



# Carrier Voice over IP Fault Management Logs Reference (volume 6)

## ATTENTION

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

A log report is a message about an important condition or event related to Succession 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.

## 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 6 contains the following Succession logs by component:

- [Universal Audio Server Logs](#)
- [Universal Audio Server - Operations Support System Logs](#)

The tables associated with each of component identify and briefly describe the logs they use. Double-click on the log identifier to see the log details.

## Universal Audio Server Logs

The following table lists the individual logs that the Universal Audio Server (UAS) uses. Although referred to as logs, they serve a function that more closely represents alarms. The [Universal Audio Server - Operations Support System Logs](#) logs provide a more log-like function.

**Note:** Some UAS logs do not use identification numbers (see [Main subagent logs](#)).

### UAS Logs (Sheet 1 of 19)

Log ID	Description
<a href="#">2049</a>	System unable to play requested audio
<a href="#">2050</a>	Unexpected code condition
<a href="#">2051</a>	Language selector not set
<a href="#">2052</a>	Parameter value invalid or out of range
<a href="#">2053</a>	<parameter 1> not allowed with <parameter 2>
<a href="#">2054</a>	Unable to mount directory from database server
<a href="#">2055</a>	Database server hostname not found
<a href="#">2056</a>	Database server request for new id fails
<a href="#">2057</a>	aliasServer process is not running
<a href="#">2058</a>	Resync audio on restart failed - primary APS not online
<a href="#">4097</a>	Mis-installed UAS software
<a href="#">4098</a>	Initialization logs
<a href="#">4099</a>	Invalid regular expression for play collect
<a href="#">4100</a>	There is a problem with the hardware or ctdaemon
<a href="#">4101</a>	The system has run out of free memory
<a href="#">4102</a>	There is a problem with the UAS or NMS software

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<b>Log ID</b>	<b>Description</b>
<a href="#">4103</a>	The announcement used for the prompt has not been provisioned
<a href="#">4104</a>	An announcement with the specified id has already been provisioned
<a href="#">4105</a>	An unexpected software error has occurred in the hardware interface software
<a href="#">4108</a>	There is a problem with an NMS configuration file
<a href="#">8193</a>	Assorted software errors
<a href="#">8194</a>	Assorted syntax errors
<a href="#">8195</a>	An incoming message was invalid
<a href="#">8196</a>	Invalid state events
<a href="#">8197</a>	GWC restart detected
<a href="#">8198</a>	Successful GWC failover
<a href="#">8199</a>	Could not failover to invalid GWC
<a href="#">12289</a>	Parameter already set
<a href="#">12290</a>	Invalid or out of range value for the parameter
<a href="#">12291</a>	Unsupported protocol version
<a href="#">12292</a>	Unsupported parameter
<a href="#">12293</a>	Mandatory parameter missing
<a href="#">12294</a>	Missing the optional parameter
<a href="#">12295</a>	Parameter not allowed
<a href="#">12296</a>	Wildcard endpointID not allowed
<a href="#">12297</a>	Invalid event received from MGC
<a href="#">12298</a>	Invalid event received from internal component
<a href="#">12299</a>	Couldn't send message to MGC

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Log ID	Description
<a href="#">12300</a>	Command received for connection already deleted
<a href="#">12301</a>	MGC-MG control operation not valid
<a href="#">12302</a>	Call processing thread for endpointId died - restarting
<a href="#">12303</a>	Call cleared due to no response from MGC
<a href="#">12304</a>	Unexpected software error occurred during call processing
<a href="#">12305</a>	Maintenance thread died - restarting
<a href="#">12306</a>	Retransmitting startup operation due to no response from MGC
<a href="#">12307</a>	Failed to initialize callp component
<a href="#">12308</a>	Call processing is initializing
<a href="#">12309</a>	Call processing waiting for response from MGC
<a href="#">12310</a>	Call processing is allowing new connections
<a href="#">12311</a>	Call processing locked by administrative action
<a href="#">12312</a>	Call processing in administrative locked state.
<a href="#">12313</a>	Call processing shutting down at the request of the program manager
<a href="#">12314</a>	Call processing is terminating
<a href="#">12315</a>	Call processing configuration is valid
<a href="#">12316</a>	Call processing is now in administrative unlocked state
<a href="#">12317</a>	Active connections are forcibly terminated
<a href="#">12318</a>	Call processing thread for endpointId automatically deleted
<a href="#">12319</a>	Main callp thread waiting for card initialization

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<b>Log ID</b>	<b>Description</b>
<a href="#">18433</a>	Call server request exceeds available capacity
<a href="#">18434</a>	Issue SR UAS conferencing
<a href="#">18435</a>	Call server request is invalid
<a href="#">18436</a>	Call server request is invalid
<a href="#">18437</a>	NMS service not started
<a href="#">18438</a>	Conferencing limits reached
<a href="#">18439</a>	NMS service not started
<a href="#">18440</a>	Conferencing limits reached
<a href="#">18442</a>	Can't find pool
<a href="#">18443</a>	Conference already deleted
<a href="#">18444</a>	NMS service not started
<a href="#">18445</a>	ConferenceStateMachine ctor - no conf mgr
<a href="#">18446</a>	Command object, command header null
<a href="#">18447</a>	Protocol mismatch - Unknown MGCP message
<a href="#">18448</a>	Protocol mismatch - CRCX wrong sig
<a href="#">18449</a>	ConferenceStateMachine cannot locate conf
<a href="#">18450</a>	Can't build response to CRCX
<a href="#">18451</a>	Can't build response to DLCX
<a href="#">18452</a>	Conference already deleted
<a href="#">18453</a>	Can't build response to DLCX
<a href="#">18454</a>	'handle MDCX' mismatch between UAS and call server
<a href="#">18455</a>	'pool/confid' mismatch between UAS and call server

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<b>Log ID</b>	<b>Description</b>
<a href="#">18456</a>	MDCX - no signal present
<a href="#">18457</a>	MDCX wrong signal
<a href="#">18458</a>	Can't modify attributes for conference
<a href="#">18459</a>	Can't unreserve conference pool
<a href="#">18460</a>	EventCommand in AUCX is UNSET
<a href="#">18461</a>	EventCommand in AUCX is invalid type
<a href="#">18462</a>	Can't build response to MDCX
<a href="#">18463</a>	Trap or exception - death of thread
<a href="#">18464</a>	Hardware initialization failed
<a href="#">18465</a>	Create new conference
<a href="#">18466</a>	Modifying play port criteria not supported
<a href="#">18467</a>	Insufficient ports available for the request
<a href="#">18468</a>	Reserve conference pool ports
<a href="#">18469</a>	Unreserve conference pool ports
<a href="#">18470</a>	DCB no longer supported
<a href="#">18471</a>	Unable to destroy conference
<a href="#">18472</a>	Handle event complete
<a href="#">18473</a>	Can't validate response
<a href="#">18474</a>	NMS software error code
<a href="#">18475</a>	Can't initialize hardware
<a href="#">18476</a>	NMS hardware initialization failure
<a href="#">18477</a>	No active monitor port reserved
<a href="#">18478</a>	Conference not established

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<b>Log ID</b>	<b>Description</b>
<a href="#">18479</a>	NMS conference monitor failure
<a href="#">18480</a>	Gateway and audio server out of sync
<a href="#">18481</a>	MDCX onoff sig without requestid
<a href="#">18482</a>	Can't build response to AUCX
<a href="#">18483</a>	Wrong signal for handleSignalRequest
<a href="#">18484</a>	NMS error - thread not running
<a href="#">18485</a>	Unknown software error - thread not running
<a href="#">18486</a>	Can't build notification
<a href="#">18487</a>	Unable to send NTFY message
<a href="#">18488</a>	Missing completion reason
<a href="#">18489</a>	Can't validate reason
<a href="#">18490</a>	Brief signal not currently supported
<a href="#">18491</a>	Create play member fail
<a href="#">18492</a>	Can't locate conf for connection
<a href="#">18493</a>	Unable to destroy pm row for conf
<a href="#">18495</a>	All reserved ports in use
<a href="#">18496</a>	Cannot find target endpoint leaving the conference
<a href="#">18497</a>	Cannot complete play for conference
<a href="#">18498</a>	Event deleting ALL conferences
<a href="#">18499</a>	Can't initialize hardware
<a href="#">18500</a>	General conferencing error
<a href="#">18501</a>	Can't delete play port with play active
<a href="#">18502</a>	Call server and UAS are out of sync

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Log ID	Description
<a href="#">18503</a>	Call server either created a conference that was never used, or neglected to delete a completed conference
<a href="#">20481</a>	Node maintenance subsystem received UnLock Request
<a href="#">20482</a>	Node maintenance subsystem received a Lock Request
<a href="#">20483</a>	Node maintenance subsystem received a Lock Complete event
<a href="#">20484</a>	Node maintenance subsystem received a UnLock Complete event,
<a href="#">20485</a>	Unable to create the instance of Node maintenance subsystem
<a href="#">20486</a>	NMS CT daemon service was successfully <started/stopped>.
<a href="#">20487</a>	NMS Clock Fallback Manager service was successfully <started/stopped>
<a href="#">20488</a>	<name-of-service> service was successfully <started/stopped>
<a href="#">24577</a>	Performing <operation> on <resource_name>
<a href="#">24578</a>	Callp subagent starting
<a href="#">24581</a>	Build stamp file may be missing or unreadable
<a href="#">24583</a>	Detected possible loss of configuration changes
<a href="#">24584</a>	Failed to backup pending configuration file
<a href="#">24585</a>	Failed to create pending configuration file
<a href="#">24586</a>	Restarting all applications
<a href="#">24587</a>	Rebooting the system
<a href="#">24588</a>	Setting the NTP server IP address

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<b>Log ID</b>	<b>Description</b>
<a href="#">26625</a>	ConfigMgr process initializing
<a href="#">26626</a>	ConfigMgr shutting down
<a href="#">26627</a>	Failed to create synchronization object
<a href="#">26629</a>	Cannot copy file
<a href="#">26630</a>	ConfigMgr terminated manually
<a href="#">26631</a>	Manual edits of uas.conf could be inconsistent
<a href="#">26632</a>	ConfigMgr termination status
<a href="#">26633</a>	Could not create file
<a href="#">26634</a>	The bearer type is ATM, but the hardware probe detected a CG6000 card
<a href="#">26635</a>	The bearer type is IP, but the hardware probe detected an AG4000 card
<a href="#">26636</a>	One or more extra AG4000 cards were detected
<a href="#">26637</a>	IMS lock file detected
<a href="#">26638</a>	IMS lock file no longer present
<a href="#">30721</a>	For optimal performance use full duplex mode
<a href="#">30722</a>	For optimal performance use 100-baseT mode
<a href="#">32768</a>	Static memory allocation error
<a href="#">32769</a>	Invalid channel in APM request for function
<a href="#">32770</a>	Unknown Function in APM request
<a href="#">32771</a>	Main Template count is 0 in APM message
<a href="#">32772</a>	No Main Template in APM message
<a href="#">32773</a>	Invalid Index file VocID, Index in APM message
<a href="#">32774</a>	Invalid Directory VocID, Index in APM message

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<b>Log ID</b>	<b>Description</b>
<a href="#">32775</a>	Could not find VFS Directory ID, Index
<a href="#">32776</a>	No record template parameter in APM message
<a href="#">32777</a>	Invalid Record Directory ID
<a href="#">32778</a>	Could not find Record Directory ID
<a href="#">32779</a>	Null external data address for Substitution ID
<a href="#">32780</a>	Missing Substitution ID parameter for Variable Speak
<a href="#">32781</a>	Missing Substitution ID parameter for Digit Speak
<a href="#">32782</a>	Couldn't get memory for play_list status
<a href="#">32783</a>	Play seg count
<a href="#">32784</a>	mma_dealloc error for opnab buffer
<a href="#">32785</a>	Play List de-allocate error
<a href="#">32786</a>	Invalid Directory for VocID, Index
<a href="#">32787</a>	Could not find VFS Directory ID, Index
<a href="#">32788</a>	Disk read buffer de-allocate error
<a href="#">32789</a>	Could not find Digit Rule Directory
<a href="#">32790</a>	Invalid digit group
<a href="#">32791</a>	Invalid digit
<a href="#">32792</a>	Could not find VFS Directory ID Index
<a href="#">32793</a>	Cannot resolve set segment
<a href="#">32794</a>	Missing value for variable
<a href="#">32795</a>	Invalid variable type n play message
<a href="#">32796</a>	Invalid character in play message
<a href="#">32797</a>	Invalid value in play message

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<b>Log ID</b>	<b>Description</b>
<a href="#">32798</a>	Invalid month in play message
<a href="#">32799</a>	Invalid subtype in play message
<a href="#">32800</a>	Bad directory number string in play message
<a href="#">32801</a>	Unknown currency in play message
<a href="#">32802</a>	Unsupported type in play message
<a href="#">32803</a>	Bad date string in play message
<a href="#">32804</a>	Bad time string in play message
<a href="#">32805</a>	Unsupported language in play message
<a href="#">32806</a>	No audio for language in play message
<a href="#">32807</a>	Corrupt language version tree
<a href="#">32808</a>	Missing multilanguage variable
<a href="#">32809</a>	Exceeded max nesting for segment
<a href="#">32818</a>	Unexpected software error
<a href="#">32819</a>	No timeslots available on board
<a href="#">32820</a>	Bad return code
<a href="#">32821</a>	NMS OAM error for keyword
<a href="#">32822</a>	Interface in half-duplex mode (not optimal)
<a href="#">32823</a>	Interface in 10-baseT mode (not optimal)
<a href="#">32868</a>	No VFS directory
<a href="#">32869</a>	VFSBuilder: unable to build the mmap for address
<a href="#">32870</a>	Unable to read digit rule file
<a href="#">32871</a>	Unknown tag
<a href="#">32872</a>	Unable to open

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<b>Log ID</b>	<b>Description</b>
<a href="#">32873</a>	Application index error
<a href="#">32874</a>	No application for vocab id
<a href="#">32875</a>	Missing vocabulary directories
<a href="#">32876</a>	Error allocating directories
<a href="#">32877</a>	Error reading control information
<a href="#">32878</a>	Error reading directories
<a href="#">32879</a>	Error reading vocab segments
<a href="#">32880</a>	Cannot Open <filename>
<a href="#">32881</a>	Can't read file <filename>
<a href="#">32882</a>	Can't load lookup <filename>
<a href="#">32883</a>	Concode is neither RAM nor DISK
<a href="#">32884</a>	Can't read DATA file
<a href="#">32885</a>	Error opening DATA file
<a href="#">32886</a>	Daemon process is already running
<a href="#">32887</a>	No segment loaded
<a href="#">32888</a>	Build failed
<a href="#">32889</a>	Starting daemon process
<a href="#">32990</a>	Unable to allocate a socket
<a href="#">32991</a>	Unable to set socket linger to OFF
<a href="#">32892</a>	Unable to set REUSEADDR
<a href="#">32893</a>	Unable to bind to port
<a href="#">32894</a>	Unable to get socket name
<a href="#">32895</a>	Unable to set listen queue depth

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<b>Log ID</b>	<b>Description</b>
<a href="#">32896</a>	Accepted TELNET connection
<a href="#">32897</a>	Unmap file
<a href="#">32998</a>	Handle VFS switchover
<a href="#">32899</a>	Error opening file
<a href="#">32900</a>	Error opening file
<a href="#">32901</a>	Error mapping the file
<a href="#">32902</a>	Attached segment for file in bad state
<a href="#">32903</a>	Failed to create MMAP_Builder
<a href="#">32904</a>	Error on file attach
<a href="#">32905</a>	Error re-attaching file as part of grow operation
<a href="#">32906</a>	No mmap attachment to VAIL
<a href="#">32907</a>	No default for node Selector Value
<a href="#">32908</a>	Error reading language version file
<a href="#">32909</a>	langver.dat does not exist - possible error
<a href="#">32910</a>	Could not allocate root node in memory
<a href="#">32911</a>	Bad file format or contents for langver.dat
<a href="#">32912</a>	Could not create new langver file
<a href="#">32913</a>	Problem updating alias
<a href="#">33068</a>	Received bad state change message
<a href="#">33069</a>	Received message of an unknown type
<a href="#">33070</a>	Receive error
<a href="#">33071</a>	Message received is corrupt
<a href="#">33072</a>	Failed to initialize socket

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<b>Log ID</b>	<b>Description</b>
<a href="#">33079</a>	Socket error on select statement
<a href="#">33080</a>	Unexpected result on select statement
<a href="#">33081</a>	Encountered bad state type code
<a href="#">33082</a>	Error writing managed object state persistence file
<a href="#">33083</a>	Error creating file
<a href="#">33084</a>	Client attempted to persist bad state
<a href="#">33118</a>	UGWNODE_MEMALLOC_FAILURE
<a href="#">33119</a>	UGWNODE_CONFOBJACC_FAILURE
<a href="#">33120</a>	UGWNODE_SLOTALLOC_FAILURE
<a href="#">33121</a>	UGWNODE_CARDLSTLOC_FAILURE
<a href="#">33122</a>	UGWNODE_PERSISTADMST_FAILURE
<a href="#">33123</a>	UGWNODE_DS0LSTLOC_FAILURE
<a href="#">33124</a>	UGWNODE_BADLISTTYPE_FAILURE
<a href="#">33128</a>	UGWCNFG_FAILURE
<a href="#">33129</a>	UGWCNFG_INIT_SUCCESS
<a href="#">33130</a>	Interface table errors
<a href="#">33131</a>	BCT system codec errors
<a href="#">33132</a>	Configuration object was changed
<a href="#">33133</a>	A row was added to the table
<a href="#">33134</a>	A row was deleted from the table
<a href="#">33135</a>	A row was modified in the table
<a href="#">33136</a>	Configuration object parameter was changed
<a href="#">33138</a>	Duplicate carrier card

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<b>Log ID</b>	<b>Description</b>
<a href="#">33139</a>	Attempting to mark installed card as installed
<a href="#">33140</a>	Insufficient memory resources
<a href="#">33141</a>	Number of carriers on card out of range.
<a href="#">33142</a>	Unknown carrier type specified for card carrier
<a href="#">33143</a>	Unknown managed object level originating card administrative state change
<a href="#">33148</a>	Unknown carrier type specified for carrier
<a href="#">33149</a>	Insufficient memory resources
<a href="#">33150</a>	Failure to persist the UAS carrier administrative state
<a href="#">33152</a>	Failure to persist the UAS DS0 administrative state
<a href="#">33158</a>	Trunk Group ID is out of range
<a href="#">33159</a>	Unknown trunk group type
<a href="#">33160</a>	Failure to persist the UAS trunk group administrative state
<a href="#">33169</a>	Unable to allocate memory
<a href="#">33170</a>	Sync Client Registration during process initialization
<a href="#">33171</a>	Sync Manager errors
<a href="#">33172</a>	One or more Sync Clients failed to register with the Sync Manager
<a href="#">33173</a>	Unhandled exception by Client
<a href="#">33268</a>	Another instance of callp is already running
<a href="#">33378</a>	Card maintenance system information not implemented
<a href="#">33379</a>	Card Maintenance initialized

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<b>Log ID</b>	<b>Description</b>
<a href="#">33380</a>	Card Maintenance terminated
<a href="#">33381</a>	Card Maintenance started using new card
<a href="#">33382</a>	Card Maintenance has stopped using a card
<a href="#">33383</a>	General report for a card event
<a href="#">33384</a>	An unexpected event was sent to the card maintenance system
<a href="#">33385</a>	An observer has done something unexpected
<a href="#">33386</a>	General report for a card error
<a href="#">33429</a>	An attempt to mount the backup file system failed
<a href="#">33430</a>	An attempt to unmount the backup file system failed
<a href="#">33431</a>	The backup operation was successful
<a href="#">34818</a>	The ATM component on the Universal Audio Server completed initialization
<a href="#">34819</a>	There are probably active calls associated with that gateway
<a href="#">34820</a>	There are probably active calls associated with that gateway
<a href="#">34821</a>	Hardware is not responding to the requested command
<a href="#">34822</a>	Hardware is not responding to the requested command
<a href="#">34823</a>	The ATM port received an F5 AIS alarm on the specified VC
<a href="#">34824</a>	The ATM port received an F5 RDI alarm on the specified VC
<a href="#">34826</a>	ATM port stopped receiving F5 AIS alarms on the specified VC

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<b>Log ID</b>	<b>Description</b>
<a href="#">34827</a>	The ATM port stopped receiving F5 RDI alarms on the specified VC
<a href="#">34829</a>	ATM port is not using the appropriate UNI version
<a href="#">34830</a>	ILMI not configured or installed properly
<a href="#">34831</a>	UNI not configured or installed properly
<a href="#">34832</a>	ILMI is configured correctly and enabled
<a href="#">34833</a>	UNI is configured correctly
<a href="#">34834</a>	Gateway Controller sent an invalid SDP
<a href="#">34835</a>	The remote AAL2 gateway is selecting VCCIs from an invalid range
<a href="#">34836</a>	The ATM card has a software error
<a href="#">34837</a>	Possibly no route available or no additional card resources
<a href="#">34916</a>	The ATM card has a software error
<a href="#">34917</a>	The PA200 is being initialized
<a href="#">35016</a>	A call was not properly cleared and a resource leaked
<a href="#">35017</a>	A call was not properly cleared and ATM audit failed to clean the leaked resource
<a href="#">35018</a>	A call was not properly cleared and ATM audit successfully cleaned the leaked resource
<a href="#">38913</a>	The ATM port on the ATM adapter completed initialization
<a href="#">92161</a>	An unexpected software error has occurred in BCT firmware
<a href="#">94208</a>	GWC has not specified the value for a required parameters

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<b>Log ID</b>	<b>Description</b>
<a href="#">94209</a>	Unexpected software error has occurred in the test trunk
<a href="#">94211</a>	Missing return parameter
<a href="#">94212</a>	Test type completed successfully
<a href="#">94213</a>	Test type failed
<a href="#">Bad Severity on an Alarm</a>	An application sent an invalid request to the main subagent.
<a href="#">Bad Severity on Update Alarm Message</a>	An application sent an invalid request to the main subagent.
<a href="#">Can't Find Notification ID for Update Alarm Request</a>	An application sent an invalid request to the main subagent.
<a href="#">Forced Clears Not Supported</a>	An application sent an invalid request to the main subagent.
<a href="#">Main Subagent Host Lookup Error</a>	The main subagent could not determine the host name and its IP address. This may result in problems with the delivery of alarms and logs to the element manager.
<a href="#">Normal Clear - No Active Alarms</a>	An application sent an invalid request to the main subagent.
<a href="#">Received Bad Clear Message</a>	An application sent an invalid request to the main subagent.
<a href="#">Received Bad Mo-Init Message</a>	An application sent an invalid request to the main subagent.
<a href="#">Received Bad Raise Alarm Message</a>	An application sent an invalid request to the main subagent.

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Log ID	Description
<a href="#">Received Bad Send Log Message</a>	An application sent an invalid request to the main subagent.
<a href="#">Received Bad State Change Message</a>	An application sent an invalid request to the main subagent.
<a href="#">Received Bad Update</a>	An application sent an invalid request to the main subagent.
<a href="#">Received Raise Alarm Message For an Active Alarm</a>	An application sent an invalid request to the main subagent.
<a href="#">Removed Alarm From Active Alarms Table</a>	An application performed an abnormal restart
<a href="#">Unkown Message Type Received</a>	An application sent an invalid request to the main subagent
<a href="#">Update Alarm Request Ignored - Same Severity</a>	An application sent an invalid request to the main subagent.
<a href="#">Update Alarm Request Ignored - Same Severity</a>	An application sent an invalid request to the main subagent
<a href="#">Update Alarm Request for an Inactive Alarm</a>	An application sent an invalid request to the main subagent
<a href="#">Failed to Get the Name of the Event Message File</a>	When the main subagent processes each event in the Windows event log, it searches the registry for the name of the event message file that contains the static text for this event. This log is reported if the main subagent fails in its search of the registry. The main subagent terminates processing of the event and waits for the next event.

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Log ID	Description
<a href="#">Failed to Initialize Socket</a>	The main subagent is unable to initialize the communications socket, which is used for communicating with Audio Server applications. This log is generated once a minute until the socket is initialized. This log would be generated if another main subagent was already running.
<a href="#">Main Subagent Process Initializing - No Options</a>	This log is generated when the main subagent is started with the command-line options, which are included in the log.
<a href="#">Main Subagent Process Initializing - No Options</a>	This log is generated when the main subagent is started with no command-line options.
<a href="#">Master Agent Port Number</a>	The main subagent writes this log when it initializes.
<a href="#">Subagent Shutting Down</a>	This is normally the result of a system shut down or a program manager shut down.
<a href="#">Deregister and Reinitialize EMANATE Master Agent</a>	The main subagent may have lost its connection to the EMANATE master agent
<a href="#">Main Subagent Receive Error</a>	The main subagent encountered a windows socket error. The numeric error code is provided in the message.
<a href="#">Main Subagent Received Corrupt Message</a>	Either a socket communications error occurred or the Audio Server application sent an invalid request.
<a href="#">Send Packet Error</a>	The main subagent failed in an attempt to send a message to another UAS process. The nature of the error is supplied in the <errorText> field.

## Universal Audio Server - Operations Support System Logs

The following table lists the individual logs that the Universal Audio Server (UAS) uses with the Operations Support System (OSS).

### UAS - OSS (Sheet 1 of 4)

Log ID	Description
<a href="#">UAS301 (8193)</a>	MGCIF messaging thread unable to restart
<a href="#">UAS302 (8194)</a>	UDP initialization failed
<a href="#">UAS 303 (12290)</a>	Call processing thread died too quickly
<a href="#">UAS304 (12291)</a>	Resource configuration for endpointId invalid
<a href="#">UAS305 (12295)</a>	VFSDIR variable is not set
<a href="#">UAS306 (12296)</a>	Audio Server is unable to initialize
<a href="#">UAS307 (12297)</a>	No NMS cards available
<a href="#">UAS308 (12298)</a>	Communications with the aliasServer failed
<a href="#">UAS309 (65537)</a>	Surprise power off on slot
<a href="#">UAS310 (65538)</a>	Card was improperly extracted
<a href="#">UAS312 (65540)</a>	Verify script failure on card
<a href="#">UAS314 (14337)</a>	Problem with AG4000 card
<a href="#">UAS315 (14338)</a>	Improper extraction of AG4000
<a href="#">UAS316 (14339)</a>	AG4000 card in <slot> disabled
<a href="#">UAS317 (30721)</a>	Problem with CG6000 card
<a href="#">UAS318 (30722)</a>	Failed ethernet connection(s) on CG6000
<a href="#">UAS319 (30723)</a>	Unlocked card was extracted from the shelf
<a href="#">UAS322 (20481)</a>	NMS CT daemon service problem
<a href="#">UAS323 (20482)</a>	Unable to start/stop the NMS Clock
<a href="#">UAS324 (20483)</a>	CT daemon service could not be started
<a href="#">UAS325 (26625)</a>	Audio Server is unable to initialize

**UAS - OSS (Sheet 2 of 4)**

<b>Log ID</b>	<b>Description</b>
<a href="#">UAS326 (34817)</a>	ATM card PA200 in slot 1 is missing
<a href="#">UAS327 (34818)</a>	Different model ATM card
<a href="#">UAS328 (34819)</a>	H.110 bus failure
<a href="#">UAS329 (34820)</a>	ATM card has outdated firmware
<a href="#">UAS330 (34821)</a>	ATM card cannot be automatically upgraded
<a href="#">UAS331 (34821)</a>	Too many consecutive API calls to the ATM card
<a href="#">UAS332 (38913)</a>	ATM port to network fiber unplugged/damaged
<a href="#">UAS334 (40962)</a>	Carrier alarms raised
<a href="#">UAS336 (53249)</a>	CEM processes unavailable
<a href="#">UAS337 (53250)</a>	SWACT Mgr processes unavailable
<a href="#">UAS338 (53251)</a>	SWACT Manager is hung
<a href="#">UAS339 (53252)</a>	Event Relay Manager is hung
<a href="#">UAS340 (53253)</a>	OS Resources used up
<a href="#">UAS341 (53254)</a>	Configuration file does not exist
<a href="#">UAS343 (57345)</a>	HA Monitor received a Fan Fault Tag
<a href="#">UAS344 (59393)</a>	HA Monitor received a Power Supply Fault Tag
<a href="#">UAS345 (61441)</a>	High temperature fault
<a href="#">UAS346 (63489)</a>	Hard Disk Drive Peripheral fault
<a href="#">UAS349 (75791)</a>	Config file is missing
<a href="#">UAS350 (81921)</a>	CPU cycles limit exceeded
<a href="#">UAS351 (81922)</a>	CPU cycles limit exceeded
<a href="#">UAS352 (81293)</a>	Memory usage critical
<a href="#">UAS353 (81924)</a>	Out of memory

**UAS - OSS (Sheet 3 of 4)**

<b>Log ID</b>	<b>Description</b>
<a href="#">UAS354 (81925)</a>	Storage capacity problem
<a href="#">UAS355 (81926)</a>	File system usage high
<a href="#">UAS356 (81927)</a>	Config file is missing
<a href="#">UAS357 (83971)</a>	PMGR is unable to allocate memory
<a href="#">UAS359 (83987)</a>	Fork function failed to create new process
<a href="#">UAS360 (83989)</a>	Execl function failed
<a href="#">UAS361 (83998)</a>	Process has died due to a software error
<a href="#">UAS362 (83998)</a>	PMGR has reached the maximum of retries
<a href="#">UAS363 (84000)</a>	Same software error on each restart
<a href="#">UAS364 (84009)</a>	PMGR encountered a child process error
<a href="#">UAS366 (88065)</a>	Links on host network adapter failed
<a href="#">UAS373 (96257)</a>	Unable to setup Server Socket for LOCALHOST
<a href="#">UAS374 (96258)</a>	Unable to setup Server Socket
<a href="#">UAS375 (96259)</a>	Processing Error accessing connection data
<a href="#">UAS376 (96260)</a>	Error in reading configuration data file
<a href="#">UAS377 (96261)</a>	Unable to determine HA mode of system
<a href="#">UAS378 (96262)</a>	Mate unit applications down
<a href="#">UAS379 (6145)</a>	No AG4000 or CG6000 cards
<a href="#">UAS380 (14340)</a>	Card has reached error threshold
<a href="#">UAS381 (30726)</a>	CG6000 card has reached error threshold
<a href="#">UAS398</a>	Indicates an SNMP timeout in a UAS device
<a href="#">UAS399</a>	Indicates a cleared alarm in a UAS device
<a href="#">UAS800 (8195)</a>	UDP Socket errors detected

**UAS - OSS (Sheet 4 of 4)**

<b>Log ID</b>	<b>Description</b>
<a href="#">UAS801 (8196)</a>	Retransmissions are being detected
<a href="#">UAS802 (8197)</a>	Retransmissions exceeded the maximum

## 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.

## 2049

---

Generated when the system is unable to play the requested audio. The segment ID or alias does not exist, or there is some other provisioning error associated with this segment.

### Format

Invalid input data: <segment id or alias>. Provisioning mismatch with existing audio

### Action

Provision the desired audio with the correct segment identifier, alias, or segment structure for sets and sequences.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 2050

---

Generated when an unexpected condition occurs in the code. These events are considered to be very unlikely, and are due to programming errors within the system.

### **Format**

Unexpected code condition: <some error>

### **Action**

This error will require a code change to correct.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

## 2051

---

Cannot play a variable without knowing the language.

### **Format**

Language selector not set

### **Action**

The play request should be corrected to follow the documented method for specifying the language for an audio variable in a play request.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

## 2052

---

Generated when the value of a parameter in the play message is invalid or out of range. This error covers any case where an input parameter for a play message does not match the protocol specification or the parameter.

### Format

Parameter <parameter name> has invalid or out of range value in <value>

### Action

The play request should be corrected to pass valid values according to the published protocol.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## 2053

---

Generated when an MGCP message contains a parameter that makes another parameter invalid, and that invalid parameter is present. In the Audio Access feature, specifying an audio segment through its segment identifier and its alias is an invalid combination.

### Format

Parameter <parameter 1> not allowed with parameter <parameter 2> in <command> command

### Action

The play request should be corrected to pass valid parameters. The play message should use either the segment identifier or the alias, but not both.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**2054**

---

Error mounting the APS directory used to hold record or override audio. The database server has not been configured correctly to interwork with the audio server.

**Format**

Unable to mount directory from db server

**Action**

The database server should be installed correctly

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 2055

---

System not configured with hostname of db server. The audio server has not been installed correctly.

### Format

DB server hostname not found in conf\_lookup file

### Action

The audio server should be installed correctly to interwork with the database server.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 2056

---

Error getting new audio ID from web server. The web server is probably not available on the network.

### Format

DB Server request for new id fails

### Action

Make sure the web server is working correctly and available on the network.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 2057

---

The aliasServer process is not running.

### Format

Cannot connect to alias server to get segid for alias <alias>

### Action

Make sure the aliasServer process is installed on the UAS and working correctly.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 2058

---

The primary APS (and secondary, if it exists) is not online.

### **Format**

Resync audio on restart failed for reason: <error description>

### **Action**

Make sure the APS is working correctly. Once the APS is back online, use the APS GUI to provision audio to the UAS.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

---

## 4097

---

A number of different events (conditions) can generate UAS log 4097. The descriptions that follow use an index number to link the content between sections.

### **Example**

Index number 1 entries in the [Cause](#) and [Format](#) sections are inter-related. Similarly for index number 2.

### **Cause**

The following events (conditions) generate UAS log 4097:

1. an attempt was made to start the ctdaemon core process, but the attempt failed.
2. an attempt was made to invoke oamsys to load and initialize the NMS cards, but the attempt failed.

### **Format**

The following formats apply to the UAS log 4097:

1. call to start ctdaemon failed
2. call to oamsys failed

### **Action**

These errors are likely due to a mis-installation of the UAS software. First, reboot the UAS to see if the error recurs, then uninstall and reinstall the UAS.

### **Associated OM registers**

These log reports have no associated OM registers.

### **Additional information**

These log reports require no additional information.

---

## 4098

---

A number of different events (conditions) can generate UAS log 4098. The descriptions that follow use an index number to link the content between sections.

### **Example**

Index number 1 entries in the [Cause](#), [Format](#), and [Action](#) sections are inter-related. Similarly for index number 2, and so on.

## **Cause**

The following events (conditions) generate UAS log 4098:

1. the invocation of oamsys was successful. The NMS boards were loaded and initialized.
2. the ctdaemon was running and it was successfully stopped.
3. this log can occur in two situations:
  - a. the ctdaemon was running, but the attempt to stop it failed
  - b. the ctdaemon was not running previously. This is the normal case on a system reboot

## **Format**

The following formats apply to the UAS log 4098:

1. call to oamsys succeeded
2. call to stop ctdaemon succeeded
3. call to stop ctdaemon failed or ctdaemon was not running

## **Action**

UAS log 4098 does not require any action. The following observations apply:

1. this is a normal condition on initialization of the UAS.
2. this is a normal condition on initialization of the UAS.
3. in the absence of other logs, this represents an error condition that is corrected automatically.

## **Associated OM registers**

These log reports have no associated OM registers.

## **Additional information**

These log reports require no additional information.

## 4099

---

The gateway controller has sent a badly formatted string that the parser accepted as valid, but the play-collect code perceives as invalid.

### Format

Invalid regular expression for play collect: <regular expression string>

### Action

Open an SR against the gateway controller.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 4100

---

There is a problem with the hardware or ctdaemon.

### **Format**

adiCollectDigits failed

### **Action**

Check for existing hardware alarms.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

## 4101

---

The system has run out of free memory.

### **Format**

allocate memory for record operation failed

### **Action**

Reboot the system, and open an SR against the UAS.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

**4102**

---

There is a problem with the UAS or NMS software.

**Format**

record operation failed

**Action**

Check for existing hardware alarms, and open an SR against the UAS.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 4103

---

The announcement used for the prompt has not been provisioned.

### Format

record operation failed because <prompt indicator> audio was not present

### Action

Provision the audio in the APS and wait for audio distribution to the UAS.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 4104

---

An announcement with the specified id has already been provisioned or the id has been used for a temporary recording.

### Format

record operation rejected because id <record id> is already in use

### Action

Open an sr against the call server.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 4105

---

An unexpected software error has occurred in the hardware interface software.

### Format

Unknown failure - <failure description>

### Action

If the problem persists, contact the next level of support.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 4108

---

There is a problem with an NMS configuration file.

### **Format**

NMS oam error for keyword <keyword>

### **Action**

If the problem persists contact the next level of support.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

---

## 8193

---

A number of different software errors generate UAS log 8193. The descriptions that follow use an index number to link the content between sections.

### **Example**

Index number 1 entries in the [Cause](#), [Format](#), and [Action](#) sections are inter-related. Similarly for index number 2, and so on.

## **Cause**

The following events (conditions) generate UAS log 8193:

1. the token object component of the message parser found itself in an unknown or unrecoverable state.
2. internal software error.
3. the message parser found itself in an unknown or unrecoverable state.
4. the message parser found itself in an unknown or unrecoverable state.
5. the token object component of the message parser found itself in an unknown or unrecoverable state
6. the “ingoing” or “outgoing” message processing thread has died and an attempt will be made to restart it.
7. internal software error.
8. the “ingoing” or “outgoing” message processing thread has died and an attempt will be made to restart it.
9. the message parser found itself in an unknown or unrecoverable state.
10. the lexer component of the message parser found itself in an unknown or unrecoverable state.
11. an error was encountered while the callp program attempted to insert a message on the queue of outgoing messages.
12. an error was encountered while the callp program attempted to insert a message on the queue of outgoing messages.
13. internal software error.
14. internal software error.
15. internal software error.
16. incoming message was incomplete.

## Format

The following formats apply to the UAS log 8193:

1. software error: Token object panic ( <optional error msg from token object> ) near token <token> on line <line> and token <token> on line <line> in message: <messageText>
2. software error: Command in progress timer expired: tid=<transactionId>.
3. software error: Parser panic ( <optional error msg from parser> ) near token <token> on line <line> and token <token> on line <line> in message: <messageText>
4. software error: Parser panic ( <optional error msg from parser> ) near token <token> on line <line> and token <token> on line <line> in message: <messageText>
5. software error: Token object panic ( <optional error msg from token object> ) near token <token> on line <line> and token <token> on line <line> in message: <messageText>
6. software error: <messageDirection> message thread died and was restarted.
7. software error: <messageDirection> message thread died and was restarted.
8. software error: <messageDirection> message thread died and was restarted.
9. software error: Lexer panic ( <optional error msg from lexer> ) near token <token> on line <line> and token <token> on line <line> in message: <messageText>
10. software error: Lexer panic ( <optional error msg from lexer> ) near token <token> on line <line> and token <token> on line <line> in message: <messageText>
11. software error: Inter-thread messaging error; queue write failed.
12. software error: Inter-thread messaging error; queue write failed.
13. internal parser error: NoToken.
14. software error: Interface object was null after parse.
15. software error: Interface object was null after parse.
16. software error: Command in progress timer expired: tid=<transactionId>.

## Action

The following actions apply to the UAS log 8193:

1. N/A. The parser will exit and will be restarted. If a pattern of these logs develops, contact the next level of support.
2. if a pattern of these logs develops, contact the next level of support.
3. N/A. The parser will exit and will be restarted. If a pattern of these logs develops, contact the next level of support.
4. N/A. The parser will exit and will be restarted. If a pattern of these logs develops, contact the next level of support.
5. N/A. The parser will exit and will be restarted. If a pattern of these logs develops, contact the next level of support.
6. if a pattern of these logs develops, contact the next level of support.
7. if a pattern of these logs develops, contact the next level of support.
8. if a pattern of these logs develops, contact the next level of support.
9. N/A. The parser will exit and will be restarted. If a pattern of these logs develops, contact the next level of support.
10. N/A. The parser will exit and will be restarted. If a pattern of these logs develops, contact the next level of support.
11. if a pattern of these logs develops, contact the next level of support.
12. if a pattern of these logs develops, contact the next level of support.
13. contact the next level of support.
14. contact the next level of support.
15. if a pattern of these logs develops, contact the next level of support.
16. if a pattern of these logs develops, contact the next level of support.

## Associated OM registers

These log reports have no associated OM registers.

## Additional information

These log reports require no additional information.

---

## 8194

---

A number of different syntax errors generate UAS log 8194. The descriptions that follow use an index number to link the content between sections.

### Example

Index number 1 entries in the [Cause](#) and [Format](#) sections are inter-related. Similarly for index number 2, and so on.

## Cause

The following events (conditions) generate UAS log 8194:

1. the message parser detected a syntax error in an incoming message. Tokens that the parser thinks are near the error are provided. Sometimes the log will not correctly indicate the location of the syntax error, but quite often it will. The text of the message is also provided.
2. incoming message was incomplete.
3. syntax error at the transaction level of an incoming message.
4. syntax error at the request level of an incoming message.
5. syntax error at the command level of an incoming message.
6. syntax error in an audio package sid=<> parameter portion of an incoming message.
7. syntax error at the action level of an incoming message.

## Format

The following formats apply to the UAS log 8194:

1. syntax error near token <token> on line <line> and token <token> on line <line> in message: <messageText>
2. syntax error: premature end of message. In message: <message>
3. syntax error - bad transaction. In message: <message> Near: <message fragment>
4. syntax error - bad request. In message: <message> Near <message fragment>
5. syntax error - bad command. In message: <message> Near: <message fragment>

6. syntax error: bad audio package segment id parameter. In message <message>
7. syntax error - bad action. In message:<message> Near <message fragment>

### **Action**

Contact the next level of support with the full text of the log.

### **Associated OM registers**

These log reports have no associated OM registers.

### **Additional information**

These log reports require no additional information.

## 8195

---

Invalid incoming messages generate UAS log 8195. These messages can either provide text messages or not.

### Format

Message validation failed: <messageText>

### Action

Find the related Call Processing Log that explains the reason for the failure and contact the next level of support.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 8196

A number of different state events generate UAS log 8196. The descriptions that follow use an index number to link the content between sections.

### Example

Index number 1 entries in the [Cause](#), [Format](#), and [Action](#) sections are inter-related. Similarly for index number 2.

### Cause

The following state events generate UAS log 8196:

1. either a state machine cannot be allocated to process a new call or the state machine assigned to an existing call cannot be located.
2. either a new state data block cannot be allocated to process a new call or the state data block assigned to an existing call cannot be located.

### Format

The following formats apply to UAS log 8196:

1. unable to <action> state machine.
2. unable to <action> state data.

### Selected field descriptions

The following table explains selected fields in the log report:

Field	Value	Description
<action>	“allocate” or “locate”	

### Action

Find the related Call Processing Log that explains the reason for the failure and contact the next level of support.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**8197**

---

The GWC <gwc-name> has informed the UAS that it (the GWC) is restarting.

**Format**

Restart of GWC <gwc-name> detected.

**Action**

This log is only for information and does not require an action.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**8198**

---

The UAS has switched its controller to GWC <gwc-name>.

**Format**

Failover to GWC <gwc-name> was successful.

**Action**

This log is only for information and does not require an action.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 8199

---

The UAS has been asked to switch to GWC <gwc-name> as its active controller, but <gwc-name> has not been datafilled on the UAS as a potential controller.

### **Format**

Could not failover to invalid GWC <gwc-name>.

### **Action**

Check datafill of GWC controller on the UAS.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

## 12289

---

Generated during parsing of an incoming MGC-MG control message, this log indicates that the specified control operation contained <parm\_name> multiple times, and this parameter may not be duplicated within this operation.

### Format

Parameter <parm\_name> already set in <operation>.

### Action

Check the control messaging being sent from the MGC for errors.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 12290

---

Generated during parsing of an incoming MGC-MG message, this log indicates that the indicated <operation> contained an invalid or out of range value for the parameter <parm\_name>.

### Format

Parameter <parm\_name> has invalid or out of range value in <operation>

### Action

Check the control messaging being sent from the MGC for errors.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 12291

---

Generated during parsing of an incoming MGC-MG message, this log indicates that the specified protocol <version> is not supported by the UAS.

### Format

Unsupported protocol version : <version>

### Action

Check the control messaging being sent from the MGC for incorrect protocol version.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 12292

---

Generated during parsing of an incoming MGC-MG control message, this log indicates that the message contained <parm\_name>, which is unsupported for the specified <operation>.

### Format

Unsupported parameter <parm\_name> received in <operation> command

### Action

Check the control messaging being sent from the MGC for errors.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 12293

---

Generated during parsing of an incoming MGC-MG control message, this log indicates that the specified <operation> is missing the mandatory parameter <parm\_name>.

### Format

Mandatory parameter <parm\_name> missing from <operation>

### Action

Check the control messaging being sent from the MGC for errors.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 12294

---

Generated during parsing of an incoming MGC-MG control message, this log indicates that the specified <operation> contained the optional parameter <parm\_name2>, but is missing the optional parameter <parm\_name1>, and both parameters must be specified together.

### Format

Parameter <parm\_name1> required with parameter <parm\_name2> in <operation> command

### Action

Check the control messaging being sent from the MGC for errors.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 12295

---

Generated during parsing of an incoming MGC-MG control message, this log indicates that the specified <operation> contained the optional parameters <parm\_name1> and <parm\_name2>, and they may not be specified in the same operation.

### Format

Parameter <parm\_name1> not allowed with parameter <parm\_name2> in <operation> command

### Action

Check the control messaging being sent from the MGC for errors.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 12296

---

Generated during parsing of an incoming MGC-MG control message, this log indicates that the specified <operation> contained a wildcard endpointId (or terminationId), which is not allowed in this operation.

### Format

Wildcard endpointID not allowed for <operation> command

### Action

Check the control messaging being sent from the MGC for errors.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 12297

---

The specified <operation> was received from the MGC during the processing of a call, and this operation is not supported by the UAS.

### **Format**

Invalid event <operation> received from MGC

### **Action**

Check the control messaging being sent from the MGC for unsupported operations.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

## 12298

---

The specified <event\_type> was received from an internal UAS software component during the processing of a call, and the event type is unknown. This indicates a software error.

### **Format**

Invalid event <event\_type> received from internal component

### **Action**

Contact the next level of support.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

## 12299

---

The call processing software could not send a message through the parser to the MGC. This indicates a software error.

### **Format**

Couldn't send message to MGC - internal error

### **Action**

Contact the next level of support.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

## 12300

An MGC-MG control operation was received from the MGC for an <endpointId> which is inactive, but for a connection ID that is no longer active.

### Format

Command received for connection already deleted.  
 EndpointId=<endpointId>, CurrConnectionId=<currConnectionId>,  
 RecvConnectionId=<recvConnectionId>, CallId=<callId>,  
 TransId=<transactionId>, State=<callState>, CurrEvent=<event>

### Selected field descriptions

The following table explains selected fields in the log report:

Field	Value	Description
<currConnectionId>		the connectionId of the current connection on this <endpointId>
<recvConnectionId>		the connectionId received in <event>
<callId>		the callId of the current connection active on <endpointId>
<transactionId>		the transactionId of the <event>
<callState>		the state of the active connection on <endpointId>

### Action

This is an error from the UAS/UGW perspective because the message cannot be processed, but is not necessarily an error from the MGC perspective, as it may be encountered during cleanup type situations.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 12301

The specified MGC-MG control <operation> was received from the MGC during call processing of the thread for <endpointId>, and this operation is not valid in the current <state>. This may happen when the MGC does not correctly react to an error from a previous MGC-MG control operation.

### Format

Command <operation> not valid in state <state>.  
EndpointId=<endpointId>, ConnectionId=<connectionId>,  
CallId=<callId>, TransId=<transactionId>.

### Selected field descriptions

The following table explains selected fields in the log report:

Field	Value	Description
<connectionId>		the connectionId of the currently active connection for <endpointId>
<callId>		the callId of the currently active connection for <endpointId>
<transactionId>		the transactionId of <operation>

### Action

Check the control messaging being sent from the MGC for invalid call flow.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 12302

The call processing software thread associated with <endpointId> died due to an unhandled software error, but was restarted.

### Format

Call processing thread for endpointId <endpointId> died - restarting.  
ConnectionId=<connectionId>, CallId=<callId>,  
TransId=<transactionId>, State=<callState>, CurrEvent=<event>.

### Selected field descriptions

The following table explains selected fields in the log report:

Field	Value	Description
<connectionId>		the connectionId of the current connection on this <endpointId>
<callId>		the callId of the current connection active on <endpointId>
<transactionId>		the transactionId of the <event>
<callState>		the state of the active connection on <endpointId>

### Action

Contact the next level of support.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 12303

During processing of a connection, the UAS/UGW originated a message to the MGC, but never received an acknowledgement within the defined time period. This may indicate a network problem with messages not reaching the intended destination or an application problem in the MGC where it does not respond to the message.

### Format

Call cleared due to no response from MGC. EndpointId=<endpointId>, ConnectionId=<connectionId>, CallId=<callId>, TransId=<transactionId>

### Selected field descriptions

The following table explains selected fields in the log report:

Field	Value	Description
<endpointId>		the endpointId of the call which was cleared
<connectionId>		the connectionId of the call
<callId>		the callId of the call
<transactionId>		the transactionId of the operation which timed out

### Action

Check for network failures. Contact the next level of support to troubleshoot potential MGC problems.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 12304

---

An unexpected software error occurred during call processing. <failure text> provides the details of the failure.

### Format

Unknown failure - <failure text>

### Action

Contact the next level of support.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## 12305

---

The maintenance thread died due to an unhandled software error, but was restarted. This typically indicates a software problem.

### Format

Maintenance thread died - restarting. TransId=<transactionId>, CurrEvent=<event>.

### Selected field descriptions

The following table explains selected fields in the log report:

Field	Value	Description
<transactionId>		the transaction of the received <event> that was being processed when this occurred

### Action

Contact the next level of support.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

**12306**

---

During initiation of the MGC-MG connection, the UAS/UGW sends a startup operation to notify that the UAS/UGW is becoming available. When multiple timeouts occur waiting for the response to this operation, the UAS/UGW will retransmit the startup operation with a new transactionId. This typically indicates that the MGC is not ready, but it may also indicate a network problem.

**Format**

Retransmitting startup operation due to no response from MGC.

**Action**

Check status of MGC. Check for network failures.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 12307

---

During initialization of the callp application, the <specificComponent> failed to initialize, preventing the application from coming into service.

### Format

Failed to initialize callp component: <specificComponent>

### Action

Check for additional logs indicating the specific problem.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**12308**

---

The call processing application is initializing all of its subcomponents after starting the process.

**Format**

Call processing is initializing

**Action**

n/a. This is to inform of normal initialization.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

---

## 12309

---

The call processing application is ready (either completed initialization or returning from administrative locked state), but is not yet allowing new connections because the call agent has not responded to the restart operation.

### Format

Call processing is ready, but waiting for response from MGC

### Action

None at this point. This is to inform of normal initialization. This log should be closely followed by log 12310 to indicate successful initialization. If there is no response from the MGC, log 12306 will be generated when the timeout condition occurs.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**12310**

---

The call processing application is now allowing new connections.

**Format**

Call processing is allowing new connections

**Action**

n/a. This is to inform of normal initialization.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 12311

---

An administrative request has been made to put the call processing application into locked state. It will be moved to locked state after all existing connections have ended.

### **Format**

Call processing is being locked by administrative action

### **Action**

n/a. This is to inform of action taken by an administrator.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

**12312**

---

An administrative request was made to put the call processing application into locked state, and all existing connection have ended.

**Format**

Call processing is now in administrative locked state.

**Action**

n/a. This is to inform of action taken by an administrator.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**12313**

---

Call processing receiving a request from the program manager to terminate.

**Format**

Call processing shutting down at the request of the program manager

**Action**

n/a. This is to inform of normal system shutdown.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 12314

---

Call processing is terminating in some abnormal way. When the termination reason is known, it will be shown as <termination\_reason>; otherwise the value “unknown” will be shown.

### **Format**

Call processing is terminating for reason: <termination\_reason>

### **Action**

Contact the next level of support.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

**12315**

---

During call processing initialization, the configuration has been determined to be valid.

**Format**

Call processing configuration is valid

**Action**

n/a. This is to inform of normal initialization.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**12316**

---

During call processing initialization, the configuration has been determined to be valid.

**Format**

Call processing is now in administrative unlocked state

**Action**

n/a. This is to inform of action taken by an administrator.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 12317

---

Following an administrative request to put the call processing application into locked state, a timer is started based on the delay specified in the request. At the expiration of this timer, all active connections are forcibly terminated. <numconns> indicates the number of connections active at expiration of the timer.

### Format

Call processing is deleting <numconns> remaining active connections to change to administrative locked state

### Action

n/a. This is to inform of normal events following the UAS/UGW being put in administrative locked state.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 12318

---

Call server either created a bearer endpoint that was never used, or failed to delete a bearer endpoint.

### Format

Call processing thread for endpointId <epid> was automatically deleted due to timeout. ConnectionId=<connid>, CallId=<callid>, TransId=<transid>, State=<state>, CurrEvent=<currentevent>

### Action

If problem persists, issue sr for UAS design investigation.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## 12319

---

The main call processing thread waits for the card maintenance subsystem to complete card initialization before allowing other parts of the system to initialize. This is an log to flag that the main thread is waiting. This is not a problem unless card maintenance is unable to complete card initialization. This log is generated once per minute until card initialization is completed.

### Format

Main callp thread waiting for the card maintenance subsystem to complete card initialization. Elapsed time: <n> seconds.

### Selected field descriptions

The following table explains selected fields in the log report:

Field	Value	Description
<n>		the number of seconds since the startup of card maintenance

### Action

If card initialization does not complete, then report the problem to the support group.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**18433**

---

Call server request exceeds available capacity. Probable call server software error.

**Format**

Conference::listen inuse <numPortsInuse> max <numPortsReserved>

**Action**

Attempt a new conference.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18434**

---

Issue SR UAS conferencing

**Format**

Conference::unlisten inuse <numPortsInuse>

**Action**

Attempt a new conference.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18435**

---

Call server request is invalid. Issue SR against call server.

**Format**

Conference::modify - cant downsize numPorts below curr usage

**Action**

None needed

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18436**

---

Call server request is invalid. Issue SR against call server.

**Format**

Conference::modify - cant del monport with listeners

**Action**

None needed

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18437**

---

NMS service not started

**Format**

ConferenceManager::create cant locate pool <poolnum>

**Action**

Restart callp manually

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18438**

---

Conferencing limits reached. call server should know that, so issue SR to them.

**Format**

ConferenceManager::create cant reserve n ports. Possibly full

**Action**

None needed

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18439**

---

NMS service not started

**Format**

ConferenceManager::validate cant locate pool <poolnum>

**Action**

Restart callp manually

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 18440

---

Conferencing limits reached. Call server should know that, so issue SR.

### Format

The format for log report 18440 is as follows:

```
ConferenceManager::validate -not enough free resources. free:
<freeSize> requested: <totalPorts>
```

### Action

None needed.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**18442**

---

Probable cause unknown.

**Format**

cant find pool. num: <poolNum>

**Action**

Restart callp if persists.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18443**

---

Conference already deleted. May be a timing issue.

**Format**

ConferenceManager::destroy - no conf - conld:

**Action**

None needed.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18444**

---

NMS service not started

**Format**

confpool null

**Action**

Restart callp manually

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18445**

---

Probable cause unknown.

**Format**

ConferenceStateMachine ctor - no conf mgr

**Action**

Restart callp. If the problem persists, contact UAS support.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18446**

---

Probable cause unknown.

**Format**

command object, command header null

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18447**

---

Protocol mismatch. Issue SR.

**Format**

Unknown MGCP message <MessageCode>

**Action**

Check for call server/UAS software version incompatibility.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18448**

---

Protocol mismatch. Issue SR.

**Format**

CRCX wrong sig <signalType>

**Action**

Check for call server/UAS software version incompatibility.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18449**

---

Probable cause unknown.

**Format**

ConferenceStateMachine::handleCRCXEvent conf create. cant locate conf

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18450**

---

Probable cause unknown.

**Format**

can't build response to CRCX <connection ID>

**Action**

Restart callp if problem persists.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18451**

---

Probable cause unknown

**Format**

can't build response to DLCX while deleting all confs

**Action**

Restart callp if problem persists.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18452**

---

Conference already deleted. May be a timing issue

**Format**

ConferenceStateMachine::handleDLCXEvent deleting conf  
<connectionId>

**Action**

None needed.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18453**

---

Probable cause unknown.

**Format**

can't build response to DLCX <connection ID>

**Action**

Restart callp if problem persists.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18454**

---

Config mismatch between UAS and call server.

**Format**

handle MDCX - Conf null

**Action**

Run call server audit or restart.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 18455

---

Config mismatch between UAS and call server.

### Format

pool/confid mismatch: <confld1>/<poolld1> vs <confld2>/<poolld2>

### Action

Run call server audit or restart.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**18456**

---

Protocol mismatch

**Format**

MDCX - no signal present

**Action**

Check version incompatibility between call server and UAS.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18457**

---

Protocol mismatch

**Format**

MDCX wrong sig <signalType>

**Action**

Check version incompatibility between call server and UAS

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18458**

---

Cause unknown. Look for other err logs.

**Format**

can't modify attributes for conf <connection ID>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18459**

---

Probable cause - software error.

**Format**

ConfPool::modify - can't unreserve %d

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18460**

---

Protocol mismatch

**Format**

EventCommand in AUCX is UNSET

**Action**

Check version incompatibility between call server and UAS

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18461**

---

Protocol mismatch

**Format**

EventCommand in AUCX is invalid type: <commandCode>

**Action**

Check version incompatibility between call server and UAS.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18462**

---

Probable cause unknown

**Format**

can't build response to MDCX <connection ID>

**Action**

Restart if problem persists.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18463**

---

Trap or exception. Check for other err logs. Issue SR.

**Format**

ConferenceStateMachine::threadCallback - death of thread

**Action**

None needed. Self correcting.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18464**

---

Probable cause unknown

**Format**

hw init fail

**Action**

Restart

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18465**

---

Probable cause unknown.

**Format**

ConfMgr::create new conf

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18466**

---

Probable cause unknown

**Format**

Conference::modifying play port criteria not supported

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18467**

---

There are not enough ports available for the request

**Format**

ConfPool::modify - cant reserve <num ports>

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18468**

---

**Format**

ConfPool::reserve %d %d %d

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18469**

---

**Format**

ConfPool::unreserve size=%d numports to unreserve=%d

**Action****Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18470**

---

Probable cause - programming error

**Format**

ConferenceManager::instance -- DCB no longer supported

**Action**

Issue SR

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18471**

---

Protocol mismatch

**Format**

threadHandleEvent - unable to destroy conf <conference id>' )

**Action**

Check version incompatibility between call server and UAS.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18472**

---

Probable cause unknown

**Format**

handle event complete. err rc=<return code>

**Action**

Restart if problem persists.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18473**

---

Trap or exception. Check for other err logs. Issue SR.

**Format**

conferenceStateMachine::sendResponse - cant validate response

**Action**

None needed. Self correcting.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18474**

---

A call to the underlying NMS software produced an error.

**Format**

NMS Error: <error code>

**Action**

Restart

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18475**

---

Underlying NMS software problems prevents system from coming up.

**Format**

NMSConfMgr ctor - cant init hw

**Action**

Check system configuration and restart.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18476**

---

Probable Cause: underlying NMS software problems.

**Format**

NMS hw init fail

**Action**

Check system configuration and restart.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18477**

---

Attempting to add listen only members to conference, but no monitor port is active.

**Format**

NMSConference::monitor - no mon port reserved

**Action**

Problem in Gateway

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18478**

---

**Format**

NMSConference::monitor - no real listen()er. conf not estab

**Action****Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18479**

---

Probable cause - unknown software error.

**Format**

NMSConference:monitor fail

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18480**

---

Gateway and audio server out of sync.

**Format**

NMSConference::unmonitor - ep not found in mon list

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18481**

---

Probable cause unknown

**Format**

MDCX onoff sig without requestid

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18482**

---

Probable cause unknown

**Format**

can't build response to AUCX <connection id>

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18483**

---

Probable cause unknown

**Format**

ConferenceStateMachine::handleSignalRequest wrong sig <signal type>

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18484**

---

NMS error

**Format**

ConferenceStateMachine::srfAborted - thread not running

**Action**

Restart callp. Check h/w if problem persists.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18485**

---

Probable cause: unknown software error

**Format**

ConferenceStateMachine::srfComplete - thread not running

**Action**

Restart callp. If problem persists, contact UAS support.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18486**

---

Probable cause unknown

**Format**

ConferenceStateMachine::handleSrfCompleteEvent- cant build ntfy

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18487**

---

Probable cause unknown

**Format**

ConferenceStateMachine::handleSrfCompleteEvent - Unable to send NTFY message

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18488**

---

Probable cause unknown

**Format**

ConferenceStateMachine::handleSrfCompleteEvent  
completionReason missing

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18489**

---

Probable cause unknown

**Format**

ConferenceStateMachine::handleSrfCompleteEvent- cant validate reason

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18490**

---

Probable cause: unknown software error

**Format**

brief sig not curr supported in conferencing srf

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18491**

---

Probable cause: unknown

**Format**

NMSConference:create play member fail

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18492**

---

Probable cause unknown

**Format**

ConfMgr::conf create. cant locate conf for connection <connection id>

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18493**

---

Probable cause unknown

**Format**

ConfMgr - unable to destroy pm row for conf <conference id>

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18495**

---

All reserved ports for the conference are in use. Mismatch in tracking ports between the call server and the UAS.

**Format**

Conference - get\_ep\_port fails: all reserved ports in use

**Action**

Issue SR against UAS/call server.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18496**

---

Cannot find the target endpoint leaving the conference. Mismatch in tracking ports between the call server and the UAS.

**Format**

NMSConference::release\_ep\_port - ep not found in active port list

**Action**

SR against UAS/call server.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 18497

---

The gateway controller requested a conference without a play port, and is now requesting a play.

### Format

ConferenceStateMachine: cannot complete play for conf <conference id>: no play port

### Action

SR against UAS/gateway controller.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**18498**

---

Probable cause unknown

**Format**

ConferenceStateMachine::handleDLCXEvent deleting ALL conf

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18499**

---

Configuration or other problem is preventing hardware from initializing correctly.

**Format**

ConfMgr ctor - cant init hw

**Action**

Try to restart the system.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18500**

---

Probable cause unknown

**Format**

General conferencing error: <more specific error string>

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18501**

---

Call server is modifying a conference while an audio play is active.

**Format**

Conference::modify - cant del play port with play active

**Action**

Issue sr against Call Server

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**18502**

---

Call server and UAS are out of sync.

**Format**

handle DLCX - Conf null

**Action**

Issue an SR for design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 18503

---

Call server either created a conference that was never used, or neglected to delete a completed conference.

### Format

ConfMgr - deleted conference conf/confpool <conference id>/<conf pool> due to timeout. Connection ID=<connection ID>

### Action

If problem persists, issue an SR for design investigation.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**20481**

---

The Node Mtc sub-system received a request to unlock the node.

**Format**

Node Mtc subsystem received a UnLock Request event, whilst in a locked state.

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**20482**

---

The Node Mtc sub-system received request to lock the node.

**Format**

Node Mtc subsystem received a Lock Request event, whilst in a unlocked state.

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 20483

---

The Node Mtc sub-system has successfully completed locking the node, during a shutdown of the node.

### Format

Node Mtc subsystem received a Lock Complete event, whilst in a shutting-down state.

### Action

Not applicable

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**20484**

---

The Node Mtc sub-system has successfully completed unlocking the node, during node initialization.

**Format**

Node Mtc subsystem received a UnLock Complete event, whilst in a initializing state.

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**20485**

---

Memory exhaustion.

**Format**

Unable to create the instance of Node Mtc subsystem.

**Action**

Free up system resources.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**20486**

---

UAS initialization

**Format**

The NMS CT daemon service was successfully <started/stopped>.

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

---

**20487**

---

UAS initialization

**Format**

The NMS Clock Fallback Manager service was successfully  
<started/stopped>.

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**20488**

---

UAS initialization

**Format**

The <name-of-service> service was successfully <started/stopped>.

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

---

## 24577

---

The Element Manager has requested a lock or unlock operation on the specified resource.

### Format

Performing <operation> operation on <resource\_name>

### Selected field descriptions

The following table explains selected fields in the log report:

Field	Value	Description
<operation>	LockForce, LockGraceful, and Unlock	
<resource_name>	node, a trunk group, a card, a carrier, a trunk (DS0) or an ATM port	identifies the resource being locked

### Action

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 24578

---

The subagent thread, which is part of the callp process, is initializing. The build timestamp (software version) and the network element name are provided in the log.

### Format

Callp subagent starting. Build timestamp is <timestamp>. Network element name is <name>.

### Action

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 24581

---

The build stamp file may be missing or unreadable. The build stamp file is c:\uas\etc\BuildStamp.txt.

### Format

Call subagent error: could not read build stamp file

### Action

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 24583

---

The system generates the following log during the processing of the config pending file, c:\uas\etc\uas\_pending.conf. The reason for the failures include:

- overwriting an existing pending config file
- the pending config file is not writable

### Format

Detected possible loss of configuration changes. Existing file will be overwritten: <filename>

### Action

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 24584

---

The system generates the following log during the processing of the config pending file, c:\uas\etc\uas\_pending.conf. The reason for the failures include:

- overwriting an existing pending config file
- the pending config file is not writable

### Format

Failed to backup pending configuration file: <filename>

### Action

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 24585

---

The system generates the following log during the processing of the config pending file, c:\uas\etc\uas\_pending.conf. The reason for the failures include:

- overwriting an existing pending config file
- the pending config file is not writable

### Format

Failed to create pending configuration file: <filename>

### Action

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**24586**

---

A user at the UAS Element Manager requested an application restart. The callp subagent writes this log immediately before performing the restart.

**Format**

Restarting all applications

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**24587**

---

A user at the UAS Element Manager requested a system reboot. The callp subagent writes this log immediately before performing the reboot.

**Format**

Rebooting the system

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**24588**

---

The IP address of the NTP server has been set by request from the Element Manager.

**Format**

Setting the NTP server IP address to <IP-address>

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**26625**

---

This log is generated with the ConfigMgr initializes.

**Format**

ConfigMgr process initializing, program arguments: <arguments>.

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**26626**

---

This log is generated when the ConfigMgr shuts down.

**Format**

ConfigMgr shutting down at the request of the program manager.

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**26627**

---

The ConfigMgr process was initializing and failed to create a system synchronization object. This object is used to communicate with other processes in the system.

**Format**

ConfigMgr error: failed to create synchronization object

**Action**

Reboot the system. If the problem persists, contact Nortel support.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**26629**

---

ConfigMgr was unable to make a copy of a file. Possible reasons for the failure are: the program does not have permission to write the file, or the disk is full.

**Format**

Cannot copy file from <sourceFilename> to <destinationFilename>

**Action**

Check permissions on the file. Check for a full disk.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**26630**

---

ConfigMgr was manually terminated. This flags an abnormal termination of ConfigMgr. The process was most likely in a critical alarm state, waiting for the configuration to be fixed.

**Format**

ConfigMgr terminated manually instead of via program manager

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

---

**26631**

---

The ConfigMgr has detected that the uas.conf file has been manually edited and that there are pending changes in uas\_pending.conf. The pending changes are those made from the UAS EM. These changes are not written to the uas.conf file until the program manager is restarted. The pending changes could be inconsistent with the changes that were made when editing the file. Changes made at the UAS EM override any manual edits of the file.

**Format**

Manual edits of uas.conf could be inconsistent with pending config file changes

**Action**

No action is required if the changes were consistent.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**26632**

---

ConfigMgr terminated normally. The status should always be "Success". If a configuration problem is encountered, ConfigMgr will wait forever until the problem is fixed or until the program manager is restarted.

**Format**

ConfigMgr termination status: <status>

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 26633

---

ConfigMgr was unable to create a configuration file. Possible reasons for the failure are: the program does not have permission to write the file, or the disk is full.

### Format

Could not create file: <filename>

### Action

Check permissions on the file. Check for a full disk.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 26634

---

ConfigMgr found a CG6000 card in a system configured for an ATM bearer type. The bearer type may be incorrect or the system was converted from an IP bearer to an ATM configuration and a CG6000 card was left in the system.

### **Format**

The bearer type is ATM, but the hardware probe detected a CG6000 card

### **Action**

The UAS will still function with a CG6000 card in an ATM configuration, but will not use the card. The overall NMS card configuration should be inspected to ensure that it is valid.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

---

**26635**

---

ConfigMgr found an AG4000 card in a system configured for an IP bearer type. The bearer type may be incorrect or the system was converted from an ATM bearer to an IP configuration and an AG4000 card was left in the system.

**Format**

The bearer type is IP, but the hardware probe detected an AG4000 card

**Action**

The UAS will still function with an AG4000 card in an IP configuration, but will not use the card. The overall NMS card configuration should be inspected to ensure that it is valid.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**26636**

---

ConfigMgr found an extra AG4000 card in a system configured for ATM BCT.

**Format**

One or more extra AG4000 cards were detected. The extra card(s) will not be used

**Action**

No action is required.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

---

**26637**

---

On startup, the IMS application creates a lock file, generates UAS configuration files, and when completed, removes the lock file. ConfigMgr will not attempt to read the UAS configuration files if the lock file is present. ConfigMgr generates this log if it detects the presence of the lock file. ConfigMgr will then check periodically to see if the lock file has been removed. When it detects that the lock file has been removed, it will continue its initialization and will run to completion.

**Format**

IMS lock file (<lock\_file\_name>) detected. Initialization suspended until lock file is removed.

**Action**

No action is required.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**26638**

---

ConfigMgr generates this log upon removal of a lock file that it previously detected. See the previous log description for more information.

**Format**

IMS lock file (<lock\_file\_name>) is no longer present. Initialization resumed.

**Action**

No action is required.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 30721

---

An ethernet port on the CG6000C is connected to either a hub or to a switch port configured for half-duplex operation.

### Format

Interface %d on CG6000C in slot %d is in HALF-DUPLEX mode. For optimal performance, it should be in FULL-DUPLEX mode. Please check network configuration.

### Action

Plug the CG6000C into a full-duplex switch port.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 30722

---

An ethernet port on the CG6000C is connected to a 10-baseT port on a switch or hub.

### Format

Interface %d on CG6000C in slot %d is in 10-baseT mode. This will limit capacity. For optimal performance, it should be in 100-baseT mode.\nPlease check network configuration.

### Action

Reconfigure the port on the switch for 100BaseT operation.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 32768

---

Probable cause: unknown software error

### Format

apm\_init: static memory allocation error <error number> for  
ap\_ch\_data

### Action

Issue an SR for UAS design investigation.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 32769

---

This log should not be seen, because the default channel (0) is always used.

### Format

validate\_channel: Invalid channel <channel> (should be 0 - <max channel value>) in apm request for function <function number>.

### Action

Issue an SR for UAS design investigation.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**32770**

---

Probable Cause: unknown software error

**Format**

apl\_request: Unknown Function <function number> in apm request

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32771**

---

Probable Cause: unknown software error

**Format**

chk\_main\_tmplt: Main Template count is 0 in apm message

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32772**

---

Probable Cause: unknown software error

**Format**

get\_main\_tmplt: No Main Template in apm message

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32773**

---

Probable Cause: unknown software error

**Format**

proc\_main\_tmplt: Invalid Index file VocID <directory number>, Index <index> in apm message

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32774**

---

Probable Cause: unknown software error

**Format**

proc\_main\_tmplt: Invalid Directory VocID <directory number>, Index <index> in apm message

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 32775

---

Expected audio has either not been provisioned or the UAS has not been updated with the latest audio from the system database server.

### Format

proc\_main\_tmplt: Could not find VFS Directory ID <directory number>, Index <index>

### Action

If the audio has been provisioned on the database server, make sure the UAS gets updated with the latest audio. If the audio has not been provisioned, use the APS provisioning system to add the audio.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**32776**

---

Probable Cause: unknown software error.

**Format**

get\_rec\_info: No Record template param in apm message

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32777**

---

Probable Cause: unknown software error

**Format**

proc\_vocab\_info: Invalid Record Directory ID<directory number> Type  
<type number>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32778**

---

Probable Cause: unknown software error

**Format**

proc\_vocab\_info: Could not find Record Directory ID <directory number>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32779**

---

Should not be seen, because substitution ids are not used in the UAS.

**Format**

apl\_speak: Found null external data address for Substitution ID  
<substitution id> in apm message

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 32780

---

Should not be seen, because substitution ids are not used in the UAS.

### Format

apl\_speak: Missing Substitution ID <substitution id> parameter for Variable Speak in apm message

### Action

Issue an SR for UAS design investigation.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 32781

---

Should not be seen, because substitution ids are not used in the UAS.

### Format

dig\_speak: Missing Substitution ID <substitution id> parameter for Digit Speak in apm message

### Action

Issue an SR for UAS design investigation.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**32782**

---

Issue an SR for UAS design investigation.

**Format**

upd\_play\_seg: couldn't get memory for play\_list status <status number>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32783**

---

Probable Cause: unknown software error

**Format**

upd\_play\_seg: Play seg count is <count>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32784**

---

Probable Cause: unknown software error

**Format**

opnab\_dealloc: mma\_dealloc error <error number> for opnab buffer

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32785**

---

Probable Cause: unknown software error

**Format**

validate\_channel: Play List de-allocate err <error number>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 32786

---

Probable Cause: This should not occur.

### Format

speak\_vfs: Invalid Directory for VocID <directory number>, Index <index>

### Action

If this error occurs, it indicates an error in the provisioning software on the database server.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 32787

---

Attempt to play audio that has not been provisioned.

### Format

speak\_vfs: Could not find VFS Directory ID <directory number>, Index <index>

### Action

Provision audio in system database, and make sure the audio has been distributed to the target audio server.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**32788**

---

Probable Cause: unknown software error

**Format**

validate\_channel: disk read buffer de-allocate err <error number>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32789**

---

Probable Cause: Should not be seen, because digit rules are not used in the UAS.

**Format**

dsproc: Could not find Digit Rule Directory <directory id>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32790**

---

Probable Cause: Should not be seen, because digit rules are not used in the UAS.

**Format**

dsproc: Invalid digit group <group number> in apm message

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32791**

---

Probable Cause: Should not be seen, because digit rules are not used in the UAS.

**Format**

dsproc: Invalid digit <digit> in apm message

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32792**

---

Probable Cause: unknown software error

**Format**

dsproc: Could not find VFS Directory ID <directory id> Index <index>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 32793

---

The set has not been provisioned or has been provisioned to the UAS without a default. The situation where a set does not have a default indicates an error in the software on the database server.

### Format

process\_set\_segment: cannot resolve set segment <segment id> (dir <directory id>), (index <index>)

### Action

Ensure that the set has been provisioned on the database, and that the UAS has been updated with the latest audio from the system database.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 32794

---

The provisioned variable does not have a value supplied either during provisioning or during the runtime access.

### Format

process\_multilang\_var: missing value for variable <variable segment id> (dir <directory id>), (index <index>)

### Action

Supply a value through the provisioning system or in the runtime call to play the variable.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 32795

---

The provisioning system is applying invalid variable types to variables or the runtime call is incorrect.

### Format

processVar: Invalid variable type <variable type> in play message

### Action

Verify the provisioning system is working correctly and also that the runtime service is building valid calls to the runtime system.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 32796

---

An attempt has been made to play an invalid character. There is an error either in the provisioning system or in the service supplying the runtime value.

### Format

processString: Invalid char <character code> in play message

### Action

Correct the provisioning error or the runtime call as appropriate.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**32797**

---

The weekday value is out of range (1 - 7). There is an error either in the provisioning system or in the service supplying the runtime value.

**Format**

processWeekday: Invalid value <weekday number> in play message

**Action**

Correct the provisioning error or the runtime call as appropriate.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32798**

---

The month value is out of range (1 - 12). There is an error either in the provisioning system or in the service supplying the runtime value.

**Format**

processMonth: Invalid value <month number> in play message >

**Action**

Correct the provisioning error or the runtime call as appropriate.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32799**

---

The dn subtype is invalid. There is an error either in the provisioning system or in the service supplying the runtime value.

**Format**

processDN: Invalid subtype <subtype> in play message

**Action**

Correct the provisioning error or the runtime call as appropriate.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 32800

---

Weekday value is out of range (1 - 7). There is an error either in the provisioning system or in the service supplying the runtime value.

### Format

processNADN: Bad dn string <North American DN> in play message

### Action

Correct the provisioning error or the runtime call as appropriate.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 32801

---

Invalid string passed in to play currency method, either through invalid provisioning software or through a play request to the runtime system.

### Format

processCurrency: unknown currency <currency> in play message

### Action

Correct the provisioning error or the runtime call as appropriate.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**32802**

---

Call to play a variable of type "Text".

**Format**

processText: unsupported type in play message

**Action**

Correct the provisioning error or the runtime call as appropriate.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 32803

---

Invalid value passed in for a date variable, either through an error in the provisioning system or through a play request to the runtime system.

### Format

getDateInfo: Bad date string <date string> in play message

### Action

Correct the provisioning error or the runtime call as appropriate.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 32804

---

Invalid value passed in for a time variable, either through an error in the provisioning system or through a play request to the runtime system.

### Format

getTimeInfo: Bad time string <time string> in play message

### Action

Correct the provisioning error or the runtime call as appropriate.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 32805

---

Invalid language identifier passed in for a variable, either through an error in the provisioning system or through a play request to the runtime system.

### Format

resolve\_multilang\_var: unsupported language <language> in play message

### Action

Correct the provisioning error or the runtime call as appropriate.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 32806

---

Attempt to play a supported language, but no audio exists.

### Format

No audio for language <language> in play message

### Action

If the audio has been added to the system database, make sure the UAS has been updated with the latest audio. If the audio has not been provisioned, use the ASAM provisioning tool to add audio to the system for the target language.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**32807**

---

Software error in the provisioning system on the database server or a problem in the runtime code on the UAS.

**Format**

Corrupt language version tree: language <language> in play message

**Action**

Contact Nortel support.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 32808

---

A specific file needed to announce a multilanguage variable is missing. The file has probably not been provisioned or the latest updates have not been sent to the UAS.

### Format

processVar: Missing multilang audio <segment id> (dir <vfs directory number>), (index <index>)

### Action

Make sure the missing audio has been provisioned and that the audio update has been sent to the UAS.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 32809

---

Software error in the provisioning system on the database server has allowed a set to form a cycle or otherwise exceed the number of levels (15) supported by the runtime software.

### Format

processSet: exceeded max nesting for segment %d (dir %d), (index %d)

### Action

The segment should be verified through the provisioning system to make sure that it is valid in regard to the number of layers and to make sure that there are no cycles within the set.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**32818**

---

An unexpected software error has occurred in the hardware interface software.

**Format**

Unknown failure - <failure description>

**Action**

If the problem persists, contact the next level of support.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 32819

---

The system is loaded above supported levels or there is a resource leak.

### Format

No timeslots available on board <board identifier>

### Action

If the problem persists during low traffic times, contact the next level of support.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 32820

---

There is a problem with an NMS board. This could be due to transitive reasons, such as call load, or persistent reasons, such as a hardware problem.

### Format

Bad return code <return code> for function <function name> with object <hardware object name>

### Action

If enough of these problems occur in one session of callp, the board will be taken out of service until callp is restarted. If the problem persists, contact the next level of support.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**32821**

---

There is a problem with an NMS configuration file.

**Format**

NMS oam error for keyword <keyword>

**Action**

If the problem persists, contact the next level of support.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

---

**32822**

---

An ethernet port on the CG6000C is connected to either a hub or to a switch port configured for half-duplex operation.

**Format**

Interface %d on CG6000C in slot %d is in HALF-DUPLEX mode. For optimal performance, it should be in FULL-DUPLEX mode. Please check network configuration.

**Action**

Plug the CG6000C into a full-duplex switch port.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32823**

---

An ethernet port on the CG6000C is connected to a 10-baseT port on a switch or hub.

**Format**

Interface %d on CG6000C in slot %d is in 10-baseT mode. This will limit capacity. For optimal performance, it should be in 100-baseT mode. Please check network configuration.

**Action**

Reconfigure the port on the switch for 100baseT operation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

---

**32868**

---

The Global Server software has not been installed on the system, or the “VFSDIR” environment variable has been unset or set to an invalid value.

**Format**

VFSBuilder::VFSBuilder: Warning: no VFS directory <directory name>

**Action**

Make sure the Global Server software has been installed correctly and that the VFSDIR variable is set to the correct directory.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32869**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::VFSBuilder: unable to build the mmap for address <memory address> and buffer <buffer>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32870**

---

This should never be seen, because digit rules are not used on the UAS.

**Format**

VFSBuilder::read\_rules: unable to read digit rule file <filename>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32871**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::get\_rough\_sizes: Control: Unknown tag <tag id> for <filename>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32872**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::read\_control: unable to open <filename>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32873**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::read\_control: Error! application index <index> exists as <filename>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32874**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::read\_control: Error! No application for vocab id <index>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32875**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::vfs\_init: missing vocabulary directories

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32876**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::vfs\_init: Error allocating directories

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32877**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::vfs\_init: Error reading control information!

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32878**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::vfs\_init: Error reading directories!

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32879**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::vfs\_init: Error reading vocab segments!

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32880**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::reinit\_dir: Cannot Open <filename>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32881**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::reinit\_dir: Can't read file <filename>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32882**

---

This should not occur, because the UAS does not use lookups in the VFS system.

**Format**

VFSBuilder::reinit\_dir: Can't load lookup <filename>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32883**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::load\_vocabs: Warning: Concode is neither RAM nor DISK

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32884**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::load\_vocabs: Can't read DATA file <filename>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32885**

---

File permission problem.

**Format**

VFSBuilder::load\_vocabs: Error opening DATA file <filename>

**Action**

Make sure file permissions allow access.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32886**

---

Another vfsapp process is already running.

**Format**

vfs\_main::daemon\_main: Daemon process is already running (pid <process id>)

**Action**

Make sure that the last shutdown of the Program Manager worked correctly (ie, all processes exited cleanly).

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32887**

---

The system is starting fresh with no existing memory maps.

**Format**

vfs\_main::daemon\_main: No segment loaded

**Action**

None needed

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 32888

---

The system has reached the maximum amount of audio that can be loaded in the current memory configuration, or there is a problem with some particular audio update.

### Format

vfs\_main::daemon\_main: BUILD FAILED

### Action

The most likely problem is exceeding the available memory. On the provisioning system, turn off the caching of as much audio as possible so that the audio is read from disk instead of from memory. This helps reduce the memory consumption on the UAS.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**32889**

---

This log is always generated when the vfsapp process starts.

**Format**

vfs\_main::daemon\_main: Starting daemon process

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32990**

---

Probable Cause: unknown software error

**Format**

vfs\_main::daemon\_main: unable to allocate a socket!

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32991**

---

Probable Cause: unknown software error

**Format**

vfs\_main::daemon\_main: unable to set socket linger to OFF

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32892**

---

Probable Cause: unknown software error

**Format**

vfs\_main::daemon\_main: unable to set REUSEADDR

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32893**

---

Probable Cause: unknown software error

**Format**

vfs\_main::daemon\_main: unable to bind to port <port number>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32894**

---

Probable Cause: unknown software error

**Format**

vfs\_main::daemon\_main: unable to get socket name

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32895**

---

Probable Cause: unknown software error

**Format**

vfs\_main::daemon\_main: unable to set listen queue depth

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32896**

---

**Format**

vfs\_main::daemon\_main: Accepted a connection from <ip address of telnet connection>

**Action**

None - this is an informational log.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32897**

---

**Format**

VFS\_API::handleVFSswitchover: vailMaint.unmapFile for %d (0x%x)  
return <return code>

**Action**

No action needed

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32998**

---

**Format**

VFS\_API::handleVFSswitchover: vailMaint.mapFile for %d (0x%x)  
return <return code>

**Action**

No action needed

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32899**

---

Probable Cause: unknown software error

**Format**

VFS\_API::reinit: Error opening file <filename>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 32900

---

Probable Cause: unknown software error

### Format

VFS\_API::reinit: Error opening file <filename>

### Action

Issue an SR for UAS design investigation.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**32901**

---

Probable Cause: unknown software error

**Format**

VFS\_API::reinit: mmap Error %d mapping the file <filename>

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 32902

---

Probable Cause: unknown software error

### Format

VFS\_API::reinit: Attached segment 0x%08x for file <filename> in bad state %d

### Action

Issue an SR for UAS design investigation.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**32903**

---

+Probable Cause: unknown software error

**Format**

MMAP\_Builder::MMAP\_Builder: Failed to create %s

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32904**

---

Probable Cause: unknown software error

**Format**

MMAP\_Builder::MMAP\_Builder: Error on file <filename> attach

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32905**

---

Probable Cause: unknown software error

**Format**

MMAP\_Builder::allocate: Error re-attaching file as part of grow operation

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**32906**

---

Probable Cause: unknown software error

**Format**

VFS\_API::handleVFSswitchover: VAILmaintMgr is not running, no mmap attachment to VAIL

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 32907

---

This should not occur. If at least one language version exists for the system, there should be a default.

### Format

VFS\_langver::getDefault: No default for node <node id> Selector Value <selector value>

### Action

This is a software error in the provisioning system. The multilanguage audio should never be added to the audio server without a default language version.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**32908**

---

Probable Cause: unknown software error

**Format**

VFSBuilder::vfs\_init: Error reading language version file (langver.dat)

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 32909

---

The UAS has not been provisioned since the addition of multilanguage audio to the system database server.

### Format

VFSBuilder::load\_langver\_file: langver.dat does not exist - possible error

### Action

Check the system again after the next scheduled provisioning of the UAS from the system database server.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**32910**

---

Memory allocation error.

**Format**

VFSBuilder::load\_langver\_file: could not allocate root node in memory

**Action**

Issue an SR for UAS design investigation.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 32911

---

The file used to locate the audio for a specific language version is corrupt.

### **Format**

VFSBuilder::load\_langver\_file: bad file format or contents for langver.dat

### **Action**

Issue an SR for UAS design investigation.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

## 32912

---

File permissions in the control directory or on the existing langver.dat file have been changed.

### Format

VFSBuilder::load\_langver\_file: could not create new langver file

### Action

Make sure the control directory and langver.dat file permissions allow updates.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 32913

---

This error occurs during audio provisioning from the APS. Problem connecting to the aliasServer process, or an error adding or removing an alias from the lookup structure.

### Format

VFSUpdate::problem updating alias: <error description>

### Action

Make sure the aliasServer is running correctly inside program manager. Otherwise, issue an SR against UAS design. The audio can still be accessed by its segment ID. Also, if the audio is part of a language version, the alias does not get used on the UAS.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**33068**

---

The state manager thread has received a bad state change message. This indicates an internal software defect.

**Format**

received bad state change message

**Action**

n/a The log should be reported to the support group.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33069**

---

The state manager thread has received a bad message. This indicates an internal software defect.

**Format**

received message of an unknown type

**Action**

n/a The log should be reported to the support group.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33070**

---

The state manager thread has encountered a communications error.

**Format**

receive error, code=<errorCode>

**Action**

n/a The log should be reported to the support group.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33071**

---

The state manager thread has encountered a communications error.

**Format**

message received is corrupt, length=<length>

**Action**

n/a The log should be reported to the support group.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 33072

---

The state manager thread is attempting to initialize its communications mechanism, but is encountering a problem. This is probably because another instance of the program (callp) is running.

### **Format**

failed to init socket, delay then try again

### **Action**

Ensure that only one callp process is running.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

**33079**

---

The state manager thread has encountered a communications error.

**Format**

Socket error on select statement, code=<error-code>

**Action**

The log should be reported to the support group.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33080**

---

The state manager thread has encountered a communications error.

**Format**

Unexpected result on select statement, result=<error-code>

**Action**

The log should be reported to the support group.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33081**

---

There was an internal program error.

**Format**

Encountered bad state type code, code=<state-type-code>

**Action**

The log should be reported to the support group.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33082**

---

Probable Cause: There was an internal program error.

**Format**

Error writing to managed object state persistence file, key=<key>

**Action**

The log should be reported to the support group.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33083**

---

The application does not have permission to write to the file or the disk is full.

**Format**

Error creating file <filename>

**Action**

Check permissions on the file and check available disk space.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 33084

---

Probable Cause: There was an internal program error.

### Format

Client attempted to persist bad state, key=<key> state=<statecode>

### Action

The log should be reported to the support group.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**33118**

---

Probable Cause: Insufficient memory resources.

**Format**

UGWNODE\_MEMALLOC\_FAILURE: <message>

**Action**

Restart application. Report log to support team.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 33119

---

Probable Cause: Failure to access configuration card object.

### Format

UGWNODE\_CONFOBJACC\_FAILURE: <message>

### Action

Check that the uas.conf file is valid using the configuration manager.  
Restart application. Report log to support team.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 33120

---

Probable Cause: Failure to allocate a slot in the chassis.

### Format

UGWNODE\_SLOTALLOC\_FAILURE: <message>

### Action

Check that the uas.conf file is valid with respect to physical slots specified (range and duplicates) using configuration manager. Restart the application if necessary.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 33121

---

Probable Cause: Card cannot be located in card list.

### Format

UGWNODE\_CARDLSTLOC\_FAILURE: <message>

### Action

Check that ugw.conf and uas.conf are consistent using the configuration manager. Restart application. Report log to support team.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 33122

---

Probable Cause: Failure to persist the UAS node administrative state.

### Format

UGWNODE\_PERSISTADMST\_FAILURE: <message>

### Action

Check that the ugwStates.conf file exists and that there is sufficient disk space. Report log to support team.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 33123

---

Probable Cause: DS0 cannot be located in DS0 object list.

### Format

UGWNODE\_DS0LSTLOC\_FAILURE: <message>

### Action

Check that ugw.conf and uas.conf are consistent using the configuration manager. Restart application. Report log to support team.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 33124

---

An unknown ugwState.conf file managed object type has been detected by UGWnode during purge of UGWnode object persisted states.

### Format

UGWNODE\_BADLISTTYPE\_FAILURE: <message>

### Action

Use element manager to correct the administrative states of UGWnode objects. Delete the ugwState.conf file and restart application if necessary. Report log to support team.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**33128**

---

Probable Cause: Problem with the ugw.conf file format or parameters.

**Format**

UGWCNFG\_FAILURE: <message>

**Action**

Correct the ugw.conf file inconsistencies and restart application.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33129**

---

Successful parse of ugw.conf file. Validated GW provisioning data exists in the system.

**Format**

UGWCNFG\_INIT\_SUCCESS

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

---

## 33130

---

A number of different events (conditions) can generate UAS log 33130. The descriptions that follow use an index number to link the content between sections.

### **Example**

Index number 1 entries in the [Cause](#), [Format](#), and [Action](#) sections are inter-related. Similarly for index number 2, and so on.

## **Cause**

The following events (conditions) generate UAS log 33130:

1. Unable to update configuration file following a row addition to the interface table.
2. Unable to update configuration file following the modification of a in the interface table.
3. Unable to update the number of bearer cards following the addition (deletion) of a row in the interface table.
4. Unable to update the number of bearer cards following the removal of a row from the interface table.
5. Required key was not found in configuration file.
6. Error occurred while looking up a configuration parameter.
7. Only certain combinations of AG and bearer cards are valid. The number of AG cards detected in the system and the number of bearer cards specified in the uas.conf file is not a supported combination.
8. An invalid value was found for the specified key in a configuration file
9. An error was encountered while detecting the number of AG cards in the system. There must be 1 or 2 AG cards in the system.
10. Bad interface table entry.
11. Error wrting to the configuration file.
12. Error reading configuration file .

## Format

The following formats apply to the UAS log 33130:

1. MoLib error: could not update config file (interface table row addition)
2. MoLib error: Subagent: could not update config file (interface table row modification)
3. MoLib error: Subagent: could not update number of bearer cards after row add or delete
4. MoLib error: Subagent: could not update config file (interface table row removal)
5. MoLib error: A required key was not found in configuration file <filename>. The key name is <parameterName>
6. MoLib error: error looking up config parameter <parameterName>
7. MoLib error: invalid nms card configuration, number of AG cards is <number>, number of bearer cards is <number>
8. MoLib error: Bad value in configuration file, key: <key> value: <value>
9. MoLib error: bad number of AG cards: <number>
10. MoLib error: Bad interface table entry: <rowContent>
11. CoLib error: error writing to config file, config parameter is: <parameterName>
12. CoLib error: Error reading config file

## Action

For UAS log 33130 index number 8: look the key up in the configuration documentation and use the UAS EM to change the value of the key. :

UAS logs for the remaining index numbers do not require any action.

## Associated OM Registers

The logs for index items 1 to 12 have no associated OM registers

## Additional Information

The logs for index items 1 to 12 require no additional information.

---

## 33131

---

A number of different events (conditions) can generate UAS log 33131. The descriptions that follow use an index number to link the content between sections.

### **Example**

Index number 1 entries in the [Cause](#), [Format](#), and [Action](#) sections are inter-related. Similarly for index number 2.

### **Cause**

The following events (conditions) generate UAS log 33131:

1. The T.38 codec is currently configured, but will not be used in a non-BCT UAS system.
2. Voice codecs are currently configured, but voice codecs are not used in an all-BCT system.

### **Format**

The following formats apply to the UAS log 33131:

1. T.38 codec is configured in a non-BCT UAS system
2. Voice codecs are configured in an all-BCT system

### **Action**

The following events (conditions) generate UAS log 33131:

1. To remove the warning, do not configure T.38 in an all-BCT system.
2. To remove the warning, do not configure any codecs in an all-BCT system.

### **Associated OM registers**

None of these log reports have associated OM registers.

### **Additional information**

None of these log reports require additional information.

**33132**

---

**Format**

Configuration object <parameter> was changed from <oldValue> to <newValue>

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 33133

---

### Format

A row was added to the <nameOfTable> table. The new row is:  
<rowContent>

### Action

Not applicable

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 33134

---

### Format

A row was deleted from the <nameOfTable> table. The deleted row was: <rowContent>

### Action

Not applicable

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 33135

---

### Format

A row was modified in the <nameOfTable> table. The old row was: <rowContent> The new row is: <rowContent>

### Action

Not applicable

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**33136**

---

**Format**

Configuration object <parameter> was changed from <oldValue> to <newValue>

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 33138

---

Duplicate carrier card in uas.conf or ugw.conf file.

### Format

CARD\_PROVDUP\_FAILURE: <message>

### Action

Check that ugw.conf and uas.conf are consistent using the configuration manager. Restart application.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**33139**

---

Attempting to mark installed card as installed.

**Format**

CARD\_INSTALLDUP\_FAILURE: <message>

**Action**

Check that ugw.conf and uas.conf are consistent using the configuration manager.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33140**

---

Probable Cause: Insufficient memory resources.

**Format**

CARD\_MEMALLOC\_FAILURE: <message>

**Action**

Restart application. Report log to support team.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33141**

---

Probable Cause: Number of carriers on card out of range.

**Format**

CARD\_NUMCARRRANGE\_FAILURE: <message>

**Action**

Check that the ugw.conf file is valid and restart application. Report log to support team.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 33142

---

Probable Cause: Unknown carrier type specified for card carrier.

### Format

CARD\_BADCARRTYPE\_FAILURE: <message>

### Action

Check that the ugw.conf file is valid and restart application. Report log to support team.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**33143**

---

Unknown managed object level originating card administrative state change.

**Format**

CARD\_UNKNMGMTLVL\_FAILURE: <message>

**Action**

Restart application. Report log to support team.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 33148

---

Probable Cause: Unknown carrier type specified for carrier.

### Format

CARR\_BADCARRTYPE\_FAILURE: <message>

### Action

Check that the ugw.conf file is valid and restart application. Report log to support team.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**33149**

---

Probable Cause: Insufficient memory resources.

**Format**

CARR\_MEMALLOC\_FAILURE: <message>

**Action**

Restart application. Report log to support team.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 33150

---

Probable Cause: Failure to persist the UAS carrier administrative state.

### Format

CARR\_PERSISTADMST\_FAILURE: <message>

### Action

Check that the ugwStates.conf file exists and that there is sufficient disk space. Report log to support team.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 33152

---

Probable Cause: Failure to persist the UAS DS0 administrative state.

### Format

DS0\_PERSISTADMST\_FAILURE: <message>

### Action

Check that the ugwStates.conf file exists and that there is sufficient disk space. Report log to support team.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 33158

---

Probable Cause: Trunk Group ID is out of range.

### Format

TG\_BADTGID\_FAILURE: <message>

### Action

Check that the ugw.conf file is valid and restart application. Report log to support team.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 33159

---

Probable Cause: Unknown trunk group type.

### Format

TG\_UNKNTGTYPE\_FAILURE: <message>

### Action

Check that the ugw.conf file is valid and restart application. Report log to support team.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 33160

---

Probable Cause: Failure to persist the UAS trunk group administrative state.

### Format

TG\_PERSISTADMST\_FAILURE: <message>

### Action

Check that the ugwStates.conf file exists and that there is sufficient disk space. Report log to support team.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 33169

---

Probable Cause: Memory Exhaustion.

### Format

SYNCMANAGER : Unable to allocate memory inside <method name> method.

### Action

Free up system resources.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**33170**

---

Probable Cause: Sync Client Registration during process initialization.

**Format**

SYNCMANAGER : Sync Client <client name> has successfully registered with the SyncManager.

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

---

## 33171

---

A number of different events (conditions) can generate UAS log 33171. The descriptions that follow use an index number to link the content between sections.

### **Example**

Index number 1 entries in the [Cause](#), [Format](#), and [Action](#) sections are inter-related. Similarly for index number 2.

### **Cause**

The following events (conditions) generate UAS log 33171:

1. A client attempts to register itself with the Sync Manager before the Sync Manager is constructed. Most probable cause is initialization order is not correct.
2. A sync client does not register itself with a unique name.

### **Format**

The following formats apply to the UAS log 33171:

1. SYNCMANAGER : Sync Client <client name> failed to register with the SyncManager. Reason the SyncManager instance is NULL.
2. SYNCMANAGER : Sync Client <client name> failed to register with the SyncManager. Reason another client had registered with the same name.

### **Action**

Take the following actions to resolve UAS log 33171:

1. Ensure proper initialization order.
2. Ensure that the specified client registers with a unique name.

### **Associated OM registers**

These log reports have no associated OM registers.

### **Additional information**

These log reports require no additional information.

## 33172

---

One or more Sync Clients failed to register with the Sync Manager.

### Format

SYNCMANAGER : Can't request BulkSync. Only <number of registered clients> sync client have registered out of <number of expected clients to register>.

### Action

Ensure that all expected clients register with the Sync Manager.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 33173

---

Sync client exception. check for other err logs. Issue SR

### Format

SYNCMANAGER : Unhandled exception by Client <client's name> in their <method name> method.

### Action

None needed. Self correcting.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**33268**

---

An attempt was made to involve the call process, but a call process was already running.

**Format**

Another instance of call is already running.

**Action**

Not applicable

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33378**

---

Information related to the card maintenance system, not implemented at this time.

**Format**

CardMtc: %s

**Action**

None.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33379**

---

Card Maintenance has been initialized

**Format**

CardMtc: The CardMtc process has started

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33380**

---

Card Maintenance has been terminated

**Format**

CardMtc: The CardMtc process has terminated

**Action**

None.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33381**

---

Card Maintenance has a new card and has started using it.

**Format**

CardMtc: Card %d has started

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33382**

---

Card Maintenance has stopped using a card, this would be a good place to look to find out why.

**Format**

CardMtc: Card %d has been removed from service : Reason : %s

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33383**

---

General report for a card event that has occurred.

**Format**

CardMtc: %s

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33384**

---

An unexpected event was sent to the card maintenance system

**Format**

Unexpected event occurred: %s

**Action**

Note the event if printed and notify the development team of this event.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33385**

---

An observer has done something unexpected or unsupported in the system

**Format**

CardMtc: Unexpected Observer Event Occurred %s

**Action**

Forward this log to development team.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33386**

---

General report for a card error that has occurred.

**Format**

CardMtc: Unexpected Error Occurred %s

**Action**

Note the event and take the corrective action included in the string message.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33429**

---

An attempt to mount the backup file system failed.

**Format**

BackupNodeData: <message>

**Action**

Ensure that the backup file system is configured properly on the UAS. Determine if the backup file system is operational and configured properly.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33430**

---

An attempt to unmount the backup file system failed.

**Format**

BackupNodeData: <message>

**Action**

Ensure that the backup file system is configured properly on the UAS. Determine if the backup file system is operational and configured properly.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**33431**

---

The backup operation was successful.

**Format**

BackupNodeData: <message>

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**34818**

---

The ATM component on the Universal Audio Server completed initialization

**Format**

The ATM service has initialized successfully

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 34819

---

There are probably active calls associated with that gateway, and until those calls are not active, the gateway may not be deleted.

### Format

The ATM delete Gateway <Gateway Description> request has failed - cause ID: <Cause ID>

### Action

Lock the port to drop all calls and repeat the action.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 34820

---

There are probably active calls associated with that gateway, and until those calls are not active, the gateway may not be changed. Alternatively, the ATM address assigned may be associated with another gateway.

### Format

The ATM change Gateway <Gateway Description> request has failed - cause ID: <Cause ID>

### Action

Lock the port to drop active calls, or if it is an ATM address issue, a different address not currently associated with another gateway should be selected.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 34821

---

Hardware is not responding to the requested command.

### Format

ATM port <port number> in slot <slot number> has failed to lock - cannot recover unlock state

### Action

Restart the system if repeating the lock attempt is unsuccessful. Call Tier 1 support if the problem returns after a restart - this command should not fail.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 34822

---

Hardware is not responding to the requested command. However, in this case, the state was updated one time to a temporary state and then it froze up.

### Format

ATM port <port number> in slot <slot number> lock failed - can't recover  
unlock state

### Action

Try to repeat the action. If that fails, restart the system. Call Tier 1 support if the problem returns after a restart - this command should not fail.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 34823

---

The ATM port received an F5 AIS alarm on the specified VC.

### Format

ATM VC <vpi>/<vci> on port <port number> in slot <slot number> has experienced an AIS alarm

### Action

None. If the alarm persists the call will be dropped and the VC if it is switched i.e.:SVC will be released.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 34824

---

The ATM port received an F5 RDI alarm on the specified VC.

### Format

ATM VC <vpi>/<vci> on port <port number> in slot <slot number> has experienced an RDI alarm

### Action

None. If the alarm persists the call will be dropped and the VC if it is switched i.e.:SVC will be released.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**34826**

---

The ATM port stopped receiving F5 AIS alarms on the specified VC.

**Format**

ATM VC <vpi>/<vci> on port <port number> in slot <slot number>  
cleared AIS alarm

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**34827**

---

The ATM port stopped receiving F5 RDI alarms on the specified VC.

**Format**

ATM VC <vpi>/<vci> on port <port number> in slot <slot number>  
cleared RDI alarm

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 34829

---

ATM port is not using the appropriate UNI version.

### Format

ATM port <port number> in slot <slot number> has is not configured with UNI 4.0

### Action

Ensure your UNI stack is at the right version.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**34830**

---

ILMI not configured or installed properly.

**Format**

ILMI failure on ATM port <port number> in slot <slot number>

**Action**

Configure ILMI correctly.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**34831**

---

UNI not configured or installed properly.

**Format**

UNI failure on ATM port <port number> in slot <slot number>

**Action**

Configure UNI correctly.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**34832**

---

ILMI is configured correctly and enabled.

**Format**

ILMI is now ready on ATM port <port number> in slot <slot number>

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**34833**

---

UNI is configured correctly

**Format**

UNI is now ready on ATM port <port number> in slot <slot number>

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**34834**

---

Gateway Controller sent an invalid SDP

**Format**

Invalid SDP received parm name: <parameter name> recd value:  
<received value> expected value: <expected value>

**Action**

Call first tier support.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**34835**

---

The remote AAL2 gateway is selecting VCCIs from an invalid range.

**Format**

The VCCI=%d received in the incoming SVC setup msg is invalid.

**Action**

Check the remote gateway.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**34836**

---

The ATM card has a software error

**Format**

The following ATM software error was reported: <software error string>

**Action**

Call first tier support.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**34837**

---

Possibly no route available or no additional card resources

**Format**

ATM Failed to acquire channel bearer=<endpoint name>  
destination=<NSAP address>

**Action**

Restart call processing

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 34916

---

The ATM card has a software error

### **Format**

The following error was reported by the NMS PA200 API on card in slot <card number>: <software error string>

### **Action**

Call first tier support

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

---

**34917**

---

The PA200 is being initialized. The firmware version is automatically queried and this log is generated.

**Format**

The NMS PA200 card is slot <slot number> has the following firmware:  
<version>

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**35016**

---

A call was not properly cleared and a resource leaked.

**Format**

The ATM AUDIT has found the following unmatched resources:  
<resource description>

**Action**

None (audit should properly dispose of/clean the resource)

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 35017

---

A call was not properly cleared and ATM audit failed to clean the leaked resource.

### Format

The ATM AUDIT could not dispose of the following unmatched resource: <resource description>

### Action

If the error persists, call first tier support.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**35018**

---

A call was not properly cleared and ATM audit successfully cleaned the leaked resource.

**Format**

The ATM ATUID successfully disposed of the following unmatched resource: <resource description>

**Action**

None.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**38913**

---

The ATM port on the ATM adapter completed initialization.

**Format**

ATM port <port number> in slot <slot number> has initialized successfully

**Action**

None

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**92161**

---

An unexpected software error has occurred in the BCT hardware software.

**Format**

Unknown failure - <failure description>

**Action**

If the problem persists, contact the next level of support.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## 94208

---

The gateway controller has not specified the value for a required parameters, such as direction or test type.

### **Format**

Missing required input parameter: - <input parameter>

### **Action**

Issue a problem report against the gateway.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

## 94209

---

An unexpected software error has occurred in the test trunk srf software.

### **Format**

Unknown failure: - <problem description>

### **Action**

If the problem persists, contact the next level of support.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

## 94211

---

One of the required return parameters for the particular test type (T100, T102, T105) is missing.

### **Format**

Missing required return parameter: - <parameter>

### **Action**

If the problem persists, contact the next level of support.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

## 94212

---

The originating test trunk ran successfully, with the results printed in the return text.

### Format

Test type <test type> completed successfully: full text: <return text>

### Action

None

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## 94213

---

The originating test trunk test failed, with the results printed in the return text.

### Format

Test type <test type> failed: full text <return text>

### Action

If the problem persists, contact the next level of support.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Main subagent logs

---

Main subagent logs do not have assigned identification numbers. These logs are not sent as SNMP traps to the element manager; instead, they use the Windows Event Viewer.

The UAS uses the following three groups of main subagent logs:

- [Invalid application request group](#)
- [Startup and termination group](#)
- [Communications error group](#)

Contact your support group whenever one of these subagent logs occur.

### Invalid application request group

UAS logs from the invalid application request group generally report on software problems in the application that sent the request. These logs result when the main subagent receives an invalid request from an application.

A log in this group can have an alarm notification identifier. Alarm notification identifiers, when available, help to identify the component responsible for sending the alarm.

The invalid application request group logs include the following:

- [Bad Severity on an Alarm](#)
- [Bad Severity on Update Alarm Message](#)
- [Can't Find Notification ID for Update Alarm Request](#)
- [Forced Clears Not Supported](#)
- [Main Subagent Host Lookup Error](#)
- [Normal Clear - No Active Alarms](#)
- [Received Bad Clear Message](#)
- [Received Bad Mo-Init Message](#)
- [Received Bad Raise Alarm Message](#)
- [Received Bad Send Log Message](#)
- [Received Bad State Change Message](#)
- [Received Bad Update](#)
- [Received Raise Alarm Message For an Active Alarm](#)

- [Removed Alarm From Active Alarms Table](#)
- [Unkown Message Type Received](#)
- [Update Alarm Request Ignored - Same Severity](#)
- [Update Alarm Request Ignored - Same Severity](#)
- [Update Alarm Request for an Inactive Alarm](#)

### **Startup and termination group**

Startup and termination group logs report on normal and abnormal startups and terminations of the main subagent and include the following:

- [Failed to Get the Name of the Event Message File](#)
- [Failed to Initialize Socket](#)
- [Main Subagent Process Initializing - No Options](#)
- [Main Subagent Process Initializing - With Options](#)
- [Master Agent Port Number](#)
- [Subagent Shutting Down](#)

### **Communications error group**

Communication error group logs report on miscellaneous communications problems and include the following:

- [Deregister and Reinitialize EMANATE Master Agent](#)
- [Main Subagent Receive Error](#)
- [Main Subagent Received Corrupt Message](#)
- [Send Packet Error](#)

## Bad Severity on an Alarm

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

bad severity on an alarm, notification id=<id>

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Bad Severity on Update Alarm Message

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

bad severity on update alarm message, notification id=<id>

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Can't Find Notification ID for Update Alarm Request

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**can't find notification id for update alarm request, notification id =<id>**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Forced Clears Not Supported

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**force clears are not supported, discarding clear with correlation id: <correlation id list>**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Main Subagent Host Lookup Error

---

The main subagent could not determine the host name and its IP address. This may result in problems with the delivery of alarms and logs to the element manager.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**MainSubagentThread.initPtmNameAndPort: host lookup error, code=<value>**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Normal Clear - No Active Alarms

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**normal clear, but no active alarms in correlation id list:**  
<correlation id list>

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## Received Bad Clear Message

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**received bad clear-alarm message from application**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Received Bad Mo-Init Message

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**received bad mo-init message from application**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## Received Bad Raise Alarm Message

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**received bad raise-alarm message from application**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## Received Bad Send Log Message

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**received bad send-log message from application**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Received Bad State Change Message

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**received bad state change message from application**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## Received Bad Update

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**received bad update-alarm message from application**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Received Raise Alarm Message For an Active Alarm

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**received a raise for already active alarm, notification id=<id>**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Removed Alarm From Active Alarms Table

---

An application performed an abnormal restart.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**Removed <number> alarm(s) from active alarm table for component <component>. Application process probably restarted.**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## Unkown Message Type Received

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**Unknown message type received**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Update Alarm Request Ignored - Same Severity

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**update alarm request made with same severity level. Request ignored, notification id =<id>**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Update Alarm Request Ignored - Same Severity

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**update alarm request made with same severity level. Request ignored, notification id =<id>**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Update Alarm Request for an Inactive Alarm

---

An application sent an invalid request to the main subagent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**update alarm request made for inactive alarm, notification id =<id>**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## **Failed to Get the Name of the Event Message File**

---

When the main subagent processes each event in the Windows event log, it searches the registry for the name of the event message file that contains the static text for this event. This log is reported if the main subagent fails in its search of the registry. The main subagent terminates processing of the event and waits for the next event.

### **Format**

**Failed to get the name of the event message file**

### **Action**

Contact the next level of support with the full text of the log.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

---

## Failed to Initialize Socket

---

The main subagent is unable to initialize the communications socket, which is used for communicating with Audio Server applications. This log is generated once a minute until the socket is initialized. This log would be generated if another main subagent was already running.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**failed to init socket, delay then try again**

### Action

Ensure that another main subagent is not running.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## Main Subagent Process Initializing - No Options

---

This log is generated when the main subagent is started with no command-line options.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**Main subagent process initializing**

### Action

Not applicable

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Main Subagent Process Initializing - With Options

---

This log is generated when the main subagent is started with the command-line options, which are included in the log.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**Main subagent process initializing, program arguments:**  
<arguments>

### Action

Not applicable

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## Master Agent Port Number

---

The main subagent writes this log when it initializes.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**Master agent port number is <portNumber>**

### Action

Not applicable

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Subagent Shutting Down

---

This is normally the result of a system shut down or a program manager shut down.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**Subagent shutting down at the request of the program manager**

### Action

Not applicable

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Deregister and Reinitialize EMANATE Master Agent

---

The main subagent may have lost its connection to the EMANATE master agent.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**deregister and reinitialize in main loop**

### Action

Ensure that the EMANATE master agent service is running.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Main Subagent Receive Error

---

The main subagent encountered a windows socket error. The numeric error code is provided in the message.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**MainSubagentThread::main: receive error, code=<value>**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## Main Subagent Received Corrupt Message

---

Either a socket communications error occurred or the Audio Server application sent an invalid request.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**MainSubagentThread::main: message received is corrupt, length=<value>**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## Send Packet Error

---

The main subagent failed in an attempt to send a message to another UAS process. The nature of the error is supplied in the <errorText> field.

**Note:** This log is not sent to the element manager, but is viewable through the Windows Event Viewer tool.

### Format

**send packet error, error code: <errorText>**

### Action

Contact the next level of support with the full text of the log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS301 (8193)

---

Either the “ingoing” or “outgoing” messaging thread is unable to restart because of some undetermined problem.

### Format

MGCIF <messageDirection> messaging thread died multiple times and was not restarted.

The format for log report UAS301 is as follows:

```
MSH10_I06BR *** UAS301 MAY22 10:10:58 0003 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 2109441
  State: Raise
  Category: Processing Error
  Cause: Software error
  Time: May 22 10:04:02 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=Call_Engine_1
  Specific Problem: 12289
  Description: CallEngine test alarm critical number 1
```

### Action

Look for error logs that might indicate what the problem is.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS302 (8194)

---

1. The uas.conf file either does not exist, is unreadable or is missing an entry for "CallAgentIPAddress".
2. The call agent IP address obtained from the config file is not valid.
3. An attempt was made to initialize the Windows socket library, but failed.
4. An attempt was made to initialize the Windows socket library, but failed because of a version mismatch.
5. An attempt was made to create a UDP communications socket, but failed.
6. An attempt was made to bind the communications socket to the port specified in the uas.conf configuration file. Another callp program may already be running.
7. An attempt was made to associate the communications socket with the address of the call agent, but failed.

### Format

1. "UDP Initialization Failed: <reason>."  
<reason>: MGC IP address is not datafilled.
2. "UDP Initialization Failed: <reason>."  
<reason>: MGC IP address is not valid.
3. "UDP Initialization Failed: <reason>."  
<reason>: Bad return code from WSASStartup =<errorCode>.
4. "UDP Initialization Failed: <reason>."  
<reason>: WinSock version is <majorVersion>.<minorVersion>, not 1.1 as expected.
5. "UDP Initialization Failed: <reason>."  
<reason>: Unable to create socket; error =<errorCode>.
6. "UDP Initialization Failed: <reason>."  
<reason>: Unable to bind client name to socket; error = <errorCode>.
7. "UDP Initialization Failed: <reason>."  
<reason>: Unable to connect to call agent socket; error = <errorCode>.

The format for log report UAS302 is as follows:

```
MSH10_I06BR *** UAS302 MAY22 10:10:58 0004 TBL UAS Fault
Location: msh10uas-a
NotificationID: 2109442
State: Raise
Category: Communications
Cause: Corrupt data
Time: May 22 10:04:02 2003
Component Id: UAS;UASUnit=msh10uas-a;Software=Call_Engine_1
Specific Problem: 12290
Description: CallEngine test alarm critical number 2
```

## Action

1. Fix the configuration file
2. Fix the IP address in the config file.
3. Report the full text of the alarm to the support group.
4. Report the full text of the alarm to the support group.
5. Report the full text of the alarm to the support group.
6. Ensure that another callp program is not running.
7. Report the full text of the alarm to the support group.

## Associated OM registers

This log report has no associated OM registers.

## Additional information

This log report requires no additional information.

---

## UAS 303 (12290)

---

The call processing software thread associated with <endpointId> died due to an unhandled software error, and was not restarted because it died too quickly after the previous start. Additional information is included to assist in correlation with logs on other nodes. <connectionId> is the connectionId for the active connection on this endpointId. <callId> is the callId for the active connection on this endpointId. <transactionId> is the most recently received transactionId. <callState> is the current state of the call processing thread. <event> is the type of the event most recently received by the call processing thread.

### Format

Call processing thread for endpointId <endpointId> died too quickly - not restarting. ConnectionId=<connectionId>, CallId=<callId>, TransId=<transactionId>, State=<callState>, CurrEvent=<event>.

The format for log report UAS303 is as follows:

```
MSH10_I06BR *** UAS303 MAY22 10:10:58 0005 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 2109443
  State: Raise
  Category: Quality of Service
  Cause: Software error
  Time: May 22 10:04:03 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=Call_Engine_1
  Specific Problem: 12291
  Description: CallEngine test alarm critical number 3
```

### Action

Escalate this issue to Nortel support, providing any other logs that might have occurred.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS304 (12291)

---

The resource configuration for endpointId in C:\uas\etc\rm.resources is not valid.

### Format

Invalid endpointId configuration. Check endpointId configuration in rm.resources file.

The format for log report UAS304 is as follows:

```
MSH10_I06BR  **  UAS304 MAY22 10:10:58 0006 TBL  UAS Fault
  Location: msh10uas-a
  NotificationID: 2109444
  State: Raise
  Category: Processing Error
  Cause: File error
  Time: May 22 10:04:03 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=Call_Engine_1
  Specific Problem: 12292
  Description: CallEngine test alarm major number 1
```

### Action

Correct the configuration for endpointId in the rm.resources file, and restart the call processing application.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS305 (12295)

---

The environment variable VFSDIR is not set to the home directory of the VFS hierarchy.

### Format

VFSDIR variable is not set. VFS has not been installed or is installed incorrectly on the node.

The format for log report UAS305 is as follows:

```
MSH10_I06BR  **  UAS305 MAY22 10:10:58 0007 TBL  UAS Fault
  Location: msh10uas-a
  NotificationID: 2109445
  State: Raise
  Category: Processing Error
  Cause: Software error
  Time: May 22 10:04:03 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=Call_Engine_1
  Specific Problem: 12293
  Description: CallEngine test alarm major number 2
```

### Action

Verify that the VFS software is correctly installed.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS306 (12296)

---

A serious configuration problem has been detected. The Audio Server is unable to initialize. A configuration file is probably in error.

### Format

Waiting for valid configuration.

The format for log report UAS306 is as follows:

```
MSH10_I06BR  **  UAS306 MAY22 10:10:58 0008 TBL  UAS Fault
Location: msh10uas-a
NotificationID: 2109446
State: Raise
Category: Processing Error
Cause: Software error
Time: May 22 10:04:04 2003
Component Id: UAS;UASUnit=msh10uas-a;Software=Call_Engine_1
Specific Problem: 12294
Description: CallEngine test alarm major number 3
```

### Action

Look for an error log to determine the exact cause of the problem.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS307 (12297)

---

The card maintenance subsystem initialized and found no available AG4000 or CG6000 cards. At least one AG4000 card is required in an ATM-based UAS and at least one CG6000 card is required in an IP-based UAS.

### Format

There are no NMS cards available for use.

The format for log report UAS307 is as follows:

```
MSH10_I06BR * UAS307 MAY22 10:10:58 0009 TBL UAS Fault
Location: msh10uas-a
NotificationID: 2109447
State: Raise
Category: Processing Error
Cause: Software error
Time: May 22 10:04:04 2003
Component Id: UAS;UASUnit=msh10uas-a;Software=Call_Engine_1
Specific Problem: 12295
Description: CallEngine test alarm minor number 1
```

### Action

Reseat existing cards or add new cards. Ensure that there is at least one working AG4000 or CG6000 card in the system.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS308 (12298)

---

During initialization of the call processing application, the attempt to establish communications with the aliasServer failed.

### Format

Failed to communicate with aliasServer. Check audio installation and aliasServer.

The format for log report UAS308 is as follows:

```
MSH10_I06BR * UAS308 MAY22 10:10:58 0010 TBL UAS Fault
Location: msh10uas-a
NotificationID: 2109448
State: Raise
Category: Communications
Cause: Ouput device error
Time: May 22 10:04:04 2003
Component Id: UAS;UASUnit=msh10uas-a;Software=Call_Engine_1
Specific Problem: 12296
Description: CallEngine test alarm minor number 2
```

### Action

Verify that the aliasServer application is running. If it is not running, verify that the apmvfs directory exists under the d:\directory, and that this directory is populated correctly with the default audio directories and files.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS309 (65537)

---

A surprise power off on a slot can be caused by a chassis hardware problem or by a software error.

### Format

Surprise power off on slot <slot>

The format for log report UAS309 is as follows:

```
MSH10_I06BR ** UAS309 JUN10 15:23:30 1735 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 10551297
  State: Raise
  Category: Equipment Error
  Cause: Equipment malfunction
  Time: Jun 10 15:23:52 2003
  Component Id: UAS;UASUnit=gs_162328112290;CardHolder=Card_5_
Holder;Card=
  Card_5
  Specific Problem: 65537
  Description: Surprise power off on slot 5
```

### Action

The problem may clear up after a reboot. Stop the applications and perform a reboot. If the problem does not clear up, then you may be able to workaround the problem by moving the card to another slot. Refer to the appropriate card maintenance and configuration procedures.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS310 (65538)

---

A card was improperly extracted from the specified slot.

### Format

The format for log report UAS310 is as follows:

```
MSH10_I06BR      UAS310 MAY22 10:10:58 0011 TBL  UAS Fault
  Location: msh10uas-a
  NotificationID: 2109450
  State: Raise
  Category: Processing Error
  Cause: Software error
  Time: May 22 10:04:05 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=Call_Engine_1
  Specific Problem: 12298
  Description: CallEngine test alarm warning number 1
```

### Action

The applications will need to be restarted. Perform these actions: 1) stop the applications 2) reinsert the card 3) restart the applications

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## UAS312 (65540)

---

An attempt was made to verify that the card contains the correct firmware version.

### Format

Verify script failure on card in slot <slot>

### Action

The applications should be stopped, the card reseated and the applications restarted. If the problem persists, then contact the Nortel support group.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS314 (14337)

---

An attempt was made to load software onto the card and to start the card. The attempt failed.

### Format

Problem with AG4000 card in slot <slot>: initialization error

The format for log report UAS314 is as follows:

```
MSH10_I06BR  **  UAS314 JUN13 18:57:31 2323 TBL  UAS Fault
  Location: msh10uas-a
  NotificationID: 14337
  State: Raise
  Category: Equipment Error
  Cause: Equipment malfunction
  Time: Jun 13 18:57:57 2003
  Component Id: UAS;UASUnit=gs_162328112290;Card-
Holder=AG4000_0_Holder;Car
d=AG4000_0
  Specific Problem: 14337
  Description: Problem with AG4000 card in slot 1: initialization
error
```

### Action

Stop the applications, reseal the card and then restart the applications. If the problem persists, contact the Nortel support group.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS315 (14338)

---

An unlocked card was extracted from the shelf. Any existing calls on that card are terminated. The proper procedure for removing a card is to first lock it.

### Format

Improper extraction of AG4000 card in slot <slot>

The format for log report UAS315 is as follows:

```
MSH10_I06BR ** UAS315 JUN13 19:01:28 2358 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 14338
  State: Raise
  Category: Equipment Error
  Cause: Procedural error
  Time: Jun 13 19:01:54 2003
  Component Id: UAS;UASUnit=gs_162328112290;Card-
Holder=AG4000_0_Holder;Card=AG4000_0
  Specific Problem: 14338
  Description: Improper extraction of AG4000 card in slot 1
```

### Action

Reinsert the card and check the states of the card at the Element Manager to ensure that the administrative state goes to “unlocked” and the operational state goes to “enabled.”

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS316 (14339)

---

An unlocked AGcard was extracted from the shelf. Any existing calls on that card are terminated. The proper procedure for removing a card is to first lock it. This board does not support Hot Swap in this configuration.

### Format

AG4000 card in slot <slot> disabled until next application restart

The format for log report UAS316 is as follows:

```
MSH10_I06BR  **  UAS316 JUN13 19:03:35 2371 TBL  UAS Fault
  Location: msh10uas-a
  NotificationID: 14339
  State: Raise
  Category: Equipment Error
  Cause: Procedural error
  Time: Jun 13 19:04:01 2003
  Component Id: UAS;UASUnit=gs_162328112290;CardHolder=
AG4000_0_Holder;Card=AG4000_0
  Specific Problem: 14339
  Description: AG4000 card in slot 1 disabled until next application
restart
```

### Action

Reinsert the card and check the states of the card at the Element Manager to ensure that the administrative state goes to “unlocked” and the operational state goes to “disabled.”

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## UAS317 (30721)

---

1. An attempt was made to load software onto the card and to start the card. The attempt failed.
2. The application software attempted to use the services of a card, but experienced too many failures.

### Format

1. Problem with CG6000 card in slot <slot>: initialization error
2. Problem with CG6000 card in slot <slot>: Error threshold reached on card. Taking out of service.

The format for log report UAS317 is as follows:

```
MSH10_I06BR ** UAS317 MAY22 11:02:48 0961 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 30721
  State: Raise
  Category: Equipment Error
  Cause: Equipment malfunction
  Time: May 22 11:02:56 2003
  Component Id: UAS;UASUnit=msh10uas-a;CardHolder=
CG6000_0_Holder;Card=CG6
000_0
  Specific Problem: 30721
  Description: Problem with CG6000 card in slot 1: initialization
error
```

### Action

1. Stop the applications, reseal the card and then restart the applications. If the problem persists, contact the Nortel support group.
2. Restart the card by taking these steps: Perform a service-level lock, a base-level loc, a base-level unlock, and then a service-level unlock. If the problem persists, contact the Nortel support group.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## **UAS318 (30722)**

---

The specified number of ethernet connections <n> (1 or 2) have failed.

### **Format**

<n> failed ethernet connection(s) on CG6000 card in slot <slot>.

### **Action**

Ensure that ethernet cables are attached to both network jacks on the card. Determine if there is a local area network problem.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

---

## UAS323 (20482)

---

When the NMS CT daemon service is started, it should automatically start the NMS Clock Fallback Manager service (The NMS Clock Fallback Manager service it not automatically stopping the NMS CT daemon service.). If the NMS Clock Fallback Manager service is not automatically started for some reason, either the NMS Clock Fallback Manager service is not installed as a service for it to be started or stopped, or it is in a service state where it cannot accept start and stop service requests.

### Format

Unable to successfully start/stop the NMS Clock Fallback Manager service.

### Action

Make sure that the NMS Clock Fallback Manager service is installed. Stop, uninstall and re-install the service if need be.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS319 (30723)

---

An unlocked card was extracted from the shelf. Any existing calls on that card are terminated. The proper procedure for removing a card is to first lock it.

### Format

The format for log report UAS319 is as follows:

```
MSH10_I06BE ** UAS319 MAY8 13:40:47 5948 TBL msh10uas-b
Correlation ID: 27293699
State: Raise
Probable Cause: Procedural error
Specific Problem: 30723
Component ID: UAS;UASUnit=msh10uas-b;CardHolder=AG4000_13_Holder;
Card=AG
4000_13
Device Time: 13:40:49 08-May-2003
Alarm Text: Improper extraction of CG6000 card in slot 13
```

```
MSH10_I06BE UAS319 MAY8 13:43:56 5976 TBL msh10uas-b
Correlation ID: 27293699
State: Clear
Device Time: 13:43:57 08-May-2003
```

### Action

Reinsert the card and check the states of the card at the Element Manager to ensure that the administrative state goes to unlocked and the operational state goes to enabled.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS322 (20481)

---

Either the NMS CT daemon service is not installed as a service, or it is in a service state where it cannot accept start and stop service requests.

### Format

Unable to successfully start/stop the NMS Ctdaemon service.

The format for log report UAS322 is as follows:

```
MSH10_I06BR *** UAS322 JUN11 09:46:31 8041 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 20481
  State: Raise
  Category: Processing Error
  Cause: Software error
  Time: Jun 11 09:46:53 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=NodeMtc_0
  Specific Problem: 20481
  Description: Unable to successfully start the NMS CT daemon service.
```

### Action

Make sure that the NMS CT daemon service is installed. Stop, uninstall and re-install the service if need be.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS324 (20483)

---

Either the specified service is not installed, or it is in a state where it cannot accept start and stop requests. The only possible value for <service-name> currently is “w32time,” the NTP time service. The possible values for <action> are “stopped” and “started”.

### Format

The ctdaemon service could not be started.

The format for log report UAS324 is as follows:

```
MSH10_I06BR *** UAS324 MAY22 10:51:06 0753 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 20483
  State: Raise
  Category: Processing Error
  Cause: Software error
  Time: May 22 10:51:14 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=NodeMtc_0
  Specific Problem: 20483
  Description: The ctdaemon service could not be started..
```

### Action

Make sure that the service is installed. Stop, uninstall and re-install the service.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS325 (26625)

---

A serious configuration problem has been detected. The Audio Server is unable to initialize. A configuration file is probably in error. Look for an error log to determine the exact cause of the problem.

Causes include:

1. The specified configuration template files are missing from c:\uas\cfg\templates
2. The specified configuration file is missing.
3. The ugw.conf file is invalid
4. A card is configured for an invalid IO slot number.
5. Card configuration data in the two config files is inconsistent.
6. ConfigMgr attempted to access config data but failed.
7. ConfigMgr was unable to update the uas\_pending.conf file. The file may have had incorrect permissions or the disk is full.
8. ConfigMgr attempted to create a kernel object but encountered an error.
9. ConfigMgr was unable to copy a file. The file may have had incorrect permissions or the disk is full.
10. ConfigMgr could not automatically determine how many AG cards there are in the system.
11. ConfigMgr could not update the uas.conf file with the number of AG cards.
12. A configuration parameter is missing or has an invalid value.
13. ConfigMgr attempted to operate on a kernel object but encountered an error.
14. There is a configuration mismatch.
15. There is a configuration mismatch.

## Format

Configuration error: <reason>

where <reason> is one of:

1. template file(s) missing: <listOfConfigTemplateFiles>
2. Configuration file is missing: <filename>
3. invalid trunk and carrier configuration file: ugw.conf
4. error in the ugw.conf config file. Card configured for bad slot (<slot>)
5. card configured for slot <slot> in ugw.conf is not configured in uas.conf
6. unable to access bearer config data
7. could not set config key: <parameterName>
8. failed to create synchronization object
9. could not copy file
10. The number of AG cards could not be determined.
11. could not update number of ag cards
12. <filename> failed validation
13. failed to set synchronization object
14. The number of cards configured (<num-cards-configured>) is inconsistent with the number of bearer cards in the system (<num-cards-in-system>)
15. There is a <card-type> board configured for slot <slot> but no card is installed in that slot.

The format for log report UAS325 is as follows:

```
MSH10_I06BR *** UAS325 JUN10 13:50:35 6649 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 26625
  State: Raise
  Category: Processing Error
  Cause: Configuration or customization error
  Time: Jun 10 13:50:59 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=Config_Manager_0
  Specific Problem: 26625
  Description: Configuration error: c:/uas/etc/UAS.conf failed vali-
dation
```

## Action

1. Restore the missing files.
2. Restore the missing file.
3. Fix the configuration.
4. Fix the configuration.
5. Fix the configuration.
6. Contact the support group.
7. Check file permissions. Check to see if the disk is full.
8. Contact the support group.
9. Look at logs to determine which file caused the problem. Check file permissions. Check to see if the disk is full.
10. Ensure that the NMS blocate utility is present and is working properly.
11. Check file permissions. Check to see if the disk is full.
12. Look at logs to determine which configuration parameters are missing.
13. Contact the support group.
14. Change the bearer card configuration to be consistent with the bearer cards that are installed in the system.

15. Change the bearer card configuration to be consistent with the bearer cards that are installed in the system.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

---

## UAS326 (34817)

---

Either the ATM card has been pulled or it has experienced a catastrophic failure and is unable to register with the cPCI chassis.

### Format

The ATM card PA200 in slot 1 is missing.

The format for log report UAS326 is as follows:

```
MSH10_I06BR *** UAS326 JUN13 19:05:44 2379 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 34817
  State: Raise
  Category: Processing Error
  Cause: Adapter error
  Time: Jun 13 19:06:10 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=ATM_Service_0
  Specific Problem: 34817
  Description: The ATM card PA200 in slot 1 is missing.
```

### Action

A working ATM card must be inserted into the slot. Alternatively, all the VCs may be deleted which are associated with the missing card.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS327 (34818)

---

The ATM card has been replaced with a different model ATM card.

### Format

The ATM card PA200 in slot 1 does not match card S0007 in the saved configuration.

The format for log report UAS327 is as follows:

```
MSH10_I06BR *** UAS327 MAY22 11:07:21 1019 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 34818
  State: Raise
  Category: Processing Error
  Cause: Adapter error
  Time: May 22 11:07:29 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=ATM_Service_0
  Specific Problem: 34818
  Description: The ATM card PA200 in slot 1 does not match card S0007
in the saved configuration.
```

### Action

Place the correct ATM card back in the slot which originally contained the S0007 card. Alternatively, all the VCs may be deleted which are associated with the mismatched card.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS328 (34819)

---

This alarm may be caused by a bad AG driving the H.110 bus clock or more than one card is trying to drive the clock on the bus.

### Format

The ATM card detected an H.110 bus failure

The format for log report UAS328 is as follows:

```
MSH10_I06BR *** UAS328 JUN13 19:08:12 2391 TBL UAS Fault
Location: msh10uas-a
NotificationID: 34819
State: Raise
Category: Equipment Error
Cause: Adapter error
Time: Jun 13 19:08:38 2003
Component Id: UAS;UASUnit=gs_162328112290;Software=ATM_Service_0
Specific Problem: 34819
Description: The ATM card detected an H.110 bus failure.
```

### Action

Check the clocking configuration and the AG cards.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS329 (34820)

---

This alarm is seen if the ATM card has outdated firmware.

### Format

The ATM card in slot 1 has outdated firmware ver.:<version>  
recommended version: <version>. Please run the ATM Firmware  
command to upgrade the firmware

The format for log report UAS329 is as follows:

```
MSH10_I06BR  **  UAS329 MAY22 11:08:49 1041 TBL  UAS Fault
Location: msh10uas-a
NotificationID: 34820
State: Raise
Category: Equipment Error
Cause: Adapter error
Time: May 22 11:08:57 2003
Component Id: UAS;UASUnit=msh10uas-a;Software=ATM_Service_0
Specific Problem: 34820
Description: The ATM card in slot 1 has outdated firmware ver.:1.1
recommended version:2.0. Please run the ATM Firmware command to upgrade the
firmware.
```

### Action

Run 'ATMFirmware -upgrade' command to upgrade the firmware.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS330 (34821)

---

This alarm is seen when the firmware on the ATM card is outdated and cannot be automatically upgraded.

### Format

The format for log report UAS330 is as follows:

```
MSH10_I06BR ** UAS330 MAY22 11:09:34 1053 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 34821
  State: Raise
  Category: Equipment Error
  Cause: Adapter error
  Time: May 22 11:09:41 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=ATM_Service_0
  Specific Problem: 34821
  Description: The ATM card in slot 1 has outdated firmware ver.:1.0.
This firmware needs to be manually updated. Please load the card with a
firmware version which is 2.1.0 or later.
```

### Action

Follow appropriate procedure to manually download an up-to-date firmware to the card or call first tier support.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS331 (34821)

---

This alarm is seen when too many consecutive API calls to the ATM card fail.

### Format

The number of consecutive API call failures to the ATM card in slot 1 has exceeded the threshold of 20. The card is being taken out of service.

The format for log report UAS331 is as follows:

```
MSH10_I06BR *** UAS331 MAY22 11:10:32 1095 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 34822
  State: Raise
  Category: Equipment Error
  Cause: Adapter error
  Time: May 22 11:10:40 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=ATM_Service_0
  Specific Problem: 34822
  Description: The number of consecutive API calls failures to the ATM
card in slot 1, has exceeded the threshold of 20. The card is being taken
out of service.
```

### Action

Restart the system. If the error persists then replace ATM card or call first tier support.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS332 (38913)

---

The fiber connecting the ATM port to the network has either been unplugged or damaged.

### Format

The format for log report UAS332 is as follows:

```
MSH10_I06BT *** UAS332 AUG8 09:10:23 2946 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 104896513
  State: Raise
  Category: Processing Error
  Cause: Adapter error
  Time: Aug 08 09:15:35 2003
  Component Id: UAS;UASUnit=gs_162328112290;Card
Holder=ATM_Port_50_Holder;
  Card=ATM_Port_50
  Specific Problem: 38913
  Description: ATM port 0 in slot 5 has experienced a loss of
connectivity
```

### Action

Plug the fiber back in or replace it if it was damaged.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

## UAS334 (40962)

---

One of the carrier alarms raised: RAI, AIS, LOF, LOS, E1 LOMFS, and E1 16 AIS. These carrier alarms are defined in GR820.

### Format

CARRIER ALARM: %s on carrier (board %d , trunk %d ).

### Action

Based on the different alarm types check T1/E1 carrier for the cause. Refer to GR820 for each alarm case.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

**UAS336 (53249)**

---

CEM processes unavailable.

**Format**

[am\_001] Cold Start SNMP trap message not sent

**Action**

Reboot domain.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

**UAS337 (53250)**

---

SWACT Mgr processes unavailable.

**Format**

[am\_002] Cold Start SNMP trap message not sent.

**Action**

Reboot domain.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

## **UAS338 (53251)**

---

SWACT Manager is hung.

### **Format**

[am\_003] Requested SWACT failed to complete in expected time.

### **Action**

Reboot domain.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

## **UAS339 (53252)**

---

Event Relay Manager is hung.

### **Format**

[am\_004] ERM failed to notify AM with Mate State Synch or Mate is Dead message in expected time

### **Action**

Reboot domain.

### **Associated OM registers**

This log report has no associated OM registers.

### **Additional information**

This log report requires no additional information.

**UAS340 (53253)**

---

OS Resources used up.

**Format**

[am\_005] AM failed to open socket to EventDistributor. AM is exiting.

**Action**

Reboot domain.

**Associated OM registers**

This log report has no associated OM registers.

**Additional information**

This log report requires no additional information.

---

## UAS341 (53254)

---

Configuration file does not exist.

### Format

[am\_027] Error accessing AM Config file <filename>. Using default configuration values.

The format for log report UAS341 is as follows:

```
MSH10_I06BR * UAS341 JUN11 10:02:06 8143 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 53254
  State: Raise
  Category: Processing Error
  Cause: Configuration or customization error
  Time: Jun 11 10:02:29 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=Activity_
Manager_0
  Specific Problem: 53254
  Description: [am_027] Error accessing AM Config file
[Activity_Manager.cfg]. Using default configuration values."
```

### Action

Restore the file.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS343 (57345)

---

HA Monitor received a Fan Fault Tag, and informed the PsFanMtc subsystem. This could be due to a faulty fan in the chassis, that has gone down.

### Format

The format for log report UAS343 is as follows:

```
MSH10_I06BR  **  UAS343 MAY22 11:13:06 1141 TBL  UAS Fault
  Location: msh10uas-a
  NotificationID: 57345
  State: Raise
  Category: Equipment Error
  Cause: Equipment malfunction
  Time: May 22 11:13:13 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=Fan_0
  Specific Problem: 57345
  Description: ALARM: Raising alarm on fan unit 1, due to Fan Fault.
```

### Action

Replace the module containing the failed fan unit.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS344 (59393)

---

HA Monitor received a Power Supply Fault Tag, and informed the PsFanMtc subsystem. This could be due to a faulty power supply system in the chassis that has gone down.

### Format

The format for log report UAS344 is as follows:

```
MSH10_I06BR  **  UAS344 MAY22 11:14:03 1151 TBL  UAS Fault
  Location: msh10uas-a
  NotificationID: 59393
  State: Raise
  Category: Equipment Error
  Cause: Power problem
  Time: May 22 11:14:10 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=Power_Supply_0
  Specific Problem: 59393
  Description: ALARM: Raising alarm on power supply unit 1, due to
Power Supply Fault.
```

### Action

Replace the module containing the failed power supply.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS345 (61441)

---

In the case of a cooling fault, this is due to a high temperature at air intake to the chassis. In the case of a Cooling alarm, it is due to an extremely high temperature at air intake to the chassis.

### Format

ALARM: Raising alarm on Cooling System, due to Cooling Fault.

The format for log report UAS345 is as follows:

```
MSH10_I06BR  **  UAS345 MAY22 11:14:57 1167 TBL  UAS Fault
  Location: msh10uas-a
  NotificationID: 61441
  State: Raise
  Category: Environment
  Cause: Temperature unacceptable
  Time: May 22 11:15:05 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=Cooling_System_0
  Specific Problem: 61441
  Description: ALARM: Raising alarm on Cooling System, due to Cooling
Fault.
```

### Action

Check air flow and cooling equipment.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS346 (63489)

---

Hard Disk Drive Peripheral fault detected. The key on the disk drive may have been turned.

### Format

ALARM: Problem detected on Domain A hard disk drive, chassis peripheral 1, due to equipment fault.

The format for log report UAS346 is as follows:

```
MSH10_I06BR *** UAS346 MAY22 11:15:44 1176 TBL UAS Fault
Location: msh10uas-a
NotificationID: 63489
State: Raise
Category: Equipment Error
Cause: Input output device error
Time: May 22 11:15:51 2003
Component Id: UAS;UASUnit=msh10uas-a;Software=Hard_Disk_0
Specific Problem: 63489
Description: ALARM: Problem detected on Domain A hard disk drive,
chassis peripheral 1, due to equipment fault.
```

### Action

The key on the disk drive may have been turned to its unlocked position, so ensure that the key on the disk drive is turned to its locked position. Otherwise, check or replace the peripheral disk drive unit.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS349 (75791)

---

Config file is missing.

### Format

[cfm\_config\_error\_nofile] Error accessing CEM Config file %s. Using default configuration values.

The format for log report UAS349 is as follows:

```
MSH10_I06BR * UAS349 JUN11 10:28:38 8333 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 75791
  State: Raise
  Category: Processing Error
  Cause: Configuration or customization error
  Time: Jun 11 10:29:00 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=Chassis
EventManager_0
  Specific Problem: 75791
  Description: [cfm_config_error_nofile] Error accessing CEM Config
file CEM.cfg. Using default configuration values."
```

### Action

Restore missing Config file.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS350 (81921)

---

CPU cycles limit exceeded.

### Format

[cpu\_overload\_critical] CPU usage critical. (<percent>% used)

The format for log report UAS350 is as follows:

```
MSH10_I06BR *** UAS350 MAY22 11:16:44 1193 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 81921
  State: Raise
  Category: Processing Error
  Cause: Cpu cycles limit exceeded
  Time: May 22 11:16:51 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=LocalResource
Manager_0
  Specific Problem: 81921
  Description: [cpu_overload_critical] CPU usage critical.
(953554284552sed)
```

### Action

Close some unused processes.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS351 (81922)

---

CPU cycles limit exceeded.

### Format

[cpu\_overload\_major] CPU usage high. (<percent>% used)

The format for log report UAS351 is as follows:

```
MSH10_I06BR  **  UAS351 MAY22 11:17:53 1209 TBL  UAS Fault
  Location: msh10uas-a
  NotificationID: 81922
  State: Raise
  Category: Processing Error
  Cause: Cpu cycles limit exceeded
  Time: May 22 11:18:01 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=LocalResource
Manager_0
  Specific Problem: 81922
  Description: [cpu_overload_major] CPU usage high. (803554284552sed)
```

### Action

Close some unused processes.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS352 (81293)

---

Out of memory.

### Format

[mem\_usage\_high\_critical] Memory usage critical. (<percent>% used)

The format for log report UAS352 is as follows:

```
MSH10_I06BR *** UAS352 MAY22 11:18:33 1216 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 81923
  State: Raise
  Category: Processing Error
  Cause: Out of memory
  Time: May 22 11:18:40 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=LocalResource
Manager_0
  Specific Problem: 81923
  Description: [mem_usage_high_critical] Memory usage critical.
(953554284552sed)
```

### Action

Free some non-used memory.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS353 (81924)

---

Out of memory.

### Format

[mem\_usage\_high\_major] Memory usage high. (<percent>% used)

The format for log report UAS353 is as follows:

```
MSH10_I06BR  **  UAS353 MAY22 11:19:06 1227 TBL  UAS Fault
  Location: msh10uas-a
  NotificationID: 81924
  State: Raise
  Category: Processing Error
  Cause: Out of memory
  Time: May 22 11:19:13 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=LocalResource
Manager_0
  Specific Problem: 81924
  Description: [mem_usage_high_major] Memory usage high.
(803554284552sed)
```

### Action

Free some non-used memory.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS354 (81925)

---

Storage capacity problem. Debug logs are turned on.

### Format

[disk\_usage\_critical] File system %s usage critical. (<percent>% used)

The format for log report UAS354 is as follows:

```
MSH10_I06BR *** UAS354 JUN14 10:27:33 8148 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 81925
  State: Raise
  Category: Processing Error
  Cause: Storage capacity problem
  Time: Jun 14 10:27:59 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=LocalResource
Manager_
  0
  Specific Problem: 81925
  Description: [disk_usage_critical] File system C:/ usage critical.
(92 used) "
```

### Action

Turn off debug logging.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS355 (81926)

---

Storage capacity problem. Debug logs are turned on.

### Format

[disk\_usage\_major] File system %s usage high. (<percent>% used)

The format for log report UAS355 is as follows:

```
MSH10_I06BR  **  UAS355 JUN14 10:20:17 8119 TBL  UAS Fault
  Location: msh10uas-a
  NotificationID: 81926
  State: Raise
  Category: Processing Error
  Cause: Storage capacity problem
  Time: Jun 14 10:20:43 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=LocalResource
Manager_
  0
  Specific Problem: 81926
  Description: [disk_usage_major] File system C:/ usage high.
(823553760264sed) "
```

### Action

Turn off debug logging.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS356 (81927)

---

Config file is missing.

### Format

[lrm\_config\_file\_err] Error (rc = [<error-code>]) accessing LRM Config file [<filename>]. Using default configuration values.

The format for log report UAS356 is as follows:

```
MSH10_I06BR * UAS356 JUN11 10:37:14 8409 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 81927
  State: Raise
  Category: Processing Error
  Cause: Configuration or customization error
  Time: Jun 11 10:37:37 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=LocalResource
Manager_0
  Specific Problem: 81927
  Description: [lrm_config_fileerror] Error (rc = [-2]) accessing LRM
Config file [LocalResMgr.cfg]. Using default configuration values."
```

### Action

Restore missing config file.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS357 (83971)

---

Out of Memory. Check error number.

### Format

[prm003] PMGR is unable to allocate memory. Error = <error\_code>.

The format for log report UAS357 is as follows:

```
MSH10_I06BR *** UAS357 MAY22 11:19:57 1244 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 83971
  State: Raise
  Category: Processing Error
  Cause: Out of memory
  Time: May 22 11:20:05 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=ProgramManager_0
  Specific Problem: 83971
  Description: [prm003] PMGR is unable to allocate memory. Error = 105.
```

### Action

Correct memory problem and restart PMGR.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS359 (83987)

---

The system has run out of resources.

### Format

[prm019] The fork() function failed to create new (criticality = <code>) process <pid>. Error = <code>.

The format for log report UAS359 is as follows:

```
MSH10_I06BR *** UAS359 MAY22 11:20:36 1251 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 83987
  State: Raise
  Category: Processing Error
  Cause: Application subsystem failure
  Time: May 22 11:20:43 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=ProgramManager_0
  Specific Problem: 83987
  Description: [prm019] The fork() function failed to create new
(criticality = 2) process 819. Error = 135.
```

### Action

Perform a reboot.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS360 (83989)

---

The system has run out of resources.

### Format

[prm021] The execl() function failed for <program\_name>. Error = <code>.

The format for log report UAS360 is as follows:

```
MSH10_I06BR *** UAS360 JUN11 10:49:10 8481 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 83989
  State: Raise
  Category: Processing Error
  Cause: Application subsystem failure
  Time: Jun 11 10:49:33 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=ProgramManager_0
  Specific Problem: 83989
  Description: [prm021] The execl() function failed for not_LRM. Error
= The system cannot find the file specified.. ."
```

### Action

None

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS361 (83998)

---

A process has died due to a software error.

### Format

[prm030] Type <type> critical process <pid> died (status = <code>).

The format for log report UAS361 is as follows:

```
MSH10_I06BR *** UAS361 JUN11 10:57:31 8556 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 83998
  State: Raise
  Category: Processing Error
  Cause: Software program abnormally terminated
  Time: Jun 11 10:57:54 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=ProgramManager_0
  Specific Problem: 83998
  Description: [prm030] Type 1 critical process ChassisControl died
(status = 65280)."
```

### Action

Report the problem to the support group. The process will be restarted automatically.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS362 (83998)

---

The process is encountering the same software error on each restart.

### Format

[prm031] PMGR has reached the maximum of <n> retries for <program\_name>. Failure has become critical.

The format for log report UAS362 is as follows:

```
MSH10_I06BR *** UAS362 JUN11 11:14:52 8692 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 83999
  State: Raise
  Category: Processing Error
  Cause: Software program abnormally terminated
  Time: Jun 11 11:15:15 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=Program Manager_0
  Specific Problem: 83999
  Description: [prm031] PMGR has reached the maximum of 5 retries for
  ActivityManager. Failure has become critical."
```

### Action

Contact the support group.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS363 (84000)

---

The process is encountering the same software error on each restart.

### Format

[prm032] PMGR has reached the maximum of <n> retries for <program\_name>. No further restarts will be attempted.

The format for log report UAS363 is as follows:

```
MSH10_I06BR * UAS363 JUN11 11:20:02 8720 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 84000
  State: Raise
  Category: Processing Error
  Cause: Software program abnormally terminated
  Time: Jun 11 11:20:25 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=Program Manager_0
  Specific Problem: 84000
  Description: [prm032] PMGR has reached the maximum of 5 retries for
  ResourceManager. No further restarts will be attempted."
```

### Action

Contact the support group.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS364 (84009)

---

The system has run out of resources or the child process is encountering a software error.

### Format

[prm041] PMGR encountered an error communicating with a child process.

The format for log report UAS364 is as follows:

```
MSH10_I06BR *** UAS364 MAY22 11:21:16 1256 TBL UAS Fault
Location: msh10uas-a
NotificationID: 84009
State: Raise
Category: Processing Error
Cause: Application subsystem failure
Time: May 22 11:21:23 2003
Component Id: UAS;UASUnit=msh10uas-a;Software=ProgramManager_0
Specific Problem: 84009
Description: [prm041] PMGR encountered an error communicating with
a child process.
```

### Action

None

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS366 (88065)

---

One of the links on the host network adapter has failed. Either the cable is disconnected or there is a problem with the network, possibly a network switch or cable.

### Format

The format for log report UAS366 is as follows:

```
MSH10_I06BR *** UAS366 JUN10 15:31:06 2441 TBL UAS Fault
Location: msh10uas-b
NotificationID: 88065
State: Raise
Category: Communications
Cause: Communications subsystem failure
Time: Jun 10 15:31:49 2003
Component Id: UAS;UASUnit=msh10uas-b;Software=EthernetInterface_0
Specific Problem: 88065
Description: Link on host network interface is down.
```

### Action

Reconnect the cable or fix the network problem.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS373 (96257)

---

System resources are not available.

### Format

[es\_alarm\_001] Unable to setup Server Socket for LOCALHOST system name. Exiting.

The format for log report UAS373 is as follows:

```
MSH10_I06BR *** UAS373 MAY22 11:22:50 1279 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 96257
  State: Raise
  Category: Communications
  Cause: Communications subsystem failure
  Time: May 22 11:22:58 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=EventServer_0
  Specific Problem: 96257
  Description: [es_alarm_001] Unable to setup Server Socket for LOCAL-
HOST system name. Exiting.
```

### Action

Reboot the system.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS374 (96258)

---

System resources are not available.

### Format

[es\_alarm\_002] Unable to setup Server Socket for the remote system name.

The format for log report UAS374 is as follows:

```
MSH10_I06BR  **  UAS374 MAY22 11:23:34 1293 TBL  UAS Fault
  Location: msh10uas-a
  NotificationID: 96258
  State: Raise
  Category: Communications
  Cause: LAN error
  Time: May 22 11:23:41 2003
  Component Id: UAS;UASUnit=msh10uas-a;Software=EventServer_0
  Specific Problem: 96258
  Description: [es_alarm_002] Unable to setup Server Socket for the
remote system name.
```

### Action

Reboot the system.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS375 (96259)

---

### Format

[es\_alm\_003] Processing Error accessing connection data. Exiting.

The format for log report UAS375 is as follows:

```
MSH10_I06BR *** UAS375 MAY22 11:23:56 1300 TBL UAS Fault
Location: msh10uas-a
NotificationID: 96259
State: Raise
Category: Processing Error
Cause: Out of memory
Time: May 22 11:24:04 2003
Component Id: UAS;UASUnit=msh10uas-a;Software=EventServer_0
Specific Problem: 96259
Description: [es_alm_003] Processing Error accessing connection
data. Exiting.
```

### Action

This log report requires no action.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS376 (96260)

---

Configuration file is missing.

### Format

es\_alm\_004] Error in reading configuration data file [<filename>].  
Using default values.

The format for log report UAS376 is as follows:

```
MSH10_I06BR * UAS376 JUN13 19:10:16 2435 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 96260
  State: Raise
  Category: Processing Error
  Cause: File error
  Time: Jun 13 19:10:42 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=EventServer_0
  Specific Problem: 96260
  Description: [es_alm_004] Error in reading configuration data file
  [EventSrv.cfg]. Using default values.
```

### Action

Restore the missing config file.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS377 (96261)

---

Configuration file is missing.

### Format

[es\_alarm\_005] Unable to determine HA mode of system from file [filename] (rc = [error-code]). Exiting.

The format for log report UAS377 is as follows:

```
MSH10_I06BR *** UAS377 JUN13 19:11:58 2448 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 96261
  State: Raise
  Category: Processing Error
  Cause: File error
  Time: Jun 13 19:12:24 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=EventServer_0
  Specific Problem: 96261
  Description: [es_alarm_005] Unable to determine HA mode of system
from file [EventSrv.cfg] (rc = [-1]). Exiting.
```

### Action

Restore the missing config file.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS378 (96262)

---

The applications on the mate unit are down.

### Format

The format for log report UAS378 is as follows:

```
MSH10_I06BR * UAS378 JUN11 09:48:57 8052 TBL UAS Fault
  Location: msh10uas-b
  NotificationID: 96262
  State: Raise
  Category: Communications
  Cause: LAN error
  Time: Jun 11 09:49:20 2003
  Component Id: UAS;UASUnit=msh10uas-b;Software=EventServer_0
  Specific Problem: 96262
  Description: [es_alarm_006] Lost connection to mate EventServer for
  active alarm synchronization."
```

### Action

Restart the applications on the mate unit.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS379 (6145)

---

An ATM-based system requires at least one NMS AG4000 card and an IP-based system requires at least one NMS CG6000 card. An extraction has occurred and there are no AG4000 or CG6000 cards in the system.

### Format

The format for log report UAS379 is as follows:

```
MSH10_I06BR *** UAS379 JUN10 15:25:10 1876 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 6145
  State: Raise
  Category: Equipment Error
  Cause: Underlying resource unavailable
  Time: Jun 10 15:25:32 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=System_0
  Specific Problem: 6145
  Description: There are no NMS cards installed.
```

### Action

If this is a UAS media server, shut down the node, insert the card(s) and restart the node. If this is a PRI gateway, insert a card(s).

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS380 (14340)

---

An issue occurred in the UAS software, that caused this board to fail.

### Format

card in slot <slot> has reached error threshold, removing from service

### Action

Reinsert the card and check the states of the card at the Element Manager to ensure that the administrative state goes to “unlocked” and the operational state goes to “enabled.”

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS381 (30726)

---

An issue occurred in the UAS software that caused this board to fail.

### Format

CG6000 card in slot <slot> has reached error threshold, removing from service.

The format for log report UAS381 is as follows:

```
MSH10_I06BR *** UAS381 MAY22 11:03:41 0973 TBL UAS Fault
  Location: msh10uas-a
  NotificationID: 30726
  State: Raise
  Category: Equipment Error
  Cause: Software error
  Time: May 22 11:03:48 2003
  Component Id: UAS;UASUnit=msh10uas-a;CardHolder=CG6000_0_Holder;
Card=CG6
  000_0
  Specific Problem: 30726
  Description: CG6000 card in slot 1 has reached error threshold,
removing from service.
```

### Action

Reinsert the card and check the states of the card at the Element Manager to ensure that the administrative state goes to unlocked and the operational state goes to enabled.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS398

---

Log report UAS398 indicates an SNMP timeout in a UAS device.

### Format

The format for log report UAS398 is as follows:

```
MSH10_I06BR *** UAS398 AUG8 08:15:35 0839 TBL UAS Fault
Location: msh10uas-b
NotificationID: 0
State: Raise
Category: Communications
Cause: Communications subsystem failure
Time: Aug 08 08:15:35 2004
Component Id: UAS
Specific Problem: SNMP Timeout
Description: CMT Unable to communicate with managed device
```

### Action

Check alarms and additional logs to determine the reason for the timeout.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS399

---

Log report UAS399 indicates a cleared alarm in a UAS device.

### Format

The format for log report UAS399 is as follows:

```
MSH10_I06BR *** UAS399 AUG8 09:10:23 0845 INFO UAS Fault
  Location: msh10uas-b
  NotificationID: 0
  State: Clear
  Time: Aug 08 09:15:35 2004
```

### Action

No action required. This is an information log.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS800 (8195)

---

The subsystem which sends messages to the call agent is experiencing send/receive errors on its local communications port (socket).

### Format

UDP Socket errors are being detected.

The format for log report UAS800 is as follows:

```
MSH10_I06BR      UAS800 JUN13 18:47:04 2240 THR  UAS Fault
  Location: msh10uas-a
  NotificationID: 8195
  State: Raise
  Category: Processing Error
  Cause: Software error
  Time: Jun 13 18:47:30 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=Call_
Agent_Connection_0
  Specific Problem: 8195
  Description: UDP Socket errors are being detected.
```

### Action

The corrective action would be to lock the network element and then perform a system reboot. If the problem persists, contact your Nortel support group.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS801 (8196)

---

The subsystem which sends messages to the call agent is performing an abnormally high number of retransmissions. Messages are retransmitted when the subsystem fails to receive an acknowledgement. There may be a network problem or the Media Gateway Controller (MGC) is not responding to messages.

### Format

Retransmissions are being detected.

The format for log report UAS801 is as follows:

```
MSH10_I06BR      UAS801 JUN13 18:52:50 2265 THR  UAS Fault
  Location: msh10uas-a
  NotificationID: 8196
  State: Raise
  Category: Processing Error
  Cause: Software error
  Time: Jun 13 18:53:16 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=Call_Agent_
Connection_0
  Specific Problem: 8196
  Description: Retransmissions are being detected.
```

### Action

Ensure that: The MGC is in service. There are no network problems. The primary call agent IP address is configured properly.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.

---

## UAS802 (8197)

---

The system attempts to retransmit a message up to N times until an acknowledgement is received from the Media Gateway Controller (MGC). If N is exceeded an abnormally high number of times, then this alarm is raised. There may be a network problem or the MGC is not responding to messages.

### Format

The number of retransmissions has now exceeded the maximum number of retransmissions.

The format for log report UAS802 is as follows:

```
MSH10_I06BR      UAS802 JUN13 18:55:04 2313 THR  UAS Fault
  Location: msh10uas-a
  NotificationID: 8197
  State: Raise
  Category: Processing Error
  Cause: Software error
  Time: Jun 13 18:55:30 2003
  Component Id: UAS;UASUnit=gs_162328112290;Software=Call_Agent_
Connection_0
  Specific Problem: 8197
  Description: The number of retransmissions has now exceeded the maximum number of retransmissions.
```

### Action

Ensure that: The MGC is in service. There are no network problems. The primary call agent IP address is configured properly.

### Associated OM registers

This log report has no associated OM registers.

### Additional information

This log report requires no additional information.