: <n>

Action

This is changeable in the Administrative section of the APS GUI under the system parameters icon. The field is "Maximum physical segment versions: ". There is no corrective action once the maximum version has been reached. This log is an indication the next time an up-version is needed it will not be possible.

Probable cause

The maximum number of physical segment ID versions (default is 3) has been reached. When the third version of an audio id is reached then this is the maximum version the audio can be assigned. Audio can be replaced and as the audio is replaced using the same audio id, it is up-versioned.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28690

Format

Max version number exceeded for physseg id: <n>

Action

See log 28689 for more information.

Probable cause

See log 28689.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28691

Format

Max number of versions reached for pkg id: <n>

Action

This is changeable in the Administrative section of the APS GUI under the system parameters icon. The field is "Maximum package versions: ". There is no corrective action once the maximum version has been reached. This log is an indication the next time an up-version is needed it will not be possible.

Probable cause

The maximum number of audio package versions (default is 3) has been reached. When the third version of the package is reached then this is the maximum version for the package.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28692

Format

Max version number reached for pkg id: <n>

Action

See log 28691.

Probable cause

See log 28691.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28693

Format

Max set depth reached for set id: <n>

Action

This is changeable in the Administrative section of the APS GUI under the system parameters icon. The field is "Maximum segment depth: ". There is no corrective action once the maximum version has been reached. This log is an indication the next time an additional level is needed, it will not be possible.

Probable cause

This maximum number of depth has been reached for sets. This is referring to the condition where physical segments are nested within sets. For example, a set can contain a set and those sets contain physical segments where the maximum physical segment depth is "15". A depth of "15" is a limit most users will never reach.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28694

Format

Max sequence depth reached for seq id: <n>

Action

This is changeable in the Administrative section of the APS GUI under the system parameters icon. The field is "Maximum segment depth: ". There is no corrective action once the maximum version has been reached. This log is an indication the next time an additional level is needed, it will not be possible.

Probable cause

The maximum number of depth has been reached for sequences. This refers to the condition where physical sequences are nested. This limit will never be reached for most users.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28695

Format

No segments in DB

Action

No corrective action is required.

Probable cause

This is an information event log indicating there is no audio in the data base.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28696

Format

Invalid segment id: <n>

Action

Choose another audio-id that is not already used.

Probable cause

There is an attempt to assign an id to audio that is not unique.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28697

Format

Invalid phys segment id: <n>, ver: <n>

Action

Choose another audio-id that is not already used.

Probable cause

There is an attempt to assign an id to audio that is not unique.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28698

Format

Invalid package id: <n>, ver: <n>

Action

Choose another audio-id that is not already used.

Probable cause

There is an attempt to assign an id to a package that is not unique.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28699

Format

Invalid PE Type: <n>

Action

Choose another audio-id that is not already used.

Probable cause

There is an attempt to assign an id to a provisional entity (PE) that does not have a unique ID.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28700

Format

Invalid program group: <n>

Action

Pick another name for the program group.

Probable cause

Program group name is already used by an existing program group.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28701

Format

Invalid selector type: <n>

Action

No definition is needed.

Probable cause

The selector type has already been defined.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28702

Format

Invalid selector value: <n>

Action

Definition may not be needed.

Probable cause

The selector value has already been defined.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28703

Format

Zip archive extracted: <n>

Action

No action is required.

Probable cause

This is an information event indicating the audio zip file was unzipped as it was uploaded to the server.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28704

Format

Infinite loop in set id: <n>

Action

Find the loop and correct the condition for the audio set in question.

Probable cause

A set has a circular loop where there is no end to the play.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28705

Format

Infinite loop in sequence id: <n>

Action

Find the loop and correct the condition for the audio sequence in question.

Probable cause

A sequence has a circular loop where there is no end to the play.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28706

Format

Seg id: <n> is not unique

Action

The existing segment id can be deleted and the audio id re-used or the user can pick another un-used ID to assign the new audio.

Probable cause

The segment id is not unique and is already in-use.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28707

Format

Alias: <n> is not unique

Action

Aliases, like audio ids, must be unique. Choose another alias to correct this problem.

Probable cause

The alias to be assigned has already been used..

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28708

Format

Selector value: <n> is not unique

Action

Choose a unique selector value or abandon the operation.

Probable cause

The selector value in the message is not unique; it is already defined.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28709

Format

Seg id <n> and alias <n> are not unique

Action

Pick a un-used segment id and a unique alias.

Probable cause

Both the segment id and alias are not unique.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28710

Format

No permission to set cache for user: <n>

Action

An Administrative user can allow or deny the setting of the cache flag for a user id.

Probable cause

The use is not allowed to set the cache flag for UAS audio distribution.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28711

Format

No permission to change lock status for user: <n>

Action

This error should not be received since both Audio Management and Administrators can lock and unlock export audio packages. Please contact technical support if this error is received. If a user can see the export package in the APS GUI, then they can lock and unlock export packages.

Probable cause

Export packages are locked before they can be distributed. Export packages are not for media servers but for gateways which can support simple local plays.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28712

Format

Seg id: <n> cannot be added to locked package: <n>

Action

Unlock the audio export package in question and then a user can add audio.

Probable cause

User cannot add segments to locked audio packages.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

28713

Format

Invalid package format, segment id: <n> cannot be added to package: <n>

Action

Examine the contents of the item trying to be added to the audio package. It may not be allowed. Export packages are for the local play capability on a remote gateway. Most of these gateways can only handle simple type announcements.

Probable cause

There is some problem with the contents of the packages. For example, nested sequences and sets are not allowed.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

43009

Format

Software exception: <n>

Action

Please refer to log message 28673.

Probable cause

Please refer to log message 28673.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

43010

Format

SQL exception: <n>

Action

Refer to log message 28674.

Probable cause

Refer to log message 28674.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

43011

Format

IO file error: <n>

Action

Probable cause

Could not write file to APS server.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

43012

Format

Connected to host IP: <n>

Action

No corrective action is required.

Probable cause

This is an information type log message.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

43013

Format

Could not connect to host IP: <n>

Action

Determine if the FTP server on the remote gateway is up and functional. Try pinging the IP address of the remote gateway. FTP to the remote gateway and verify the user id and password of the FTP server.

Probable cause

This log error message may be received because the FTP server on the gateway receiving the exported audio package is down. The failure is due to either the FTP server being down or the supplied user id and password for the FTP server is incorrect.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

43014

Format

Could not change directory to: <n>

Action

Open a telnet session to the APS server and examine the permissions on the named directory in the log message. Change the permission on the directory using the "chmod" command if needed.

Probable cause

The directory can be missing on the file system or the permission does not allow the user to access it.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

43015

Format

File <n> could be not transferred.

Action

See action field for log 43014 and also check the file permissions on the name file on the file system.

Probable cause

The audio export package failed during the ftp transfer.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

43016

Format

ZIP archive extracted: <n>

Action

No further action is required.

Probable cause

This is an information type log.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

45058

Format

Session timer expired: <n>

Action

The user must log back in to the APS application. The default time-out period can be increased or decreased in the Administration of the APS GUI. The icon for "system parameters" will display the parm, "Response Timer (Mins) ". Default is 30 minutes.

Probable cause

The idle session timer for a user has expired. This time-out is a security feature that auto logs the user out after a default time-out period of 30 minutes. The default time-out can be change to a higher or lower value.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

45059

Format

Software exception: <n>

Action

This error should not be seen. Contact technical support if this log message is received.

Probable cause

This is an internal APS software error.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

45060

Format

RMI exception: <n>.

Action

Remove the /opt/uas/aps/log/rmirestart_status.log file on the APS server. Removal of this file will cause the RMI to be restarted by the APS. Access the "apscli" tool by the APS software and restart the APS server processes.

Probable cause

The RMI (remote method invocation) server is having problems. This server is used by the APS server software to communicate with other server processes.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

45061

Format

Error while accessing the DB.

Action

Please see the Action for log 26626 for resolution.

Probable cause

The database is down or the database user account password used by the APS has changed. See log message 26626 for more information.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

45062

Format

Invalid OpCode: <n>

Action

Please see error log message 45059.

Probable cause

Please see error log message 45059.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

47105

Format

The langver.dat file was not able to be provisioned. (severity = MAJOR)<n>

Action

Check the language version folder in the Audio Management section of the APS and verify language files exist for each language in the APS language folder (highlight the language and click on the REFRESH button).

Check the file permission on the /PROV_data/<UAS_media_server_directory> to ensure the directory is write-able. If there are audio provisioning problems, then review the error messages for the media server in the /PROV_data/<hostname>_provisioner.log file and the /opt/uas/aps/log/admanager<date>.log file.

Probable cause

The langver.dat file is used only for UAS media server. For audio in which language variables are involved, then the langver.dat file is one of the files that is sent over to the UAS from the APS during audio provisioning.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

47106

Format

The provisioner experienced early termination. (severity = CRITICAL)<n> ERROR: <date> <time> APS Data Base Instance <instance name> is down!

Action

Try to manually bring up the database: "servstart DATABASE". Restart the APS server processes using the "apscli" as the root user.

Probable cause

The database is down.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

47107

Format

A specified node was not provisioned. (severity = MAJOR)<n>

Action

The provisioner log at /PROV_data/<hostname_provisioner.log and /opt/uas/aps/log/admanager<date>.log files need to be consulted for the errors.

Probable cause

The media server node could not be provisioned.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

47135

Format

A file cannot be accessed.

Action

Verify that the file system is not full (df –k) as the root user. Examine the file permissions on the name file (ls –l <filename>).

Probable cause

incorrect file permissions or full file system. (severity = CRITICAL)%s

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

47203

Format

A segment was not able to be provisioned. (severity = CRITICAL)<n>

Action

Open a telnet window to the APS server and become the root user. Access the "apscli" tool and run an audit of the audio. See below. The physical audio file may be missing on the file system however the database still has information about the audio. If the audit below indicates this is the issue, then reload the audio or look for the missing audio at:
/user_audio_files/<user>/archive or
/user_audio_files/<user>/bulkarchive for the missing file. If the file is located then it can be reloaded back into the APS tool.

```
APS Command Line Interface MAIN MENU
_____
   1) Database Queries, Reports, Status, Checks
   2) Audio Provisioner Actions
   3) Restart APS Server Processes
   4) Software Listing and Inventory
   5) APS Database and Application File Backups,
      Restores
   6) APS SNMP Agent, configure, start, stop.
   7) LOG files, Accessing and Viewing
   8) View, access UAS node(s) conf file(s) backup
      directory
   9) Determine if APS Server Processes are running.
  10) Audits and aps checking utilities.
  11) Configure Audio Distribution HTTP/HTTPS

 X) Exit

 Enter a number or (X)  --> 10
 10
```

```
        APS Command Line Interface MAIN MENU->AUDITS
_____

   1) Audit Media Server Nodes in DB with /PROV_data
      directories.
   2) Audit Audio Physical Segments in DB with
      /audio_files directories.
   3) Audit APS software installation (apschkr) for
      sizes/chksums.
   4) Audit Orphaned Segments without a Program Group.

   X) Exit

   Enter a number --->
```

Probable cause
The audio file (physical segment) may be missing on the file system.

Associated OM registers
This log report has no associated OM registers.

Additional information
This log report requires no additional information.

The specified node ($NODE_ID) is not a configured node on $(hostname)

Format

The specified node ($NODE_ID) is not a configured node on $(hostname).

Action

Verify that the media server node is enabled in the administration section of the APS GUI.

Probable cause

The media server node may not be enabled in the APS.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

Problems on $(hostname) transferring files for node $NODE

Format

Problems on $(hostname) transferring files for node $NODE.

Action

Correct configuration on the UAS with respect to the hostname and IP address of the APS.

Probable cause

Make sure the UAS has the hostname and IP address of the APS correctly defined in its configuration.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

The last prov date for the node $NODE cannot be updated on $(hostname) because the database is not accessible

Format

The last prov date for the node $NODE cannot be updated on $(hostname) because the database is not accessible.

Action

Enter: servquery –status all. Ensure DB is 'RUNNING". If not running, then enter: servstart DATABASE.   If the password is incorrect, then reset the "lion" password from the "apscli" tool.

Probable cause

The database is down or the password on the APS database has been changed.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

A full provisioner process cannot be run when another full provision is already in progress on $(hostname)

Format

A full provisioner process cannot be run when another full provision is already in progress on $(hostname)

Action

Wait until one provisioner finishes, or access the "apscli" tool and stop the current audio provisioner.

Probable cause

Two separate audio provisioners cannot run simultaneously.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

A full provisioner process has timed out waiting for a node-specific provisioner process to complete on $(hostname)

Format

A full provisioner process has timed out waiting for a node-specific provisioner process to complete on $(hostname).

Action

No corrective action is required.

Probable cause

Two separate audio provisioners cannot run simultaneously.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

A node-specific provisioner process cannot be run on $(hostname) because a full provision is already in progress

Format

A node-specific provisioner process cannot be run on $(hostname) because a full provision is already in progress.

Action

Wait until one provisioner finishes or access the "apscli" tool and stop the current audio provisioner.

Probable cause

Two separate audio provisioners cannot run simultaneously.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

A node-specific provisioner process cannot be run on $(hostname) because another provision process is already running for that node

Format

A node-specific provisioner process cannot be run on $(hostname) because another provision process is already running for that node.

Action

Wait until one provisioner finishes or access the "apscli" tool and stop the current active audio provisioner process.

Probable cause

Two separate audio provisioners cannot run simultaneously. An attempt was made to provision a single media server node but an active provisioning was in-progress.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

The provisioner cannot run on $(hostname) because the file system ($IpsProvPath) is full

Format

The provisioner cannot run on $(hostname) because the file system ($IpsProvPath) is full.

Action

Look for large files taking up disk space. Contact technical support before deleting files.

Probable cause

The file system on which the $IpsProvPath exists is full.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

The $IpsProvPath file system on $(hostname) is almost full. The provisioner will not be able to run if corrective action isn't taken

Format

The $IpsProvPath file system on $(hostname) is almost full. The provisioner will not be able to run if corrective action isn't taken.

Action

Look for large files taking up disk space. Contact technical support before deleting files.

Probable cause

The file system on which the $IpsProvPath exists is almost full.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

The provisioner cannot run on $(hostname) because the database is inaccessible

Format

The provisioner cannot run on $(hostname) because the database is inaccessible.

Action

Look for large files taking up disk space. Contact technical support before deleting files.

Probable cause

The file system on which the $IpsProvPath exists is almost full.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.

The specified node ($NODE_ID) either does not have provisioning enabled or else does not have a provision set assigned to it on $(hostname)

Format

The specified node ($NODE_ID) either does not have provisioning enabled or else does not have a provision set assigned to it on $(hostname).

Action

Enable provisioning or assign a provision set to the node.

Probable cause

The cause is as specified in the title of this log above.

Associated OM registers

This log report has no associated OM registers.

Additional information

This log report requires no additional information.