



Carrier Voice over IP Fault Management Logs Reference Volume 6

ATTENTION

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

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

- state and activity reports
- changes in state
- hardware or software errors
- test results
- other events or conditions that affect performance

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

New in this release

There is no new content.

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 Carrier VoIP 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 20)

Log ID	Description
2049	System unable to play requested audio
2050	Unexpected code condition
2051	Language selector not set
2052	Parameter value invalid or out of range
2053	<parameter 1> not allowed with <parameter 2>
2054	Unable to mount directory from database server
2055	Database server hostname not found
2056	Database server request for new id fails
2057	aliasServer process is not running
2058	Resync audio on restart failed - primary APS not online
4097	Mis-installed UAS software
4098	Initialization logs

UAS Logs (Sheet 2 of 20)

Log ID	Description
4099	Invalid regular expression for play collect
4100	There is a problem with the hardware or ctdaemon
4101	The system has run out of free memory
4102	There is a problem with the UAS or NMS software
4103	The announcement used for the prompt has not been provisioned
4104	An announcement with the specified id has already been provisioned
4105	An unexpected software error has occurred in the hardware interface software
4108	There is a problem with an NMS configuration file
8193	Assorted software errors
8194	Assorted syntax errors
8195	An incoming message was invalid
8196	Invalid state events
8197	GWC restart detected
8198	Successful GWC failover
8199	Could not failover to invalid GWC
12289	Parameter already set
12290	Invalid or out of range value for the parameter
12291	Unsupported protocol version
12292	Unsupported parameter
12293	Mandatory parameter missing
12294	Missing the optional parameter
12295	Parameter not allowed

UAS Logs (Sheet 3 of 20)

Log ID	Description
12296	Wildcard endpointID not allowed
12297	Invalid event received from MGC
12298	Invalid event received from internal component
12299	Couldn't send message to MGC
12300	Command received for connection already deleted
12301	MGC-MG control operation not valid
12302	Call processing thread for endpointId died - restarting
12303	Call cleared due to no response from MGC
12304	Unexpected software error occurred during call processing
12305	Maintenance thread died - restarting
12306	Retransmitting startup operation due to no response from MGC
12307	Failed to initialize callp component
12308	Call processing is initializing
12309	Call processing waiting for response from MGC
12310	Call processing is allowing new connections
12311	Call processing locked by administrative action
12312	Call processing in administrative locked state.
12313	Call processing shutting down at the request of the program manager
12314	Call processing is terminating
12315	Call processing configuration is valid
12316	Call processing is now in administrative unlocked state

UAS Logs (Sheet 4 of 20)

Log ID	Description
12317	Active connections are forcibly terminated
12318	Call processing thread for endpointId automatically deleted
12319	Main callp thread waiting for card initialization
18433	Call server request exceeds available capacity
18434	Issue SR UAS conferencing
18435	Call server request is invalid
18436	Call server request is invalid
18437	NMS service not started
18438	Conferencing limits reached
18439	NMS service not started
18440	Conferencing limits reached
18442	Can't find pool
18443	Conference already deleted
18444	NMS service not started
18445	ConferenceStateMachine ctor - no conf mgr
18446	Command object, command header null
18447	Protocol mismatch - Unknown MGCP message
18448	Protocol mismatch - CRCX wrong sig
18449	ConferenceStateMachine cannot locate conf
18450	Can't build response to CRCX
18451	Can't build response to DLCX
18452	Conference already deleted
18453	Can't build response to DLCX

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Log ID	Description
18454	'handle MDCX' mismatch between UAS and call server
18455	'pool/confid' mismatch between UAS and call server
18456	MDCX - no signal present
18457	MDCX wrong signal
18458	Can't modify attributes for conference
18459	Can't unreserve conference pool
18460	EventCommand in AUCX is UNSET
18461	EventCommand in AUCX is invalid type
18462	Can't build response to MDCX
18463	Trap or exception - death of thread
18464	Hardware initialization failed
18465	Create new conference
18466	Modifying play port criteria not supported
18467	Insufficient ports available for the request
18468	Reserve conference pool ports
18469	Unreserve conference pool ports
18470	DCB no longer supported
18471	Unable to destroy conference
18472	Handle event complete
18473	Can't validate response
18474	NMS software error code
18475	Can't initialize hardware

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Log ID	Description
18476	NMS hardware initialization failure
18477	No active monitor port reserved
18478	Conference not established
18479	NMS conference monitor failure
18480	Gateway and audio server out of sync
18481	MDCX onoff sig without requestid
18482	Can't build response to AUCX
18483	Wrong signal for handleSignalRequest
18484	NMS error - thread not running
18485	Unknown software error - thread not running
18486	Can't build notification
18487	Unable to send NTFY message
18488	Missing completion reason
18489	Can't validate reason
18490	Brief signal not currently supported
18491	Create play member fail
18492	Can't locate conf for connection
18493	Unable to destroy pm row for conf
18495	All reserved ports in use
18496	Cannot find target endpoint leaving the conference
18497	Cannot complete play for conference
18498	Event deleting ALL conferences
18499	Can't initialize hardware

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Log ID	Description
18500	General conferencing error
18501	Can't delete play port with play active
18502	Call server and UAS are out of sync
18503	Call server either created a conference that was never used, or neglected to delete a completed conference
20481	Node maintenance subsystem received UnLock Request
20482	Node maintenance subsystem received a Lock Request
20483	Node maintenance subsystem received a Lock Complete event
20484	Node maintenance subsystem received a UnLock Complete event,
20485	Unable to create the instance of Node maintenance subsystem
20486	NMS CT daemon service was successfully <started/stopped>.
20487	NMS Clock Fallback Manager service was successfully <started/stopped>
20488	<name-of-service> service was successfully <started/stopped>
24577	Performing <operation> on <resource_name>
24578	Callp subagent starting
24581	Build stamp file may be missing or unreadable
24583	Detected possible loss of configuration changes
24584	Failed to backup pending configuration file
24585	Failed to create pending configuration file

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Log ID	Description
24586	Restarting all applications
24587	Rebooting the system
24588	Setting the NTP server IP address
26625	ConfigMgr process initializing
26626	ConfigMgr shutting down
26627	Failed to create synchronization object
26629	Cannot copy file
26630	ConfigMgr terminated manually
26631	Manual edits of uas.conf could be inconsistent
26632	ConfigMgr termination status
26633	Could not create file
26634	The bearer type is ATM, but the hardware probe detected a CG6000 card
26635	The bearer type is IP, but the hardware probe detected an AG4000 card
26636	One or more extra AG4000 cards were detected
26637	IMS lock file detected
26638	IMS lock file no longer present
30721	For optimal performance use full duplex mode
30722	For optimal performance use 100-baseT mode
32768	Static memory allocation error
32769	Invalid channel in APM request for function
32770	Unknown Function in APM request
32771	Main Template count is 0 in APM message

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Log ID	Description
32772	No Main Template in APM message
32773	Invalid Index file VocID, Index in APM message
32774	Invalid Directory VocID, Index in APM message
32775	Could not find VFS Directory ID, Index
32776	No record template parameter in APM message
32777	Invalid Record Directory ID
32778	Could not find Record Directory ID
32779	Null external data address for Substitution ID
32780	Missing Substitution ID parameter for Variable Speak
32781	Missing Substitution ID parameter for Digit Speak
32782	Couldn't get memory for play_list status
32783	Play seg count
32784	mma_dealloc error for opnab buffer
32785	Play List de-allocate error
32786	Invalid Directory for VocID, Index
32787	Could not find VFS Directory ID, Index
32788	Disk read buffer de-allocate error
32789	Could not find Digit Rule Directory
32790	Invalid digit group
32791	Invalid digit
32792	Could not find VFS Directory ID Index
32793	Cannot resolve set segment
32794	Missing value for variable

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Log ID	Description
32795	Invalid variable type n play message
32796	Invalid character in play message
32797	Invalid value in play message
32798	Invalid month in play message
32799	Invalid subtype in play message
32800	Bad directory number string in play message
32801	Unknown currency in play message
32802	Unsupported type in play message
32803	Bad date string in play message
32804	Bad time string in play message
32805	Unsupported language in play message
32806	No audio for language in play message
32807	Corrupt language version tree
32808	Missing multilanguage variable
32809	Exceeded max nesting for segment
32818	Unexpected software error
32819	No timeslots available on board
32820	Bad return code
32821	NMS OAM error for keyword
32822	Interface in half-duplex mode (not optimal)
32823	Interface in 10-baseT mode (not optimal)
32868	No VFS directory
32869	VFSBuilder: unable to build the mmap for address

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Log ID	Description
32870	Unable to read digit rule file
32871	Unknown tag
32872	Unable to open
32873	Application index error
32874	No application for vocab id
32875	Missing vocabulary directories
32876	Error allocating directories
32877	Error reading control information
32878	Error reading directories
32879	Error reading vocab segments
32880	Cannot Open <filename>
32881	Can't read file <filename>
32882	Can't load lookup <filename>
32883	Concode is neither RAM nor DISK
32884	Can't read DATA file
32885	Error opening DATA file
32886	Daemon process is already running
32887	No segment loaded
32888	Build failed
32889	Starting daemon process
32990	Unable to allocate a socket
32991	Unable to set socket linger to OFF
32892	Unable to set REUSEADDR

UAS Logs (Sheet 12 of 20)

Log ID	Description
32893	Unable to bind to port
32894	Unable to get socket name
32895	Unable to set listen queue depth
32896	Accepted TELNET connection
32897	Unmap file
32998	Handle VFS switchover
32899	Error opening file
32900	Error opening file
32901	Error mapping the file
32902	Attached segment for file in bad state
32903	Failed to create MMAP_Builder
32904	Error on file attach
32905	Error re-attaching file as part of grow operation
32906	No mmap attachment to VAIL
32907	No default for node Selector Value
32908	Error reading language version file
32909	langver.dat does not exist - possible error
32910	Could not allocate root node in memory
32911	Bad file format or contents for langver.dat
32912	Could not create new langver file
32913	Problem updating alias
33068	Received bad state change message
33069	Received message of an unknown type

UAS Logs (Sheet 13 of 20)

Log ID	Description
33070	Receive error
33071	Message received is corrupt
33072	Failed to initialize socket
33079	Socket error on select statement
33080	Unexpected result on select statement
33081	Encountered bad state type code
33082	Error writing managed object state persistence file
33083	Error creating file
33084	Client attempted to persist bad state
33118	UGWNODE_MEMALLOC_FAILURE
33119	UGWNODE_CONFOBJACC_FAILURE
33120	UGWNODE_SLOTALLOC_FAILURE
33121	UGWNODE_CARDLSTLOC_FAILURE
33122	UGWNODE_PERSISTADMST_FAILURE
33123	UGWNODE_DS0LSTLOC_FAILURE
33124	UGWNODE_BADLISTTYPE_FAILURE
33128	UGWCNFG_FAILURE
33129	UGWCNFG_INIT_SUCCESS
33130	Interface table errors
33131	BCT system codec errors
33132	Configuration object was changed
33133	A row was added to the table
33134	A row was deleted from the table

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Log ID	Description
33135	A row was modified in the table
33136	Configuration object parameter was changed
33138	Duplicate carrier card
33139	Attempting to mark installed card as installed
33140	Insufficient memory resources
33141	Number of carriers on card out of range.
33142	Unknown carrier type specified for card carrier
33143	Unknown managed object level originating card administrative state change
33148	Unknown carrier type specified for carrier
33149	Insufficient memory resources
33150	Failure to persist the UAS carrier administrative state
33152	Failure to persist the UAS DS0 administrative state
33158	Trunk Group ID is out of range
33159	Unknown trunk group type
33160	Failure to persist the UAS trunk group administrative state
33169	Unable to allocate memory
33170	Sync Client Registration during process initialization
33171	Sync Manager errors
33172	One or more Sync Clients failed to register with the Sync Manager
33173	Unhandled exception by Client
33268	Another instance of callp is already running

UAS Logs (Sheet 15 of 20)

Log ID	Description
33378	Card maintenance system information not implemented
33379	Card Maintenance initialized
33380	Card Maintenance terminated
33381	Card Maintenance started using new card
33382	Card Maintenance has stopped using a card
33383	General report for a card event
33384	An unexpected event was sent to the card maintenance system
33385	An observer has done something unexpected
33386	General report for a card error
33429	An attempt to mount the backup file system failed
33430	An attempt to unmount the backup file system failed
33431	The backup operation was successful
34818	The ATM component on the Universal Audio Server completed initialization
34819	There are probably active calls associated with that gateway
34820	There are probably active calls associated with that gateway
34821	Hardware is not responding to the requested command
34822	Hardware is not responding to the requested command
34823	The ATM port received an F5 AIS alarm on the specified VC

UAS Logs (Sheet 16 of 20)

Log ID	Description
34824	The ATM port received an F5 RDI alarm on the specified VC
34826	ATM port stopped receiving F5 AIS alarms on the specified VC
34827	The ATM port stopped receiving F5 RDI alarms on the specified VC
34829	ATM port is not using the appropriate UNI version
34830	ILMI not configured or installed properly
34831	UNI not configured or installed properly
34832	ILMI is configured correctly and enabled
34833	UNI is configured correctly
34834	Gateway Controller sent an invalid SDP
34835	The remote AAL2 gateway is selecting VCCIs from an invalid range
34836	The ATM card has a software error
34837	Possibly no route available or no additional card resources
34916	The ATM card has a software error
34917	The PA200 is being initialized
35016	A call was not properly cleared and a resource leaked
35017	A call was not properly cleared and ATM audit failed to clean the leaked resource
35018	A call was not properly cleared and ATM audit successfully cleaned the leaked resource
38913	The ATM port on the ATM adapter completed initialization

UAS Logs (Sheet 17 of 20)

Log ID	Description
92161	An unexpected software error has occurred in BCT firmware
94208	GWC has not specified the value for a required parameters
94209	Unexpected software error has occurred in the test trunk
94211	Missing return parameter
94212	Test type completed successfully
94213	Test type failed
Bad Severity on an Alarm	An application sent an invalid request to the main subagent.
Bad Severity on Update Alarm Message	An application sent an invalid request to the main subagent.
Can't Find Notification ID for Update Alarm Request	An application sent an invalid request to the main subagent.
Forced Clears Not Supported	An application sent an invalid request to the main subagent.
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.
Normal Clear - No Active Alarms	An application sent an invalid request to the main subagent.
Received Bad Clear Message	An application sent an invalid request to the main subagent.
Received Bad Mo-Init Message	An application sent an invalid request to the main subagent.

UAS Logs (Sheet 18 of 20)

Log ID	Description
Received Bad Raise Alarm Message	An application sent an invalid request to the main subagent.
Received Bad Send Log Message	An application sent an invalid request to the main subagent.
Received Bad State Change Message	An application sent an invalid request to the main subagent.
Received Bad Update	An application sent an invalid request to the main subagent.
Received Raise Alarm Message For an Active Alarm	An application sent an invalid request to the main subagent.
Removed Alarm From Active Alarms Table	An application performed an abnormal restart
Unkown Message Type Received	An application sent an invalid request to the main subagent
Update Alarm Request Ignored - Same Severity	An application sent an invalid request to the main subagent.
Update Alarm Request Ignored - Same Severity	An application sent an invalid request to the main subagent
Update Alarm Request for an Inactive Alarm	An application sent an invalid request to the main subagent

UAS Logs (Sheet 19 of 20)

Log ID	Description
<u>Failed to Get the Name of the Event Message File</u>	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.
<u>Failed to Initialize Socket</u>	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.
<u>Main Subagent Process Initializing - No Options</u>	This log is generated when the main subagent is started with the command-line options, which are included in the log.
<u>Main Subagent Process Initializing - No Options</u>	This log is generated when the main subagent is started with no command-line options.
<u>Master Agent Port Number</u>	The main subagent writes this log when it initializes.
<u>Subagent Shutting Down</u>	This is normally the result of a system shut down or a program manager shut down.
<u>Deregister and Reinitialize EMANATE Master Agent</u>	The main subagent may have lost its connection to the EMANATE master agent
<u>Main Subagent Receive Error</u>	The main subagent encountered a windows socket error. The numeric error code is provided in the message.
<u>Main Subagent Received Corrupt Message</u>	Either a socket communications error occurred or the Audio Server application sent an invalid request.

UAS Logs (Sheet 20 of 20)

Log ID	Description
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.

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

UAS - OSS (Sheet 2 of 4)

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

UAS - OSS (Sheet 3 of 4)

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

UAS - OSS (Sheet 4 of 4)

Log ID	Description
UAS801 (8196)	Retransmissions are being detected
UAS802 (8197)	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 “incoming” or “outgoing” message processing thread has died and an attempt will be made to restart it.
7. internal software error.
8. the “incoming” 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_NUMCARRRRANGE_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_BADCARRRTYPE_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 callp process, but a callp process was already running.

Format

Another instance of callp 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;Card=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.

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.

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.

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 ATMFirmware 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 ATMFirmware 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_alarm_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_alarm_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.