

Virtual Screen Manager (8024)

PRU Profile

In the message section of the following local errors, the error or errors that may occur in the specified procedure are highlighted.

Example 1:

Message: ERROR IN INITIALIZE

ERROR IS

NO SHARE AVAIL:
TH NOT USED
BAD TERM INDEX
TASKID NOT FOUND
STACK OVERFLOW

In procedure initialize, the only error possible is: NO SHARE AVAIL.

Example 2:

Message: ERROR IN INITIALIZE

ERROR IS

NO SHARE AVAIL
TH NOT USED
BAD TERM INDEX
TASKID NOT FOUND
STACK OVERFLOW

Explanation: VSM could not get heap space for tables and tasks

Action: Deconfigure or take down any unneeded PRUs on the processor on which the VSM PRU resides.

0002/0001

Message: ERROR IN APP REC HANDLER

ERROR IS

NO SHARE AVAIL

TH NOT USED

BAD TERM INDEX

TASKID NOT FOUND

STACK OVERFLOW

Explanation: The terminal handler index in the canonical write sequential header sent by the Terminal Handler is not valid, or VSM's terminal handler data structure is corrupted.

Action: Reproduce the problem and contact your field support representative.

0002/0003

Message: ERROR IN HOLD VSM

ERROR IS

NO SHARE AVAIL

TH NOT USED

BAD TERM INDEX

TASKID NOT FOUND

STACK OVERFLOW

Explanation: The terminal handler index passed into the entry HOLD VSM is invalid, or VSM's terminal handler data structure has been corrupted.

Action: Reproduce the problem and contact your field support representative.

0002/0004

Message: ERROR IN TERM GO INACTIVE

ERROR IS

NO SHARE AVAIL

TH NOT USED

BAD TERM INDEX.

TASKID NOT FOUND

STACK OVERFLOW

STACK OVERFLOW

Explanation: VSM received a go-inactive command with an invalid terminal handler index, or VSM's terminal handler data structure has been corrupted.

Action: Reproduce the problem and contact your field support representative.

0002/0005

Message: ERROR IN TERM GO ACTIVE

ERROR IS

NO SHARE AVAIL

TH NOT USED

BAD TERM INDEX

TASKID NOT FOUND

STACK OVERFLOW

Explanation: VSM received a go-active command with an invalid terminal handler index, or VSM's terminal handler data structure is corrupted.

Action: Reproduce the problem and contact your field support representative.

0002/000A

Message: ERROR IN ALPHA RCV HANDLER

ERROR IS

NO SHARE AVAIL

TH NOT USED

BAD TERM INDEX

TASKID NOT FOUND

STACK OVERFLOW

Explanation: The alias ID returned by VTP does not correspond to a valid component in the terminal handler data structure, or VSM's terminal handler data structure has been corrupted.

Action: Reproduce the problem and contact your field support representative.

0002/0016

Message: ERROR IN RELEASE TERM

ERROR IS

NO SHARE AVAIL

TH NOT USED

BAD TERM INDEX

TASKID NOT FOUND

STACK OVERFLOW

Explanation: The TH index in the release message is not valid or VSM's terminal handler data structure has been corrupted.

Action: Reproduce the problem and contact your field support representative.

0002/0018

Message: ERROR IN COMPLETE

ERROR IS

NO SHARE AVAIL
TH NOT USED
BAD TERM INDEX
TASKID NOT FOUND
STACK OVERFLOW

Explanation: VSM could not find the ID of the task that was completed in its table of sharelings. Either VSM received a spurious complete on an unknown task, or the shareling table is corrupted.

Action: If VSM is behaving strangely, courtesy down/put the VSM PRU into service. If the problem still occurs, contact your field support representative.

0002/001B

Message: ERROR IN START VSM

ERROR IS

NO SHARE AVAIL
TH NOT USED
BAD TERM INDEX
TASKID NOT FOUND
STACK OVERFLOW

Explanation: No space is currently available to manage a screen share instance. VSM is currently configured to support 12 screen share instances.

Action: Terminate one or all existing screen shares and try again. If the problem persists, contact your field support representative.

0002/001F

Message: ERROR IN DEFINE TERM ADDR

ERROR IS

NO SHARE AVAIL

TH NOT USED

BAD TERM INDEX

TASKID NOT FOUND

STACK OVERFLOW

Explanation: The TH index in the define_term_addr command is invalid.

Action: Reproduce the problem and contact your field support representative.

0002/0025

Message: ERROR IN EXCEPTION

ERROR IS

NO SHARE AVAIL

TH NOT USED

BAD TERM INDEX

TASKID NOT FOUND

STACK OVERFLOW

Explanation: Either VSM's exception entry was raised spuriously, or VSM's share table is corrupted.

Action: If VSM is behaving strangely, courtesy down/put the VSM PRU into service. If the problem still occurs, contact your field support representative.

0002/0028

Message: ERROR IN INITIALIZE

ERROR IS

TIMEDOUT

RNACKED

REJECTED

RNRED

PHYSDESTNP

NOXBUFF

NOXCONTROL

INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0029

Message: ERROR IN APP REC HANDLER

ERROR IS

TIMEDOUT

RNACKED

REJECTED

RNRED

PHYSDESTNP

NOXBUFF

NOXCONTROL

INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/002A

Message: ERROR IN SAM REC HANDLER

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/002B

Message: ERROR IN HOLD VSM

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/002C

Message: ERROR IN TERM GO INACTIVE

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/002D

Message: ERROR IN TERM GO ACTIVE

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/002E

Message: ERROR IN REMOVE VSM

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/002F

Message: ERROR IN UNISEND

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0030**Message:** ERROR IN MULTISEND

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP**Explanation:** A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.**Action:** VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.**0002/0031****Message:** ERROR IN ALLOCATE TERM

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP**Explanation:** A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.**Action:** VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0032

Message: ERROR IN ALPHA RCV HANDLER

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0033

Message: ERROR IN SEND DATA RESPONSE

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0034

Message: ERROR IN SEND NEW CMD

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0035

Message: ERROR IN SEND DSP COMMAND

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0036

Message: ERROR IN SEND PP CMD

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0037

Message: ERROR IN SEND APP PACKET

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/003A

Message: ERROR IN PRU COURTESY DOWN

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/003B

Message: ERROR IN SEND COMMAND ERROR RESPONSE

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/003C

Message: ERROR IN EX SEND PP CMD

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/003D

Message: ERROR IN ALPHA XMT HANDLER

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/003E

Message: ERROR IN RELEASE TERM

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/003F

Message: ERROR IN SAM XMIT HANDLER

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0041

Message: ERROR IN APP XMIT HANDLER

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0042

Message: ERROR IN PROCESS SUPER COM

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0043

Message: ERROR IN START VSM

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0045

Message: ERROR IN GET BUFF

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0046

Message: ERROR IN DEACT AND DELETE

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0048

Message: ERROR IN SFH SLIME

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0049

Message: ERROR IN SEND BUFF

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/004A

Message: ERROR IN PROCESS DATA RES

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/004B

Message: ERROR IN PROCESS COM ERROR RES

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/004C

Message: ERROR IN START SHARELING

ERROR IS

TIMEDOUT
RNACKED
REJECTED
RNRED
PHYSDESTNP
NOXBUFF
NOXCONTROL
INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/004E

Message: ERROR IN FLUSH QUEUE

ERROR IS

TIMEDOUT

RNACKED

REJECTED

RNRED

PHYSDESTNP

NOXBUFF

NOXCONTROL

INSUFFICIENT HEAP

Explanation: A VTP error has occurred. Refer to the VTP sections of the System Log document for the exact meaning of the error.

Action: VTP errors can occur in VSM without negative ramifications to screen sharing or to the system. If other system difficulties are experienced, contact your field support representative.

0002/0050

Message: ERROR IN INITIALIZE

ERROR IS

BAD PARMS

MAX BLCKS REACHED

NO TH AVAIL

NO HEAP LEFT

NO SEG

BUFFER NOT FOUND

COMMAND ID NOT FOUND

SOURCE NOT ATTACHED

Explanation: VSM could not carve a heap for its task space and buffer needs.

Action: Deconfigure or take down any unnecessary PRUs running on the same processor as VSM. Then try to put VSM into service. If this does not correct the problem, contact your field support representative.

0002/0051

Message: ERROR IN APP REC HANDLER

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG
BUFFER NOT FOUND
COMMAND ID NOT FOUND
SOURCE NOT ATTACHED

Explanation: VSM has received a packet from a terminal handler AFTER it received a detach_source or PRIOR to receiving an attachSOURCE from SAM.

Action: Try to reproduce problem and contact your field support representative.

0002/0052

Message: ERROR IN SAM REC HANDLER

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG
BUFFER NOT FOUND
COMMAND ID **NOT FOUND**
SOURCE NOT ATTACHED

Explanation: VSM has received a supervisor command from SAM and does not recognize the COMMAND ID.

Action: Try to reproduce the problem and contact your field support representative.

0002/0055

Message: ERROR IN TERM GO ACTIVE

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG
BUFFER NOT FOUND
COMMAND ID NOT FOUND
SOURCE NOT ATTACHED

Explanation: VSM tried to get a VTP transmit buffer and failed.

Action: Try to reproduce the problem and contact your field support representative

0002/0056

Message: ERROR IN SHUT OFF KEYBOARD INPUT

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG
BUFFER NOT FOUND
COMMAND ID NOT FOUND
SOURCE NOT ATTACHED

Explanation: VSM tried to get a VTP transmit buffer and failed.

Action: Try to reproduce the problem and contact your field support representative.

0002/0059

Message: ERROR IN ALLOCATE TERM

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG
BUFFER NOT FOUND
COMMAND ID NOT FOUND
SOURCE NOT ATTACHED

Explanation: If the error is bad parms, the allocate_term command has a term class value that VSM does not recognize. Specifically, the term class does not pertain to an alpha terminal, a PC emulator, or an ASCII terminal.

If the error is no_TH_avail, then the terminal handler data structure is full.

Action: If the error is bad parms, try to reproduce the problem and contact your field support representative.

If the error is no_TH_avail, free up a terminal handler data structure component by dropping a share.

0002/005A

Message: ERROR IN ALPHA RCV HANDLER

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG
BUFFER NOT FOUND
COMMAND ID **NOT FOUND**
SOURCE NOT ATTACHED

Explanation: VSM received a packet from a terminal handler and the header of the packet was not a supervisor command, data response, or command error response.

Action: Try to reproduce the problem and contact your field support representative.

0002/005E

Message: ERROR IN SEND PP CMD

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG

BUFFER NOT FOUND
COMMAND ID NOT FOUND
SOURCE NOT ATTACHED

Explanation: VSM failed to get a transmit buffer.

Action: Try to reproduce and contact your field support representative.

0002/005F

Message: ERROR IN FULL DUPLEX

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG

BUFFER NOT FOUND
COMMAND ID NOT FOUND
SOURCE NOT ATTACHED

Explanation: VSM tried to get a VTP transmit buffer with which to send a data response to the terminal handler, but failed.

Action: Try to reproduce the problem and contact your field support representative.

0002/0060

Message: ERROR IN MAKEPOOL

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG

BUFFER NOT FOUND
COMMAND ID NOT FOUND
SOURCE NOT ATTACHED

Explanation: There is insufficient memory on the processor on which VSM is configured.

Action: Deconfigure or take down any unneeded PRUs on the processor on which VSM is running and try to put VSM into service. If problem persists, contact your field support representative.

0002/0061

Message: ERROR IN CMD INTERP

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG
BUFFER NOT FOUND
COMMAND ID NOT FOUND
SOURCE NOT ATTACHED

Explanation: VSM does not recognize an M4020 command it received from the terminal handler.

Action: Try to reproduce the problem and contact your field support representative.

0002/0064

Message: ERROR IN EX SEND PP CMD

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG

BUFFER NOT FOUND
COMMAND ID NOT FOUND
SOURCE NOT ATTACHED

Explanation: VSM failed to get a transmit buffer to send a position pointer command to the terminal.

Action: Try to reproduce the problem and contact your field support representative.

0002/006A

Message: ERROR IN ALPHA RCV HANDLER

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG

BUFFER NOT FOUND
COMMAND ID **NOT FOUND**
SOURCE NOT ATTACHED

Explanation: The COMMAND ID of the packet was not a supervisor command, data response, or command error response.
VSM will not process the packet.

Action: Try to reproduce the problem and contact your field support representative.

0002/006C

Message: ERROR IN TEST SET

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG
BUFFER NOT FOUND
COMMAND ID NOT FOUND
SOURCE NOT ATTACHED

Explanation: VSM failed to get a transmit buffer.

Action: Try to reproduce the problem and contact your field support representative.

0002/0070

Message: ERROR IN HANDLE ACTIVE EDIT KEYS

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG
BUFFER NOT FOUND
COMMAND ID NOT FOUND
SOURCE NOT ATTACHED

Explanation: VSM could not get a transmit buffer.

Action: Try to reproduce the problem and contact your field support representative.

0002/0072

Message: ERROR IN PROCESS DATA RES

ERROR IS

BAD PARMS
NO TH AVAIL
NO HEAP LEFT
NO SEG

BUFFER NOT FOUND
COMMAND ID NOT FOUND
SOURCE NOT ATTACHED

Explanation: VSM failed to get a transmit buffer to send a data response to a terminal handler.

Action: Try to reproduce the problem and contact your field support representative.

0002/0100

Message: TASKERROR

ERROR IS

TIMEOUT ON ACCEPT EXHAUSTED
BAD CONTROL BLOCK HANDLE
RECEIVER IN RENDEZVOUS FAILURE
INVALID WAITTIME
UNABLE TO INITIATE TASK
NO POOL WAS ASSOCIATED WITH THIS TASK
ILLEGAL OPERATION IN MINI TASK

Explanation: See XMS documentation or the section of the System Log document that pertains to tasking errors.

Action: Contact your field support representative if the problem persists or has a negative effect on the system.

0002/0101**Message:** TASKERROR

ERROR IS

NO APPROPRIATE BUFFERS AVAILABLE
STACK OVERFLOW
ENTRY TYPE MISMATCH ON REMOTE RENDEZVOUS
ENTRY NOT FOUND IN REMOTE RENDEZVOUS
COMM FAILURE IN REMOTE RENDEZVOUS
INVALID LOCALE NUMBER
TIMER ERROR

Explanation: See XMS documentation or the section of the System Log document that pertains to tasking errors.**Action:** Contact your field support representative if the problem persists or has a negative effect on the system.**0002/0102****Message:** PIOERROR

ERROR IS

PPID
PKERNCB
PKNOWN
PPOOL
PBUFFER
PACTIVE
PDEACTIVATED
PSIZE
PDEST
POWNER
PNOTFOUND
POUOFORDER

Explanation: See the section of the System Log document that pertains to PIO errors.**Action:** Contact your field support representative if the problem persists or has a negative effect on the system.

0002/0105

Message: RUNERROR

ERROR IS

BUS ERROR
DIVIDE BY ZERO
DEREFERENCE OF AN ODD ADDRESS
ILLEGAL USER INSTRUCTION
VALUE RANGE ERROR
OVERFLOW ERROR
PRIVILEGE VIOLATION
NO BUFFER POOL ASSOCIATED WITH TASK

Explanation: See the section of the System Log document that pertains to Standard Kernel runtime errors.

Action: Contact your field support representative if the problem persists or has a negative effect on the system.

0002/0106

Message: RUNERROR

ERROR IS

UNABLE TO ALLOCATE A CONTROL BLOCK
MAPPER ERROR
TOO MUCH TIME SPENT IN A REGION
PARITY ERROR
UNEXPECTED STATE DETECTED IN KERNEL
FLOATING POINT OPERATION OVERFLOW
NIL POINTER REFERENCE

Explanation: See the section of the System Log document that pertains to Standard Kernel runtime errors.

Action: Contact your field support representative if the problem persists or has a negative effect on the system.

0002/0107**Message:** RUNERROR

ERROR IS

ERROR IN SET OPERATION
IMPROPER CONVERSION OF LONG TO SHORT
LONG DIVIDE BY ZERO
LONG MULTIPLY OVERFLOW
ATTEMPT TO EXIT UNCALLED PROCEDURE
ILLEGAL OPERATION IN MINI TASK
INVERSE NEGATIVE INPUT

Explanation: See the section of the System Log document that pertains to Standard Kernel runtime errors.

Action: Contact your field support representative if the problem persists or has a negative effect on the system.

System Administrative Services (8029)

PRU Profile

System Administrative Services (SAS) is the Main Menu selectable entry point for configuring and administering the DVS system. Many of the subservices available under SAS are described here.

| Subservice | Description |
|--------------------------|---|
| SAS | umbrella for the following services |
| User Profile | allows users to change their passwords |
| Time/Date Service | allows administrators to change the time |
| User Access and Security | allows administrators to set up users |
| Maintenance Services | allows administrators to monitor the system |
| Configuration Services | allows administrators to configure the system |
| Utility Services | access to utility and test tools |
| System Map | allows administrators to configure RUs |
| Logger | access to log messages generated by RUs |
| File Processor Admin | allows administrators to configure FPs |

0001/0000

Message: User: <String 16> has selected a new password from terminal in cabinet: <Dec Value> slot: <Dec Value> line: <Dec Value> port: <Dec Value> (TERMINAL address is <Long Hex> <Long Hex>)

Explanation: A user has chosen a new password. The signon name of the person and the location of the user's terminal are displayed.

Action: No action required.

0001/0001

Message: Administrator: <String 16> has created a user profile for User: <String 16> from terminal in cabinet: <Dec Value> slot: <Dec Value> line: <Dec Value> port: <Dec Value> (TERMINAL address is <Long Hex> <Long Hex>)

Explanation: An administrator has created a user account on the system. The signon name of the new user is displayed. The signon name of the administrator and the location of the terminal that the administrator used are also displayed.

Action: No action required.

0001/0002

Message: Administrator: <String 16> has deleted the user profile for User <String 16> from terminal in cabinet: <Dec Value> slot: <Dec Value> line: <Dec Value> port: <Dec Value> (TERMINAL address is <Long Hex> <Long Hex>)

Explanation: An administrator has removed a user account on the system. The signon name of the old user is displayed. The signon name of the administrator and the location of the terminal that the administrator used are also displayed.

Action: No action required.

0001/0003

Message: Administrator: <String 16> has altered the user profile for the terminal in cabinet: <Dec Value> slot: <Dec Value> line: <Dec Value> port: <Dec Value>. (TERMINAL address is <Long Hex> <Long Hex>). User: <String 16>

Explanation: An administrator has changed a user account on the system. The signon name of the user is displayed. The signon name of the administrator and the location of the terminal that the administrator used are also displayed.

Action: No action required.

0001/0004

Message: Administrator: <String 16> has LOCKED-OUT User: <String 16> from terminal in cabinet: <Dec Value> slot: <Dec Value> line: <Dec Value> port: <Dec Value> (TERMINAL address is <Long Hex> <Long Hex>)

Explanation: An administrator has locked out a user. This means the user will not be allowed to sign on to the system again. The signon name of the user is displayed. The signon name of the administrator and the location of the terminal that the administrator used are also displayed.

Action: No action required.

0001/0005

Message: Administrator: <String 16> has made a change to the System Security Configuration from terminal in cabinet: <Dec Value> slot: <Dec Value> line: <Dec Value> port: <Dec Value>. (TERMINAL address is <Long Hex> <Long Hex>)

Explanation: An administrator has changed one of the fields in the System Security screen displayed by User Access and Security. The signon name of the administrator and the location of the terminal that the administrator used are displayed.

Action: No action required.

0001/0006

Message: Administrator: <String 16> has entered User and System Security Configuration from terminal in cabinet: <Dec Value> slot: <Dec Value> line: <Dec Value> port: <Dec Value>. (TERMINAL address is <Long Hex> <Long Hex>)

Explanation: An administrator has started User Access and Security. The signon name of the administrator and the location of the terminal that the administrator used are displayed.

Action: No action required.

0001/0007

Message: Administrator: <String 16> has left User and System Security Configuration from terminal in cabinet: <Dec Value> slot: <Dec Value> line: <Dec Value> port: <Dec Value>. (TERMINAL address is <Long Hex> <Long Hex>)

Explanation: An administrator has exited from User Access and Security. The signon name of the administrator and the location of the terminal that the administrator used are displayed.

Action: No action required.

0001/0101

Message: Maintenance Services> Courtesy Down <Other>

Explanation: The named resource (a PRU or SRU) has been taken out of service. The resource will stop running.

Action: No action required.

0001/0102

Message: Maintenance Services> Put into Service <Other>

Explanation: The named resource (a PRU or SRU) has been started.

Action: No action required.

0001/0103

Message: Maintenance Services> Switch <Other> to Alternate

Explanation: The named resource (a PRU or SRU) has been moved to its alternate address.

Action: No action required.

0001/0104

Message: Maintenance Services> Diagnostics completed for <Other>

Explanation: Diagnostic tests have finished running on the named device.

Action: No action required.

0001/0105

Message: Diagnostic tests of <Other> in cabinet <Dec Value> slot <Dec Value> line <Dec Value> detected a minor error. Diagnostic test number = <Dec Value>, error number = <Dec Value>.

Explanation: The diagnostic test suite has detected a problem with the named device. The location of the damaged unit is displayed. The test that failed and the return code from the test are also shown.

Action: Check the power and cabling connections to the device. Retry the test. If the test still fails, call Field Service.

0001/0106

Message: Diagnostic tests of <Other> in cabinet <Dec Value> slot <Dec Value> line <Dec Value> failed. Unexpected message received. See Hex details.

Explanation: The diagnostic test suite has failed to run on the named device. The location of the unit under test is displayed.

Action: Check the power and cabling connections to the device. Retry the test. If the test still fails, call Field Service. The problem could be obsolete tests, Boot ROMs, or faulty hardware.

0001/0107

Message: Diagnostic tests of <Other> in cabinet <Dec Value> slot <Dec Value> line <Dec Value> failed. Serious error detected. Diagnostic test number = <Dec Value>, error number = <Dec Value>

Explanation: The diagnostic test suite has either detected a serious hardware fault in the named device or has failed to complete properly.

Action: If the diagnostic detected a serious error, then there is a hardware fault and the device should be replaced or serviced. If the diagnostic failed to complete, check the power and cabling connections to the device. Retry the test. If the test still fails, call Field Service. The problem could be obsolete tests, Boot ROMs, or faulty hardware.

0001/0108

Message: Diagnostic tests of <Other> in cabinet <Dec Value> slot <Dec Value> line <Dec Value> failed. Boot ROM detected a serious error. Boot error number = <Dec Value>

Explanation: The Boot ROM has detected a serious hardware fault in the named device.

Action: There is probably a hardware fault and the device should be replaced or serviced. The problem could also be obsolete tests, Boot ROMs, or hardware.

0001/0109

Message: Diagnostic tests of <Other> in cabinet <Dec Value> slot <Dec Value> line <Dec Value> failed. Device Boot ROM failed to respond in allotted time.

Explanation: The Boot ROM did not respond within the required time while the diagnostic test suite was running on the named device. This may indicate a serious hardware fault in the device.

Action: Check the power and cabling connections to the device. Retry the diagnostic test suite. If the test still fails, call Field Service. The problem could be obsolete tests, Boot ROMs, or faulty hardware.

0001/010A

Message: Diagnostic tests of <Other> in cabinet <Dec Value> slot <Dec Value> line <Dec Value> failed. Load failure of diagnostic test number <Dec Value>.

Explanation: One of the tests in the diagnostic test suite has failed to load. This may indicate a hardware problem in the named device or a problem with the diagnostic itself.

Action: Check the power and cabling connections to the device. Retry the diagnostic test suite. If the test still fails call Field Service. The problem could be obsolete tests, Boot ROMs, or faulty hardware.

0001/010B

Message: Diagnostic tests of <Other> in cabinet <Dec Value> slot <Dec Value> line <Dec Value> failed. Loaded diagnostic test number <Dec Value> failed to respond in allotted time.

Explanation: One of the tests in the diagnostic test suite did not respond within the required time while the test was running on the named device. This may indicate a serious hardware fault in the device.

Action: Check the power and cabling connections to the device. Retry the diagnostic test suite. If the test still fails, call Field Service. The problem could be obsolete tests, Boot ROMs, or faulty hardware.

0002/0002

Message: <Reporter> received an unknown task ID from the kernel.

Explanation: A SAS service is unable to run correctly due to an internal communication problem. The error returned is an XMS tasking error.

Action: Check for prior tasking errors. If repeated, contact Field Service.

0002/0003

Message: <Reporter> passed or been given a bad SIZE parameter.

Explanation: SAS was passed the wrong amount of data from ADMIN.

Action: Check ADMIN.

0002/0004

Message: <Reporter> passed or been given a bad NAME parameter.

Explanation: SAS was passed the wrong data from ADMIN.

Action: Check ADMIN.

0002/0005

Message: <Reporter> received this rc = (<Dec Value>) when trying to stop a SAS service.

Explanation: A SAS service returned an error when it was closed. This most commonly occurs when the service is stopped by pressing the CLOSE hardkey instead of using the Exit Service softkey.

Action: Try to reenter the SAS service. If the SAS service is unable to start, call Field Service.

0002/0006

Message: <Reporter> - service (<Dec Value>) crashed.

Explanation: A SAS service has crashed.

Action: If repeated, contact Field Service.

0002/0007

Message: <Reporter> service returned this rc = (<Dec Value>) on a READY entry.

Explanation: A SAS service had trouble when starting.

Action: May require reboot. If repeated, contact Field Service.

0002/0008

Message: <Reporter> attempted to start service = (<Dec Value>) and failed.

Explanation: A failure occurred while starting a SAS service.

Action: Check ADMIN objects and form file. If repeated, contact Field Service.

0002/0009

Message: <Reporter> attempted an XMS 'Locate' and failed.

Explanation: SAS could not locate another task through the XMS name service.

Action: Check ADMIN, SFH, the Time Server, and the Resource Manager. If the problem still occurs, call Field Service.

0002/000A

Message: <Reporter> attempted to register with an item and failed.

Explanation: SAS could not register for updates with either ADMIN or the Resource Manager.

Action: Check ADMIN and the Resource Manager. If the problem still occurs, call Field Service.

0002/000B

Message: <Reporter> was passed the wrong PRU Number for a Courtesy Down.

Explanation: When SAS was sent a courtesy down it was sent the wrong PRU number.

Action: If repeated, check system configuration.

0002/000C

Message: <Reporter> could not make a match with OAR key.

Explanation: SAS had problems matching OAR keys for multiwindow SAS.

Action: Check prior messages. If repeated, call Field Service

0002/000D

Message: <Reporter> function attempted, failed.

Explanation: A SAS function was attempted and failed.

Action: Check prior messages. If repeated, call Field Service

0002/000E

Message: <Reporter> received bad update from ADMIN.

Explanation: SAS received an update from ADMIN that SAS could not handle. Either the object or index was not the one SAS registered against.

Action: Check ADMIN.OBJ file. If repeated, contact Field Service.

0002/0010

Message: <Reporter> had a run time error of this type (<Dec Value>).

Explanation: SAS had an XMS run error.

Action: Check XMS documentation for type of error. Check prior log entries. If repeated, contact Field Services.

0002/0011

Message: <Reporter> had a tasking error of this type (<Dec Value>).

Explanation: SAS had an XMS tasking error.

Action: Check XMS documentation for type of error. Check prior log entries. If repeated, contact Field Service

0002/0012

Message: <Reporter> had an I/O error of this type (<Dec Value>).

Explanation: SAS had a HELIX I/O error.

Action: Check HELIX documentation for type of error. Check prior log entries. If repeated, contact Field Service

0002/0013

Message: <Reporter> had an XMS user error of this type (<Dec Value>).

Explanation: SAS had an XMS user error.

Action: Check XMS documentation for type of error. Check prior log entries. If repeated, contact Field Service.

0002/0014

Message: <Reporter> had this rc = (<Dec Value>) when initializing sub service.

Explanation: SAS will be unable to initiate any services because of Name Server problems or XMS tasking problems. SAS was unable to register itself.

Action: Check system configuration and other log entries. If repeated, contact Field Service.

0002/0015

Message: <Reporter> had this rc = (<Dec. Value>) when starting a service.

Explanation: SAS had trouble initializing a service because of Name Server problems or XMS tasking problems.

Action: Check system configuration and other log entries. If repeated, contact Field Service.

0002/001E

Message: <Reporter> had this problem (<Dec. Value>) when stopping the main service.

Explanation: SAS could not close the window.

Action: Check prior messages. If repeated, call Field Service.

0002/001F

Message: <Reporter> had this problem (<Dec Value>) when stopping the user editor 1.

Explanation: SAS could not close a Service window.

Action: Check prior messages. If repeated, call Field Service.

0002/0020

Message: <Reporter> had this problem (<Dec Value>) when stopping the user editor 2.

Explanation: SAS could not close a Service window.

Action: Check prior messages. If repeated, call Field Service.

0002/0021

Message: <Reporter> had this problem (<Dec Value>) when stopping the user editor 3.

Explanation: SAS could not close a Service window.

Action: Check prior messages. If repeated, call Field Service.

0002/0022

Message: <Reporter> had this problem (<Dec Value>) when stopping the user editor 4.

Explanation: SAS could not close a Service window.

Action: Check prior messages. If repeated, call Field Service.

0002/0023

Message: <Reporter> had this problem (<Dec Value>) when stopping the user editor 5.

Explanation: SAS could not close a Service window.

Action: Check prior messages. If repeated, call Field Service.

0002/0024

Message: <Reporter> had this problem (<Dec Value>) when stopping the user editor 6.

Explanation: SAS could not close a Service window.

Action: Check prior messages. If repeated, call Field Service.

0002/0025

Message: <Reporter> had this problem (<Dec Value>) when stopping the user editor 7.

Explanation: SAS could not close a Service window.

Action: Check prior messages. If repeated, call Field Service.

0002/0026

Message: <Reporter> had this problem (<Dec Value>) when stopping the user editor 8.

Explanation: SAS could not close a Service window.

Action: Check prior messages. If repeated, call Field Service.

0002/0027

Message: <Reporter> had this problem (<Dec Value>) when stopping the user editor 9.

Explanation: SAS could not close a Service window.

Action: Check prior messages. If repeated, call Field Service.

0002/0028

Message: <Reporter> main service had this rc = (<Dec Value>) from SFH on an SET_MSG_OUT entry.

Explanation: When SAS tried to display a message on the prompt line. SFH returned an error code.

Action: Check the SAS form file and prior log entries.

0002/0029

Message: <Reporter> main service had this rc = (<Dec Value>) from SFH on an SK_ACTION entry.

Explanation: When SAS tried to set up a new set of softkeys SFH returned an error.

Action: Check the SAS form file, and prior log entries.

0002/002A

Message: <Reporter> main service had this rc = (<Dec Value>) from SFH on an DISP_KEYS entry.

Explanation: When SAS tried to display a new set of softkeys. SFH returned an error.

Action: Check the SAS form file, and prior log entries.

0002/002B

Message: <Reporter> main service had this rc = (<Dec Value>) from SFH on an FORM/FIELD display entry.

Explanation: When SAS tried to display a new form or new data on the screen, SFH returned an error.

Action: Check the SAS form file and prior log entries.

0002/002C

Message: <Reporter> main service had this rc = (<Dec Value>) from SFH when presenting main screen.

Explanation: When SAS tried to display its screen, SFH returned an error.

Action: Check the SAS form file and prior log entries.

0002/002D

Message: <Reporter> main service had this rc = (<Dec Value>) from SFH on a STOP_FORM entry.

Explanation: An SFH returned an error when SAS tried to stop. This most commonly occurs when the SAS is stopped by pressing the CLOSE hardkey, instead of using the Exit Service softkey.

Action: Try to reenter SAS. If SAS is unable to start, call Field Service.

0002/002E

Message: <Reporter> main service had this rc = (<Dec Value>) from SFH on an SFH_INIT.

Explanation: SAS was unable to communicating with SFH.

Action: Check SFH and prior log entries. Try to reenter SAS. If SAS is unable to start, call Field Service.

0002/002F

Message: <Reporter> main service had this rc = (<Dec Value>) from SFH when resetting the key table.

Explanation: SAS tried to have SFH change the key table back to the normal case, so that keystrokes which have been set up to be returned in special ways by a SAS service, will now be returned normally. However, SFH returned an error.

Action: Check SFH and prior log entries. If keystrokes are not acting properly, try going into a SAS service that sets the key table (such as the Logger). If the problem persists, sign off the system. If the error still occurs, call Field Service.

0002/0032

Message: <Reporter> main service had this rc = (<Dec Value>) when registering for ADMIN object updates.

Explanation: SAS was unable to locate ADMIN in order to register against changes made to ADMIN objects.

Action: Make sure that ADMIN is running.

0002/0033

Message: <Reporter> main service had this rc = (<Dec Value>) when reading an AS object.

Explanation: SAS had problem reading an ADMIN object.

Action: Check the ADMIN.OBJ file.

0002/0034

Message: <Reporter> main service used the wrong version or index to read an ADMIN object.

Explanation: SAS had a problem reading an ADMIN object.

Action: Check the ADMIN.OBJ file.

0002/003C

Message: <Reporter> had this rc = (<Dec Value>) when registering with an ADMIN object.

Explanation: SAS had problems registering against an ADMIN object.

Action: Check the ADMIN.OBJ file.

0002/003D

Message: <Reporter> had this rc = (<Dec Value>) when reading a SAS object.

Explanation: SAS had a problem reading an ADMIN object.

Action: Check the ADMIN.OBJ file.

0002/003E

Message: <Reporter> had this rc = (<Dec Value>) when writing a SAS object.

Explanation: SAS had a problem writing an ADMIN object.

Action: Check the ADMIN.OBJ file.

0002/003F

Message: <Reporter> had this rc = (<Dec Value>) when committing an ADMIN file.

Explanation: SAS had a problem committing an ADMIN object.

Action: Check the ADMIN.OBJ file.

0002/0040

Message: <Reporter> had this tasking error (<Dec Value>) when committing ADMIN file.

Explanation: ADMIN returned a tasking error when SAS tried to commit changes.

Action: Check XMS documentation for tasking error. Call Field Service if the problem persists.

0002/0046

Message: <Reporter> main service was given the wrong task ID when the screen had finished.

Explanation: SAS was unable to initiate the task that displays the SAS main menu.

Action: If repeated, contact Field Service.

0002/0047

Message: <Reporter> main service screen handler died in error.

Explanation: SAS had problems presenting SFH forms.

Action: Check prior log entries and SASFORMS.FORM file. If repeated, contact Field Services.

0002/0048

Message: <Reporter> main service was given a bad task ID when a service completed.

Explanation: SAS was given the wrong task ID when a SAS service was finishing.

Action: If repeated, contact Field Service.

0002/0049

Message: <Reporter> main service could not start a service for the following reason. <String 255>

Explanation: When loading a SAS service, the loader returned an error.

Action: Check SAS service files.

0002/004A

Message: <Reporter> minor service crashed with this tasking error (<Dec Value>).

Explanation: A Service or Service Agent crashed.

Action: Check XMS documentation for type of task error. Check other log entries.

0002/004B

Message: <Reporter> main service got this rc = (<Dec Value>) when attempting to stop a sub service.

Explanation: SAS got this return code when closing a SAS window.

Action: Check other log entries.

0002/0050

Message: <Reporter> got a bad audit response from the main service. (<Dec Value>).

Explanation: During a System Audit, SAS received a bad result from a service.

Action: Check other log entries.

0002/0051

Message: <Reporter> got a bad audit response from an editor service. (<Dec Value>).

Explanation: During a System Audit, SAS received a bad result.

Action: Check other log entries.

0002/0052

Message: <Reporter> got a bad audit response from an editor service. (<Dec Value>).

Explanation: During a System Audit, SAS received a bad result.

Action: Check other log entries.

0002/0053

Message: <Reporter> got a bad audit response from an editor service. (<Dec Value>).

Explanation: During a System Audit, SAS received a bad result.

Action: Check other log entries.

0002/0054

Message: <Reporter> got a bad audit response from an editor service. (<Dec Value>).

Explanation: During a System Audit, SAS received a bad result.

Action: Check other log entries.

0002/0055

Message: <Reporter> got a bad audit response from an editor service. (<Dec Value>).

Explanation: During a System Audit, SAS received a bad result.

Action: Check other log entries.

0002/0056

Message: <Reporter> got a bad audit response from an editor service. (<Dec Value>).

Explanation: During a System Audit, SAS received a bad result.

Action: Check other log entries.

0002/0057

Message: <Reporter> got a bad audit response from an editor service. (<Dec Value>).

Explanation: During a System Audit, SAS received a bad result.

Action: Check other log entries.

0002/0058

Message: <Reporter> got a bad audit response from an editor service. (<Dec Value>).

Explanation: During a System Audit, SAS received a bad result.

Action: Check other log entries.

0002/0059

Message: <Reporter> got a bad audit response from an editor service. (<Dec Value>).

Explanation: During a System Audit, SAS received a bad result.

Action: Check other log entries.

0002/005A

Message: <Reporter> main service crashed with this rc = (<Dec Value>).

Explanation: A SAS service crashed.

Action: Check prior messages. If repeated, call Field Service.

0002/005B

Message: <Reporter> editor service crashed with this rc = (<Dec Value>).

Explanation: A User Profile crashed.

Action: Check prior messages. If repeated, call Field Service.

0002/005C

Message: <Reporter> editor service crashed with this rc = (<Dec Value>).

Explanation: A User Profile crashed.

Action: Check prior messages. If repeated, call Field Service.

0002/005D

Message: <Reporter> editor service crashed with this rc = (<Dec Value>).

Explanation: A User Profile crashed.

Action: Check prior messages. If repeated, call Field Service.

0002/005E

Message: <Reporter> editor service crashed with this rc = (<Dec Value>).

Explanation: A User Profile crashed.

Action: Check prior messages. If repeated, call Field Service.

0002/005F

Message: <Reporter> editor service crashed with this rc = (<Dec Value>).

Explanation: A User Profile crashed.

Action: Check prior messages. If repeated, call Field Service.

0002/0060

Message: <Reporter> editor service crashed with this rc = (<Dec Value>).

Explanation: A User Profile crashed.

Action: Check prior messages. If repeated, call Field Service.

0002/0061

Message: <Reporter> editor service crashed with this rc = (<Dec Value>).

Explanation: A User Profile crashed.

Action: Check prior messages. If repeated, call Field Service.

0002/0062

Message: <Reporter> editor service crashed with this rc = (<Dec Value>).

Explanation: A User Profile crashed.

Action: Check prior messages. If repeated, call Field Service.

0002/0063

Message: <Reporter> editor service crashed with this rc = (<Dec Value>).

Explanation: A User Profile crashed.

Action: Check prior messages. If repeated, call Field Service.

0002/0064

Message: <Reporter> has killed subservice 0.

Explanation: SAS was forced to remove a service because it was not responding.

Action: If repeated, contact Field Service.

0002/0065

Message: <Reporter> has killed subservice 1.

Explanation: SAS was forced to remove a service because it was not responding.

Action: If repeated, contact Field Service.

0002/0066

Message: <Reporter> has killed subservice 2.

Explanation: SAS was forced to remove a service because it was not responding.

Action: If repeated, contact Field Service.

0002/0067

Message: <Reporter> has killed subservice 3.

Explanation: SAS was forced to remove a service because it was not responding.

Action: If repeated, contact Field Service.

0002/0068

Message: <Reporter> has killed subservice 4.

Explanation: SAS was forced to remove a service because it was not responding.

Action: If repeated, contact Field Service.

0002/0069

Message: <Reporter> has killed subservice 5.

Explanation: SAS was forced to remove a service because it was not responding.

Action: If repeated, contact Field Service.

0002/006A

Message: <Reporter> has killed subservice 6.

Explanation: SAS was forced to remove a service because it was not responding.

Action: If repeated, contact Field Service.

0002/006B

Message: <Reporter> has killed subservice 7.

Explanation: SAS was forced to remove a service because it was not responding.

Action: If repeated, contact Field Service.

0002/006C

Message: <Reporter> has killed subservice 8.

Explanation: SAS was forced to remove a service because it was not responding.

Action: If repeated, contact Field Service.

0002/006D

Message: <Reporter> has killed subservice 9.

Explanation: SAS was forced to remove a service because it was not responding.

Action: If repeated, contact Field Service.

0002/006E

Message: <Reporter> Time/Date service got this rc = (<Dec Value>) when prompting the screen.

Explanation: SAS's Time/Date Service had a problem with the Simple Forms Handler while displaying a message.

Action: Check other logs and SASFORMS.FORM file.

0002/006F

Message: <Reporter> Time/Date service got this rc = (<Dec Value>) when presenting the screen.

Explanation: SAS's Time/Date Service had a problem with the Simple Forms Handler while displaying the form.

Action: Check other log files and SASFORMS.FORM file.

0002/0070

Message: <Reporter> Time/Date service got this rc = (<Dec Value>) when displaying the screen.

Explanation: SAS's Time/Date Service had a problem with Simple Forms Handler.

Action: Check other log files and SASFORMS.FORM file.

0002/0071

Message: <Reporter> Time/Date service got this rc = (<Dec Value>) when 1st presenting the screen.

Explanation: SAS's Time/Date Service had a problem with Simple Forms Handler.

Action: Check other log files and SASFORMS.FORM file.

0002/0080

Message: Utility Services CI coordinator> <String 30> <String 12>

Explanation: An error occurred while entering the XMS CI under Utility Services. The strings included in the log explain the particular error.

Action: Take action based on the specific error.

0002/0081

Message: Utility Services CI coordinator> Error Type: <Error Type> <String 30> <String 12>

Explanation: An error occurred while entering the XMS CI under Utility Services. The data included in the log explain the particular error.

Action: Take action based on the specific error.

0002/0090

Message: US> Error in starting Agent. Error Class: <Dec Value> Error type: <Dec Value> <String 80>

Explanation: Utility Service had a problem starting an agent.

Action: Check other logs. Make sure code files exist. Check XMS documentation for error type and class.

0002/0091

Message: US> Bad return from Sag <String 10>, Error #<Dec Value>

Explanation: Utility Service had a bad return code from one of its agents.

Action: Retry the operation.

0002/0092

Message: US> Bad Task Result <String 10>, Error #<Dec Value>

Explanation: Utility Service had an XMS tasking error.

Action: Check XMS documentation for type of error. Check prior log entries. If repeated, contact Field Service.

0002/0093

Message: US> Bad return from SAS <String 10>, Error # <Dec Value>

Explanation: Utility Service had a bad return code from SAS, when Utility Service tried to start.

Action: Reenter Utility Service.

0002/0094

Message: US> Task Error When Report to AS <String 10>, Error #<Dec Value>

Explanation: Utility Service had a task error when it was ready to finish.

Action: Check XMS documentation for type of task error.

0002/00C8

Message: <String 10> SFH Error: <Dec Value>

Explanation: A nonzero return code was received from the Simple Forms Handler.

Action: Retry the requested action.

0002/00C9

Message: <String 10> Admin Error: <Dec Value> at <String 10>

Explanation: A nonzero code was returned from Administration indicating a minor error has occurred.

Action: Check the disk status (type “status” command in HELIX). If the status is over 90% either force a disk audit or reboot the system. If the problem persists, call Field Service.

0002/00CA

Message: <String 10> SFH Tasking Error: <Dec Value>

Explanation: Tasking error occurred when attempting to talk to the Simple Forms Handler.

Action: Reboot the system. If problem persists, contact Field Service.

0002/00CB

Message: <String 10> Admin Tasking Error: <Dec Value> at <String 10>

Explanation: Tasking error occurred when attempting to talk to Administration.

Action: Reboot the system. If problem persists, contact Field Service.

0002/00CC

Message: <String 10> XMS Exception Error Class: <Dec Value>
Error Type: <Dec Value>

Explanation: Caused by a Service or Service Agent stopping prematurely.

Action: Retry the service. Examine prior Logger messages for clues to problem.

0002/00CE

Message: CS> SAS had an Admin Error on Commit Update #<Dec Value>
Error #<Dec Value>

Explanation: SAS had a problem committing an update requested by Configuration.

Action: Try reentering the subservice. If the most recent changes have disappeared, reenter them.

0002/00CF

Message: CS> Bad commit request to SAS Update #<Dec Value> Error #<Dec Value>

Explanation: In response to a Configuration Service request to commit an update, SAS returned a nonzero return code

Action: Reenter Configuration Services. If the most recent changes have disappeared, reenter them. If the problem persists, call Field Service.

0002/00D0

Message: CS> Error in starting Agent Error Class: <Dec Value> Error type:
<Dec Value> <String 80>

Explanation: A service agent could not be started due to the reason stated in the character string at the end of the Logger message. Either the configuration feature was not delivered or it is in the wrong place.

Action: Using the HELIX Command Interpreter, check if the actual pathname (from error message) exists.

0002/00D1

Message: CS> Bad return from Sag <String 10>, Error #<Dec Value>

Explanation: A Service Agent returned a nonzero return code to its Service indicating a minor problem.

Action: Retry the operation. If the problem persists, call Field Service.

0002/00D2

Message: CS> Bad return from SAS <String 10>, Error #<Dec Value>

Explanation: SAS returned a nonzero return code to Configuration Service while Configuration is exiting.

Action: Retry Configuration Service. If problem persists, examine prior Logger messages for clues.

0002/00D3

Message: <String 10> Bad return from CS <String 10>, Error # <Dec Value>

Explanation: Configuration Service returned a bad return code to a Configuration agent indicating that Configuration Service had a problem.

Action: Retry Configuration Service. If problem persists, examine prior Logger messages for clues.

0002/00D4

Message: <String 10> Bad TID in <String 10>

Explanation: A Service Agent received failure notification about an unrecognized task

Action: Retry the operation.

0002/00D5

Message: <String 10> Cannot locate ADM_IF or SAS_BOSS Fatal Error

Explanation: Configuration Service or agent cannot locate necessary tasks to start up.

Action: Examine Logger for prior messages.

1. Retry starting Configuration Service.
2. Reboot system.
3. If problem persists, call Field Service.

0002/00D6

Message: <String 10> Cannot locate ADM_IF - Fatal Error

Explanation: Configuration agent cannot locate necessary task to start up.

Action: Examine Logger for prior messages.

1. Retry starting Configuration Service,
2. Reboot system
3. If problem persists, call Field Service.

0002/00D7

Message: CS-HwSw> Maximum objects in DELTA Map reached

Explanation: DELTA map is full. Maximum number of deletions and address changes has been reached. These deletions and address changes would be visible in Configuration (System Map), but not in maintenance screens.

Action: Redo the deletions and changes which are not visible in Maintenance. Redo any unsuccessful changes.

0002/00D8

Message: CS-HwSw> Maximum objects in <String 10> SKELETON Map reached.

Explanation: Skeleton map is full. No new definitions of hardware or software available types can be made.

Action: Delete extras and reenter new definitions.

0002/00D9

Message: <String 10>Heapspace = <Long Dec.>

Explanation: A Utility Service agent has run out of dynamic memory (heapspace).

Action: Increase the amount of free memory on the Prime Processor. Retry the action.

0002/00DA

Message: CS-HwSw> Edits lost due to a premature stop of System Map.

Explanation: System map was exited by some other means than using the “exit” softkeys. Changes in previous Configuration Edit session were lost.

Action: Redo the lost edits.

0002/00DB

Message: <String 10> Bad RC from Get_Srvc_Data: <Dec Value>

Explanation: Configuration agent's query resulted in a nonzero return code. Nothing was found to match the software query (return code = 1).

Action: Retry the operation.

0002/00DC

Message: <String 10> Bad RC from Put_Srvc_Data: <Dec Value>

Explanation: Configuration Agent's request to update queried items was unsuccessful.

Action: Retry the operation.

0002/00DD

Message: <String 10> Bad RC from Srvc_Req: <Dec Value>

Explanation: Configuration Agent's request to start up another Configuration Agent was unsuccessful. The secondary Agent cannot be found.

Action: Retry the operation.

0002/00DE

Message: <String 10> Bad RC from RM_Request: <Dec Value>

Explanation: Resource manager returned a nonzero return code.

Action: Retry the operation.

0002/00DF

Message: <String 10> Steapspace = <Long Dec.>

Explanation: Configuration Agent has run out of dynamic memory (steapspace) to perform a requested action.

Action: Increase amount of free memory on the Prime Processor. Retry action.

0002/012D

Message: SYSTEM LOG Service> Unable to locate ADMIN

Explanation: Logger Services is unable to communicate with ADMINISTRATION.

Action:

1. Retry starting SAS and the Logger.
2. Reboot system.
3. If problem persists, call Field Service.

0002/012E

Message: SYSTEM LOG Service> Unable to locate System Log

Explanation: Log Services is unable to communicate with Logger program.

Action: Examine the LCD on the Prime Processor for clues on why the Logger is not available. Try rebooting the system if the Logger cannot read or write to the disk. Call Field Service if the problem persists.

0002/012F

Message: SYSTEM LOG Service> Unable to locate Resource Manager

Explanation: Log Services is unable to communicate with the Resource Manager. This prevents Log Services from getting the names of the RUs that have sent logs.

Action: Check the Resource Manager. Try rebooting the system. Call Field Service if the problem persists.

0002/0130

Message: SYSTEM LOG Service> Admin Tasking Error: <Error Type>

Explanation: Log Services had a bad task result while communicating with the Administration program.

Action: Check Admin. Try rebooting the system. Call Field Service if the problem persists.

0002/0131

Message: SYSTEM LOG Service> SFH Tasking Error: <Error Type>

Explanation: Log Services had a bad task result in a rendezvous with the Simple Forms Handler.

Action: Check SFH. Try rebooting the system. Call Field Service if the problem persists.

0002/0132

Message: SYSTEM LOG Service> Tasking Error Accessing Log Disk: <Error Type>

Explanation: Log Services had a bad task result in a rendezvous with the Logger.

Action: Check the LCD on the Prime Processor for clues on why the Logger failed. Reboot the system. Call Field Service if the problem persists.

0002/0133

Message: SYSTEM LOG Service> System Log Tasking Error: <Error Type>

Explanation: Log Services had a bad task result in a rendezvous with the Logger.

Action: Try to reenter Log Services. Check the LCD on the Prime Processor for clues on why the Logger failed. If the problem persists, call Field Service.

0002/0134

Message: SYSTEM LOG Service> Helix Tasking Error: <Error Type>

Explanation: Log Services had a bad task result following a Helix operation.

Action: Make sure the File Server is running. Reenter Log Services.

0002/0135

Message: SYSTEM LOG Service> Admin Error: <Error Type>

Explanation: Log Services' Administration operation failed.

Action: Check ADMIN. Reboot the system. Call Field Service if the problem persists.

0002/0136

Message: SYSTEM LOG Service> SFH Error: <Error Type>

Explanation: Log Services' SFH operation failed.

Action: Check SFH. Reboot the system. Call Field Service if the problem persists.

0002/0138

Message: SYSTEM LOG Service> System Log Error: <Error Type>

Explanation: Log Services' Logger operation failed.

Action: Check the LCD on the Prime Processor for clues on why the Logger failed. Reboot the system. Call Field Service if the problem persists.

0002/0139

Message: SYSTEM LOG Service> Helix Error: <Error Type>

Explanation: Log Services' Helix operation failed.

Action: Make sure the File Server is running. Reenter Log Services.

0002/013A

Message: SYSTEM LOG Service> VTP Get_Xmit_Info failed in printer task; reason: <Error Type>

Explanation: VTP Get_Xmit_Info failed in printer task. VTP message transmit failed.

Action: None.

0002/013B

Message: SYSTEM LOG Service> VTP indirect send failed in printer task

Explanation: VTP message send failed.

Action: None.

0002/013C

Message: SYSTEM LOG Service> VTP Get_Rcv_Full failed in printer task.

Explanation: VTP Get_Rcv_Full failed in printer task.

Action: None.

0002/013D

Message: SYSTEM LOG Service> PAM open fail; reason: <Error Type>; print request denied

Explanation: Unable to open printer connection. Log report print request denied.

Action: Try again later. If problem persists, and the system is not busy handling other print jobs, reboot the printing subsystem.

0002/013E

Message: SYSTEM LOG Service> Bad write response from PAM: <Error Type>

Explanation: Write to printer failed. Log Report printout may be missing some information.

Action: Print out log report again.

0002/013F

Message: SYSTEM LOG Service> Bad close response from PAM: <Error Type>

Explanation: After printing a log report, attempt to close printer connection failed.

Action: None.

0002/0140

Message: SYSTEM LOG Service> Bad op-code from PAM in printer task receive handler: <Error Type>

Explanation: Printer task received a bad command from the printing subsystem.

Action: None.

0002/0141

Message: SYSTEM LOG Service> VTP Free_Rcv_Buff failed in printer task

Explanation: Unable to free VTP receive buffer.

Action: None.

0002/0142

Message: SYSTEM LOG Service> PAM open failure; status command return code: <Error Type>

Explanation: Unable to open printer connection. Log report print request denied.

Action: Try again later. If problem persists, and the system is not busy handling other print jobs, reboot the printing subsystem.

0002/0143

Message: SYSTEM LOG Service> Unable to locate PAM; print request denied

Explanation: Log Services is unable to communicate with the printing subsystem.

Action: Check to make sure that the printing subsystem is operational.

0002/0144

Message: SYSTEM LOG Service> VTP pool creation failed in printer task

Explanation: Log Services is unable to create the VTP pool necessary to communicate with the printing subsystem.

Action: None.

0002/0145

Message: SYSTEM LOG Service> VTP pool deactivation failed in printer task

Explanation: Printer task unable to deactivate VTP pool.

Action: None.

0002/0146

Message: SYSTEM LOG Service> VTP pool deletion failed in printer task

Explanation: Printer task unable to delete VTP pool.

Action: None.

0002/0147

Message: SYSTEM LOG Service> IO Result of <Error Type> attempting to open <String 80>

Explanation: Unable to open a SYSTEM LOG Service dictionary file. Descriptions will be incomplete while viewing logger messages.

Action: Verify that the SYSTEM LOG Service dictionaries are present.

0002/0148

Message: SYSTEM LOG Service> Data spool to printer Q-CLIENT interface failed; reason: <Error Type>

Explanation: Log Services was unable to send data to the printing subsystem. Print request will fail.

Action: Check that the printing subsystem is operational.

0002/0149

Message: SYSTEM LOG Service> Q-CLIENT printer interface open failed; reason: <Error Type>

Explanation: Log Services was unable to begin a print session.

Action: Check that the printing subsystem is operational.

0002/014A

Message: SYSTEM LOG Service> Bad close response from Q_CLIENT printer interface response: <Error Type>

Explanation: Log Services had a bad return code at the end of a print session.

Action: Examine print job, some data may be missing. Check that the printing subsystem is operational, and reprint the logs.

0002/014B

Message: SYSTEM LOG Service> Bad response from PUC: <Error Type>. Print request denied.

Explanation: Log Services had a bad return code when it tried to find which print queue to send the print job to.

Action: Check that the printing subsystem is operational. Retry printing the logs.

0002/014C

Message: SYSTEM LOG Service> Unable to locate PUC; Print request denied.

Explanation: Log Services was unable to find the program which defines which print queue the logs should be sent to.

Action: Check that the printing subsystem is operational. Retry printing the logs.

0002/0150

Message: <Reporter> System Map Agent has an EXCEPTION error: Unidentified Task; Place: <String 11>, Error Class: <Dec Value>, Error Type: <Dec Value>.

Explanation: System Map had a fatal error. Changes made will probably be lost.

Action: Check previous logs for clues. Reenter SAS, Configuration, and System Map.

0002/0151

Message: <Reporter> System Map Agent has an EXCEPTION error: MMI Task died; Place: <String 11>, Error Class: <Dec Value>, Error Type: <Dec Value>.

Explanation: System Map had a fatal error. Changes made will probably be lost.

Action: Check previous logs for clues. Reenter SAS, Configuration, and System Map.

0002/0152

Message: <Reporter> System Map Agent has an error: Unidentified Task at <String 11>.

Explanation: System Map had a bad task ID in its complete entry. Changes made in System Map will probably be lost.

Action: Reenter System Map.

0002/0153

Message: <Reporter> System Map Agent failed to locate AS at <String 11>.

Explanation: System Map is unable to locate SAS, and therefore it cannot begin.

Action: Check SAS. Reboot the system. Call Field Service if the problem persists.

0002/0154

Message: <Reporter> System Map Agent initialization failed. Place: <String 11>, Error code: <Dec Value>.

Explanation: System Map is unable to start. The problem could be not enough memory, File Server errors, and so on.

Action: Retry the operation. Call Field Service if the problem persists.

0002/0155

Message: <Reporter> System Map Agent cannot start MMI task at <String 11>, Task result: <Dec Value>.

Explanation: System Map is unable to start one of its internal tasks.

Action: Check XMS documentation for the task result.

0002/0156

Message: <Reporter> System Map Agent cannot start its main task at <String 11>, Task result: <Dec Value>.

Explanation: System Map is unable to start one of its internal tasks.

Action: Check XMS documentation for the task result.

0002/0157

Message: <Reporter> System Map Agent failed to locate CS at <String 11>.

Explanation: System Map is unable to locate Configuration Service, and so it cannot begin.

Action: Check Configuration Service. Reboot the system. Call Field Service if the problem persists.

0002/0158

Message: <Reporter> System Map Agent failed to locate ADMIN at <String 11>.

Explanation: System Map could not find ADMIN.

Action: Make sure that ADMIN is running. Reenter System Map.

0002/0160

Message: <Reporter> System Map Agent has an SFH error return, Place: <String 11>, Return code: <Dec Value>.

Explanation: System Map had an error from the Simple Forms Handler.

Action: Make sure that SFH is running. Reenter System Map.

0002/0161

Message: <Reporter> System Map Agent has an SFH task error, Place: <String 11>, Task result: <Dec Value>.

Explanation: System Map had an error while communicating with the Simple Forms Handler.

Action: Make sure that SFH is running. Reenter System Map.

0002/0165

Message: <Reporter> System Map Agent has an ADMIN error return, Place: <String 11>, Return code: <Dec Value>.

Explanation: System Map had an error from ADMIN.

Action: Make sure that ADMIN is running. Reenter System Map.

0002/0166

Message: <Reporter> System Map Agent has an ADMIN task error, Place: <String 11>, Task result: <Dec Value>.

Explanation: System Map had an error while communicating with ADMIN.

Action: Check the XMS documentation for the task result. Make sure that ADMIN is running. Reenter System Map.

0002/0167

Message: <Reporter> System Map Agent has an bad group ID, Place: <String 11>, Group ID: <Dec Value>.

Explanation: System Map has an internal error.

Action: Reenter System Map. Call Field Service if the problem persists.

0002/0168

Message: <Reporter> System Map Agent has an bad level number, Place: <String 11>, Level number: <Dec Value>.

Explanation: System Map has an internal error.

Action: Reenter System Map. Call Field Service if the problem persists.

0002/0169

Message: <Reporter> System Map Agent has an ADMIN bulk read error. Place: <String 11>. Return code: <Dec Value>.

Explanation: System Map had an error while reading data through ADMIN.

Action: Make sure ADMIN is running. Reenter System Map.

0002/0170

Message: File Processor Administration. Unable to communicate with SFH.

Explanation: FPADMIN is unable to talk to the Simple Forms Handler. No screens will be displayed.

Action: Make sure SFH is running. Reenter FPADMIN.

0002/0171

Message: File Processor Administration. Not enough memory for SFH information

Explanation: FPADMIN does not have enough memory to copy message prompts and softkey locations into its memory.

Action: Free up some memory on the Prime Processor or the processor FPADMIN is running on. This can be done by placing some PRUs in a courtesy-down state. The current amount of available memory is shown by pressing the **SAS Processor** softkey under SAS. Reenter FPADMIN when more memory has been found.

0002/0172

Message: File Processor Administration **INTERNAL ERROR** softkey position string length is wrong

Explanation: The information from FPADMIN's SFH form about the location of each softkey describes either too many or not enough softkeys.

Action: Check the form FPCON.FORM.

0002/0173

Message: File Processor Administration **INTERNAL ERROR** softkey position string contains bad data

Explanation: The information from FPADMIN's SFH form about the location of each softkey is incorrect. For example, it says that a softkey belongs in position 9.

Action: Check the form FPCON.FORM.

0002/0174

Message: File Processor Administration **INTERNAL ERROR** tried to get an invalid Fixed String number

Explanation: FPADMIN tried to display a message that is not contained in its SFH form.

Action: Check that FPCON.FORM and FPCONFIG.AREA are from the same release.

0002/0175

Message: File Processor Administration **INTERNAL ERROR** Invalid string substitution attempted

Explanation: FPADMIN tried to construct a message with context-sensitive information, but failed.

Action: Check that FPCON.FORM and FPCONFIG.AREA are from the same release.

0002/0180

Message: File Processor Administration INTERNAL ERROR at location <String 19>.. Unable to allocate first DIAGNOSTIC region on disk at SCSI address <Dec Value>

Explanation: FPADMIN's internal tables did not allow the diagnostic region on the new disk to be created.

Action: Reenter FPADMIN and retry adding the disk. Call Field Service if the problem persists.

0002/0181

Message: File Processor Administration INTERNAL ERROR at location <String 19>.. Unable to allocate second DIAGNOSTIC region on disk at SCSI address <Dec Value>

Explanation: FPADMIN's internal tables did not allow the end of the diagnostic region on the new disk to be created.

Action: Reenter FPADMIN and retry adding the disk. Call Field Service if the problem persists.

0002/0182

Message: File Processor Administration INTERNAL ERROR at location <String 19>.. Unable to find primary disk in configuration sector, shadow disk NOT initialized

Explanation: FPADMIN was going to create a shadow disk, but its internal tables have lost the disk to copy.

Action: Reenter FPADMIN and retry adding the disk. Call Field Service if the problem persists.

0002/0183

Message: File Processor Administration INTERNAL ERROR at location <String 19>.. Unable to locate disk to be deleted in configuration sector

Explanation: FPADMIN was going to delete a disk, but its internal tables have lost the disk to delete.

Action: Reenter FPADMIN and retry deleting the disk. Call Field Service if the problem persists.

0002/0184

Message: File Processor Administration INTERNAL ERROR at location <String 19>.. Invalid index in configuration sector for disk to delete.

Explanation: FPADMIN was going to delete a disk, but its internal tables have lost the disk to delete.

Action: Reenter FPADMIN and retry deleting the disk. Call Field Service if the problem persists.

0002/0185

Message: File Processor Administration INTERNAL ERROR at location <String 19>.. Not enough room in configuration sector to allocate new region.

Explanation: FPADMIN was going to add another region, but its internal tables are too full.

Action: Reenter FPADMIN and retry the action. Call Field Service if the problem persists.

0002/0186

Message: File Processor Administration INTERNAL ERROR at location <String 19>.. Tried to use a not yet implemented feature.

Explanation: FPADMIN has an internal inconsistency which caused it to attempt an action that is not yet coded.

Action: Reenter FPADMIN and retry the action. Call Field Service if the problem persists.

0002/0190

Message: File Processor Administration at location <String 19>. Configuration sector does not have room for desired links.

Explanation: The tables FPADMIN uses for setting up new regions have become full. The new region being added did not fit.

Action: If the disk does not contain data, try to reduce the number of discontiguous pieces of disk. Call Field Service if the problem persists.

0002/0191

Message: File Processor Administration at location <String 19>. Disk at SCSI address <Dec Value> does not have room for desired links.

Explanation: Either FPADMIN cannot set up its internal tables based on the data read from the disk or FPADMIN allowed more space to be added to a region than exists on the disk.

Action: If FPADMIN cannot set up its internal tables, call Field Service. If FPADMIN allowed the region to be too big, read the region with a reasonable size.

0002/0192

Message: File Processor Administration at location <String 19>. Unable to read disk at SCSI address <Dec Value>

Explanation: FPADMIN was unable to read the disk.

Action: Examine the logs from RDAG for clues to the problem. Make sure the disk is running, and retry the action.

0002/0193

Message: File Processor Administration at location <String 19>. Tried to insert disk at SCSI address <Dec Value> but it is already in the configuration sector.

Explanation: The configuration data stored on disk indicates that the same disk is configured twice.

Action: Examine the logs from RDAG and FPADMIN for clues to the problem. Call Field Service if problem persists.

0002/0194

Message: File Processor Administration at location <String 19>. Format of disk at SCSI address <Dec Value> failed.

Explanation: FPADMIN is unable to format the disk.

Action: Make sure the disk is running. Retry the operation. Call Field Service if the problem persists.

0002/0195

Message: File Processor Administration at location <String 19>. Unable to seize disk at SCSI address <Dec Value>.

Explanation: FPADMIN is unable to get the right to use the disk.

Action: Make sure the disk is running. Examine the previous logs for clues to the problem. Retry the operation. Call Field Service if the problem persists.

0002/0196

Message: File Processor Administration at location <String 19>. Unable to write disk at SCSI address <Dec Value>.

Explanation: FPADMIN is unable to write the new configuration information to disk.

Action: Make sure the disk is running. Examine the previous logs for clues to the problem. Retry the operation. Call Field Service if the problem persists.

0002/0197

Message: File Processor Administration at location <String 19>. Configuration sector on disk at SCSI address <Dec Value> is not suitable for merging.

Explanation: Only disks created after a certain version of FPADMIN may be merged. The desired disk was created before that version.

Action: If the disk must be moved to another File Processor, call Field Service.

0002/0198

Message: File Processor Administration at location <String 19>. Unable to set Overlap Lock.

Explanation: In order to create shadow disks, this lock must be set. Since the lock could not be set, the shadow disk cannot be made.

Action: Examine previous logs for clues to the problem. Try to reduce the usage of the disk. Retry the operation Call Field Service if the problem persists.

0002/0199

Message: File Processor Administration at location <String 19>. Unable to clear Overlap Lock. Disks may be slow until next reboot.

Explanation: The lock that allows shadow disks to be created cannot be cleared. The lock causes the disk driver to complete each command before starting the next. This may cause slower disk performance.

Action: Examine previous logs for clues to the problem. If disk performance is seriously impacted, reboot the File Processor.

0002/019A

Message: File Processor Administration at location <String 19>. Initial copy of primary disk to shadow disk failed

Explanation: FPADMIN could not make a copy of the primary disk on the shadow disk.

Action: Examine previous logs for clues to the problem. Retry the operation. Call Field Service if the problem persists.

0002/019B

Message: File Processor Administration at location <String 19>. Disk at SCSI address <Dec Value> does not respond to a Test Unit Ready command.

Explanation: FPADMIN is unable to contact the disk.

Action: Examine the previous logs for clues to the problem; it may be that FPADMIN is simply trying to contact a disk that is not plugged in. If the disk is supposed to be there, make sure the disk is running and the SCSI cables are firmly attached. Retry the operation Call Field Service if the problem persists.

0002/019C

Message: File Processor Administration at location <String 19>. Configuration sector ran out of regions trying to merge in an old disk.

Explanation: There is not enough room in the configuration information to merge the disk onto this File Processor.

Action: Either merge the disk onto a different File Processor or delete some extra regions on the merge-disk or the existing disks.

0002/019D

Message: File Processor Administration at location <String 19>. Unable to change disk driver's version of the configuration sector.

Explanation: FPADMIN has made configuration changes but is unable to tell the disk driver of these changes.

Action: Examine previous logs for clues to this problem. Reboot the File Processor. If the new configuration does not appear, retry the operation. Call Field Service if the problem persists.

0002/019E

Message: File Processor Administration at location <String 19>. !!! DANGER !!! Shadow disk was not initialized properly. DO NOT recover data from it!

Explanation: The configuration information on the disk implies that a shadow disk has been created. However, there was an error, and the shadow disk is not a perfect copy of the primary disk.

Action: Examine previous logs for clues to the problem. Make sure the SCSI cables are attached firmly to the disks. Retry the operation. Call Field Service if the problem persists.

0002/019F

Message: File Processor Administration at location <String 19>.Unable to create and initialize shadow disk. Shadow disk has been removed from the configuration sector.

Explanation: FPADMIN encountered an error while creating the shadow disk. The original configuration has been restored.

Action: Examine the previous logs for clues to the problem. Retry the operation. Call Field Service if the problem persists.

0002/01A0

Message: File Processor Administration at location <String 19>. Error reading File Server region

Explanation: FPADMIN is unable to read the File Server specific configuration information.

Action: Examine the previous logs. Make sure the disk and SCSI cables are firmly attached. Retry the operation. Call Field Service if the problem persists.

0002/01A1

Message: File Processor Administration at location <String 19>. Error writing File Server region

Explanation: FPADMIN is unable to record the new File Server specific configuration information.

Action: Examine the previous logs. Retry the operation.

0002/01A2

Message: File Processor Administration at location <String 19>. Disk at SCSI address <Dec Value> is of unknown type. Press "Hex Detail" to see disk's response to the Inquiry command.

Explanation: FPADMIN knows about a limited number of kinds of disks. The standard "Inquiry" SCSI command allows the disk to tell FPADMIN what kind of disk it is. FPADMIN does not recognize the disk's response.

Action: Examine the Inquiry response. Call Field Service if the disk should have been accepted.

0002/01A3

Message: File Processor Administration at location <String 19>.Disk at SCSI address <Dec Value> does not respond to Inquiry command. Please make sure the disk is okay.

Explanation: FPADMIN is trying to discover the kind of disk attached to the File Processor. However, the disk is not responding to FPADMIN's queries.

Action: Make sure the disk is running and its SCSI cables are firmly attached. Call Field Service if the problem persists.

0002/01A4

Message: File Processor Administration INTERNAL ERROR. This error needs to be added to the Log Dictionary.

Explanation: FPADMIN reported an error that is not in this list of logs. This is an internal error that indicates that the code and the log file are out of sync.

Action: Call Field Service.

0002/01B0

Message: File Processor Administration. Unable to remove static SRAM segment corresponding to File Server: <String 8>.

Explanation: Each File Server has a static SRAM associated with it for maintaining important data structures without the overhead of writing to disk. When the File Server is deleted, this segment should be removed, but was not.

Action: If these segments are not removed, eventually the static SRAM will fill up with old segments and there will be no space for new ones. This may result in the File Server running slower. In addition, it is possible that old File Server names may not be reused if their segment was not deleted. Call Field Service if this becomes a problem.

0002/01B1

Message: File Processor Administration. Unable to create a static SRAM segment for File Server: <String 8>.

Explanation: FPADMIN was unable to create the customary static SRAM segment for the File Server. The File Server will probably run slightly slower than it would otherwise.

Action: Call Field Service if there is a serious impact on performance.

0002/01B2

Message: File Processor Administration at location <String 19>. Tried to contact the Remote Disk Agent before it was started.

Explanation: FPADMIN tried to access the File Processor before the software on the File Processor was ready.

Action: Retry the operation.

0002/01B3

Message: File Processor Administration at location <String 19>. Unable to communicate with the Remote Disk Agent Task Result = <Dec Value>.

Explanation: FPADMIN is unable to communicate with the software on the File Processor.

Action: Examine the previous logs. Make sure the File Processor is running. Retry the operation.

MCS User Agent (802A)**0001/0308**

Message: Received a message without a connection.//Message has been ignored.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation:

Action:

0002/100

Message: Unable to initiate task @&10* number @ID.//Partial service may still be available.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: Not enough memory to initiate software because:

1. Memory is fragmented. No blocks remain which are large enough.
2. Processor does not have enough memory to run all tasks.

Action: Follow RECOVERY ACTION stated in logger report. If problem persists, try moving non-essential PRUs into other processors.

0002/0101

Message: Unable to initiate communication with @&10* number @ID.//Partial service may still be available.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: Buffer length too short to handle all potential inter-task communication. The PRU will not attempt to being operation.

Action: Contact Field Service.

0002/0102

Message: Insufficient MCS resources for current usage.//A @&10* request has been rejected.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: MCS PRU will not become operational due to an internal software problem.

Action: Follow RECOVERY ACTION stated in logger report.

0002/0103

Message: Tasking communication problem.//Trying to call ENTRY @&10* in task @&10*//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: This is logged as a final message in a series reporting failures in initializing MCS PRU.

Action: Ignore this message. Follow the recommendation of prior (MCS) logged messages.

0002/0104

Message: MCS VTP communication problem.//Trying to send message @&10* to task @&10*//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: MCS PRU will not become operational due to an error in reading its configuration data.

Action: Follow RECOVERY ACTION stated in logger report. If the MCS objects were just overwritten by new ones, the system should be rebooted.

0002/0105

Message: MCS VTP communication problem.//Transmit handler raised out of sequence.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: MCS PRU will not become operational due to an error in allocating buffer pools required for tasking operations.

Action: Follow RECOVERY ACTION stated in logger report.

0002/0106

Message: MCS received a bad return code from @&10*//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: An error has occurred during a request to create a heap for one or more tasks. May be due to lack of heap space for management functions.

Action: Follow RECOVERY ACTION stated in logger report.

0002/0200

Message: Initialization sequence has been terminated.//Could not create VTP pools @&10*//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: Obsolete message.

Action: Ignore this message.

0002/0201

Message: Initialization sequence has been terminated.//Could not share VTP pool @&10*./TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: As a result of this error, condition, MCS will reject some requests for service, and/or there will be impaired operation due to inconsistent data.

Action: Follow RECOVERY ACTION stated in logger report.

0002/0202

Message: Initialization sequence has been terminated.//Unable to read administration object @&10*./TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: The continued operation of MCS may be impaired due to inconsistent data among different parts of the software. Some information displayed on MCS windows may also be incorrect.

Action: Follow RECOVERY ACTION stated in logger report.

0002/0203

Message: Initialization sequence has been terminated.//Object @&10* has not been initialized on this system.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: Some internal MCS software parts have become activated which should not have been in this system. May result in impaired operation of MCS.

Action: Check MCS configuration. Make sure there is no "X" in DTCS{ } field on "MCS Environment" screen if this is a DV-1 installation. Follow RECOVERY ACTION stated in logger report.

0002/0204

Message: Initialization sequence has been terminated.//Unable to register with RM for updates on @&10*./TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: The "Start-a meeting" attempt has failed because the requesting task has passed an invalid task-ID.

Action: Try again. If still unsuccessful, follow RECOVERY ACTION stated in logger report.

0002/0205

Message: Initialization sequence has been terminated.//Unable to request state of @&10* from RM.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: As a result of this error condition, the users request for selection of one of the following services will not be completed:

1. Meeting Services.
2. Start-a-meeting.
3. Join a meeting.
4. Meeting key.

Action: Follow RECOVERY ACTION stated in logger report.

0002/0206

Message: Initialization sequence has been terminated.//@&10* is not defined on this system, and MCS cannot function without it.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: May cause incorrect information to be displayed in MCS windows.

Action: Follow RECOVERY ACTION stated in logger report.

0002/0207

Message: Initialization sequence has been terminated.//Unable to register with NIFT.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: The meeting can not be terminated due to inconsistent data. The ports cannot be released for reallocation. There will be fewer ports to allocate the new meetings.

Action: Follow RECOVERY ACTION stated in logger report.

0002/0208

Message: Initialization sequence has been terminated.//Unable to locate @&10*.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: Due to inconsistent data, some incorrect information may be displayed in the MCS window.

Action: Follow RECOVERY ACTION stated in logger report.

0002/0209

Message: Initialization sequence has been terminated.//Unable to report id to OAR.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: Obsolete message.

Action: Notify Field Service.

0002/0210

Message: Initialization sequence has been terminated.//Unable to allocate sufficient memory for @&10*.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: The users request to start a new meeting is rejected because all “meeting rooms” are occupied.

Action: Follow RECOVERY ACTION stated in logger report.

0002/0300

Message: MCS received a termination request for an unknown PKEY.//The request has been ignored.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: The Meeting Management software was unable to register against some critical DV-1 entity which it should know about. It will not report operational. Probably due to an internal communication or data structure problem.

Action: Reboot the PRU to clean up any inconsistencies and try again.

0002/0301

Message: MCS received an RM update for an unknown resource.//The update has been ignored.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: The Meeting Management PRU will no become operational because its software was unable to report operational due to a communication problem.

Action: Reboot the PRU to clean up inconsistencies.

0002/0302

Message: MCS received a message from an unknown user.//The message has been ignored.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: The administration data read from the object has some items which are out of range, invalid or corrupted.

Action:

1. Through SAS, check the Admin. data for MCS.
2. If it all looks fine, reboot the PRU.

0002/0303

Message: Voice connection cannot be monitored.//No terminal number associated with the requestor.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: A request to start a meeting has been rejected for one of the following reasons which indicate an internal software inconsistency:

1. Internal Meeting Manager ID is out of range.
2. Internal Conference ID is out of range.
3. Conference Server task is non-functional.
4. Communication problem between the Meeting Management Boss task and one of the Meeting Managers or; the Conference Server.

Action:

1. Close the window and try to start another meeting.
2. Leave the window open to tie up these problem resources, and try starting another meeting.
3. Reboot the Meeting Management PRU to clean up any erroneous internal data.

0002/0304

Message: MCS received a voice update for an unknown channel.//Update has been ignored.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: The Meeting Management Boss task was told to start a meeting but had not allocated a Meeting Manager to control the meeting. There may be some internal data inconsistencies.

Action:

1. Close the window and try to start another meeting.
2. Leave the window open to tie up these problem resources, and try starting another meeting.
3. Reboot the Meeting Management PRU to clean up any erroneous internal data.

0002/0305

Message: Unable to SHAREPOOL for VTP pool @&10*./Partial service may still be available.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: A tasking error occurred during de-registration of a meeting with Directory Services or; a meeting was unable to terminate because:

1. The Meeting Management internal ID is not recognizable.
2. Communication problem is requesting that the meeting be stopped.

Action: There may be some meeting resources (e.g.: seats) which haven't been released.

1. If the operation continues normally without these resources, ignore this message and continue.
2. If these resources are required to continue normal operation, reboot the Meeting Management PRU to clean up internal data structures.

0002/0306

Message: Received an app_data_reply out of sequence.//Indicated potential problems with network communication.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: The Meeting Management Boss task was told to terminate a meeting for which it has no meeting manager assigned.

Action:

1. If normal operation can continue, ignore message.
2. Reboot the Meeting Management PRU in an attempt to clean up the resources.

0002/0307

Message: Received disconnect request on unknown channel.//Request has been ignored.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: The MCS screen (either Meeting Monitor or Join a Meeting) could not be displayed at some point after it was requested (i.e.: starting, joining, switching to monitor from shared activity). May be caused by:

1. Problem with the form itself, or with the SFH interaction.
2. Communication problems between some Meeting Management task, and potentially the SFH.

Action:

1. Close the window and re-try the action.
2. Reboot the Meeting Management PRU.
3. Reboot both Meeting Management and MCS Simple Forms Handler PRUs.

0002/0309

Message: Received a connection request with invalid user data.//Continued operation may be impaired.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: A non-MCS menu entry was received by the MCS software. It was ignored.

Action: Ignore the message and try again. If the message persists, contact Field Service.

0002/0310

Message: Received a connection request to an invalid site.//The request has been ignored.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: Some update to either the Meeting Monitor or the Join a Meeting screen has been lost due to some communication failure between one or more Meeting Management tasks and possibly the SFH.

Action:

1. Ignore the information is not vital.
2. If the information is very misleading, disconnect and restart the activity to receive a fresh repaint of the screen with the correct information.

0002/0311

Message: Unable to get user's id.//Voice Services and/or Directory Services is non-operational.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: The meeting connection requested (data or voice) has not been successfully set up to due to:

1. Problem with SFH (data only).
2. Task communication problem.
3. Erroneous internal data.

Action: Try disconnecting and reconnecting voice and/or data. If problem remains, reboot as needed:

1. MCS Meeting Management SRU.
2. For data problems, the MCS SFH.
3. For voice problems, reboot MCS SRU Device Handler.
4. For voice problems, reboot MCS Conference Agent.
5. For voice problems, reboot Voice Services.
6. For voice problems, reboot Voice Network Manager.
7. The whole system.

0002/0312

Message: Unable to dial.//Voice Services is non-operational.//TASK: @&10*
ENTRY: @&10* ERR NUM: @ID

Explanation: Problem has occurred attempting to associate a data and voice connection. Probable cause is communication problem. The software knows the two connections are to be associated, but it cannot tell the appropriate tasks to do so.

Action:

1. Disconnect data and/or voice and try again.
2. Reboot the MCS Meeting Management PRU.

0002/0313

Message: Received an unexpected digit from the DTMF receiver.//The digit has been ignored.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: A tasking error has prevented MCS Meeting Management from getting the appropriate information on a data connection. The connection may not be properly associated with its voice.

Action:

1. Check the state of Directory Services PRU.
2. Try disconnecting data and rejoining.
3. Reboot the MCS Meeting Management PRU.

0002/0314

Message: User's window closed due to problems accepting connection.//Check for MPL problems.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: The voice connection could not be terminated through the MCS Meeting Management software. Probable cause:

1. Task communication problem.
2. Inconsistent internal data.

Action:

1. Try hanging up or disconnecting through the phone screen.
2. If the problem is simply that the voice icon won't go away, try disconnecting data & rejoining.
3. If problem persists, reboot MCS Meeting Management PRU.

0002/0400

Message: MCS received a SHARE request from an invalid TN.//Request has been ignored.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: Conference Mixer firmware is no longer communicating with MCS software, probably due to a firmware crash.

Action: Follow RECOVERY ACTION stated in logger report.

0002/0401

Message: Received STOP SHARE request for an invalid PKEY.//Request has been ignored.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: A tasking error indicates a potential software problem. User can do little to fix this.

Action: Either courtesy down and reboot the MCS PRU immediately or wait to see if any problems result from the error. Some errors are self-healing. In either case, be sure to copy the complete message, and forward to Field Service who will escalate it.

0002/0402

Message: SAM rcv_handler invoked with no SHARE active.//Message has been ignored.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: The Voice Network Manager disallowed a request to bridge 2 conferences.

Action: Check MCS and Voice Services configuration for consistency. Stop and restart the delinquent meeting.

0002/0403

Message: Unknown opcode received.//Message has been ignored.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: Directory Services was not available during a Meeting Start or Modify of Meeting Parameters or, invalid parameters were sent to Directory Services during one of the above operations.

Action: Follow RECOVER ACTION stated in logger report.

0002/0404

Message: Unable to set up SHARE as requested.//No terminal handlers are available.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: An internal software error has occurred with the Conference Port Allocation Manager.

Action: Reboot the MCS PRU. The PRU should recover on its own due to an eventual audit failure.

0002/0405

Message: Received a SHARE action request with no SHARE active.//The request has been ignored.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: Fewer conference ports are available than high level software has registered. The meeting did not start because this number was exceeded.

Action: Follow RECOVERY ACTION stated in logger report. If the problem persists, reboot the MCS PRU.

0002/0406

Message: Unable to set up SHARE as requested.//VSM is non-operational.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: Attempt to make a voice call failed.

Action: Look for prior logged messages by Voice Services. Check Voice Services status. May need to reboot the PRU.

0002/0407

Message: Unable to set up SHARE as requested.//Requestor does not have a data connection to MCS.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: Voice Services became non-operational during a dial-out attempt.

Action: Retry the call. Check to ensure Voice Services is available.

0002/0408

Message: Received a STOP SHARE request with an invalid PKEY.//The request has been ignored.//TASK: @&10* ENTRY: @&10* ERR NUM: @ID

Explanation: An attempt was made to get a conference port where none were available. This may be caused by either the system being full or software error.

Action: Follow RECOVERY ACTION stated in logger report. If the problem persists, reboot the MCS PRU and notify Field Service.

0002/0901

Message: MPL Error Detected.//MPL Memory Segment of @ID.K too large in segment @&10*.

0002/0902

Message: MPL Error Detected.//MPL Memory Segment of @ID.K cannot be allocated.//Insufficient processor memory.

0002/0903

Message: MPL Error Detected.//Cannot Initiate MPL Task.//Task Result = @ID.

0002/0904

Message: MPL Error Detected.//Cannot Create Heap for MPL Task.

0002/0905

Message: MPL Error Detected.//Cannot Create VTP Pool.//Return-code = @ID.

0002/0906

Message: MPL Error Detected.//Return-code of @ID. from Alias_GET_RCV_Full.

0002/0907

Message: MPL Error Detected.//Return-code of @ID. from Free_Rcv_Buff.

0002/0908

Message: MPL Error Detected.//Unable to locate RM.//Initialization sequence aborted.

0002/0909

Message: MPL Error Detected.//Return-code of @ID. returned from RM. @&10*.

0002/090A

Message: MPL Error Detected.//Task-result of @ID. when invoking RM. @&10*.

0002/090B

Message: MPL Error Detected.//Task-result of @ID. when invoking NIFT. @&10*.

0002/090C

Message: MPL Error Detected.//Return-code of @ID. when invoking NIFT. @&10*.

0002/0902D

Message: MPL Error Detected.//Agent has requested too many connections//Failure @ID. in routine @&10*.

0002/090E

Message: MPL Error Detected.//Agent has re-invoked AGENT_CHARACTERISTICS

0002/090F

Message: MPL Error Detected.//App_index of @ID. out of range or invalid in @&10*.

0002/0910

Message: MPL Error Detected.//VTP return_code of @ID. received in routine @&10*.

0002/0911

Message: MPL Error Detected.//Get_Xmit_Info return-code of @ID. received in @&10*.

0002/0912

Message: MPL Error Detected.//Cannot Enqueue message, No free messages avail.

0002/0913

Message: MPL Error Detected.//Cannot Enqueue message, No free dll messages avail.

0002/0915

Message: MPL Error Detected.//Ag_Id of @ID. out of range or invalid.//Detected in @&10*.

0002/0916

Message: MPL Error Detected.//Invalid Aliasnum of @ID. received in @&10*.

0002/0917

Message: MPL Error Detected.//Task-result of @ID. while trying to invoke entry agent.@&10*.

0002/0918

Message: MPL Error Detected.//Send On error was raised with number @ID. of type @&10*.

0002/091D

Message: MPL Error Detected.//Return-code of @ID. received while calling VTP_ALIAS//Trying to create @&10*. pools

0002/091E

Message: MPL Error Detected.//Task-result of @ID received while trying to invoke entry MPL.@&10*.

0002/091F

Message: MPL Error Detected.//Identifier of @ID. cannot be found in routine @&10*.

0002/0920

Message: MPL Error Detected.//Agent has called Accept connection with already used id of @ID.

0002/0921

Message: MPL Error Detected.//MPL received an invalid opcode of @ID.

0002/0922

Message: MPL Error Detected.//MPL_New_Identifier received with already used id of @ID.

0002/0923

Message: MPL Error Detected.//RX_DROP_Identifier received with un-used id of @ID.

0002/0925

Message: MPL Error Detected.//MPL XMT Handler reports that it was MPL raised with Pend_Xmit = FALSE

0002/0926

Message: MPL Error Detected.//MPL XMT Handler reports that it was AG raised with Pend_Xmit = FALSE

0002/0927

Message: MPL Error Detected.//MPL reports that it received an unexpected data_reply.//MPL @ID in Procedure @&10*.

0002/0928

Message: MPL Error Detected.//Cannot map message onto a queued message.//Error # @ID in routine @&10*.

0002/0929

Message: MPL Error Detected.//No unallocated MPLs available for incoming or outgoing calls.

0002/092A

Message: MPL Error Detected.//No unallocated Agents available for incoming or outgoing calls.

0002/092B

Message: MPL Error Detected.//Cannot send inc_data_call to boss task, call rejected.//Task Result = @ID

0002/092C

Message: MPL Error Detected.//Task-result of @ID. with XMS pool @&10*.

0002/092D

Message: MPL Error Detected.//Error # @ID. Agent called @&10*. before calling AGENTCHA

0002/092E

Message: MPL Error Detected.//No local connection to transfer to.

0002/092F

Message: MPL Error Detected.//No local connection to graft on in RXNEWAGS.

0002/0931

Message: MPL Error Detected.//MPL @ID. not used in @&10*.

0002/0932

Message: MPL Error Detected.//MPL Identifier of @ID. invalid in @&10*.

0002/0933

Message: MPL Error Detected.//@ID. messages queued for @&10*./Entity disconnected.

0002/0934

Message: MPL Error Detected.//Pending connection @ID taking too long to set-up.//MPL Graft aborted in @&10*.

0002/0950

Message: MPL Error Detected.//Attempted to send an MPL message on a connection with state @ID.//Message ignored in entry @&10*.

0002/0951

Message: MPL Error Detected.//Attempted to send an AGENT message on a connection with state @ID.//Message ignored in entry @&10*.

T1 Manager (802D)**0001/000B**

Message: Channels Reconnected//T1 Node @ID

Explanation: This event indicates that the T1 channels of the T1 SRU have been reconnected. This will occur after one of the following error conditions was cleared.

1. Red alarm.
2. Yellow alarm.
3. Bipolar violation out service limit exceeded.
4. Frame slip violation out service limit exceeded.
5. Frame loss violation out service limit exceeded.

Following this message, calls can be placed over the T1 link again. The message indicates the SRU node number (in decimal) of the T1 SRU in question.

Action: No action required.

0002/0000

Message: Bipolar Violation//@MMaintenance|Out-of-Service|| Limit Exceeded//T1 Node @ID

Explanation: An excessive number of violations have occurred over the T1 link. A maintenance limit is flagged when the number of violations exceeds an error rate of 10 to -6/sec. An out-of-service limit is flagged when the number of violations exceeds an error rate of 10 to -5/sec. If the out-of-service limit is reached, the T1 channels are disconnected, so no calls can be placed over the link and existing ? are released. The remote PBX will receive a yellow alarm.

Action: Check the following items:

1. Functionality of the T1 hardware. Perform a “runatest” diagnostic on the SRU.
2. Connectivity of the T1 cable.
3. Setting the line equalization dip switch at the rear of the T1 SRU.

0002/0001

Message: Frame Slip//@MMaintenance|Out-of-Service|| Limit Exceeded//T1 Node @ID

Explanation: Excessive frame slips have occurred. This causes corruption of voice and data over the T1 link. If this T1 is the primary system synchronization link, the entire DV-1 system will be affected. More than 4 slips per hour causes a maintenance alarm to be flagged. More than 255 slips per hour causes an out-of-service alarm to be flagged and all T1 channels to be disconnected. The remote PBX will receive a yellow alarm.

Action: Check for the following faults.

1. Noisy T1 line.
2. System Synchronization Manager not configured for a proper T1 or files synchronization link.
3. Faulty T1 SRU.
4. Faulty Bus Controller clock generating circuitry.
5. Faulty PBX.

0002/0002

Message: Frame Loss//@MMaintenance|Out-of-Service|| Limit Exceeded//T1 Node @ID

Explanation: The T1 SRU has temporarily lost Framing Pattern information. This affects voice and data communications over the T1 link. 17 frame losses per day causes a maintenance alarm to be flagged. 511 frame losses per day causes an out-of-service alarm to be raised and all T1 channels to be disconnected. The remote PBX will receive a yellow alarm condition.

Action: Check the following:

1. Faulty T1 cable.
2. Faulty T1 SRU.
3. Faulty PBX.

0002/0003

Message: Converter Unlock//@MMaintenance|Out-of-Service|| Limit Exceeded//T1 Node @ID

Explanation: The T1 transmit board frequency converter has lost phase lock too many times. Over 17 losses of lock per day will cause a maintenance error to be raised. Over 511 losses of lock per day will cause an out-of-service error to be raised.

Action: Check the following:

1. Noisy T1 cable.
2. Faulty T1 SRU.

0002/0004

Message: VBus Collision//T1 Node @ID

Explanation: The T1 is outputting data to a voice timeslot that is already being used by another SRU. This error may occur normally at the beginning and end of a call due to timeslot connect and disconnect message arrival delays. If, however, many errors are flagged during the call, then an actual problem exists.

Action: Check the following:

1. Faulty T1 SRU.
2. Faulty bus controller.
3. Any other Voice Peripheral SRU.

0002/0005

Message: Line Fail//T1 Node @ID

Explanation: The T1 link is faulty.

Action: Check the following:

1. T1 cable.
2. T1 receiver line interface section.

0002/0006

Message: Transmit Clock Fail//T1 Node @ID

Explanation: The T1 is not sending a clock to the remote PBX.

Action: Check for faulty T1 SRU.

0002/0007

Message: 5 ms Clock Fail//T1 Node @ID

Explanation: The 5 ms clock signal to the T1 SRU is non-operational. This affects all call functionality.

Action: Check the T1 SRU clock generation circuitry.

0002/0008

Message: Peripheral Loopback Fail//T1 Node @ID

Explanation: This message not now used.

Action:

0002/0009

Message: Yellow Alarm//Channels Disconnected//T1 Node @ID

Explanation: The remote PBX is in Red alarm and the T1 SRU receives a yellow alarm. All T1 channels are disconnected for the duration of the alarm.

Action: Check the remote PBX.

0002/000A

Message: Red Alarm//Channels Disconnected//T1 Node @ID

Explanation: The T1 SRU is experiencing a continuous frame loss. All channels are disconnected and a yellow alarm sent to the remote PBX.

Action: Check the following:

1. Faulty T1 cable.
2. Faulty T1 SRU.

T1 Synchronization Manager (802E)

PRU Profile

PRU 802E is a T1 Synchronization Manager. It synchronizes the DVS Voice Bus to an incoming T1 Line. The messages from the log file indicate which, if any, node is being used as the synchronization source. They are logged when lines fail or recover.

0002/0000

Message: LINK SWITCH//Present Link is Node @ID//Secondary Link is Node @ID

0002/0001

Message: LINK SWITCH//Present Link is Node @ID//No Secondary Link

0002/0002

Message: NO SYSTEM SYNCHRONIZATION

MCS Conference Agent (8032)

In this PRU, some explanations and recovery actions are given as part of the message itself

0002/0100

Message: Initialization sequence has been terminated.//Insufficient processor memory for the requested segment.//RECOVERY ACTION: Reboot MCS SRU.//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0102

Message: Initialization sequence has been terminated.//Task unable to register with Name Server.//RECOVERY ACTION: Reboot MCS PRU.//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0105

Message: Initialization sequence has been terminated.//Error occurred during buffer pool allocation.//RECOVERY ACTION: @MReboot the MCS SRU|Contact the MCS design team|//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0106

Message: Initialization sequence has been terminated.//An error occurred during heap allocation.//RECOVERY ACTION: @MReboot the MCS SRU|Contact the MCS design team|//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0109

Message: Unable to locate @&10*.//Continued operation may be impaired.//RECOVERY ACTION: Check status of @&10* through SAS Maintenance.//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0117

Message: Initialization sequence has been terminated.//Unable to locate @&10*.//RECOVERY ACTION: Reboot the PRU//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0211

Message: A tasking error has occurred with @&10*.//RECOVERY ACTION: Consult system administration guide.//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0303

Message: A tasking error has occurred.//Unable to completely start a meeting as requested.//RECOVERY ACTION: Close window and try again.//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0305

Message: A tasking error has occurred.//Unable to terminate the meeting as requested.//Some resources may not have been released.//RECOVERY ACTION: May have to reboot the PRU//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0400

Message: A communication failure with conferencing hardware occurred.//RECOVERY ACTION: Reboot MCS SRU.//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0401

Message: A tasking error has occurred.//RECOVERY ACTION: Consult system administration guide.//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0402

Message: Internal data is inconsistent.//Large conference support is not available.//RECOVERY ACTION: @MCheck MCS configuration data|Reboot the PRU|//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0403

Message: Unable to register a Service Number for this meeting.//RECOVERY ACTION: @MCheck Directory Services PRU|Check administration data|Reboot the PRU|//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0404

Message: Unable to start meeting as requested.//Task communication failure has occurred.//RECOVERY ACTION: Consult system administration guide.//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0405

Message: Unable to start meeting as requested.//Inconsistent internal data has been found.//RECOVERY ACTION: @MTry again later|May have to reboot the PRU|//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0406

Message: Unable to originate the call.//Error in Voice Services.//RECOVERY ACTION: @MCheck Voice Services SRU|May have to reboot the PRU|//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0407

Message: Unable to originate the call.//Task communication failure has occurred.//RECOVERY ACTION: Consult system administration guide.//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0408

Message: Unable to originate the call.//Internal data is inconsistent.//RECOVERY ACTION: @MTry again later|May have to reboot the PRU|//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0409

Message: Unable to terminate the meeting.//Internal data may be inconsistent.//RECOVERY ACTION: May have to reboot the PRU//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0410

Message: Unable to reinitiate task after an audit failure.//Continued operation may be impaired.//RECOVERY ACTION: Reboot the PRU//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0411

Message: A tasking error has occurred.//Unable to register for RM updates.//Continued operation may be impaired.//RECOVERY ACTION: May require a system reboot//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0412

Message: Inconsistent internal data has been discovered.//Unable to deallocate voice resources.//RECOVERY ACTION: May have to reboot the PRU//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0413

Message: Inconsistent internal data has been discovered.//Unable to deregister service numbers.//RECOVERY ACTION: Check Directory Services in SAS Maintenance//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/2000

Message: Initialization sequence has been terminated.//An error occurred during task initiation.//RECOVERY ACTION: Reboot the PRU.//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

Explanation: Software was not able to initiate, probably due to a space limitation. The PRU cannot become operational without intervention.

Action: Reboot the PRU, if problem persists, contact Field Service.

0002/2001

Message: Initialization sequence has been terminated.//Unable to read the Administration data.//RECOVERY ACTION: @MReboot the entire system|Reboot MCS SRU|Reboot the PRU|Check the system configuration||

Explanation: Vital information required in the initialization sequence was not available because administration was not available.

Action: Check the state of administration in SAS. Reboot the PRU. If this fails, reboot the system.

0002/2002

Message: Initialization sequence has been terminated.//Unable to register service "TELECONF" with the Name Server.//RECOVERY ACTION: Reboot the PRU.//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

Explanation: See the logger message.

Action: Reboot the PRU. If this fails, reboot the system. If problem persists, contact Field Service.

0002/2003

Message: A tasking error has occurred.//RECOVERY ACTION: Consult system administration guide.//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

Explanation: A software operation with a bad task result occurred and is not recoverable.

Action: Reboot the PRU. No other user recoverable action available. Escalate problem through Field Service to Developer.

0002/2004

Message: Too many conferencing SRUs attempting to register.//RECOVERY ACTION: Check system hardware configuration.//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/2005

Message: Unable to locate @&10*./Continued operation may be impaired./REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

Explanation: See the logger message (check status of @&8*) through SAS maintenance.

Action: Follow the recommended recovery action. Reboot the PRU if service interruption occurs.

0002/2006

Message: Command for a nonexistent node./Voice connections may be missing./REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/2007

Message: Command for a disabled node./Voice connections may be missing./REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/2008

Message: Bad return code from @&10*./Continued operation may be impaired./REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

Printer Manager (8035)**0002/0001**

Message: Printer Manager unable to allocate memory segment.//Initialization of printer(s) failed.

0002/0002

Message: Printer Manager unable to carve heap from allocated memory segment.//Initialization of printer(s) failed.

0002/0003

Message: Printer Manager unable to register with Resource Manager for//printer state changes. RM return code: @^

0002/0004

Message: Printer Manager unable to register with Administration for//printer configuration changes. ADMIN return code: @^

0002/0005

Message: Bad return code from Resource Manager rm_request entry.//Unable to locate all printers.//RM return code: @^

0002/0006

Message: Printer Manager unable to read in configuration//for @2.//Administration return code: @^.

0002/0007

Message: Printer boss task crashed with error class: @^

0002/0008

Message: Helix error @^ encountered while accessing banner file.//Unable to initialize banner template for banner pages.

0002/0009

Message: Non-zero return code received from Queue Manager//init_deinit or srvc_alarm entry: @^.//Message pertained to @2.

0002/000A

Message: Bad task result SENDing Queue Manager: @^.//Message pertained to @2.

0002/000B

Message: Spool job could not be printed on @2.//File class @^ is @Mundefined|unsupported|.

0002/000D

Message: Unable to start print job on @2.//Return code to Qman is @^.
Error code is @IH.

0002/000E

Message: Invalid PRU number in Srvc_Change request.//The command that was denied is @ID.

0002/000F

Message: Srvc_Change cancel request for//@2 was denied.//Boss task internal state was @ID.

0002/0010

Message: Srvc_Change stop now request for//@2 was denied.//Boss task internal state was @ID.

0002/0011

Message: Srvc_Change restart request for//@2 was denied.//Boss task internal state was @ID.

0002/0012

Message: Srvc_Change forward request for//@2 was denied.//Boss task internal state was @ID.

0002/0013

Message: Srvc_Change backup request for//@2 was denied.//Boss task internal state was @ID.

0002/0014

Message: Srvc_Change request for @2 was denied.//The command code (@ID) was invalid.

0002/0015

Message: Invalid PRU number in Srvc_Job request.//The @Mspool|direct connect|| print job could not be started.

0002/0016

Message: Invalid PRU number in Srvc_Query request.//It does not correspond to a known printer port.

0002/0017

Message: Message received from unknown source address.//Command @IH has been discarded.

0002/0018

Message: Boss Task Cross-Talk!!!//Command @^ for @2 received by task @ID.//See hex detail.

0002/0019

Message: Direct connect job on @2//has been cancelled.

0002/0020

Message: Print job on @2 has been aborted.//Unable to start job within 20 seconds.

0002/0100

Message: VTP error @^ communicating with printer driver for//@2.//Error occurred @Mduring command transmission|while sending parameters command|while sending link command|while sending banner|while sending form feed|while sending data||

0002/0101

Message: Bad write response (@^) received from//@2.

0002/0102

Message: Bad response from parameters command (@^) received from//@2.

0002/0103

Message: Invalid opcode (@^) received from//@2.

0002/0104

Message: Invalid command sequence (@^) reported by//@2.

Security Agent sub-PRU (8039)

PRU Profile

The Security Agent (SA) provides system security for DVS. The SA is a sub-PRU residing on the Primary Processor with the DVS Base Maintenance and Initialization software. The Security Agent validates users before allowing them access to the system. The validation parameters consist of a user ID and a password, taken in conjunction with the DVS security parameters. Signon tasks, such as the Screen Activities Manager (SAM), interface with the SA in order to sign users on to the DVS system. The SA also provides Verify, Registration and Query interfaces, allowing tasks within the DVS to verify and register against a user's signon session, or query the set of signon sessions. Also, as part of security enforcement, the Security Agent will track parts of the DVS system to keep an eye out for system hackers or other breaches of security. The SA makes use of the Resource Manager in order to perform its tracking functions.

Note: The log messages with an asterisk next to the message number are the messages most often observed.

0001/0002

Message: Tasking error sending New_SA_key to privileged entity.
Taskresult: <Error Type> Message was resent

Explanation: A recoverable tasking communication error occurred.

Action: None.

0001/000A *

Message: User Signed-ON. User: <String 16>. Address: <Long Hex>
<Long Hex>

Explanation: A user was signed on by the Security Agent.

Action: None.

0001/000D *

Message: User Signed-OFF. User: <String 16>. Address: <Long Hex>
<Long Hex>

Explanation: A user was signed off by the Security Agent.

Action: None.

0001/0014 *

Message: RM_updated received -- Host <Long Hex> <Long Hex> nonoperational.

Explanation: The Security Agent received notification from the Resource Manager that a device/host that had one or more valid signons initiated from it went nonoperational. The signons affected will be “paused” by the SA.

Action: Check preceding logs to determine why the device went down. Look for subsequent logs stating which user's signons were paused by the SA.

0001/001D *

Message: User's paused signon timed-out. User: <String 16>

Explanation: A user's signon that had been paused by the Security Agent timed out. The user will now be signed off.

Action: See subsequent logs for user being signed off.

0001/001E *

Message: Valid signon processing will proceed but user's signon data will be lost (such as date and time). User: <String 16>

Explanation: The Security Agent was processing a signon but could not write data for the valid signon to an Administration security object. This is not a serious problem.

Action: None. Usually this means that the user who was signing on had a User Profile window open.

0001/001F

Message: Max_active_users increased (re-IPL required to take effect) Max_active_users supported by <Reporter> remains at <Error Type>

Explanation: The system administrator increased the maximum active users parameter via User Access and Security. The Security Agent found out about the update but warns the administrator that it will not be made effective until a system reboot.

Action: Reboot system when convenient.

0001/0020

Message: Max_terminals increased (re-IPL required to take effect)
Max_terminals supported by <Reporter> remains at <Error Type>

Explanation: The system administrator increased the maximum terminals parameter via User Access and Security. The Security Agent found out about the update but warns the administrator that it will not be made effective until a system reboot.

Action: Reboot system when convenient.

0001/0021

Message: <String 16>'s lock-out cleared by <Reporter> at system re-IPL time

Explanation: The Security Agent cleared the superuser's lockout at system initialization time. This is meant to be a system administrator safeguard. (If the administrator ever gets locked out, a system reboot will clear it.)

Action: None.

0001/0022

Message: Could not clear <String 16>'s lockout at system re-IPL time.
Lockout will be ignored.

Explanation: The Security Agent cleared the superuser's lockout at system initialization time. This is meant to be a system administrator safeguard. (If the administrator ever gets locked out, a system reboot will clear it). In this case the Security Agent could not clear the lockout, so it will be ignored for the superuser.

Action: None.

0001/0023

Message: Inhibit_all_signons cleared by <Reporter> at system re-IPL time

Explanation: The Security Agent cleared the inhibit-all-signons flag at system initialization time. This is meant to be a system administrator safeguard. (If the administrator ever gets locked out because of the inhibit flag, a system reboot will clear it.)

Action: None.

0001/0024

Message: Could not clear Inhibit_all_signons at system re-IPL time Inhibit will be ignored for <String 16>

Explanation: The Security Agent cleared the inhibit-all-signons flag at system initialization time. This is meant to be a system administrator safeguard. (If the administrator ever gets locked out because of the inhibit flag, a system reboot will clear it.) In this case, the Security Agent could not clear the inhibit flag, and it will be ignored for the superuser.

Action: None.

0001/0034 *

Message: User's signon paused by the <Reporter> due to failure of the device that was hosting the signon. User: <String 16>. Address: <Long Hex> <Long Hex>

Explanation: The Security Agent received notification from the Resource Manager that a device/host that had one or more valid signons initiated from it went nonoperational. The signons affected will be "paused" by the SA.

Action: Check preceding logs to determine why the device went down.

0001/0035 *

Message: User Signed-ON (Reconnect). User: <String 16> Address: <Long Hex> <Long Hex>

Explanation: A user was signed on by the Security Agent. This user "Reconnected" to an old paused signon. The user should also be reconnected to his application windows.

Action: None.

0001/0037 *

Message: User Signed-OFF (Paused-out). User: <String 16> Address: <Long Hex> <Long Hex>

Explanation: A user's signon that had been paused by the Security Agent timed out. The user is signed off by the Security Agent.

Action: None.

0002/0001

Message: Tasking error sending New_SA_key to privileged entity.
Taskresult: <Error Type>

Explanation: An unrecoverable tasking communication error occurred. The entity (either the Remote Access Manager for Remote Application Access or the Screen Activities Manager) will not receive the SA key.

Action: Probably not serious. If it persists, then either reboot Network Support PRU or system.

0002/0003

Message: RM_register against privileged entity failed RM_Result: <Error Type>. Entity will not receive New_SA_key.

Explanation: The Security Agent could not register with the Resource Manager against the entity (either the Remote Access Manager for Remote Application Access or the Screen Activities Manager) and therefore the entity will not receive the SA key.

Action: May require reboot of Network Support PRU or system.

0002/0004

Message: Terminal courtesy-down performed by the <Reporter>. <Error Type> failed signon attempts from the same address: <Long Hex> <Long Hex>

Explanation: The Security Agent took down a device that went over the allowable failed signon threshold.

Action: Investigate who initiated all the invalid signons from the device in question. The device will not be usable until the system administrator puts it back into service.

0002/0005

Message: Error reading user's security values from USRSEC object. User: <String 16> Admin_result: <Error Type>

Explanation: The Security Agent could not read the Administration security object. The user's signon will fail.

Action: See Administration log messages to interpret the Admin_result.

0002/0006

Message: Error writing user's security values to USRSEC object. User: <String 16> Admin_result: <Error Type>

Explanation: The Security Agent was processing a signon but could not write data for the valid signon to an Administration security object. This is not a serious problem.

Action: None. Usually this means that the user who was signing on had a User Profile window open.

0002/0007

Message: Error registering against signon host -- Resource Manager does NOT recognize host's address: <Lond Hex> <Long Hex>

Explanation: The Security Agent could not register against the device from which the signon was initiated. The Resource Manager does not know about the device's address. The user's signon will fail.

Action: See preceding log messages to determine if there is a problem with the device in question. Reboot the device.

0002/0008

Message: User lockout performed by the <Reporter> <Error Type> failed signon attempts by the same user: <String 16>

Explanation: The Security Agent locked out a user because the user went over the allowable failed signon threshold.

Action: The user will not be able to sign on again until the system administrator unlocks him.

0002/0009

Message: User lock-out failed due to USRSEC write error User: <String 16>. Admin_result: <Error Type>.

Explanation: The Security Agent attempted to lock out a user because the user went over the allowable failed signon threshold; however, the lockout failed because the SA could not write to the Administration security object.

Action: See Administration log diagnostics for Admin_result values.

0002/000B *

Message: User Signon attempt FAILED

User: <String 16>

Address: <Long Hex> <Long Hex>

Reason: <Error Type>

Explanation: The Security Agent failed the user's signon attempt.

Action: Reasons for failure include:

1. user ID invalid
2. password invalid
3. user locked out
4. inhibit all signons enabled
5. user signed on already
6. password expired
7. max active users limit exceeded
8. Security Agent internal error
9. device hosting signon invalid

0002/000C

Message: Tasking error sending Session_End_Notice to registered task

Taskresult: <Error Type>

Explanation: The Security Agent tried to send a notification to a registered task but failed because of a tasking communication error. The task will not receive the notification.

Action: None. This is not a serious problem because the registered task has probably died anyway.

0002/000E

Message: Session_register for task <Long Hex> <Long Hex> failed
specified session token not recognized

Explanation: The Security Agent failed to register a task against a specific signon session because the signon session was not valid.

Action: None.

0002/000F

Message: Session register for task <Long Hex> <Long Hex> failed no free records to hold reg info

Explanation: The Security Agent failed to register a task against a specific signon session because the Security Agent did not have enough memory available.

Action: None.

0002/0010

Message: Tasking error pushing Validate_User return parms. Taskresult: <Error Type>

Explanation: The Security Agent failed to return the signon information to a signon task because of a tasking communication error. The signon, whether valid or invalid, will not succeed.

Action: None. This is not a serious problem because the signon task has probably died anyway.

0002/0011

Message: Tasking error pushing Read_Pwf return parms. Taskresult: <Error Type>

Explanation: The Security Agent failed to return the password file information to the requesting task because of a tasking communication error.

Action: None. This is not a serious problem because the requesting task has probably died anyway.

0002/0012

Message: VTP transmit to <Long Hex> <Long Hex> failed VTP_result: <Error Type>

Explanation: The Security Agent failed to communicate with a signon task (or some other task) via the SA's VTP interface because of a VTP communication error.

Action: Since PCs are the main users of the SA's VTP interface, may require reboot of the PC. See VTP log diagnostics for VTP_result values.

0002/0013

Message: VTP receive error. VTP_result: <Error Type>.

Explanation: The Security Agent failed to receive data from a signon task (or some other task) via the SA's VTP interface because of a VTP communication error.

Action: Since PCs are the main users of the SA's VTP interface, may require reboot of the PC. See VTP log diagnostics for VTP_result values.

0002/0015

Message: Initialization error -- unable to link "passwd" file Error_code: <Error Type>

Explanation: Security Agent initialization error. The SA will not initialize because it could not read the password file

Action: The following reasons tell why:

1. Could not read the Admin. security object
2. Could not read/open the password file System may or may not come up. Will require system reboot either way.

0002/0016

Message: Error in "passwd" file update -- update ignored Error_code: <Error Type>

Explanation: The Security Agent did not process a password file update and will continue to run with the current password file.

Action: The following reasons tell why:

1. Could not read the Admin. security object.
2. Could not read/open the password file.

0002/0017

Message: Initialization error -- unable to read DVSSEC object Admin_result: <Error Type>

Explanation: Security Agent initialization error. The SA will not initialize because it could not read the Administration security object.

Action: See Administration log diagnostics for Admin_result values.

0002/0018

Message: Error in DVSSEC update -- update ignored Admin_result: <Error Type>

Explanation: The Security Agent did not process an administration security object update, and will continue to run with the current security object.

Action: See Administration log diagnostics for Admin_result values.

0002/0019

Message: Object_update received re: unknown object -- update ignored

Explanation: The Security Agent received an object update notification from Administration but did not recognize the object name.

Action: None.

0002/001A

Message: Initialization error -Object_register failed Admin_result: <Error Type>

Explanation: Security Agent initialization error. The SA will not initialize because it could not register against the Administration security object.

Action: See Administration log diagnostics for Admin_result values.

0002/001B

Message: Initialization error-unable to attain segment for memory

Explanation: Security Agent initialization error. The SA will not initialize because it could not obtain memory for its data structures.

Action: Reboot system.

0002/001C

Message: Initialization error -- unable to create VTP pool. VTP_result: <Error Type>

Explanation: Security Agent initialization error. The SA will not initialize because it could not obtain memory for its data structures.

Action: Reboot system.

0002/0025

Message: Tasking error trying to Verify token with remote <Reporter>
Taskresult: <Error Type>, Verify will fail

Explanation: The Security Agent failed to verify a specific user's signon session because of a tasking communication error. The user is remote.

Action: None. This is not a serious problem because the remote system is probably down anyway.

0002/0026

Message: Remote Session_register failed, could not locate remote <Reporter>. Locate_result: <Error Type>. Registering_task: <Long Hex> <Long Hex>.

Explanation: The Security Agent failed to register a task against a specific user's signon session because a DataNET name server function failed. The user is remote.

Action: None. This is not a serious problem because the remote system is probably down anyway.

0002/0027

Message: Verify_session for task, <Long Hex> <Long Hex> failed specified session token not recognized

Explanation: The Security Agent failed to verify a specific user's signon session because the session was not valid.

Action: None.

0002/0028

Message: Session_register part of Verify for task, <Long Hex> <Long Hex> failed, no free records to hold registration info.

Explanation: The Security Agent failed to register a task against a specific signon session because the SA did not have enough memory available.

Action: None.

0002/0029

Message: Remote_Verify_session failed, could not locate remote <Reporter>. Locate_result: <Error Type> Verifying_task: <Long Hex> <Long Hex>

Explanation: The Security Agent failed to verify a specific user's signon session because a DataNET name server function failed. The user is remote.

Action: None. This is not a serious problem because the remote system is probably down anyway.

0002/002A

Message: Remote_Verify_session for task <Long Hex> <Long Hex> failed specified UserID <Error Type> not recognized

Explanation: The Security Agent failed to verify a specific user's signon session because the user ID is not valid. The user is remote.

Action: None.

0002/002B

Message: Remote_Verify_session for task <Long Hex> <Long Hex> failed

Explanation: The Security Agent failed to verify a specific user's signon session because the session was not valid. The user is remote.

Action: None.

0002/002C

Message: Remote_Verify_session for task <Long Hex> <Long Hex> failed. Specified session token does not belong to this <Reporter>

Explanation: The Security Agent failed to verify a specific user's signon session because the user does not belong to this system.

Action: None.

0002/002D

Message: Remote_Verify_session for task <Long Hex> <Long Hex> failed user inconsistency found for UserID <Error Type>

Explanation: The Security Agent failed to verify a specific user's signon session because the local user ID and remote do not map to the same user.

Action: Make the user IDs on the two systems agree. This includes both user ID number and name.

0002/002E

Message: Remote_Session_register for task <Long Hex> <Long Hex> failed. Specified session token does not belong to this <Reporter>

Explanation: The Security Agent failed to register a task against a specific user's signon session because the user does not belong to this system.

Action: None.

0002/002F

Message: Tasking error trying to Register against token with remote <Reporter>. Taskresult: <Error Type>, Session_register will fail

Explanation: The Security Agent failed to register a task against a specific user's signon session because of a tasking communication error. The user is remote.

Action: None. This is not a serious problem because the remote system is probably down anyway.

0002/0030

Message: Terminal was remote so <Reporter> took down the <Other>. This will not affect Remote Screen Sharing, but will disallow any Remote Accesses (to or from this system). The Network Support PRU will still show "WORKING" in Maintenance.

Explanation: The Security Agent took down a device that went over the allowable failed signon threshold. In this case the device was remote; therefore, the SA took down the Remote Access Manager for Remote Application Access.

Action: Investigate who initiated all the invalid signons via Remote Access. Remote Access to or from this system will not be possible until Network Support is rebooted.

0002/0031

Message: SA_User_Query FAILED. Bad query_start parm: <Error Type>.

Explanation: The Security Agent failed a query because of an invalid input parameter.

Action: None.

0002/0032

Message: SA_User_Query FAILED. Bad query_recs parm: <Error Type>.

Explanation: The Security Agent failed a query because of an invalid input parameter.

Action: None.

0002/0033

Message: SA_User_Query FAILED. Tasking error <Error Type> PUSHing data back to query task.

Explanation: The Security Agent failed to return the query information to the requesting task because of a tasking communication error.

Action: None. This is not a serious problem because the requesting task has probably died anyway.

0002/0036

Message: User lock-out performed by the <Reporter> User: <String 16>'s password has expired

Explanation: The Security Agent locked out a user because the user tried to sign on with an expired password.

Action: The user will be given a chance to change the password on-line (at which time he will be unlocked). If the user does not, then he will remain locked until the system administrator unlocks him.

The Async Connection Agent PRU (803D)

PRU Profile

The PRU profile will be supplied later.

0002/0000

Message: Error <Error Type> attempting to locate task <String 22>

Explanation: Unable to locate the indicated task through the name server.

Action: Configure the missing task and reboot ACA.

0002/0001

Message: Could not allocate #<Dec Value>K bytes for segment <String 10>

Explanation: Not enough memory to run ACA.

Action: Make more room for ACA (move to another processor or remove other PRUs from the processor).

0002/0002

Message: Error #<Error Type> attempting to initiate the Timer task

Explanation: Task error attempting to initiate timer task.

Action: Reboot ACA.

0002/0003

Message: Error #<Error Type> attempting to initiate the Agent task

Explanation: Task error attempting to initiate ACA application agent task.

Action: Reboot ACA.

0002/0004

Message: Error #<Error Type> attempting to initiate the Service task

Explanation: Task error attempting to initiate ACA Service task.

Action: Reboot ACA.

0002/0005

Message: Error attempting to start/synchronize the Agent task XMS RC = <Dec Value>, Agent RC = <Hex Value>

Explanation: ACA application agent task initialization error.

Action: Reboot ACA. Possibly need more room on processor. Note Agent RC if not zero.

0002/0006

Message: Error attempting to start/synchronize the Service task XMS RC = <Dec Value>, Service RC = <Dec Value>

Explanation: ACA service task initialization error.

Action: Reboot ACA. Possibly need more room on processor. Note Service RC if not zero.

0002/0007

Message: Error attempting to start/synchronize the Timer task XMS RC = <Dec Value>, Timer RC = <Dec Value>

Explanation: ACA service task initialization error.

Action: Reboot ACA. Possibly need more room on processor. Note Timer RC if not zero.

0002/0008

Message: Error #<Error Type> when attempting to register the Agent task with OAR

Explanation: Error registering with OAR.

Action: Reboot ACA or system if it persists.

0002/0009

Message: Error #<Error Type> when attempting to register the Agent task with RM for unit type #<Hex Value>

Explanation: Error registering with RM.

Action: Reboot ACA or system if it persists.

0002/0010

Message: More LANLink SRUs were found than were declared in the ACA Root Object

Explanation: More LANLinks configured in system map than in object created by ADS Batch configurator.

Action: Run the ADS Batch Configurator.

0002/0011

Message: More LIUs were found than were declared in the ACA Root Object

Explanation: More ASCII LIUs configured in system map than in object created by ADS Batch configurator.

Action: Run the ADS Batch Configurator.

0002/0012

Message: Unexpected unit type <Error Type> received from RM Refers to: <Other>

Explanation: Unexpected unit type received from RM.

Action: Reboot ACA or system if it persists.

0002/0013

Message: Tasking Error #<Error Type> in Timer task ACCEPT statement

Explanation: Tasking error on ACCEPT in ACA timer task.

Action: Reboot ACA.

0002/0014

Message: Error #<Error Type> returned from RM when reading System Map information

Explanation: Error occurred in reading system map from disk.

Action: Reboot ACA or system if it persists.

Queue Manager PRU (QMAN) (8046)**0002/0001****Message:** Q_Manager Error: <Dec Value>

Explanation: Error occurred in queue manager functional component. The return code (represented by <Dec Value> in the message) specifies failure condition. A LISTING OF RETURN CODES BY TYPE FOLLOWS THE ACTION STATEMENT.

Action: In most cases, errors reported by the Queue Manager indicate a failure in the application using the print subsystem. If you can still print from the CI using the PRINT command, the print subsystem does not need to be courtesied down and returned to service.

Otherwise, courtesy down, then return the print subsystem to service.

| TYPE 00 RETURN CODES - error in entry parameters | | |
|---|-----------------|--|
| Return Code | Mnemonic | Meaning |
| 00001 | e_Bad_Opcode | Invalid Opcode. |
| 00002 | e_Bad_Select | Invalid Selection Parameter. |
| 00003 | e_Bad_Qulifier | Invalid Qualifier Parameter. |
| 00004 | e_Bad_Project | Invalid Projection Parameter. |
| 00005 | e_Bad_Rights | Invalid Access Right. |
| 00006 | e_Bad_Strgy | Invalid Strategy ID. |
| 00007 | e_Unk_QName | Cannot find a queue with the given QName. |
| 00008 | e_Unk_JName | Cannot find a job with the given Job Name. |
| 00009 | e_Err_TaskId | 2nd task ID on an op_stop registration is illegal. |
| 00010 | e_Bad_Q_Att | Invalid queue attributes. |
| 00011 | e_Unk_UName | Cannot find a job with the given User Name. |
| 00012 | e_Unk_UId | Cannot find a job with the given user ID. |
| 00013 | e_Unk_SMIId | Cannot find a service with the SM task ID. |
| 00014 | e_Unk_Srvc | Cannot find a service with the given SP ID. |
| - continued - | | |

| TYPE 00 RETURN CODES - error in entry parameters (continued) | | |
|---|-----------------|---|
| Return Code | Mnemonic | Meaning |
| 00015 | e_Unk_CMId | Cannot find a client with the given Task ID. |
| 00016 | e_Unk_Fname | Cannot find a file with the given File Name. |
| 00017 | e_Dup_QName | Duplicated QName. |
| 00018 | e_Big_Load | Job load is too large for the given queue. |
| 00019 | e_Sup_Strgy | The specified strategy is not supported. |
| 00020 | e_Low_copy | No. of copies <= 0. |
| 00021 | e_Low_HldTime | Hold time expired. |
| 00022 | e_NAvl_Srvc | No service manager is available. |
| 00023 | e_NAvl_Que | No service manager is available. |
| 00024 | e_Sup_IndISFD | Attempt to open indirection file of spooled files failed. |
| 00025 | e_Out_ResBytes | No. of appl. res. bytes is out of range. |
| 00026 | e_Out_AppBytes | No. of appl. dependent bytes is out of range. |
| 00027 | e_NHld_Job | Specified job is not on hold. |
| 00028 | e_no_Que | No queue in the QM. |
| 00029 | e_end_JList | No more jobs in the QM. |
| 00030 | e_end_SList | No more services in the QM. |
| 00031 | e_end_QList | No more queues in the QM. |
| 00032 | e_J_N_Qual | Specified Job is not qualified. |
| 00033 | e_S_N_Qual | Specified service is not qualified. |
| 00034 | e_Q_N_Qual | Specified queue is not qualified. |
| 00035 | e_S_NIN_Q | Specified service is not in the given queue. |
| 00036 | e_no_job | No jobs in the QM. |
| 00037 | e_no_Srvc | No service in the QM. |
| 00038 | e_No_New_Job | No more free job entry is available. |
| 00039 | e_ful_Q_JList | Job list of the given queue is full. |
| 00040 | e_ful_Q_SList | Service list of the given queue is full. |
| - continued - | | |

| TYPE 00 RETURN CODES - error in entry parameters (continued) | | |
|---|-----------------|---|
| Return Code | Mnemonic | Meaning |
| 00041 | e_ful_QList | The queue list is full. |
| 00042 | e_end_Q_JList | No more Jobs in given queue. |
| 00043 | e_end_Q_SList | No more services in the given queue. |
| 00044 | e_J_NIN_Q | Specified Job is not in the given queue. |
| 00045 | e_No_New_Srvc | No more free service entry is available. |
| 00046 | e_No_New_Que | No more free queue entry is available. |
| 00047 | e_QM_Not_Ready | QM is not ready to accept jobs. |
| 00048 | e_QM_Closed | QM is going down. No jobs will be accepted. |
| 00049 | e_not_Supp | Feature is not supported. |
| 00050 | e_Abort_Buff | Cannot process the entire buffer. |
| 00051 | e_Low_Load | Specified job load is less than 0. |
| 00052 | e_Bad_AP_Addr | Invalid AFILE address for job's application data. |
| 00053 | e_Dup_JobId | Duplicated Job ID. |
| 00054 | e_Remv_ISFD | Cannot remove the specified spool files. |
| 00055 | e_NSrv_Job | Specified Job is not in service. |
| 00056 | e_Unk_Jid | Cannot find a job with the given Job ID. |
| 00057 | e_NCC_Term | Terminated Job, can not change or cancel. |
| 00058 | e_Nil_TaskId | NIL Task ID. |
| 00059 | e_dead_CInt | Client task is dead. |
| 00060 | e_Term_Job | Attempt to access a terminated job. |
| 00061 | e_Acc_Denied | Access denied. |
| 00062 | e_Nil_Buff | Remote buffer pointer is NIL. |
| 00063 | e_Qm_Reconfig | Attempt to reconfigure a configured QManager. |
| 00064 | e_Bad_FName | Invalid pathname for queue backup file. |
| 00065 | e_Ful_LongQ | LongQuery queue is full. |
| 00066 | e_Dup_SrvId | Duplicated service ID. |
| - continued - | | |

| TYPE 00 RETURN CODES - error in entry parameters (continued) | | |
|---|-----------------|---|
| Return Code | Mnemonic | Meaning |
| 00067 | e_Bad_DNT | Bad date and/or bad time. |
| 00068 | e_ful_Q_DList | No more room for direct jobs in the given queue. |
| 00069 | e_Not_QMDir | Specified QM_Directory is not a directory. |
| 00070 | e_NAcc_QMDir | QMan. does not have full access to QM_Directory. |
| 00071 | e_Bad_QM_Att | Invalid QManager attributes. |
| 00072 | e_ful_Q_HList | No more room for hold Jobs in the given queue. |
| 00073 | e_QM_PR_ATTN | Printer Manager - Printer idle but needs attention. |
| 00074 | e_QM_PR_DOWN | Printer Manager - Printer idle but line down. |
| 00075 | e_SRVR_Bad_File | Corrupted AFILE application parameters. |
| 00076 | e_SRVR_Resubmit | Helix file server limit - unable to log on to all required file servers - resubmit job again. |
| 00077 | e_SRVR_Cancel | Helix file server limit - print job requires more than 12 file servers - job is cancelled. |
| 00078 | e_SRVR_Log_Fail | Helix file server log on failed - job is terminated. |
| | e_No_Response | e_Task_Error + 999 No response from other tasks, PM, or CM. |

TYPE 10 RETURN CODES - I/O Errors

These return codes are five digits long. The most significant digits are always ten. The last three digits represent an I/O result.

TYPE 11 RETURN CODES - Tasking Errors

These return codes are five digits long. The most significant digits are always eleven. The last three digits represent a task result.

TYPE 20 Error Messages - internal errors from QCore

| Return Code | Mnemonic | Meaning |
|-------------|--------------|---|
| 20001 | e_Nil_J_Ptr | Job pointer is NIL. |
| 20002 | e_Nil_S_Ptr | Service pointer is NIL. |
| 20003 | e_Nil_Q_Ptr | Queue pointer is NIL. |
| 20004 | e_Nil_J_Que | Host queue of the given job is NIL. |
| 20005 | e_Nil_S_Que | Host queue of the given service is NIL. |
| 20006 | e_Nil_J_Free | Job_Free_List pointer is NIL. |
| 20007 | e_Nil_S_Free | Service_Free_List pointer is NIL. |
| 20008 | e_Nil_Q_Free | Queue_Free_List pointer is NIL. |
| 20009 | e_Bad_J_Ptr | Invalid job pointer. |
| 20010 | e_Bad_S_Ptr | Invalid service pointer. |
| 20011 | e_Bad_Q_Ptr | Invalid queue pointer. |
| 20012 | e_Nil_A_Ptr | Application pointer is NIL. |
| 23001 | w_Del_Cur | Warning: Deleting current job. |

TYPE 32 Error Messages - startup and configuration errors

| Return Code | Mnemonic | Meaning |
|-------------|---------------|--|
| 32003 | e_Bad_SegSize | Segment size for the queue pool is not positive. |
| 32004 | e_No_QCore | Cannot allocate segment for the queue pool. |

0002/0002

Message: QM could not locate needed tasks - Fatal Error

Explanation: Admin Services is not registered with the Name Server. The Queue Manager will not be initialized and the print subsystem will not be usable.

Action: The entire system needs to be rebooted.

0002/0003

Message: QM> Bad return code from Admin: <Dec Value>

Explanation: Admin Services is unable to read printing subsystem objects. The Queue Manager will not be initialized and the print subsystem will not be usable.

Action: Repair the missing or corrupt objects

0002/0004

Message: Q_Manager could not register itself - Fatal Error

Explanation: Unable to register the Queue Manager with the Name Server. Printing applications will be unable to locate and use the print subsystem.

Action: Courtesy down and return the Queue Manager to service.

0002/0005

Message: Q_Manager could not register with Admin

Explanation: Unable to register with Admin Services against changes to Queue Manager objects. The Queue manager will not be updated with configuration changes.

Action: Courtesy down and return the Queue Manager to service.

0002/0101

Message: Direct Connect Client Rm_Register failed
Registering against: <Other>
Task Result: <Dec Value>
Return Code: <Dec Value>

Explanation: Unable to register the printing application with the Resource Manager. Either the remote rendezvous failed or the Resource Manager rejected the registration (usually because the printing application did not register properly with the Resource Manager).

Action: None.

0002/0102

Message: Direct Connect Client unable to establish direct connection.
Error invoking Queue Manager entry Q_Dir_Conn.
Direct Connect Application: <Other>
Task Result: <Dec Value>
Return Code: <Dec Value>

Explanation: Direct Connect Client was unable to open the job with the Queue Manager. The entry Q_Dir_Conn returned a failure indication.

Action: Take appropriate action based on return code. Usually this is a printer application error.

0002/0103

Message: Direct Connect Client unable to close job.
Error invoking Queue Manager entry Q_Change. Direct Connect Application:
<Other>
Task Result: <Dec Value>
Return Code: <Dec Value>

Explanation: Direct Connect Client was unable to close the job with the Queue Manager. The entry Q_Dir_Conn returned a failure indication.

Action: Take appropriate action based on return code. Usually this is a printer application error.

0002/0104

Message: Direct Connect Client SEND to application failed.

Send destination: <Other>

Task Result: <Dec Value>

Explanation: Direct Connect Client received a tasking error when trying to communicate with the printing application. Either the printing application has terminated or passed an invalid task ID on the open.

Action: None.

0002/0105

Message: Direct Connect Client unable to SEND to <Other>.

Application has not responded to previous SEND.

Explanation: Direct Connect Client has a subsequent message to send to an application that did not respond to the previous message.

Action: None.

0002/0301

Message: Tasking Queue Client Rm_Register failed

Registering against: <Other>

Task Result: <Dec Value>

Return Code: <Dec Value>

Explanation: Unable to register the printing application with the Resource Manager. Either the remote rendezvous failed or the Resource Manager rejected the registration (usually because the printing application didn't register properly with the Resource Manager).

Action: None.

0002/0302

Message: Tasking Queue Client Rm_Register failed

De-registering against: <Other>

Task Result: <Dec Value>

Return Code: <Dec Value>

Explanation: Unable to deregister the printing application with the Resource Manager. Either the remote rendezvous failed or the Resource Manager rejected the deregistration (usually because the printing application was not registered with the Resource Manager).

Action: None.

0002/0303

Message: Tasking Queue Client failed to register with the Name Server.

Explanation: Tasking Queue Client cannot be used by printing applications since they will be unable to locate it through the name server.

Action: Courtesy down and return to service the Queue Manager.

0002/0304

Message: Tasking Queue Client attempted to terminate a nonexistent print job.

Application ID: <Other>

Users Job number: <Dec Value>

Client's Job number: <Dec Value>

Explanation: The print job identifier provided by the printing application was not associated with an active job request. The print job identifier was originally generated by the Tasking Queue Client and passed to the printing application.

Action: None.

Spooler User Interface PRU (8047)

PRU Profile

The profile for this PRU will be supplied later.

0001/0005

Message: SUI> Invalid User ID: <Dec Value>

Explanation: An invalid user, as determined by the Security Agent, was denied access to the Spooler User Interface.

Action: None.

0001/0006

Message: <String 10> Unknown Task ID in: <String 10>

Explanation: An unknown task reported an error condition.

Action: None.

0002/0001

Message: SUI> SFH Error: <Dec Value>

Explanation: This reports any nonzero return code from the SFH or any tasking errors (tasking errors are displayed, as taskresult + #8000).

Action: Dependent upon return code or task result.

0002/0002

Message: SUI> Admin Error: <Dec Value> at <String 10>

Explanation: This reports any nonzero return code from the ADMIN or any tasking errors (tasking errors are displayed, as taskresult + #8000).

Action: Dependent upon return code or task result.

0002/0003

Message: SUI> All out of Heapspace

Explanation: SUI is all out of heap space and cannot accept any new users. May not be able to display all of user's jobs.

Action: Verify how much free space is available on the processor SUI is configured. Reconfigure if necessary.

0002/0004

Message: <String 10> XMS Exception Error Class: <Dec Value>
Error Type: <Dec Value>

Explanation: This reports any error conditions that cause SUI to crash. An error of class 4 is user-defined: 0 = fatal Administration error, 1 = fatal SFH error, 2 = all other fatal errors. All other errors are system-defined.

Action: Return SUI to service if possible.

0002/0007

Message: SUI> Unable to Locate needed tasks - Fatal Error

Explanation: SUI cannot locate at least one of the following tasks: Admin, OAR, Resource Manager, Security Agent or Queue Manager.

Action: Verify that all of the above tasks are functional.

0002/0008

Message: SUI> Q_Manager Error: <Dec Value>

Explanation: SUI received a bad return code or task result from the Queue Manager.

Action: Dependent upon the return code or task result.

0002/0009

Message: SUI> Resource Manager Error: <Dec Value>

Explanation: SUI received a bad return code or task result from the Resource Manager.

Action: Dependent upon the return code or task result.

0002/000A

Message: SUI> OAR Error: <Dec Value>

Explanation: SUI received a bad return code or task result from the OAR.

Action: Dependent upon the return code or task result.

0002/000B

Message: SUI> Security Agent: <Dec Value>

Explanation: SUI received a bad return code or task result from the Security Agent.

Action: Dependent upon the return code or task result.

Remote File Transfer PRU (8050)

PRU Profile

Remote File Transfer (RFT) is used to send files from one computer to another using RJE3780 bisync protocol.

0001/1102

Message: FH_IN (Host=<Dec Value> ID=<Dec Value>). Tasking Error in attempt to SEND to IFTA.

Explanation: Unable to send the buffer containing the file from the host with the specified number.

Action: Normally RFT will recover from this event on its own. If not, then courtesy down the PRU and put it in service.

0001/1103

Message: FH_IN <Dec Value> could not open file <String 128>.

Explanation: The file to which the received data is to be written cannot be opened.

Action: Retransmit the file.

0001/1104

Message: FH_IN <Dec Value>. Error in writing file <String 128>.

Explanation: Unable to write the buffer received from the host to the file. This could be a result of a full Helix disk.

Action:

1. Have the administrator check to see if the disk is full. If so, then perform a Helix audit.
2. Retransmit the file.

0001/1121

Message: Task variable is NIL.

Explanation: One of the task variables was not initialized properly

Action: Courtesy down the PRU; then put it back into service.

0001/1122

Message: Task Result is not zero.

Explanation: One of the tasks returned an error code.

Action: Courtesy down the PRU; then put it into service.

0001/1128

Message: Invalid Record Type <Dec Value>.

Explanation: Internal error.

Action: Retransmit the file.

0001/1129

Message: OUT <Dec Value> Output_Ready1: Error SENDING to IFTA.

Explanation: Unable to send the buffer to be transmitted to the IFTA task.

Action: Normally RFT will recover from this event on its own. If not, then courtesy down the PRU (if on a resource processor) or reboot (if on the primary processor).

0001/112A

Message: OUT <Dec Value> Output_Ready2: Error SENDING to IFTA.

Explanation: Unable to send the buffer to be transmitted to the IFTA task.

Action: Normally RFT will recover from this event on its own. If not, then courtesy down the PRU (if on a resource processor) or reboot (if on the primary processor).

0001/112B

Message: Unavailable Path - URH_Out: <String 128>.

Explanation: The desired file is currently unavailable.

Action: Retransmit the file.

0001/112C

Message: FH_OUT <Dec Value> could not open file <String 128>.

Explanation: Possible file server error.

Action: Retransmit the file.

0001/1147

Message: Tasking Error in Attempt to SEND.

Explanation: Unacceptable task result from send Gateway.

Action: Normally RFT will recover from this event on its own. If not, then courtesy down the PRU (if on a resource processor) or reboot (if on the primary processor).

0001/1149

Message: Error SENDIng to OUTPUT TASK

Explanation: Tasking error in attempt to SEND to output task.

Action: Normally RFT will recover from this event on its own. If not, then courtesy down the PRU (if on a resource processor) or reboot (if on the primary processor).

0001/114D

Message: Tasking error in attempt to SEND to Gateway.

Explanation: Taskresult not equal to zero when trying Send_Retry.

Action: Normally RFT will recover from this event on its own. If not, then courtesy down the PRU (if on a resource processor) or reboot (if on the primary processor).

0001/1150

Message: DLC Port <Dec Value> is nonoperational.

Explanation: The DLC port with the specified number has become nonoperational.

Action:

1. If the LIU port is inoperable courtesy it down.
2. After step one, RFT should recover on its own. If not, then courtesy down the PRU and put it into service.

0001/1153

Message: Could not open Helix Directory <String 128>.

Explanation: The Helix Directory specified in RFT configuration does not exist or cannot be opened.

Action:

1. If the directory does not exist, then create it using the Helix Command Interpreter in Utility Services in SAS.
2. If the directory exists, then change RFT configuration to a different existing directory.

0001/1154

Message: Could not erase <String 128>.

Explanation: Unable to remove a file from the Helix file system.

Action: This will not cause a problem, but to reduce wasted disk space, the administrator should remove the specified file.

0001/1155

Message: Could not open file <String 128>.

Explanation: File could not be opened in the Helix file system.

Action: Normally RFT will recover from this event on its own. If not, then courtesy down the PRU and put it in service (possible file server problem).

0001/1156

Message: Could not read file <String 128>.

Explanation: File could not be read by RFT.

Action: Normally RFT will recover from this event on its own. If not, then courtesy down the PRU and put it in service (possible file server problem).

0001/1301

Message: CLI Resource Limit: Tried to exceed the maximum number of configured users.

Explanation: As stated.

Action: Reconfigure number of users within the valid range.

0002/1000

Message: FILE SYSTEM I/O ERROR <Dec Value>:
Invoking <String 8> from <String 16>.
Operating on file <String 21>.

Explanation: As stated.

Action: Notify the system administrator.

0002/1001

Message: TASKING ERROR <Dec Value>:
Invoking <String 16> from <String 16>.

Explanation: As stated.

Action: Notify the system administrator.

0002/1002

Message: LOGON ERROR <Dec Value>:
Could not log on to <String 21>.
Invoking <String 8> from <String 16>.

Explanation: As stated.

Action: Notify the system administrator.

0002/1003

Message: Unsuccessful LOCATE for <String 10> - {<String 25>}.

Explanation: As stated.

Action: Notify the system administrator.

0002/1100

Message: Could not obtain heap for Input Task <Dec Value>.

Explanation: There was not enough memory for RFT to obtain the necessary size heap.

Action:

1. Reconfigure RFT to run on a less-crowded SRU.
2. If option one is not available, then courtesy down any unused processes on the current SRU.

0002/1101

Message: Could not INITIATE Input Task <Dec Value>.

Explanation: Taskresult from initializing the INTASK indicates an error.

Action: Courtesy down the PRU; then put it into service.

0002/1105

Message: ERROR <Dec Value>: Could not initialize the 3780 Service Driver.

Explanation: As stated in message.

Action: Notify the system administrator.

0002/1106

Message: This Service Driver is not configured to be active. Host number = <Dec Value>.

Explanation: Active/working Service Driver is needed on system.

Action: Check SAS configuration for active Service driver PRU. If it is not on system, add it to an SRU. Otherwise, contact the system administrator.

0002/1107

Message: Could not find the RFT Master PRU.

Explanation: Active/working RFT Master PRU is needed on system.

Action: Check SAS configuration for active RFT Master PRU. If RFT Master is not on system, add it to an SRU. Otherwise, contact the system administrator.

0002/1108

Message: Could not find the Host Agent (HAG) PRU.

Explanation: Active/working HAG PRU is needed on the system.

Action: Check SAS configuration for active HAG. If HAG is not on the system, add it to an SRU. Otherwise, contact the system administrator.

0002/1123

Message: Fatal Error, DSM_OUT_RIB is NIL.

Explanation: Unable to get a new rib buffer.

Action: Courtesy down the PRU; then put it into service.

0002/1124

Message: Fatal Error, DSM_OUT_QINFO is NIL.

Explanation: Unable to get a new q_info buffer.

Action: Courtesy down the PRU; then put it into service.

0002/1125

Message: FH_OUT_INIT: Fatal Error, FH_RIB is NIL.

Explanation: No buffers available for output errors.

Action: Courtesy down the PRU; then put it into service.

0002/1126

Message: Could not obtain heap for Output Task <Dec Value>.

Explanation: There is not enough memory available on the current SRU for RFT to obtain enough heap.

Action:

1. Reconfigure RFT to run on a less-crowded SRU.
2. If option one is not available, then courtesy down any unused PRUs on the current SRU.

0002/1127

Message: Could not INITIATE Output Task <Dec Value>.

Explanation: Unable to start the output task because the current SRU does not have enough memory left.

Action:

1. Reconfigure RFT to run on a less-crowded SRU.
2. If option one is not available, then courtesy down any unused PRUs on the current SRU.

0002/1141

Message: No Rib Buffers available.

Explanation: The buffers necessary to transmit or receive files have run out.

Action: Normally RFT will recover from this error on its own. If not, courtesy down the PRU and put it in service.

0002/1142

Message: No Heap available.

Explanation: Unable to create a heap because the current SRU does not have enough memory left.

Action:

1. Reconfigure RFT to run on a less-crowded SRU.
2. If option one is not available, then courtesy down any unused PRUs on the current SRU.

0002/1143

Message: No Send Buffers available.

Explanation: RFT has run out of the buffers that are used to send.

Action: Normally RFT will recover from this error on its own. If not, courtesy down the PRU and put it in service.

0002/1144

Message: IFTA: Could not obtain a heap.

Explanation: The file transfer task could not obtain enough memory on the current SRU.

Action:

1. Reconfigure RFT to run on a less-crowded SRU.
2. If option one is not available, then courtesy down any unused PRUs on the current SRU.

0002/1145

Message: IFTA: Could not obtain IO_SERV_DATA record from MYHEAP.

Explanation: Unable to create the input/output service data from the heap that was obtained.

Action: Courtesy down the PRU; then put it into service.

0002/1146

Message: Could not obtain buffer pool.

Explanation: Not enough memory available for the buffer pool containing buffers used to communicate between IFTA “in” and “out” tasks.

Action:

1. Reconfigure RFT to run on a less-crowded SRU.
2. If option one is not available, then courtesy down any unused PRUs on the current SRU.

0002/1148

Message: Could not obtain SIB for Parsing.

Explanation: The SIB with the file information could not be obtained.

Action: Normally RFT will recover from this error on its own. If not, courtesy down the PRU and put it in service.

0002/114A

Message: Heap Manager initialization failure.

Explanation: Return call from call to init_heap_manager indicates a failure in buffer pool or universal segment allocation.

Action:

1. Reconfigure RFT to run on a less-crowded SRU.
2. If option one is not available, then courtesy down any unused PRUs on the current SRU.

0002/114B

Message: Cannot SEND to HAG_HELPER.

Explanation: Unable to send a request for port addresses.

Action: Courtesy down the PRU; then put it into service.

0002/114C

Message: Could not obtain RFT Service Data.

Explanation: The RFT Service Data could not be obtained from the disk.

Action: Run the RFT Configuration to make sure the object is configured and accessible. If the object is accessible, then courtesy down the PRU and put it into service. If the object is not accessible, then the administrator should follow the object installation instructions.

0002/114E

Message: Segment request too large, UNIV_SEG_KB = <Dec Value>.

Explanation: Not enough memory for universal segment size that was requested to be created.

Action:

1. Reconfigure RFT to run on a less-crowded SRU.
2. If option one is not available, then courtesy down any unused PRUs on the current SRU.

0002/114F

Message: Segment request too large, BUFF_KB = <Dec Value>.

Explanation: Not enough memory available for buffer pool segment size requested.

Action:

1. Reconfigure RFT to run on a less-crowded SRU.
2. If option one is not available, then courtesy down any unused PRUs on the current SRU.

0002/1151

Message: Segment request too large, BM_SEG_SIZE = <Dec Value>.

Explanation: Not enough memory available for buffer manager segment size, as requested.

Action:

1. Reconfigure RFT to run on a less-crowded SRU.
2. If option one is not available, then courtesy down any unused PRUs on the current SRU.

0002/1152

Message: Could not obtain buffer pool of size <Dec Value>.

Explanation: Unable to obtain buffer pool of sufficient size.

Action:

1. Reconfigure RFT to run on a less-crowded SRU.
2. If option one is not available, then courtesy down any unused PRUs on the current SRU.

0002/1203

Message: ERROR <Dec Value>: Could not initialize the Information Manager.

Explanation: As stated in message.

Action: Recheck RFT configuration. If configuration will not run, a possible installation problem exists. If problem persists, notify the system administrator.

0002/1204

Message: Could not read Configuration Data.

Explanation: As stated in message.

Action: Recheck RFT configuration. If configuration will not run, a possible installation problem exists. If problem persists notify the system administrator.

0002/1205

Message: ERROR <Dec Value>: Could not initialize the Control Point task.

Explanation: Taskresult indicates an error.

Action: Notify the system administrator.

0002/1206

Message: ERROR <Dec Value>: Could not initialize the Application Manager.

Explanation: Taskresult indicates an error.

Action: Notify the system administrator.

0002/1207

Message: ERROR <Dec Value>: Could not register with the Name Server.

Explanation: As stated in message.

Action: Notify the system administrator.

0002/1208

Message: ERROR <Dec Value>: Could not initialize the Queue Manager.

Explanation: Taskresult indicates an error.

Action: Notify the system administrator.

0002/1209

Message: An unknown application type tried to register with RFT.

Explanation: As stated in message.

Action: Notify the system administrator.

0002/1210

Message: Attempted to exceed the maximum allowable applications.

Explanation: Too many applications

Action: Reconfigure to decrease amount of applications used.

0002/1211

Message: Attempted to deregister an application that was not registered.

Explanation: As stated in message.

Action: Notify the system administrator.

0002/1212

Message: Internal number of available applications is corrupted.

Explanation: As stated in message.

Action: Notify the system administrator.

0002/1213

Message: ERROR <Dec Value>: Could not register with the Resource Manager against the RFT Master.

Explanation: As stated in message.

Action: Courtesy down the PRU; then put it into service.

0002/1214

Message: The Application Manager detected that an application abnormally ended.

Explanation: As stated in message.

Action: Courtesy down the PRU; then put it into service.

0002/1215

Message: FILE SYSTEM I/O ERROR <Dec Value>: Could not write to the RFT log file.

Explanation: As stated in message.

Action: Notify the system administrator.

0002/1300

Message: ERROR <Dec Value>: Could not initialize the CLI Control Point.

Explanation: As stated in message.

Action: Notify the system administrator.

0002/1302

Message: RFT CLI is unavailable: There are no configured users.

Explanation: Must be at least one user configured.

Action: Configure at least one user. Courtesy down RFT PRUs; then put back into service.

0002/1303

Message: Could not obtain configuration data from the RFT Master.

Explanation: As stated in message.

Action: Possible install problem. Notify system administrator

0002/1304

Message: ERROR <Dec Value>: Failed to deregister the CLI from the RFT Master.

Explanation: As stated in message.

Action: Notify the system administrator.

0002/1305

Message: ERROR <Dec Value>: Could initialize CLI SIT services.

Explanation: As stated in message.

Action: Notify the system administrator.

0002/1306

Message: ERROR <Dec Value>: Could not initialize CLI SIT memory segment. Not enough memory available on this SRU.

Explanation: Too many PRUs configured for memory available.

Action: Courtesy down any unused PRUs on the current SRU.

0002/1307

Message: FILE SYSTEM I/O ERROR <Dec Value>: Could not open the reserved word list.

Explanation: As stated in message.

Action: Possible install problem. Notify system administrator

0002/1308

Message: Tried to exceed the maximum number of allowable reserved words (<String ID>).

Explanation: As stated in message.

Action: Notify the system administrator.

0002/1309

Message: The CLI has detected that a Level-C application has ended abnormally.

Explanation: As stated in message.

Action: Notify the system administrator.

0002/1310

Message: There is an error in the CLI Reserved Word file. Length overlap at line <Dec Value>.

Explanation: As stated in message.

Action: Possible installation problem. Notify system administrator.

0002/1400

Message: Could not register <String 10> with resource manager.

Explanation: As stated in message.

Action: Notify the system administrator.

0002/1401

Message: Could not <String 10> <String 25> <Long Dec>.

Explanation: Meaning varies according to inserts into message. Message should be self-explanatory.

Action: Notify the system administrator.

0002/1500

Message: Could not <String 10> <String 25> for RIP[<Long Dec>]; RC=<Dec Value>.

Explanation: Meaning varies according to inserts into message. Message should be self-explanatory.

Action: Notify the system administrator.

0002/1501

Message: RIP TASKING ERROR: <String 10> <String 25> for RIP[<Long Dec>]; RC=<Dec Value>.

Explanation: Meaning varies according to inserts into message. Message should be self-explanatory.

Action: Notify the system administrator.

0002/1502

Message: RIP I/O ERROR: <String 10> <String 25> occurred in RIP[<Long Dec>]; RC=<Dec Value>.

Explanation: Meaning varies according to inserts into message. Message should be self-explanatory.

Action: Notify the system administrator.

Name Address Manager (8052)

PRU Profile

The Name Address Manager (NAM) is responsible for all connections of PCs to the DVS. NAM gives initialization information to the PCs when they first boot, and performs periodic audits of the PCs to check their status.

NAM is also involved in NetBIOS functions for the PCs and in locating DVS entities for the PCs. If problems are experienced with the PC connections to DVS, then the system log should be checked for messages from NAM.

0002/0000

Message: NAM/PC NetBIOS error ==> <Other>

Explanation: This error means that someone has requested a NetBIOS type operation that could not be completed by NAM. Examples of this might be adding a name that already exists,, asking for a name that does not exist or deleting a name that does not belong to the requestor.

Action: The user should check the request that is being sent to the NetBIOS child task of NAM. Probably the name is spelled incorrectly.

0002/0001

Message: NAM/Campus Name Server error ==> <Other>

Explanation: Someone has, asked NAM to perform an operation with the Campus Name Server. The CNS has returned an error to NAM, indicating that the operation did not succeed. The probable cause of this error is requesting a lookup for a name that is not registered with the CNS.

Action: The user has several actions to follow. First, make certain that the device name passed is correct. Next, make certain that the correct level of registration is specified (node, LAN or Campus level). Finally, check with the administrator to make certain that the desired device is configured and working.

0002/0002

Message: NAM/VTP transmit error ==> <Other>

Explanation: An error has occurred at the link layer level (PVTP). The probable causes of this error are a timeout error or an RNR reject error. In general, the error points to a problem with the destination. If the destination is a PC, it often means that the PC was powered down.

Action: In cases where the destination is a PC, users should be made aware of the “proper” method of logging off of the Meridian system (disconnecting from DVS devices, exiting MTE...).In other cases, the administrator may want to check to see if the destination PRU needs to be reset.

0002/0003

Message: NAM/VTP receive error ==> <Other>

Explanation: This error points to a DVS base PVTP problem. It means that PVTP has called NAM to say that a data packet has arrived, but that NAM found no packets in its buffers.

Action: The field support representative should be called.

0002/0004

Message: NAM/XMS memory management error ==> <Other>

Explanation: This means that one of two things has occurred. Either NAM has no more table memory left for additional PC info (such, as another PC attaching to DVS), or an error was returned by the DVS when NAM attempted to free some previously allocated memory.

Action: If the site has a very large number of PCs, then the problem can be alleviated by requesting that the users minimize their use of the DVS (users should not automatically attach to everything in the system and then leave). Otherwise, the field support people should be notified of this error.

0002/0005

Message: NAM/PCLink error ==> <Other>

Explanation: This is a catchall error. The administrator must use the HEX DETAIL softkey in order to better understand the message. Most of these messages require no intervention; they are logged for operation tracking and providing additional information in case of errors.

Action: The administrator must use HEX DETAIL. The last word in the hex dump will describe what occurrence/error has happened. There are a total of four actions possible:

1. No action necessary. This means that the logged message is for information purposes only. It can be useful in event of real errors
2. Retry command. This means that the command sent had parameters that NAM did not like. (Incorrectly spelled names are a common cause.)
3. Reboot NAM when possible. This means that an error has occurred internally in NAM. All current PCs are okay, but it is possible that additional PCs will not be able to connect to the system. A reboot of NAM (when convenient) should restore the integrity of NAM (perhaps "after work hours"). This error should still be reported to the Northern Telecom field representative.
4. Reboot NAM. This means that a serious error has occurred. No PCs will be able to connect, and any already-connected PCs will probably lose their connection. An immediate reboot of NAM should restore the integrity of NAM. This error should still be reported to the field representative.

Table 4-A
TASK-level extended return codes 1 - 99

| Return Code | Meaning |
|-------------|---|
| 1 | Invalid tasking opcode. ACTION: Reboot NAM. |
| 2 | A child task of NAM did not respond to its audit. ACTION: Reboot NAM. |
| 3 | Task cannot create the ADDRESS-RECORD. ACTION: Reboot NAM. |
| 4 | NAM was passed an unknown UNIT TYPE by the Resource Manager. Possible error with either NAM or R.M. ACTION: No action necessary. However, the system should be watched for other messages. Follow directions given for additional messages. |

Table 4-B
COMMAND-level extended return codes 100 - 999

| Return Code | Meaning |
|--------------------|--|
| 100 | The USER/GROUP parameter is invalid. ACTION: Retry command. |
| 101 | Invalid opcode. ACTION: Retry command. |
| 102 | No transmit buffers available from link layer. ACTION: No action required. |
| 103 | Incomplete command, have additional data to send. ACTION: No action required. |
| 104 | No PCs on the system. ACTION: No action required. |
| 105 | Invalid parameters in the command. ACTION: Retry command. |
| 106 | Routine "CMD_CONTINUE" called incorrectly. ACTION: Retry command. |
| 199 | Call made to unsupported routine. ACTION: Retry command. |

Errors in the following table indicate that NAM'S integrity is suspect or that the user's program may have sent an unnecessary command.

Table 4-C
COMMAND level extended return codes 100 - 999

| Return Code | Meaning |
|-------------|---|
| 200 | Internal tables corrupted, NAM needs to be rebooted. ACTION: Reboot NAM when possible. |
| 210 | Count indicates there should be an unused GROUP ENTRY, but one is not found. ACTION: Reboot NAM when possible. |
| 211 | Count indicates there should be an unused ADDRESS BLOCK, but one is not found. ACTION: Reboot NAM when possible. |
| 212 | Attempt to add new PC name, but name already exists. ACTION: No action required. |
| 213 | Attempt to add PC to a "GROUP" but it already exists. ACTION: No action required. |
| 214 | PC came on-line, but an ADDRESS RECORD already exists for it. ACTION: No action required. |
| 215 | Received "ADD NAME" command from PC, but ADDRESS RECORD has not yet been allocated. ACTION: No action required. |
| 220 | Attempt to delete from group to which PC does not belong. ACTION: No action required. |
| 221 | Request to delete name, but it is not found. ACTION: No action required. |
| 222 | Could not find name attached to given PC physical address ACTION: No action required. |
| 224 | Attempt to delete name by person other than name's owner ACTION: No action required. |
| 225 | No entry in address table for this PC physical address ACTION: No action required. |
| 230 | Get user or group with name not in table ACTION: No action required. |
| 231 | Get user request with group name, or vice versa ACTION: No action required. |
| 232 | Name table is empty. ACTION: No action required. |
| 233 | Name table corrupt. ACTION: No action required. Watch for additional errors. |
| 255 | Needed for SUB_extern_errors set range in PCNAMSUB ACTION: No action required. |

Table 4-D
VTP extended return codes 2400 - 2499

| Return Code | Meaning |
|-------------|--|
| 2420 | Heap not allocated. ACTION: Reboot NAM. |

Table 4-E
Memory Management extended return codes 2500 - 2599

| Return Code | Meaning |
|-------------|---|
| 2501 | Memory segment not allocated. ACTION: Reboot NAM. |
| 2502 | Memory heap not allocated. ACTION: Reboot NAM. |
| 2503 | No heap space available. Either maximum number of supportable PCs has been reached (no action necessary), or there is a memory allocation problem internal to NAM (reboot). ACTION: No action or reboot (see above). |
| 2504 | New var not allocated from heap. If no other messages, ignore; otherwise follow directions for other messages. ACTION: No action necessary. |
| 2505 | Cannot release memory back to the heap. ACTION: Reboot NAM when possible. |

Table 4-F
LMM NAM Manager extended return code 3000 - 3099

| Return Code | Meaning |
|--------------------|--|
| 3001 | PC state is invalid. A request was received from a PC that should not be possible given its current state. Possibly the PC was rebooted without NAM knowing it. ACTION: No action required. |
| 3002 | Invalid opcode sent to NAM. ACTION: No action required. |
| 3003 | Spurious AUDIT RESPONSE from PC. ACTION: No action required. |
| 3004 | Error occurred while connecting MTE with SAMLING. ACTION: No action required. |
| 3005 | Memory failure occurred while working with MTE. ACTION: No action required. |
| 3006 | LMM Manager received invalid opcode. ACTION: No action required. |
| 3007 | LMM Managers receive buffers are full. ACTION: No action required. |

Table 4-G
LMM Parameters, audits and routing table (PAR) extended return codes 3100 - 3199

| Return Code | Meaning |
|--------------------|--|
| 3101 | Audit and routing table info corrupt. ACTION: Reboot NAM when possible. |

Remote Disk Agent for File Processor Administration (8053)

PRU Profile

FPADMIN is one of the services included under SAS Utility Services. It allows the system administrator to add and remove disks from a SCSI File Processor. FPADMIN runs on the Prime Processor. In order for FPADMIN to send commands to the disk driver, a PRU must be running on the File Processor itself. FPADMIN's Remote Disk Agent (RDAG) is the PRU that does this. Thus, RDAG basically passes commands from FPADMIN to the Disk Driver.

0001/0001

Message: SCSI bus Overlap Lock has been set

Explanation: A flag has been set to force the Disk Driver to perform each disk command sequentially. This causes each command to be completed before the next command is started. This may cause slower disk access. This flag is set by RDAG when a new shadow disk is being initialized so that the disk copy may occur while the primary disk is being written on.

Action: No action required.

0001/0002

Message: SCSI bus Overlap Lock has been cleared

Explanation: The Disk Driver may now perform overlapping disk operations. That is, a disk command may be started before the previous command has finished.

Action: No action required.

0001/0003

Message: RDAG called with invalid security token

Explanation: RDAG was invoked by a program that did not have the correct security clearance.

Action: Because RDAG is capable of reading and writing anywhere on the disks attached to the SCSI File Processor, file system integrity should be checked. The intruder program should also be found.

0001/0004

Message: SCSI bus Admin Lock has been set

Explanation: The Disk Driver will now respond only to commands that have a special flag set. Other commands, including those from the File Server and the Logger, will be queued until the Admin Lock is cleared. RDAG sets this lock when it is about to change the disk configuration.

Action: No action required.

0001/0005

Message: SCSI bus Admin Lock has been cleared

Explanation: The Disk Driver will now resume responding to all commands sent to it.

Action: No action required.

0002/0001

Message: Error reading disk Result = <Dec Value> IOErr = <Dec Value> See "Hex Detail" for DCB and BUFFER_LIST

Explanation: RDAG was unable to read the disk. The RESULT and IOERR are the return codes from the Disk Driver. The DCB and BUFFER_LIST make up the command that was sent to the Disk Driver.

Action: Make sure all the cables are attached firmly and that the disk is powered. Try to minimize the number of other applications that are talking to the Disk Driver. Repeat the action that caused the read to fail. If the action is still unsuccessful, the disk may have a bad block. If there is no data on the disk, reformat the disk and try again. If the disk still fails, call Field Service.

0002/0002

Message: Error writing disk Result = <Dec Value> IOErr = <Dec Value> See "Hex Detail" for DCB and BUFFER_LIST

Explanation: RDAG was unable to write on the disk. The RESULT and IOERR displayed are the return codes from the Disk Driver. The DCB and BUFFER_LIST make up the command that was sent to the Disk Driver.

Action: Make sure all the cables are attached firmly and that the disk is powered. Try to minimize the number of other applications that are talking to the Disk Driver. Repeat the action that caused the write to fail. If the action is still unsuccessful, the disk may have a bad block. If there is no data on the disk, reformat the disk and try again. If the disk still fails, call Field Service.

0002/0003

Message: Error doing special write to disk Result = <Dec Value> IOErr = <Dec Value>`See “Hex Detail” for DCB and BUFFER_LIST

Explanation: RDAG was unable to change the disk configuration (unable to add or delete disks attached to the SCSI File Processor). The RESULT and IOERR displayed are the return codes from the Disk Driver. The DCB and BUFFER_LIST make up the command that was sent to the Disk Driver.

Action: Make sure that all the cables are attached firmly and that the disk is powered. Try to minimize the number of other applications that are talking to the Disk Driver. If possible, reboot the File Processor. Repeat the action that caused the write to fail. If the action is still unsuccessful, the disk may have a bad block. If there is no data on the disk, reformat the disk and try again. If the disk still fails, call Field Service.

0002/0004

Message: Error sending Test Unit Ready to disk Result = <Dec Value> IOErr = <Dec Value> See “Hex Detail” for SENSE buffer

Explanation: RDAG sent a Test Unit Ready command to the Disk Driver. A positive response to this command means that the disk is available and ready. In this case, the Disk Driver returned a negative response; therefore, the disk is not ready to accept further commands. When IOERR = 8, the SENSE buffer contains the information returned from the disk explaining why it is not ready.

Action: Make sure all the cables are attached firmly and that the disk is powered. Try to minimize the number of other applications that are talking to the Disk Driver. If possible, reboot the File Processor. RESULT = 1, IOERR = -5 is one of the more common return codes. This is a “select error” and generally means that the disk is not properly attached to the SCSI File Processor.

0002/0005

Message: Error copying primary disk to shadow disk
Result = <Dec Value> IOErr = <Dec Value>
See “Hex Detail” for SENSE, DCB, and BUFFER_LIST

Explanation: RDAG was copying the contents of the primary disk to the shadow disk so that the shadow disk would be an exact image of the primary. During the copy, an error occurred; therefore, the shadow disk is NOT a perfect copy of the primary. RESULT and IOERR are the return values from the Disk Driver. When IOERR = 8, the SENSE buffer contains information returned from the disk explaining why the copy failed. DCB and BUFFER_LIST make up the command that was sent to the Disk Driver.

Action: Make sure all the cables are attached firmly and that the disk is powered. Try to minimize the number of other applications that are talking to the Disk Driver. Repeat the action that caused the copy to fail. If possible, reboot the File Processor. If the action is still unsuccessful, the disk may have a bad block. Reformat the disk and try again. If the disk still fails, call Field Service.

0002/0006

Message: Error doing special disk command
Result = <Dec Value> IOErr = <Dec Value>
See “Hex Detail” for CMD, SENSE, DCB, and BUFFER_LIST

Explanation: The Disk Driver returned an error when RDAG tried to format the disk, or read a disk that is not yet configured, or, asked the disk what type of disk it is. RESULT and IOERR are the return values from the Disk Driver. When IOERR = 8, the SENSE buffer contains information returned from the disk explaining why the command failed. CMD, DCB, and BUFFER_LIST make up the command that was sent to the Disk Driver.

Action: Make sure all the cables are attached firmly and that the disk is powered. Try to minimize the number of other applications that are talking to the Disk Driver. Repeat the action that caused the failure. If possible, reboot the File Processor. If the action is still unsuccessful, the disk may have a bad block. If there is no data on the disk, reformat the disk and try again. If the disk still fails, call Field Service.

0002/0007

Message: Error communicating with disk driver. Task Result = <Dec Value>

Explanation: RDAG cannot contact the Disk Driver. The XMS Task Result returned is displayed.

Action: If possible, reboot the File Processor.

0002/0008

Message: Unable to clear SCSI bus Admin Lock
driver taskid = <Dec Value> <Long Hex>
task result = <Dec Value> worked flag = <Hex Value>

Explanation: The Disk Driver is currently responding only to commands that have a special flag set. Other commands, including those from the File Server and the Logger, will be queued until the Admin Lock is cleared. RDAG tried to clear this lock so that the Disk Driver would start processing all user commands, but the Disk Driver refused to do so.

Action: Reboot the File Processor. The flag is cleared when the File Processor is rebooted.

RDVMCS (8068)**0001/0107**

Message: Bad return code of @ID received from RM during de-registration.//Occurred while trying to de-register @&10*.

0001/0112

Message: Meeting number @ID out of range.//Some meeting monitors may be inaccurate.//Occurred in Procedure @&10*.//Contact the design team.

0001/0113

Message: Unable to request tone insertion in a meeting.//Send taskresult = @ID.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0001/0114

Message: UA is in transitional state with meeting number = @ID.//Occurred in Procedure @&10*.//Contact the design team.

0001/0118

Message: Invalid mode request from UA.//Occurred in Procedure @&10*.//Request has been ignored.

0001/0119

Message: UA is in transitional state with seat number = @ID.//Occurred in Procedure @&10*.//Contact the design team.

0001/0130

Message: Network Call has been rejected due to erroneous protocol.//Error @ID. Detected in @&10*.//Reference Diagnostic procedures.

0001/0131

Message: Local Call has been rejected due to erroneous protocol.//Error @ID. Detected in @&10*.//Reference Diagnostic procedures.

0001/0206

Message: Unable to request VNM to get a DTMF receiver.//Occurred in Procedure @&10*.

0001/0304

Message: MM Receive Handler cannot map onto a connection.//Reference diagnostic procedures.

0001/0315

Message: Incoming Data Call will be rejected due to insufficient resources.//Likely cause is too many users. Detected in MMM.

0001/0316

Message: Incoming Data Call cannot be grafted onto voice call.//Call will be rejected. Detected in MMM.//Reference diagnostic procedures.

0001/0317

Message: Incoming Data Call will be rejected due to insufficient resources.//Likely cause is too many users. Detected in MM.

0002/0100

Message: Initialization Sequence has been terminated.//Segment size of @ID exceeds 256(K).//Occurred in Procedure @&10*.//Contact the design team.

0002/0101

Message: Initialization Sequence has been terminated.//Unable to allocate a memory segment of @IDK.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/0102

Message: Initialization Sequence has been terminated.//Unable to create queue entry #@ID.//Occurred in Procedure @&10*.//Contact the design team.

0002/0103

Message: Appropriate logger report cannot be entered.//Trying to log report number @ID.//Occurred in Procedure @&10*.//Contact the design team.

0002/0104

Message: Initialization Sequence has been terminated.//Taskresult from RM rendezvous = @ID.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/0105

Message: Bad return code of @ID received from RM during request.//Occurred while trying to request status of @&10*.//Contact the design team.

0002/0106

Message: Bad return code of @ID received from RM during registration.//Occurred while trying to register against @&10*.//Contact the design team.

0002/0108

Message: Bad task result of @ID on Admin object registration.//Occurred while trying to register against @&10*.//Reference diagnostic procedures.

0002/0109

Message: Bad return code of @ID received from Admin object registration.//Occurred while trying to register against @&10*//Contact the design team.

0002/010A

Message: Initialization Sequence has been terminated.//Bad task result of @ID on Admin object read.//Occurred while trying to read object @&10*//Reference diagnostic procedures.

0002/010B

Message: Initialization Sequence has been terminated.//Bad return code of @ID received from Admin read.//Occurred while trying to read object @&10*//Reference diagnostic procedures.

0002/010C

Message: Unable to read Permanent Meeting File.//I/O Result = @ID, returned from within Procedure @&10*//Permanent Meeting Stores disabled until next PRU re-boot.//Contact the design team.

0002/010D

Message: Unable to write Permanent Meeting File.//I/O Result = @ID, returned from within Procedure @&10*//Permanent Meeting Stores disabled until next PRU re-boot.//Contact the design team.

0002/010E

Message: Unable to commit Permanent Meeting File.//I/O Result = @ID, returned from within Procedure @&10*//Permanent Meeting Stores disabled until next PRU re-boot.//Contact the design team.

0002/010F

Message: Unable to reset Permanent Meeting File.//I/O Result = @ID, returned from within Procedure @&10*//Permanent Meeting Stores disabled until next PRU re-boot.//Contact the design team.

0002/0110

Message: Unable to rewrite Permanent Meeting File.//I/O Result = @ID, returned from within Procedure @&10*//Permanent Meeting Stores disabled until next PRU re-boot.//Contact the design team.

0002/0111

Message: Initialization Sequence has been terminated.//Unable to create messages pools of size @ID in Procedure @&10*//Contact the design team.

0002/0115

Message: Bad task result of @ID with VRM.//Occurred in Procedure @&10*//Reference diagnostic procedures.

0002/0116

Message: Bad return code of @ID received from VRM.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/0117

Message: Bad task result of @ID with MMM.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/011A

Message: Bad task result of @ID with TIMER.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/011B

Message: Bad return code of @ID from TIMER.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/011C

Message: Bad task result of @ID with VNM.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/011D

Message: Bad return code of @ID from VNM.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/011E

Message: Bad task result of @ID with NIFT.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/011F

Message: Bad task result of @ID with DS.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/0120

Message: Initialization Sequence has been terminated.//Bad return code of @ID from VTP share.//Occurred in procedure @&10*.//Contact the design team.

0002/0121

Message: Bad return code of @ID from VTP GETRCVFULL.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/0122

Message: Data received for meeting @ID is for wrong meeting.//Occurred in Procedure @&10*.//Contact the design team.

0002/0123

Message: Invalid opcode of @ID received from UA.//Occurred in Procedure @&10*.//Request has been ignored.//Contact the design team.

0002/0124

Message: Bad return code of @ID from VTP FREERCVBUFF.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/0125

Message: App_index of @ID is invalid.//Occurred in Procedure @&10*.//Contact the design team.

0002/0126

Message: Bad return code of @ID from VTP PERIPHPOOLCREATE.//Occurred in @&10* mainline.//Contact the design team.

0002/0127

Message: Bad return code of @ID from DS.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/0128

Message: Bad task result of @ID with VRMMOM.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/0129

Message: Bad return code of @ID received from VRMMOM.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/012A

Message: Bad return code of @ID from NIFT.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/012B

Message: Bad task result of @ID with RM.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/012C

Message: MM @ID inconsistent with internal MMM data.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/012D

Message: Bad return code of @ID from VTP ALIASGETRCVFULL.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/012E

Message: System Initialization has been terminated.//Bad return code of @ID from VTP ALIASPOOL.//Occurred in Procedure @&10*.//Reference diagnostic procedures.

0002/012F

Message: Unable to seek 0 on Permanent Meeting File.//I/O Result = @ID, returned from within Procedure @&10*.//Permanent Meeting Stores disabled until next PRU re-boot.//Contact the design team.

0002/0200

Message: Initialization Sequence has been terminated.//Unable to carve heap.//Occurred in Procedure @&10*.//Contact the design team.

0002/0201

Message: The PRU '@&10*' is not configured on your system.//It must be configured before this PRU can go operational.//Configure it and re-boot this PRU.

0002/0202

Message: Bad parameter passed to RM during RM_Request.//Occurred while trying to request status of '@&10*'.//Contact the design team.

0002/0203

Message: Initialization Sequence has been terminated.//The Admin object '@&10*' is uninitialized.//Reference diagnostic procedures.

0002/0204

Message: Initialization Sequence has been terminated.//Unable to locate '@&10*'.//Contact the DV-1 base design team.

0002/0205

Message: Initialization Sequence has been terminated.//Unable to add pools together.//Occurred in Procedure @&10*.//Contact the design team.

0002/0207

Message: Data call is in wrong state.//Occurred in Procedure @&10*.//Contact the design team.

0002/0300

Message: Invalid digit block for conversion to integer.//MCS Telephony may be affected.//Contact the design team.

0002/0301

Message: Not enough dll messages for the data_switch.//Some data has been lost.//Contact design team.

0002/0302

Message: Not enough messages for the data_switch.//Some data has been lost.//Contact design team.

0002/0303

Message: A sent message has failed.//Some data has been lost.//Reference diagnostic procedures.

0002/0305

Message: Not enough messages for MMM.//Some data has been lost.//Contact the design team.

0002/0306

Message: Cannot query DS for SN Range of MCS in Phone Number Plan.//Reference diagnostic procedures.

0002/0307

Message: MCS SN Range configured in Phone Number Plan is invalid.//Reference diagnostic procedures.

0002/0308

Message: Possible mis-match between the Phone Number Plan name for MCS,//and the configured name for MCS in the MCS administration data.//Check, and if mis-match found, correct either, and re-boot both//DS and MCS.

0002/0309

Message: MM Inconsistency while requesting a meeting.//Reference diagnostic procedures.

0002/030A

Message: Unable to locate the VRM.//Contact the DV-1 base design team.

0002/030C

Message: System Initialization has been terminated.//Unable to request one or more proper RM status'.//Reference diagnostic procedures.

0002/030D

Message: System Initialization has been terminated.//Unable to register once or more against other PRUs.//Reference diagnostic procedures.

0002/030E

Message: Cannot store another permanent meeting.//Too many permanent meetings.//Contact the design team.

0002/030F

Message: Cannot remove permanent meeting from file.//Cannot find SNC of permanent meeting.// Contact the design team.

0002/0310

Message: Insufficient seats to start permanent meeting.//Contact design team.

0002/0311

Message: Duplicate meeting name in permanent meeting file.//Contact the design team.

0002/0312

Message: Unable to allocate a Free MM for permanent meeting.//Contact the design team.

0002/0313

Message: Unable to allocate meeting SN of permanent meeting.//Permanent meeting entry has been eliminated.//Reference diagnostic procedures.

0002/0314

Message: VRM has refused to start a permanent meeting.//Contact design team.

0002/0400

Message: Invalid integer conversion of @ID into a digit block.//MCS telephony may be affected.//Contact the design team.

0002/0401

Message: Bad return code of @ID received on VTP Send.//Reference diagnostic procedures.

0002/0402

Message: Unable to send app_data_replies to NIFT.//Taskresult = @ID.//Reference diagnostic procedures.

0002/0403

Message: Initialization Sequence has been terminated.//Taskresult on initiate of MM Tasks was @ID.//Contact the design team.

0002/0404

Message: Initialization Sequence has been terminated.//Taskresult on MM start entry was @ID.//Contact the design team.

0002/0405

Message: MM Task failed with a run-time error of @ID.//Re-boot the PRU.

0002/0406

Message: MM Task failed with a task error of @ID.//Re-boot the PRU.

0002/0407

Message: MM Task failed with an unknown error class of @ID.//Re-boot the PRU.

0002/0408

Message: Previous MM Task failed with an error type of @ID.//Re-boot the PRU.

0002/0409

Message: MMM Receive Handler cannot map onto alias @ID.//Reference diagnostic procedures.

0002/040A

Message: MMM received an unknown request with opcode @ID.//Contact the design team.

0002/040B

Message: Initialization Sequence has been terminated.//Taskresult on initiate of MMM Task was @ID.//Contact the design team.

0002/0901

Message: MPL Error Detected.//MPL Memory Segment of @ID.K too large in segment @&10*.

0002/0902

Message: MPL Error Detected.//MPL Memory Segment of @ID.K cannot be allocated.//Insufficient processor memory.

0002/0903

Message: MPL Error Detected.//Cannot Initiate MPL Task.//Task Result = @ID.

0002/0904

Message: MPL Error Detected.//Cannot Create Heap for MPL Task.

0002/0905

Message: MPL Error Detected.//Cannot Create VTP Pool.//Return-code = @ID.

0002/0906

Message: MPL Error Detected.//Return-code of @ID. from Alias_GET_RCV_Full.

0002/0907

Message: MPL Error Detected.//Return-code of @ID. from Free_Rcv_Buff.

0002/0908

Message: MPL Error Detected.//Unable to locate RM.//Initialization sequence aborted.

0002/0909

Message: MPL Error Detected.//Return-code of @ID. returned from RM.@&10*.

0002/090A

Message: MPL Error Detected.//Task-result of @ID. when invoking RM.@&10*.

0002/090B

Message: MPL Error Detected.//Task-result of @ID. when invoking NIFT.@&10*.

0002/090C

Message: MPL Error Detected.//Return-code of @ID. when invoking NIFT.@&10*.

0002/090D

Message: MPL Error Detected.//Agent has requested too many connections//Failure @ID. in routine @&10*.

0002/090E

Message: MPL Error Detected.//Agent has re-invoked AGENT_CHARACTERISTICS

0002/090F

Message: MPL Error Detected.//App_index of @ID. out of range or invalid in @&10*.

0002/0910

Message: MPL Error Detected.//VTP return_code of @ID. received in routine @&10*.

0002/0911

Message: MPL Error Detected.//Get_Xmit_Info return-code of @ID. received in @&10*.

0002/0912

Message: MPL Error Detected.//Cannot Enqueue message, No free messages avail.

0002/0913

Message: MPL Error Detected.//Cannot Enqueue message, No free dll messages avail.

0002/0915

Message: MPL Error Detected.//Ag_Id of @ID. out of range or invalid.//Detected in @&10*.

0002/0916

Message: MPL Error Detected.//Invalid Aliasnum of @ID. received in @&10*.

0002/0917

Message: MPL Error Detected.//Task-result of @ID. while trying to invoke entry agent.@&10*.

0002/0918

Message: MPL Error Detected.//Send On error was raised with number @ID. of type @&10*.

0002/091D

Message: MPL Error Detected.//Return-code of @ID. received while calling VTP_ALIAS//Trying to create @&10*. pools

0002/091E

Message: MPL Error Detected.//Task-result of @ID received while trying to invoke entry MPL.@&10*.

0002/091F

Message: MPL Error Detected.//Identifier of @ID. cannot be found in routine @&10*.

0002/0920

Message: MPL Error Detected.//Agent has called Accept connection with already used id of @ID.

0002/0921

Message: MPL Error Detected.//MPL received an invalid opcode of @ID.

0002/0922

Message: MPL Error Detected.//MPL_New_Identifier received with already used id of @ID.

0002/0923

Message: MPL Error Detected.//RX_DROP_Identifier received with un-used id of @ID.

0002/0925

Message: MPL Error Detected.//MPL XMT Handler reports that it was MPL raised with Pend_Xmit = FALSE

0002/0926

Message: MPL Error Detected.//MPL XMT Handler reports that it was AG raised with Pend_Xmit = FALSE

0002/0927

Message: MPL Error Detected.//MPL reports that it received an unexpected data_reply.//MPL @ID in Procedure @&10*.

0002/0928

Message: MPL Error Detected.//Cannot map message onto a queued message.//Error # @ID in routine @&10*.

0002/0929

Message: MPL Error Detected.//No unallocated MPLs available for incoming or outgoing calls.

0002/092A

Message: MPL Error Detected.//No unallocated Agents available for incoming or outgoing calls.

0002/092B

Message: MPL Error Detected.//Cannot send inc_data_call to boss task, call rejected.//Task Result = @ID

0002/092C

Message: MPL Error Detected.//Task-result of @ID. with XMS pool @&10*.

0002/092D

Message: MPL Error Detected.//Error # @ID. Agent called @&10*. before calling AGENTCHA

0002/092E

Message: MPL Error Detected.//No local connection to transfer to.

0002/092F

Message: MPL Error Detected.//No local connection to graft on in RXNEWAGS.

0002/0931

Message: MPL Error Detected.//MPL @ID. not used in @&10*.

0002/0932

Message: MPL Error Detected.//MPL Identifier of @ID. invalid in @&10*.

0002/0933

Message: MPL Error Detected.//@ID. messages queued for @&10*.//Entity disconnected.

0002/0934

Message: MPL Error Detected.//Pending connection @ID taking too long to set-up.//MPL Graft aborted in @&10*.

0002/0950

Message: MPL Error Detected.//Attempted to send an MPL message on a connection with state @ID.//Message ignored in entry @&10*.

0002/0951

Message: MPL Error Detected.//Attempted to send an AGENT message on a connection with state @ID.//Message ignored in entry @&10*.

RDVMCS (8069)**0002/0100**

Message: A tasking error has occurred with @&10*./RECOVERY ACTION: Consult your trouble shooting guide //REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0101

Message: Unable to complete connection to destination server./RECOVERY ACTION: None, contact the MCS design team./REPORTING TASK: @&10* ENTRY: @&10*./

0002/0102

Message: Have received an N_DATA_ACK for channel./REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0103

Message: Have received unexpected expedited data./REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0104

Message: Have received a reset for channel./REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0105

Message: Have received a local procedural error for channel./REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0106

Message: No channels available for registration of server @&10*./REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0107

Message: Channels all in use./REPORTING TASK: @&10* ENTRY: @&10*./

0002/0108

Message: Could not locate NRM./RECOVERY ACTION: Check system configuration and ensure that NRM PRU is operational./

0002/0109

Message: Could not get a channel from the NRM./REPORTING TASK: @&10* ENTRY: @&10* ERROR NUMBER: @ID

0002/0110

Message: Could not register NIFT with the NAME SERVER.//RECOVERY ACTION: Ensure that the NAME SERVER is operational then reboot the NIFT PRU.//

0002/0111

Message: Error sending message. ERROR NUMBER: @ID.//

0002/0112

Message: Could not locate the RESOURCE MANAGER.//RECOVERY ACTION: Ensure the RM is operational and then reboot the NIFT PRU.//

0002/0113

Message: Value range error has occurred with @&10*.//REPORTING TASK: @&10* ENTRY: @&10* VALUE: @ID.//

0002/0114

Message: Error registering against server with the RESOURCE MANAGER by @&10*.//RECOVERY ACTION: None, contact MCS design team.//REPORTING TASK: @&10* ENTRY: @&10*.//

0002/0115

Message: Unable to register with the RM against @&10*.//Non-zero return code from the RM. RC = @ID.//

0002/0116

Message: Unable to deregister with the RM against @&10*.//Non-zero return code from the RM. RC = @ID.//

0002/0117

Message: Received RMUPDATE for unknown PRU in @&10*.//REPORTING TASK: @&10* ENTRY: @&10*.//

0002/0118

Message: Received invalid DTE address.//Connection request denied.//REPORTING TASK: @&10* ENTRY: @&10*.//

0002/0119

Message: Received disconnect request on unknown channel. Request ignored.//REPORTING TASK: @&10* ENTRY: @&10*.//

0002/011A

Message: Received an unexpected NDATAREPLY. No action taken.//REPORTING TASK: @&10* ENTRY: @&10* ERROR NUM: @ID.//

Packet Assembler/Disassembler (X.3 PAD) for X.25 (8205)

PRU Profile

The X.25PAD PRU provides terminal access to hosts across an X.25/DTS wide area network. The “host” can be a mainframe or another DVS machine. X.25PAD also provides a means to access a DVS machine from a terminal connected to an X.3 PAD somewhere on the wide area network (incoming call support). In either case, keystrokes and data are packetized and sent to the network, then depacketized when they are received from the network. The PAD Agent and Network Resource Manager are required for the PAD to communicate with X.25/DTS.

0001/0003

Message:

OM
PAD
APT
AHA
ATA

VTP Transmit Error: <Dec Value>.

Explanation: A VTP error has occurred in one of the pieces of the X.3 PAD. The error number follows the message.

Action: If situation persists, reboot X.3 PAD.

0001/0100

Message: OM: Admin Object successfully read.
Version: <Dec Value>. Length : <Dec Value>.

Explanation: The X.3 PAD manager successfully read its object.

Action: No action necessary.

0001/0101

Message: OM: No PAD task available for

CONNECT
N_CON_INIT Entry

Explanation: All PAD tasks are currently in use or not configured.

Action: Check configuration for correct number of PAD tasks.

0001/0200

Message: PAD: Non_standard X.3 parameters received in X.29 message.

Explanation: The Host side of the X.3 connection requested the PAD to alter parameters it does not have.

Action: No action necessary.

0001/0201

Message: PAD: Received X.29 error message code of <Dec Value>.

Explanation:

Action:

0001/0202

Message: PAD: Received data buffer from DTE with length of 0.

Explanation: The gateway the PAD was using has sent a bad packet.

Action: Check/reboot gateway if situation persists.

0001/0203

Message: PAD: Received buffer from DTE with unimplemented status code of <Dec Value>.

Explanation:

Action:

0001/0204

Message: PAD: Received buffer from DTE with unimplemented opcode of <Hex Value>.

Explanation:

Action:

0001/0205

Message: PAD: Incoming call received when Pad task busy.

Explanation:

Action:

0001/0206

Message: PAD: Local procedure error of <Dec Value> received from network.

Explanation:

Action:

0002/0000

Message:

OM
PAD
APT
AHA
ATA

Tasking Error detected in destination task..

Destination: <Dec Value>. Task Result: <Dec Value>.

Explanation: A task error has occurred. The entry is indicated by the destination, and the task result indicates the error.

Action: Primarily for developer use. PAD may need to be rebooted after receiving this error.

0002/0001

Message:

OM
PAD
APT
AHA
ATA

SEND Failure.

Task Result : <Dec Value>.

Explanation: A task error occurred on a SEND.

Action: PAD may have to be re booted. (Some data may be lost.)

0002/0002**Message:**

OM
PAD
APT
AHA
ATA

VTP Error <Dec Value> received from...

Get_Rcv_Full
Share_Pool
Free_Rcv_Buff
Periph_Pool_Create
Pio_Indirect_Send

Explanation: VTP error occurred on one of the above calls.

Action: If problem persists, PAD may have to be rebooted.

0002/0003**Message:**

OM
PAD
APT
AHA
ATA

VTP Transmit Error: <Dec Value>.

Explanation: A VTP error has occurred in one of the pieces of the PAD. The error ID follows the message.

Action: If situation persists, PAD may have to be rebooted.

0002/0004**Message:**

OM
PAD
APT
AHA
ATA

Unable to obtain a VTP Buffer for ...

forwarding buffer
output to DTE
X29 message

Explanation: The PAD is currently out of VTP buffers.

Action: If situation persists, PAD may have to be rebooted.

0002/0005**Message:**

OM
PAD
APT
AHA
ATA

VTP Message received from unknown source.

Explanation: Something sent a VTP packet to the PAD that did not come from the gateway or known source.

Action: No action necessary. If situation persists, the unknown source will have to be tracked down.

0002/0006**Message:**

OM
PAD
APT
AHA
ATA

Task EXCEPTION detected in ...

OM
PAD
APT
AHA
ATA

Class: <Dec Value>. Error: <Dec Value>.

Explanation: Some fatal error has occurred in one of the PAD modules.

Action: In most cases, no action is necessary. Only that particular PAD task will be affected. That task will be unusable until the next reboot of the PAD.

0002/0007**Message:**

OM
PAD
APT
AHA
ATA

Rendezvous tasking error <Dec Value> in...

CONNECT
N_CON_INIT
GET_PAD_PARMS
DTE_Xmit
IOInitialize

when calling

PAD_CONNECT
INCOM_CALL
RD_OBJ
DTE_Send
DTE_Init

Explanation: A tasking error has occurred on a rendezvous.

Action: If situation persists, PAD may have to be rebooted.

0002/0008**Message:**

OM
PAD
APT
AHA
ATA

APT
AHA
ATA

task initiation failed with taskresult <Dec Value>.

Explanation: One portion of the PAD was not able to initiate.

Action: Check for a sufficient amount of memory on the processor and reboot.

0002/0100

Message: OM: Initialization
NEWVAR
Admin Read_Object
SegAlloc
NEWHEAP
Init_Stat

Failure.

Explanation: Memory problems or ADMIN object problems are present.

Action: Check for a sufficient amount of memory. Make sure proper objects are on the system.

0002/0101

Message: OM: N_Con_Init: No DTE address for user data field of <String 20>.

Explanation: NOT USED.

Action:

0002/0102

Message: OM: Could not register with the name server.

Explanation: The PAD manager task could not register with the nameserver. Primarily for incoming calls.

Action: Reboot PAD and possibly PAD SRU.

0002/0103

Message: OM: Error of <Dec Value> when loading overlay

APT
AHA
ATA

Explanation: One of the PAD overlays was not able to load.

Action: Check for proper installation of PAD/sufficient memory.

0002/0104

Message: OM: <Dec Value> is too many Pad tasks - number used is <Dec Value>.

Explanation: Could not bring up specified number of pad tasks for some reason.

Action: Check configuration for proper number of tasks.

0002/0105

Message: OM: Return code from Pad_Connect is <Hex Value> in

CONNECT
N_CON_INIT

ENTRY.

Explanation: A bad return code was received from doing a connect.

Action: May have to reboot PAD.

0002/0200

Message: PAD: Attempt to return

NIL
odd

VTP buffer pointer.

Explanation: Bad pointer was being returned by PAD.

Action: Possible internal logic error. May have to reboot PAD.

0002/0201

Message: PAD: Packet queue

to_nct
from_nct.

full - pkt dropped.

Explanation: Queues for talking to gateway are full.

Action: If condition persists, PAD may have to be rebooted.

0002/0202

Message: PAD: Unable to locate NRM for outgoing call.

Explanation: NRM cannot be found in the nameserver.

Action: Make sure NRM is configured on the system.

0002/0203

Message: PAD: Unable to get channel for outgoing call: RC=<Dec Value>, GET_NET_RC=<Dec Value>.

Explanation: Could not get a channel for the gateway specified on the call request.

Action: Make sure proper gateway is being used and that it has enough resources configured/remaining.

0002/0204

Message: PAD:

Pad_Connect
Incom_Call
N_Con_Complete
N_Data_Ack
Pad_IO_Init

entry invoked unexpectedly.

Explanation: Entries were invoked out of order or unexpectedly.

Action: Possible internal logic error. May have to reboot PAD.

0002/0205

Message: PAD: Received return code <Hex Value> from DTE_Finish.

Explanation: One of the PAD overlays had trouble cleaning up.

Action: No action needed.

0002/0206

Message: PAD: Could not read profile number <Dec Value> from Admin.

Explanation: PAD objects are bad.

Action: Make sure PAD objects were correctly installed.

0002/0300

Message: APT: Did not receive write complete from agent.

Explanation: The APT overlay did not get write complete from the ATA/APT LIU.

Action: May have to reboot PAD and or ATA LIU.

0002/0301

Message: APT: Dropped data buffer to be sent to agent with DSR...

off

on

Explanation: NOT USED.

Action:

0002/0400

Message: AHA: Locate on OAR failed.

Explanation: AHA could not locate OAR for self-termination report.

Action: May have to manually close PAD window.

0002/0401

Message: AHA: Pad AHA parameters command failed.

Explanation: The AHA overlay had trouble processing startup parameters.

Action: May need to reboot PAD.

X.25 PRU (8220)

PRU Profile

The X.25 PRU provides X.25 network access to Public Data Networks and other DVS machines. Typical users of X.25 are: Remote Application Access, Remote Screen Share, Network Helix, and X.3 PAD. This allows these other PRUs to communicate across a wide-area network. X.25 can be configured in any processor and requires the Network Resource Manager and Host Agent to be configured somewhere else on the same machine.

0001/0000

Message:

OM
CCT
XCM
MLP
NCT
NCT'
TCT
SCT
STAT
DNINT

Incoming Call Cleared.
Incoming Calls not allowed
NRM could not allocate resource
NRM could not find user task
DNINT could not find user registration

Explanation: Incoming call cleared for reason stated above.

Action: Make sure user task “incoming calls allowed” is registered.

0001/0001**Message:**

OM
CCT
XCM
MLP
NCT
NCT'
TCT
SCT
STAT
DNINT

Outgoing Call cannot be made.

Link is not Active
RESTART in progress
No LCN available
String address name is not in table

Explanation: Outgoing call problems, as stated in message.

Action: Make sure link is up, enough LCNs are configured and that the name being used is in NAME/ADDRESS table.

0001/0100

Message: OM: Configuration Size forces reduction in number of Packet Buffers allocated.

Explanation: Memory limits have been reached.

Action: No action necessary. May want to reduce packet sizes/window sizes/number of VCs.

0001/0200

Message: CCT: Unrecognized Task ID in

COMPLETE
EXCEPTION

Entry.

Explanation: CCT spawns NCT tasks for each VC, and when these tasks are completed, the CCT is notified. Somehow, the task ID received did not match those in the CCT tables.

Action: No action necessary unless problems are found. May have to reboot gateway to recover resources.

0001/0300

Message: XCM: X.25 Link is Up.

Explanation: The gateway has set up a link with the network or other gateway.

Action: No action necessary.

0001/0301

Message: XCM: X.25 Link is Down.

Explanation: The link to the network/other gateway is down.

Action: No action necessary. If determined to be a problem, check configuration for possible problems.

0001/0500

Message: NCT: Clear received on LCN <Hex Value>, Cause <Hex Value>, Diag <Hex Value>.

Explanation: A clear was received. Cause and diag info are provided to aid in determining the cause of the clear.

Action: No action necessary.

0002/0000**Message:**

OM
CCT
XCM
MLP
NCT
NCT'
TCT
SCT
STAT

Tasking Error detected in destination task.

Destination: <Dec Value>. Task Result: <Dec Value>.

Explanation: Internal logic error.

Action: May have to reestablish call and/or reboot gateway.

0002/0003**Message:**

OM
CCT
XCM
MLP
NCT
NCT'
TCT
SCT
STAT

SEND Failure.

Task Result: <Dec Value>.

Explanation: Internal logic error.

Action: May have to reboot.

0002/0002**Message:**

OM
CCT
XCM
MLP
NCT
NCT'
TCT
SCT
STAT
DNINT

VTP Error <Dec Value> received from...

Get_Rcv_Full
Share_Pool
Free_Rcv_Buff
Periph_Pool_Create

Explanation: Internal logic error.

Action: May have to reboot gateway.

0002/0003**Message:**

OM
CCT
XCM
MLP
NCT
NCT'
TCT
SCT
STAT
DNINT

VTP Transmit Error: <Dec Value>.

Explanation: Internal logic error.

Action: May have to reboot gateway.

0002/0004**Message:**

OM
CCT
XCM
MLP
NCT
NCT'
TCT
SCT
STAT

Unable to obtain a Packet Buffer.

Explanation: Internal logic error.

Action: May have to reboot gateway.

0002/0005**Message:**

OM
CCT
XCM
MLP
NCT
NCT'
TCT
SCT
STAT
DNINT

VTP Message received from unknown source.

Explanation: Possible internal problems.

Action: No action necessary.

0002/0006**Message:**

OM
CCT
XCM
MLP
NCT
NCT'
TCT
SCT
STAT

Task EXCEPTION detected in...

OM
CCT
XCM
MLP
NCT
NCT'
TCT
SCT

Class: <Dec Value>. Error: <Dec Value>.

Explanation: Internal logic error.

Action: May have to reboot gateway.

0002/0100

Message: OM: Initialization Failure.

MLP_Init Failure.
Memory Allocation.
NRM not LOCATED.
Init_Stat Failure.
Associated Admin object is uninitialized.

Explanation: Self-explanatory.

Action: Check for sufficient memory/correct configuration.

0002/0101

Message: OM: Bad Return Code <Dec Value> received from CCT_Init.

Explanation: Internal logic error.

Action: May have to reboot gateway.

0002/0102

Message: OM: Admin Read failure of

X25

MLP

object.

Return Code: <Dec Value>.

Explanation: Had problems reading admin object.

Action: Make sure X.25 objects were properly installed.

0002/0200

Message: CCT: Task Result <Dec Value> detected when REINITing

OM

CCT

XCM

MLP

NCT

NCT'

TCT

SCT

Task.

Explanation: Internal logic error.

Action: May have to reboot gateway.

0002/0201

Message: CCT: Bad Return Code <Dec Value> on CCT_Register.

Explanation: Internal logic error.

Action: May have to reboot gateway.

0002/0300

Message: XCM: Internal Logic Failure.

Packet received from MLP too long.

Explanation: Internal logic error.

Action: May have to reboot gateway.

0002/0301

Message: XCM: LCN out of configured range on packet received from PDN.

Explanation: PDN and gateway do not have same number of virtual circuits configured.

Action: Check for proper configuration.

0002/0400

Message: MLP: MLP error detected, see HEX DETAILS.

Explanation: Error was encountered talking to LIU.

Action: May have to reboot gateway/LIU

0002/0500

Message: NCT: Client request ignored, wrong state.

N_Conn_Req

N_Conn_Resp

Disc_Req in p6

DATA (not p4 & d1)

N_X_Data (not p4 & d1)

Explanation: Application using gateway made an incorrect request for current call state.

Action: Check application interface.

00002/501

Message: NCT: Client request ignored, wrong state.

MN_X_Data Reply (not p4 & d1)
Reset_Req (not p4)
Reset_Resp (not d3,d4)
N_D_Ack (not supported)

Explanation: Application using gateway made an incorrect request for current call state.

Action: Check application interface.

0002/0502

Message: NCT: Bad Facility detected on

CALL
CALL ACCEPT
CLEAR

packet.

Explanation: An incorrect/unsupported facility was received.

Action: Make sure facilities being used are supported.

0002/0503

Message: NCT: VC Reset.

Bad PR or PS on DATA packet
Bad PR on RR packet
Bad PR on RNR packet
Interrupt received in i2 or i4 state
Interrupt Confirmation received in i1 or i2 state

Explanation: Internal logic error.

Action: May have to reboot gateway/LIU.

0002/0504

Message: NCT: State not d1,

RR
RNR
INTERRUPT
INTERRUPT CONFIRM

packet dropped.

Explanation: Internal logic error.

Action: No action necessary.

0002/0505

Message: NCT: REJECT packet received (unsupported).

Explanation: Received an unsupported packet.

Action: No action necessary.

0002/0700

Message: TCT: TRANSPORT Connection Released.

MNCT Failure
Client Failure Detected
Protocol Error
N_Reset Received
N_Local_Procedure_Error received

Explanation: No longer used.

Action: No action necessary.

0002/0800

Message: SCT: Unexpected
SCT protocol event.

Unknown SCT protocol packet
Unexpected N_Reset_Confirm
Unexpected N_XData
Unexpected N_D_Ack

Explanation: Internal logic error.

Action: No action necessary.

0002/0801

Message: SCT: Connection Released.

MN_Local_Procedure Error

N_Disconnect

N_Reset

received.

Explanation: An SCT virtual circuit was released. (RAA) Reason could be due to a local procedure error, N_disconnect, or Reset.

Action: No action necessary.

0002/0900

Message: STAT: Internal Logic Failure detected.Invalid statistics timer expired

Explanation: Internal logic error.

Action: May need to reboot gateway to recover stat task.

0002/0A00

Message: DNINT: Inactive connection detected.

Explanation: A circuit was inactive for an extended length of time, and was released as a result.

Action: Application will need to reestablish connection to continue sending data.

0002/0A01

Message: DNINT: Invalid ept ID in packet from

user

NRM

NCT'

Explanation: The DVIX task received an invalid user endpoint ID. Possibly an internal logic error.

Action: May have to reestablish connection/reboot gateway.

DNC Report Generator (851D)

It is difficult to give explanations on the logs generated by the Report Generator (851D). The reason for this is the diversity of strings that may be passed with each log (i.e.. the special sequence "&42*" that appears near the beginning of each log description).

0010/0001

Message: @&42*, file system error # @ID //Reporting PRU is @1.

0010/0002

Message: @&42*, tasking error @ID//Reporting PRU is @1.

0010/0003

Message: @&42* //The error: @M |block length error| record length error|file record size error| file record field error| unexpected end of file| missing header record| missing R record| missing group name|bad record type| //Reporting PRU is @1.

0010/0004

Message: @&42*, error type # @ID. Error code # @ID //Reporting PRU is @1.

0010/0005

Message: @&42*, on line indexed by # @ID //Reporting PRU is @1.

0010/0006

Message: @&42*, index - @ID //Reporting PRU is @1.

Generic Job Manager (852E)

The following log messages are contained in subsystem file 852E.LOG associated with the Generic Job Manager PRU.

0010/0001

Message: Job , FS2 (Job ID#: ID), has terminated unexpectedly.// The reason for termination was: M application agent dependent| AG crash| SAM crash| ALPHA crash| network failure| by request| SFH error| application courtesy down| DATANET SAM crash| DATANET failure|.// Reporting PRU is 1. Other PRU is 2.//

Explanation: The job's status before termination was FS3.// Extra data provided in record SCDATA: -8*// DATA1: &12*//DATA2: &12*//DATA3: &12*// DATA4: &42*//DATA5: &130*//DATA6: &42*//DATA7: &42*//

Action: Correct stated problem and retry job.

0010/0002

Message: Job, FS2 (Job ID#: ID), has completed successfully.// Reporting PRU is 1. Other PRU is 2.//

Explanation: The job's status before completion was FS3.// Extra data provided in record SCDATA: -8*// DATA1: &12*//DATA2: &12*//DATA3: &12*// DATA4: &42*//DATA5: &130*//DATA6: &42*//DATA7: &42*//

Action: None.

0010/0003

Message: Job, FS2 (Job ID#: ID), has completed unsuccessfully.// Reporting PRU is 1. Other PRU is 2.//

Explanation: The job's status before completion was FS3.// Extra data provided in record SCDATA: -8*// DATA1: &12*//DATA2: &12*//DATA3: &12*// DATA4: &42*//DATA5: &130*//DATA6: &42*//DATA7: &42*//

Action: Retry job.

0010/0004

Message: Job, FS2 (Job ID#: ID), has aborted.// Reporting PRU is 1. Other PRU is 2.//

Explanation: The status of the job before abortion was FS3.// Extra data provided in record SCDATA: -8*// DATA1: &12*//DATA2: &12*//DATA3: &12*// DATA4: &42*//DATA5: &130*//DATA6: &42*//DATA7: &42*//

Action: Retry job.

0010/0005

Message: Job, FS2 (Job ID#: ID), has been initiated.// Reporting PRU is 1. Other PRU is 2.//

Explanation: The application-start request made of the OAR was successful.// The job's status before being initiated was FS3.// Extra data provided in record SCDATA: -8*// DATA1: &12*//DATA2: &12*//DATA3: &12*// DATA4: &42*//DATA5: &130*//DATA6: &42*//DATA7: &42*//

Action: None.

0010/0006

Message: Job, FS2 (Job ID#: ID), has started.// Reporting PRU is 1. Other PRU is 2.//

Explanation: The main entry of the job has been called.// The job's status before being initiated was FS3.// Extra data provided in record SCDATA: -8*// DATA1: &12*//DATA2: &12*//DATA3: &12*// DATA4: &42*//DATA5: &130*//DATA6: &42*//DATA7: &42*//

Action:

0020/0001

Message: Job, FS2 (Job ID#: ID), could not be initiated.// Reporting PRU is 1. Other PRU is 2.//

Explanation: The OAR was unable to comply with the application-start request.// The job's status before the failure to initiate was FS3.// Extra data provided in record SCDATA: -8*// DATA1: &12*//DATA2: &12*//DATA3: &12*// DATA4: &42*//DATA5: &130*//DATA6: &42*//DATA7: &42*//

Action: Retry job.

0020/0002

Message: Job, FS2 (Job ID#: ID), could not be started.// Reporting PRU is 1. Other PRU is 2.//

Explanation: There are 2 possible reasons:// - the main entry of the job could not be invoked// - an application resource limit has been reached// The job's status before the failure to start was FS3.// Extra data provided in record SCDATA: -8*// DATA1: &12*//DATA2: &12*//DATA3: &12*// DATA4: &42*//DATA5: &130*//DATA6: &42*//DATA7: &42*//

Action: Retry job.

Base Scheduler (8531)

The following log messages are contained in subsystem file 8531.LOG associated with the DNC Application Scheduler PRU and the DNC Base Scheduler PRU.

0010/0001

Message: Current date is an invalid date.//Reporting PRU is 1.//

Explanation: The date returned from the system is invalid.//

Action: Set system date/time.

0010/0002

Message: Timetable Queue corruption. Will rebuild.//Reporting PRU is 1.

Explanation: Unable to insert the event specification in to the Specification table.// The specification table will be deallocated and then it and the Event queue will be rebuilt by reading the information from the schedule file.//

Action: None.

0020/0001

Message: No buffers available to communicate with guardian for event.// Thus for job, FS1, it is not possible to schedule the event.// Reporting PRU is 1.//

Explanation: Extra data provided in record SCDATA: -4*// DATA1: &12*//DATA2: &12*//DATA3: &12*// DATA4: &42*//DATA5: &130*//DATA6: &42*//DATA7: &42*//

Action: Reschedule event.

0020/0002

Message: Shut down all jobs for disk audit.//Reporting PRU is 1.// Was in the process of doing job, FS1.//

Explanation: Extra data provided in record SCDATA: -4*// DATA1: &12*//DATA2: &12*//DATA3: &12*// DATA4: &42*//DATA5: &130*//DATA6: &42*//DATA7: &42*//

Action: None.

0020/0003

Message: Resume all jobs after disk audit.//Reporting PRU is 1.// Was in the process of doing FS1.//

Explanation: Extra data provided in record SCDATA: -4*// DATA1: &12*//DATA2: &12*//DATA3: &12*// DATA4: &42*//DATA5: &130*//DATA6: &42*//DATA7: &42*//

Action: None.

0020/0004

Message: Unable to communicate with Job Manager. Will reschedule event.// Reporting PRU is 1.// Current Job being handled is of type FS1.//

Explanation: Extra data provided in record SCDATA: -4*// DATA1: &12*//DATA2: &12*//DATA3: &12*// DATA4: &42*//DATA5: &130*//DATA6: &42*//DATA7: &42*//

Action: None.

0020/0005

Message: Unable to reschedule job FS1.//Reporting PRU is 1.//

Explanation: Unable to insert event into event queue.// There are 2 possible reasons:// - too many events already// - problem committing the event specification to the Scheduler file// Extra data provided in record SCDATA: -4*// DATA1: &12*//DATA2: &12*//DATA3: &12*// DATA4: &42*//DATA5: &130*//DATA6: &42*//DATA7: &42*//

Action: Remove unwanted/unneeded jobs from event queue and reschedule event.

0020/0006

Message: Job, FS1, failed start. Unable to schedule event.// No guardian information available for this request.// Reporting PRU is 1.//

Explanation: Probable reason is that there is no such job type.// Extra data provided in record SCDATA: -4*// DATA1: &12*//DATA2: &12*//DATA3: &12*// DATA4: &42*//DATA5: &130*//DATA6: &42*//DATA7: &42*//

Action: Contact owner/designer of guardian in question.

0020/0007

Message: Event queue corruption. Will rebuild.//Reporting PRU is 1.//

Explanation: The event could not be removed from the event queue.//
Probable reason: the Event queue is empty.// The Event queue will be
deallocated and then rebuilt from the information in the Specification table.//

Action: Wait until queue is rebuilt, then retry.

Network Emulator Tool (853E)**0200/0201**

Message: @DATE @1: //SDM error while trying to get testhead node. //SDM error code = @ID. //

0200/0202

Message: @DATE @1: //Attempt to create buffer pool failed. //Tasking error code = @ID. //

0200/0203

Message: @DATE @1: //Failed to register with NameServer. //Error code = @ID. //

0200/0204

Message: @DATE @1: Test head died. Error class = @MNo Error|Run Error|Task Error|I/O Error|User Error|, code = @ID. //

0200/0205

Message: @DATE @1: //Function code not recognized on RCV_REQ invocation. //Function code received = @IH. //

0200/0206

Message: @DATE @1: //Destination code not recognized on RCV_REQ invocation. //Destination code = @IH. //

0200/0207

Message: @DATE @1: //Attempt to invoke INIT entry of Node Emulator //Supervisor Task failed. //Tasking error code = @ID, return status = @ID. //

0200/0208

Message: @DATE @1: //Attempt to invoke START entry of Node Emulator //Supervisor Task failed. //Tasking error code = @ID, return status = @ID. //

0200/0209

Message: @DATE @1: //Attempt to route RCV_REQ invocation failed. //Tasking error code = @ID. //

0200/0210

Message: Test head locale collapsed. Error code = @ID. //

0200/0211

Message: Test head already loaded. //

0200/0212

Message: Test head failed to load. Error code = @ID. //

0200/0213

Message: No test head currently loaded. //

0200/0214

Message: Test head unloaded. //

0200/0215

Message: Test head failed to respond. Error code = @ID. //

0200/0216

Message: @DATE @1:ReplyEntryName invoked with unrecognized task id.//Error class = @MNo Error|Run Error|Task Error|I/O Error|User Error|, error code = @ID. //

0200/0217

Message: @DATE @1:ErrorEntryName invoked with unrecognized fork id.//Error = @ID, Fork ID = @IH.//

0200/0218

Message: @DATE @1:PULL to get node emulator ID from MMI failed;//Tasking Error = @ID.//

0200/0219

Message: @DATE @1:SEND failed; task result = @ID.//dest, source, req = @ID. (2-digit code implies dest = 0!)//

0300/012C

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Incorrect datafill. @FS4 failed. Please check INIT file.//Return code = @ID.//

0300/012D

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Failed to get @FS4 for @FS5.//Return code = @ID.//

0300/012E

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Failed to initiate @FS4.//Taskresult = @ID.//

0300/0130

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Rendezvous error with @FS5.//Taskresult = @ID.//

0300/0131

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Communication error. X.25 Link is down. Please check link.

0300/0132

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//@FS4 passed in @FS3 of task @FS5.//@FS4 = @ID.//

0300/0134

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Failed @FS4 data generator program @FS5. Please check SDM table DMSIDX.//Function result of REMFORKPROG = @ID.//

0300/0135

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Timeout occurred while loading data generator program.//Please reload the testhead.//Timeout value = @ID.//

0300/0136

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//@FS4 program terminated unexpectedly. Please reload testhead.//Error class = @ID. Error num = @ID.//

0300/0137

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//@FS4 program crashed. Please reload testhead.//Error code = @ID. ForkID = @ID.//

0300/0139

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Unsuccessful PULL of remote data.//Taskresult = @ID. Function request = @ID. Destination code = @ID.//

0300/013A

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Invalid DMS node id specified in the remote data. Invalid DMSID = @ID.//Function request = @ID. Destination code = @ID.//

0300/013B

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//@FS4. @-2//Function request code = @ID. Destination code = @ID.//

0300/013D

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//One of DMSNET tasks dies unexpectedly. Please reload testhead.//Error class = @ID. Error type = @ID.//

0300/013E

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//One of DMSNET tasks terminates. Please reload testhead.//

0300/013F

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Failed to register DMS1 task of DMSNET program. Please reload testhead.//Function result of NSREGISTER = @ID.//

0300/0140

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Error while reading SDM table @FS4. Please check SDM table for correct datafill.//Error code = @ID.//

0300/0144

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Unknown remote operation received in entry IND.//Unknown remote operation value = @ID.//

0300/0145

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Failed to read the file @FS4.//error code = @ID.//

0300/0147

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Class in SDM table OMDGCLA is datafilled with non-existent group.//Class tuple number = @ID. Non-existent group tuple number = @ID.//

0300/0148

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Failed to @FS4 the current working directory of program @FS5.//IO RESULT = @ID.//

0300/0149

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Failed to remove the file name @FS4 from disk.//

0300/014A

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Internal Tool comm. error. Please check PRU or program status.//Taskresult = @ID. Message number = @ID.//

0300/014B

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Unsupported data type requested or supported data gen. program not loaded.//Data type is @ID.//

0300/014C

Message: @DATE @1 @FS1 @FS2 @FS3//REPORT NUMBER: @4 ERROR NUMBER: @7//Failed to set up the Remote fork Parmrecord variable.//

0400/0401

Message: @DATE @1:DGSupervisor. Task instance @ID failed to//@MINITIAATE|INIT|START|//

0400/0402

Message: @DATE @1:UPDATE_DGtask entry in Supervisor task invoked//with unrecognized operation code = @IH.//

0400/0403

Message: @DATE @1:DGSupervisor task failed to create buffpools.//

0400/0404

Message: @DATE @1:DGSupervisor task failed to get HEAP for//task instances. MM returned status @ID.//

0400/0405

Message: @DATE @1:Request to initiate data generator //task instance @ID already existing.//

0400/0406

Message: @DATE @1:Failed to send data generator supervisor task id//to Node Emulator; taskresult = @ID, status code = @ID.//

0400/0451

Message: @DATE @1:Data Generator mainline - tracers failed to start.//

0400/0452

Message: @DATE @1:Data Generator mainline - MM failed to start.//

0400/0453

Message: @DATE @1:Error processing DGINIT file. Error code = @ID.//

0400/0454

Message: B@DATE @1:Unable to get HEAP for DGSupervisor task.//MM status = @ID.//

0400/0455

Message: @DATE @1:DGSupervisor task failed to INITIATE.//Taskresult = @ID.//

0600/0601

Message: @DATE @1:SMDR Supervisor task failed to get//buffer pools. MM status = @ID.//

0600/0602

Message: @DATE @1:Unable to get node xlate data table//for node @ID. SDM status = @ID.//

0600/0603

Message: @DATE @1:Error while processing xlate data table//for node
@ID. SDM status = @ID.//

0600/0604

Message: @DATE @1:No 'C' records in node xlate data table for node
@ID.//

0600/0605

Message: @DATE @1:Tasking error @ID while trying to//send node status
to MMI.//

0600/0606

Message: @DATE @1:@MList|Change|| RO invoked with//unrecognized data
id = @IH.//

0600/0607

Message: @DATE @1:List RO invoked with invalid parameters.//Data ID=
@IH//File Name = @&18//FID = @&6//Dirp ID= @IH//Block ID = @ID//

0600/0608

Message: @DATE @1:Unable to get config data for node @ID.//SDM status
= @ID.//

0600/0609

Message: @DATE @1:@MIND|RCV_REQ|| entry invoked with
unknown//@Mfunction code|destination|RO value|| = @IH.//

SDM Table Editor (85BF)

The following log messages are contained in subsystem file 85BF.LOG associated with the SDM Table Editor PRU.

0000/0001

Message: 1 FS2// FS3: SDM Problem// Cannot MOPEN|CLOSE|| table &32*// Reason: &82*//

Explanation: This log is issued when an SDM table cannot be opened or closed. The table name and the action performed (open or close) is displayed along with one of the following reasons for the failure:

- file not found
- server not found
- mode conflict

Action:

- (1) Check the LOCAL:SD directory for the correct table name.
- (2) Check the status of the file server.
- (3) Check if table has already been opened in read or write mode by another user.

0000/0002

Message: 1 FS2// FS3: SDM Error// Table: &32*// Unable to MREAD|ADD|CHANGE|| the &32* record// Reason: &82*//

Explanation: This log occurs when an i/o error occurs while reading, adding, or changing an SDM table record. The log displays the table name, the action performed (read, add or change), the record name, and the reason for the failure.

Action: Depends on the reason given, but most I/O errors can be resolved by verifying the status of the file server and the disk. If the reason is "Record Not Found", then verify if the table contains the record specified.

0000/0003

Message: 1 FS2// FS3: Simple Forms Handler Problem// SDM Table MMI received bad task result while invoking SFH.// Entry Invoked was " &82*"// Task Result was ID.//

Explanation: This log is issued by the SDM Table MMI when communication with the Simple Forms Handler results in a tasking error.

Action:

0000/0004

Message: 1 FS2// FS3: Access Denied// User request for SDM Table MMI session denied.// Maximum number of concurrent users already active.// Number of active users is ID.//

Explanation: This log is issued by the SDM Table MMI when the maximum number of concurrent user sessions are active and a request for another user session is received.

Action:

0000/0005

Message: 1 FS2// FS3: Simple Forms Handler Problem// SDM Table MMI received bad return code from SFH.// Entry invoked was "&82*".// Return code was ID.//

Explanation: This log is issued by the SDM Table MMI when the maximum number of concurrent user sessions are active and a request for another user session is received.

Action:

0000/0006

Message: 1 FS2 FS3: Size Problem// Table Mentry contains too many fields to read| size limit reached. No more records may be added|.// Table Name : &32*// MNumber of fields|Size limit| : ID.//

Explanation: This log is issued by the SDM Table MMI when the maximum number of fields or records in a table are exceeded.

Action:

0000/0007

Message: 1 FS2// FS3: Data Dictionary Problem// The MData Dictionary is inconsistent| table has no fields defined| Data Dictionary for this table is invalid| record contains an undefined field type|.// Table Name : &32*// DD Name : &32*//

Explanation: This log is issued by the SDM Table MMI when an error is detected in the Data Dictionary.

Action:

0000/0008

Message: 1 FS2// FS3: Bad Sub-Service received.// Invalid request for subservice " &80*" received from the OAR.// When invoked from the Main Menu, this should equal "00000000".// This can be fixed via the Main Menu Database Editor.//

Explanation: This log is issued by the SDM Table MMI when an invalid sub-service// number has been received. These numbers should be of the form// "00XX0000" where XX is a hex number between 00 and 39. When// invoked from the Main Menu, this number should always be set// to contain all zeroes (i.e. "00000000").// // If invoked from another PRU, then this subservice may be used to// issue special requests such as allowing the user to directly// browse a specific table from within another PRU. XX consists// of eight bits://

| | | | | | | | | | | | | | | | |
|-----|-------|-----|-----|-----|-----|-----|-----|-------|---|---|---|---|---|---|---|
| bit | bit | bit | bit | bit | bit | bit | bit | (msb) | 0 | 0 | 5 | 4 | 3 | 2 | 1 |
| 0 | (lsb) | | | | | | | | | | | | | | |

// These bits are used to make special requests:// // bit 0 = A specific table should be opened only// bit 3 = Do not let the user add new records// bit 4 = Do not let the user delete existing records// bit 5 = Do not let the user change existing records// // For more details, refer to the EI section of document AG0267.//

Action:

Transparent Network Access Provider sub-PRU (8602)

PRU Profile:

TNAP is a sub-PRU of the Network Support PRU. TNAP is the module that actually interfaces with the network software in order to establish network connections for Remote Application Access (RAA) and Remote Screen Sharing (RSS). TNAP acquires network resources from the Network Resource Manager (NRM). RAA and RSS require Network Channel Task (NCT) and Surrogate Channel Task (SCT) network resources. TNAP talks to the following networks: X.25, Digital Transport System (DTS), RAMP/ADU, and DataNET.

Important notes:

- Whenever you are using the DVS System logs to debug an RAA or RSS problem, be sure to look at both the LOCAL and REMOTE logs. Useful information will likely appear in both.
- If “actions” described below say to reboot the Network Support PRU or the network software, it may be necessary to reboot the LOCAL and REMOTE sides.
- In order for RAA or RSS to function, the Network Support PRU must be running on the LOCAL and REMOTE Systems; hence there is both a LOCAL and a REMOTE TNAP. Whenever possible the log messages below attempt to indicate whether they are logged by a LOCAL or REMOTE TNAP.

Definition - RAA



Definition - RSS



0001/0008 *

Message: TNAP> PSM registers with TNAP, results: <Error Type>

Explanation: A Primary Session Manager has registered with TNAP. This message will be logged by TNAP when Network Support PRU is booting up. This message should be logged twice, once for the RAA PSM and once for the RSS PSM.

Action: If the results are zero, then the registration was successful. Otherwise, the registration failed and either RAA or RSS or both will not be possible. Try rebooting the Network Support PRU or the processor it is running on.

0001/0009

Message: TNAP> PSM deregisters with TNAP

Explanation: A Primary Session Manager has deregistered with TNAP. This message may be seen when the Network Support PRU is taken down.

Action: None.

0002/0001

Message: TNAP> Error creating alias pool ids, vtp_rc: <Error Type>

Explanation: TNAP initialization error. Probably not enough memory on the processor.

Action: Move, deconfigure or courtesy down some PRUs on TNAP/Network Support's processor. Or, reboot the processor, as memory may have become fragmented.

0002/0002

Message: TNAP> Error creating vtp pools (PSM and NCT pools), vtp_rc: <Error Type>

Explanation: TNAP initialization error. Probably not enough memory on the processor.

Action: Move, deconfigure or courtesy down some PRUs on TNAP/Network Support's processor. OR, reboot the processor, as memory may have become fragmented.

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/0003

Message: TNAP> Xmit to PSM failed, vtp_rc: <Error Type>

Explanation: TNAP has experienced a communication error in sending data to ROAR or RSS.

Action: Reboot the Network Support PRU.

0002/0004

Message: TNAP> Xmit to NCT failed, vtp_rc: <Error Type>

Explanation: TNAP has experienced a communication error in sending data to the network.

Action: Reboot the Network Support PRU and the network software.

0002/0005

Message: TNAP> Problem deregistering against PSM, reason: <Error Type>

Explanation: A Primary Session Manager has deregistered with TNAP. This message may be seen when the Network Support PRU is taken down. It is not serious.

Action: None.

0002/0006

Message: TNAP> PSM already registered - current registration not allowed

Explanation: A Primary Session Manager has registered with TNAP.

Action: The registration failed, and RAA and RSS will not be possible. Try rebooting the Network Support PRU or the processor it is running on.

0002/0007

Message: TNAP> PSM already registered - second registration allowed

Explanation: A Primary Session Manager has registered with TNAP. The registration will be allowed even though the PSM never deregistered.

Action: None.

0002/000A *

Message: TNAP> Session setup processing failed, reason: <Error Type>

Explanation: This message is logged by LOCAL TNAP. An RAA or RSS session failed to be set up by TNAP. This message is usually preceded by a TNAP message or a network message indicating what the 'real' problem is.

Action: Look for preceding log messages from TNAP or from the network software. The reasons for failure are:

1. PSM tried to create an RAA or RSS session before registering with TNAP
2. TNAP table full
3. TNAP could not obtain NCT from NRM
4. TNAP table full
5. No PSM at remote site (Network Support not configured or operational at remote site)
6. Session rejected by PSM at remote site
7. TNAP could not obtain SCT from NRM
8. Unable to create SCT connection to remote site
9. Unable to create NCT connection to remote site
10. Collision occurred
11. Remote site not recognized by network

0002/000B

Message: TNAP> Network connection indication was refused
connection table full

Explanation: This message is logged by REMOTE TNAP. TNAP could not accept another network connection. TNAP's table is full. The RAA or RSS session will fail.

Action: TNAP is busy, try again later. If it is determined that TNAP should not be busy, then reboot Network Support and the network, as network connections were never reclaimed.

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/000C

Message: TNAP> Network connection confirm was refused invalid user endpoint ID

Explanation: This message is logged by LOCAL TNAP. TNAP received a confirmation on the network connection request but the end point ID was invalid. The end point ID is exchanged by TNAP and the network when a network connection is initially set up.

Action: Reboot Network Support and the network, as they must be out of sync.

0002/000D

Message: TNAP> Network connection state inconsistency expected: network connection requested actual: <Error Type>

Explanation: This message is logged by LOCAL TNAP. TNAP received a confirmation on the network connection request but was in the wrong state to receive it.

Action: Reboot Network Support and the network, as they must be out of sync.

0002/000E

Message: TNAP> Start session processing failed, reason: <Error Type>

Explanation: This message is logged by REMOTE TNAP. An RAA or RSS session failed to be set up by TNAP.

Action: The reasons for failure are: 2 => TNAP table full 5 => No PSM at this, the remote site (either ROAR or RSS did not become operational - check log messages for ROAR, RSS).

0002/000F

Message: TNAP> Session state inconsistency expected: session offered actual: <Error Type>

Explanation: This message is logged by REMOTE TNAP. TNAP received an input but was in the wrong state to process it.

Action: Reboot Network Support, as TNAP and the PSMs are out of sync.

0002/0010

Message: TNAP> PSM refused session offer, PSM_reason: <Error Type>

Explanation: This message is logged by REMOTE TNAP. The RAA or RSS session will fail because the PSM refused to set up an RAA or RSS session.

Action: See PSM log diagnostics for PSM reasons.

0002/0011

Message: TNAP> Session state inconsistency expected: start session sent
actual: <Error Type>

Explanation: This message is logged by LOCAL TNAP. TNAP received an input but was in the wrong state to process it.

Action: Reboot Network Support, as LOCAL and REMOTE TNAPs are out of sync.

0002/0012

Message: TNAP> Reply start session received with bad results: <Error Type>

Explanation: This message is logged by LOCAL TNAP. The RAA or RSS session being set up failed on the REMOTE side.

Action: Check the REMOTE logs for “real” failure reason.

0002/0013

Message: TNAP> Session state inconsistency expected: session accepted
actual: <Error Type>

Explanation: This message is logged by REMOTE TNAP. TNAP received notification that the SCT connection was set up okay, but was not in the correct state to receive it.

Action: Reboot Network Support and the network, as they must be out of sync.

0002/0014 *

Message: TNAP> Initialize surrogate failed, SCT_reason: <Error Type>

Explanation: This message is logged by LOCAL TNAP. The RAA or RSS session will not be set up because an error was returned from the SCT.

Action: Reboot the network software. See preceding log messages from the network/SCT for more information. SCT failure reasons:

1. SCT internal problem
2. SCT could not create its SCT network connection
3. SCT received abnormal disconnect from the network during the connection setup phase
4. SCT got a VTP communication error

0002/0015

Message: TNAP> Establish surrogate failed, SCT_reason: <Error Type>

Explanation: This message is logged by LOCAL or REMOTE TNAP. The RAA or RSS session will hang because it was not established due to an error from the SCT.

Action: Reboot the network software. See preceding log messages from the network/SCT for more information. Network Support may require rebooting also. SCT failure reasons:

1. SCT internal problem
2. SCT received abnormal disconnect from the network
3. SCT got a VTP communication error

0002/0016

Message: TNAP> Session state inconsistency expected: end session sent actual: <Error Type>

Explanation: This message is logged by LOCAL TNAP. An RAA or RSS session was being taken down but the LOCAL TNAP received a take-down command out of sequence.

Action: May result in TNAP losing resources. May require re boot of Network Support because TNAPs are out of sync

0002/0017 *

Message: TNAP> Network connection request refused by remote TNAP
reason: <Error Type>

Explanation: This message is logged by LOCAL TNAP. The RAA or RSS session will not be set up because the REMOTE TNAP refused to create a connection.

Action: See logs on REMOTE system for 'real' problem.

0002/0018 *

Message: TNAP> PSM's session aborted by TNAP, reason: <Error Type>

Explanation: This message is logged by LOCAL or REMOTE TNAP. A catastrophic failure occurred and TNAP had to abort the PSM's RAA or RSS session(s). This message may be preceded by a message from the network software, or from TNAP giving more details.

Action: See preceding log messages for more info. Probably will require reboot of network software. The reasons for session abort are:

1. Network abnormally disconnected SCT connection
2. Peer PSM crashed or was in a courtesy-down state
3. SCT connection could not be set up
4. Network abnormally disconnected NCT connection

0002/0019 *

Message: TNAP> Surrogate error # <Error Type>

Explanation: This message is logged by LOCAL or REMOTE TNAP. TNAP received an abnormal disconnect of the SCT (Surrogate) connection.

Action: Reboot the network software. See preceding log messages from the network/SCT for more information. SCT failure reasons:

1. SCT internal problem
3. SCT received abnormal disconnect from the network
4. SCT got a VTP communication error

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/001A

Message: TNAP> Error receiving data from NCT, vtp_rc: <Error Type>

Explanation: This message is logged by LOCAL or REMOTE TNAP. A communication error occurred receiving data from/off the network.

Action: Reboot Network Support and the network.

0002/001B

Message: TNAP> Task initiate failed, taskresult: <Error Type>

Explanation: TNAP initialization error. Probably not enough memory on the processor.

Action: Move, deconfigure or courtesy down some PRUs on TNAP/Network Support's processor. Or, reboot the processor, as memory may have become fragmented.

0002/001C

Message: TNAP> Tasking error sending n_data_reply to NCT
taskresult: <Error Type> message not resent

Explanation: TNAP could not respond to NCT for flow control purposes. A system communication error occurred.

Action: Will probably need to reboot Network Support, the network software, and maybe the processor(s) they are running on.

0002/001D *

Message: TNAP> Tasking error sending n_data_reply to NCT
taskresult: <Error Type> message was resent

Explanation: TNAP had to resend a flow control command to the NCT due to a system communication error.

Action: None.

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/001E

Message: TNAP> Data received from NCT with bad user endpoint ID
ID: <Error Type>

Explanation: TNAP received data from/off the network but did not recognize the endpoint ID. The data is thrown away. The endpoint ID is exchanged by TNAP and the network when a network connection is initially set up.

Action: Reboot Network Support and the network software, as they are out of sync.

0002/001F

Message: TNAP> Data received from NCT connection state bad expected:
connection steady state actual: <Error Type>

Explanation: TNAP received data from/off the network but was not in the correct receive state. The data is thrown away.

Action: Reboot Network Support and the network software, as they are out of sync.

0002/0020 *

Message: TNAP> Successive tries to attain a channel task from NRM all failed, NRM_reason: <Error Type>

Explanation: This message is logged by the LOCAL TNAP. No NCT or SCT resources are available from the chosen network. The network is up but all of its resources are in use. The RAA or RSS session being set up will fail.

Action: The network is busy; try again later. If it is determined that the network should not be busy then reboot Network Support and the network, as network connections may be getting lost or never regained. Or, configure more NCT or SCT resources, as the network current configuration may not be enough.

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/0021 *

Message: TNAP> Unable to attain a channel task from NRM
NRM_reason: <Error Type>

Explanation: This message is logged by the LOCAL TNAP. No NCT or SCT resources could be obtained. The RAA or RSS session being set up will fail. This message indicates that there is an interaction problem between NRM and the network.

Action: See the NRM log diagnostics for NRM_reason. Probably will require reboot of NRM and the network software. Note that NRM_reason 63 => DataNET problems (NRM cannot contact the REMOTE system).

0002/0022 *

Message: TNAP> Timed-out waiting for a response from NRM -- trying to attain a channel task

Explanation: This message is logged by LOCAL TNAP. No NCT or SCT resources could be obtained. The RAA or RSS session being set up will fail because NRM never responded to TNAP's request.

Action: Reboot NRM. May require reboot of network.

0002/0023 *

Message: TNAP> Network connection indication was refused collision occurred but not during setup of the connection -- this is an error

Explanation: This message is logged by REMOTE TNAP. The TNAPs are out of sync.

Action: Try rebooting the REMOTE TNAP first. If this does not work, reboot LOCAL TNAP also. Note: If seen at all, this message will usually be seen with DataNET RAA or RSS.

0002/0024

Message: TNAP> Network connection indication was refused unresolvable collision

Explanation: This message is logged by LOCAL or REMOTE TNAP. Two TNAPs collided trying to establish a network connection between them. The associated RAA or RSS sessions will fail. Sometimes this will be caused by trying to use RAA or RSS to oneself.

Action: Try again.

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/0025 *

Message: TNAP> Network connection request refused by network service provider provider_reason: <Error Type>

Explanation: This message is logged by LOCAL TNAP. TNAP's request to set up a network connection was refused by the network. The RAA or RSS session being set up will fail. This message should be preceded by a log message from the network.

Action: Look for network software log messages. See network log diagnostics for network service provider's reason for refusal.

0002/0026 *

Message: TNAP> Network connection abnormally disconnected by network service provider provider_reason: <Error Type>

Explanation: This message is logged by LOCAL or REMOTE TNAP. The network abnormally disconnected TNAP's network connection. All of the RAA or RSS sessions affected by the disconnect will be aborted by TNAP. Session abort messages should follow in the log.

Action: See network software log diagnostics for network service provider's reason for the disconnect.

0002/0027

Message: TNAP> Combination of current state and input would cause transition to error state - input ignored.

Explanation: TNAP received data from/off the network but was not in the correct receive state. The data is thrown away.

Action: Reboot Network Support and the network software, as they are out of sync.

0002/0028

Message: TNAP> Network disconnect/reset received from NCT with bad user endpoint ID.

Explanation: This message is logged by LOCAL or REMOTE TNAP. The network tried to disconnect a connection that TNAP did not know about. The disconnect is pitched.

Action: May need to reboot network software. If this does not help, then reboot Network Support too.

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/0029

Message: TNAP> Session state inconsistency expected: init surrogate sent actual: <Error Type>

Explanation: This message is logged by LOCAL TNAP. TNAP received an input but was in the wrong state to process it.

Action: Reboot Network Support and network software, as they are out of sync.

0002/002A

Message: TNAP> Tasking error sending init_surrogate to SCT taskresult: <Error Type>

Explanation: This message is logged by LOCAL TNAP. The RAA or RSS session being set up will fail because TNAP could not communicate with the SCT in order to create that connection. A system communication error occurred.

Action: Will probably need to reboot the network software and perhaps the processor it is running on.

0002/002B

Message: TNAP> Successive tries to send destroy_surrogate to SCT have all failed. Tasking error # <Error Type>

Explanation: This message is logged by LOCAL TNAP. TNAP was trying to disconnect an SCT connection because an RAA or RSS session ended. TNAP could not communicate with the SCT due to a system communication error.

Action: May need to reboot the network software and maybe the processor. This may not be that serious.

0002/002C

Message: TNAP> Tasking error sending destroy_surrogate to SCT taskresult: <Error Type> message was resent

Explanation: This message is logged by LOCAL TNAP. TNAP received a temporary system communication error in trying to talk to an SCT.

Action: None.

0002/002D

Message: TNAP> Tasking error sending destroy_surrogate to SCT
taskresult: <Error Type> message not resent

Explanation: This message is logged by LOCAL TNAP. TNAP was trying to disconnect an SCT connection because an RAA or RSS session ended. TNAP could not communicate with the SCT due to a system communication error.

Action: May need to reboot the network software and perhaps the processor. This may not be that serious.

0002/002E

Message: TNAP> Tasking error sending sess_confirm to PSM
taskresult: <Error Type> message not resent

Explanation: This message is logged by LOCAL TNAP. TNAP could not send the results of setting up an RAA or RSS session back to the PSM. TNAP received a system communication error.

Action: Reboot Network Support.

0002/002F

Message: TNAP> Tasking error sending sess_go to PSM
taskresult: <Error Type> message not resent

Explanation: This message is logged by LOCAL or REMOTE TNAP. TNAP could not send the results of establishing a network connection for RAA or RSS back to the PSM. TNAP received a system communication error.

Action: Reboot Network Support.

0002/0030

Message: TNAP> Tasking error sending sess_abort to PSM
taskresult: <Error Type> message not resent

Explanation: This message is logged by LOCAL or REMOTE TNAP. TNAP could not send a session-abort to abort an RAA or RSS session to the PSM. TNAP received a system communication error.

Action: Reboot Network Support.

0002/0031

Message: TNAP> Tasking error sending PSM_message to PSM
taskresult: <Error Type> message not resent

Explanation: This message is logged by LOCAL or REMOTE TNAP. TNAP could not deliver data to a PSM. The data was coming off the network from the peer PSM. TNAP received a system communication error.

Action: Reboot Network Support.

0002/0032

Message: TNAP> Tasking error sending sess_offer to PSM
taskresult: <Error Type> message not resent

Explanation: This message is logged by REMOTE TNAP. REMOTE TNAP could not offer an RAA or RSS session to the PSM. TNAP received a system communication error. The RAA or RSS session will fail.

Action: Try again. May require reboot of Network Support.

0002/0033

Message: TNAP> Tasking error sending N_con_init to NCT
taskresult: <Error Type> message not resent

Explanation: This message is logged by LOCAL TNAP. TNAP could not create a network connection due to a system communication error. The RAA or RSS session will fail.

Action: Try again. May require reboot of network software.

0002/0034

Message: TNAP> Tasking error sending N_con_complete to NCT
taskresult: <Error Type> message was resent

Explanation: This message is logged by REMOTE TNAP. TNAP tried to accept a network connection but could not because of a system communication error. This is only temporary.

Action: None.

0002/0035

Message: TNAP> Tasking error sending N_con_complete to NCT
taskresult: <Error Type> message not resent

Explanation: This message is logged by REMOTE TNAP. TNAP tried to accept a network connection but could not because of a system communication error. The RAA or RSS session will fail on the LOCAL side.

Action: Reboot network software.

0002/0036

Message: TNAP> Tasking error sending N_disconnect to NCT
taskresult: <Error Type> message was resent

Explanation: This message is logged by LOCAL or REMOTE TNAP. TNAP tried to disconnect a network connection but could not because of a system communication error. This is only temporary.

Action: None.

0002/0037

Message: TNAP> Tasking error sending N_disconnect to NCT
taskresult: <Error Type> message not resent

Explanation: This message is logged by LOCAL or REMOTE TNAP. TNAP tried to disconnect a network connection but could not because of a system communication error. The network connection will be lost.

Action: Will probably need to reboot the network and perhaps Network Support.

0002/0038 *

Message: TNAP> Network connection indication was refused
Expecting calling address in symbolic format NOT X121

Explanation: This message is logged by REMOTE TNAP. TNAP received a network connection offer for an RAA or RSS session but had to refuse it because the calling address was not converted by the network. The calling address (the LOCAL TNAP's address) must be in symbolic form for TNAP, not in X.121 numeric form.

Action: Check REMOTE network software name-address table. Is calling system's address in the table?

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/0039

Message: TNAP> Network connection indication was refused
Unable to obtain WAN Subnet name.

Explanation: This message is logged by REMOTE TNAP. TNAP received a network connection offer for an RAA or RSS session but had to refuse it because TNAP could not obtain the network name from the network.

Action: Try again. May need to reboot network software.

Remote Access Manager sub-PRU (8603)

Profile:

RAM is a sub-PRU of the Network Support PRU. RAM provides the user interface for Remote Application Access (RAA). This includes displaying a Remote Signon Screen, a Remote Main Menu, and messages such as, "Establishing Network Connection - Please Wait ." RAM interfaces with the DVS Owner Agent Register (OAR) and the remote counterpart of OAR, Remote OAR (ROAR), in order to start applications on a remote system (remote applications). ROAR in turn interfaces with the Transparent Network Access Provider (TNAP) to set up the RAA network connections; TNAP actually talks to the network software. RAM, ROAR and TNAP are all sub-PRUs of the Network Support PRU.

Important notes

- Whenever you are using the DVS System logs to debug an RAA problem, be sure to look at both the LOCAL and REMOTE logs. Useful information will often appear in both.
- If ACTIONS described below say to reboot the Network Support PRU or the network software, it may require rebooting the LOCAL and REMOTE sides.
- In order for RAA to function, the Network Support PRU must be running on the LOCAL and REMOTE Systems; hence there is both a LOCAL and a REMOTE RAM. Whenever possible, the log messages below attempt to indicate whether they are logged by a LOCAL or REMOTE RAM.

Definition - RAA



LOCAL ERRORS

0002/0201 *

Message: RAM> Remote application access failed, reason: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE RAM. In either case it means that the RAA operation failed. This message should be preceded by log messages from TNAP and perhaps from the network software. These preceding messages will indicate what the “real” problem is.

Action: See TNAP and network software log diagnostics for preceding messages. Check logs on both LOCAL and REMOTE systems. NOTE: The following numeric reason values logged by RAM indicate RAM has reached its configuration limits. In this case it may be necessary to modify them via the RAMINFO object.

1. max RAA limit
2. max menu tasks limit

0002/0202

Message: RAM> SFH_initialize failed, SFH_reason: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE RAM. The RAA operation will fail because RAM could not get a Simple Forms Handler to display data on the terminal.

Action: See SFH log diagnostics for SFH_reason.

0002/0203

Message: RAM> SFH_Get_form_info (opening form) failed SFH_reason: <Error Type>

Explanation: This message is logged by REMOTE RAM. The RAA operation will fail because the REMOTE RAM could not open the form file that contains the name of the remote application to be started.

Action: See SFH log diagnostics for SFH_reason.

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/0204

Message: RAM> SFH Get_form_info (fix string match) failed SFH_reason:
<Error Type>

Explanation: This message is logged by REMOTE RAM. The RAA operation will fail because the REMOTE RAM could not find the remote application to be started in the form file.

Action: See SFH log diagnostics for SFH_reason.

0002/0205

Message: RAM> Administration Read_obj (DVPERSON) failed ADM_reason:
<Error Type>

Explanation: This message is logged by REMOTE RAM. The RAA operation will fail because the REMOTE RAM could not read the object defining the user's main menu contents.

Action: See Administration log diagnostics for ADM_reason.

0002/0206

Message: RAM> Administration Read_obj (MAINMENU) failed
ADM_reason: <Error Type>

Explanation: This message is logged by REMOTE RAM. The RAA operation will fail because the REMOTE RAM could not read the object defining the user's main menu contents.

Action: See Administration log diagnostics for ADM_reason.

0002/0207

Message: RAM> User does not have access to remote application.

Explanation: This message is logged by REMOTE RAM. The RAA operation will fail because the user does not have access to the selected remote application. (For example, a nonsuperuser has tried to start System Administrative Services.)

Action: Give user access to the remote application, if access is required.

0002/0208

Message: RAM> Remote application name not recognized.

Explanation: This message is logged by REMOTE RAM. The RAA operation will fail because the REMOTE RAM could not find the remote application to be started in the form file.

Action: The remote application does not exist on the remote system. Check spelling of the remote application name.

0002/0209

Message: RAM> SFH error # <Error Type> encountered while displaying the REMOTE SIGN ON screen.}

Explanation: This message is logged by the REMOTE RAM. The RAA operation will fail because an error occurred in displaying the REMOTE SIGNON screen.

Action: See SFH log diagnostics for SFH error number.

0002/020A *

Message: RAM> Unable to start remote RAM, OAR_rc/ROAR_rc: <Error Type>

Explanation: This message is logged by the LOCAL RAM. The RAA operation will fail. This message should be preceded by log messages from TNAP and perhaps from the network software. These preceding messages will indicate what the “real” problem is.

Action: See TNAP and network software log diagnostics for preceding messages. Check logs on both LOCAL and REMOTE systems.

0002/020B *

Message: RAM> Unable to start remote application, OAR_rc: <Error Type>

Explanation: This message is logged by the REMOTE RAM. The remote application could not be started. This indicates a problem with the remote application itself.

Action: See preceding log messages from OAR and from the remote application.

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/020C

Message: RAM> Tasking error sending Start Request to OAR taskresult:
<Error Type>

Explanation: Serious system communication error.

Action: Reboot system.

0002/020D

Message: RAM> Tasking error sending Remote Start Request to OAR
taskresult: <Error Type>

Explanation: Serious system communication error.

Action: Reboot system.

0002/020E

Message: RAM> Tasking error sending Start Report to OAR taskresult:
<Error Type>

Explanation: Serious system communication error.

Action: Reboot system.

0002/020F

Message: RAM> Tasking error sending Terminate Request to OAR taskresult:
<Error Type>

Explanation: Serious system communication error.

Action: Reboot system.

0002/0210

Message: RAM> Tasking error sending Terminate Report to OAR taskresult:
<Error Type>

Explanation: Serious system communication error.

Action: Reboot system.

0002/0211

Message: RAM> Administration Read_obj (SERVICE) failed ADM_reason:
<Error Type> The RAM sub-PRU will not become operational.

Explanation: RAM initialization error.

Action: Reboot Network Support PRU. May require reboot of system. See
Administration log diagnostics for ADM_reason.

0002/0212

Message: RAM> Administration Read_obj (RAMINFO) failed ADM_reason: <Error Type> The RAM sub-PRU will not become operational.

Explanation: RAM initialization error.

Action: Reboot Network Support PRU. May require reboot of system. See Administration log diagnostics for ADM_reason.

0002/0213

Message: RAM> Unable to initiate all of the menu tasks. The RAM sub-PRU will not become operational.

Explanation: RAM initialization error. RAM probably ran out of memory on its processor.

Action: Deconfigure, move, or courtesy down some PRUs on RAM/Network Support's processor in order to free up some memory.

0002/0214

Message: RAM> OAR Report Agent Location failed. The RAM sub-PRU will not become operational.

Explanation: RAM initialization error.

Action: Reboot Network Support. If this does not work reboot the processor. May require system reboot.

0002/0215

Message: RAM> Task initiate failed, taskresult: <Error Type>

Explanation: RAM initialization error. RAM probably ran out of memory on its processor.

Action: Deconfigure, move, or courtesy down some PRUs on RAM/Network Support's processor in order to free up some memory.

0002/0216

Message: RAM> SFH error # <Error Type> encountered while displaying the REMOTE MAIN MENU.

Explanation: This message is logged by the REMOTE RAM. The RAA operation will fail because an error occurred in displaying the REMOTE MAIN MENU.

Action: See SFH log diagnostics for SFH error number.

0002/0217

Message: RAM> RAM_data field of sub-service number NOT valid. Value: <Error Type>

Explanation: This message is logged by the LOCAL RAM. The RAA operation will fail because RAM did not recognize the subservice number configured through Main Menu database editor.

Action: Check the subservice number corresponding to the RAA main menu label that is not working.

0002/0218

Message: RAM> NETPATHS object index field of subservice number NOT valid.value: <Error Type>

Explanation: This message is logged by the LOCAL RAM. The RAA operation will fail because RAM found the NETPATHS field of the subservice number is out of range.

Action: Check the subservice number corresponding to the RAA main menu label that is not working. The NETPATHS object index should be between 0 and 99.

0002/0219

Message: RAM> Administration Read_obj (NETPATHS) failed ADM_reason: <Error Type>

Explanation: This message is logged by the LOCAL RAM. The RAA operation will fail because RAM could not obtain the network path.

Action: Check that the NETPATHS object exists. Try again. May require reboot of system. See Administration log diagnostics for ADM_reason.

0002/021A

Message: RAM> Invalid NETWORK PATH obtained from NETPATHS object, no path terminator symbol (!) was found.

Explanation: This message is logged by the LOCAL RAM. The RAA operation will fail because RAM found that the network path did not terminate correctly.

Action: Check NETPATHS object for the RAA main menu label that is not working. The network path must terminate with an exclamation point.

0002/021B

Message: RAM> Administration Read_obj (SAMROOT) failed ADM_reason: <Error Type>. The RAM sub-PRU will not become operational.

Explanation: RAM initialization error.

Action: Reboot Network Support PRU. May require reboot of system. See Administration log diagnostics for ADM_reason.

Remote OAR sub-PRU (8604)

Profile

Remote Owner Agent Register (ROAR) is a sub-PRU of the Network Support PRU. It is the Primary Session Manager (PSM) for Remote Application Access (RAA), and interfaces with the Transparent Network Access Provider (TNAP) in order to set up network “sessions.” ROAR also interfaces with the DVS Owner Agent Register (OAR) in order to facilitate RAA. OAR starts up applications locally on a DVS, and hands off requests to start up remote applications to its remote counterpart, ROAR.

Important notes

- Whenever you are using the DVS System logs to debug an RAA problem, be sure to look at both the LOCAL and REMOTE logs. Useful information will often appear in both.
- If ACTIONS described below say to reboot the Network Support PRU or the network software it may require rebooting the LOCAL and REMOTE sides.
- In order for RAA to function, the Network Support PRU must be running on the LOCAL and REMOTE Systems, hence there is both a LOCAL and a REMOTE ROAR. Whenever possible the log messages below attempt to indicate whether they are logged by a LOCAL or REMOTE ROAR.

Definition - RAA



0002/0101 *

Message: ROAR> Unable to start the remote RAM, reason/OAR_rc: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE ROAR. In either case, it means that the RAA operation failed. This message should be preceded by log messages from TNAP and perhaps from the network software. These preceding messages will indicate what the “real” problem is.

Action: See TNAP and network software log diagnostics for preceding messages. Check logs on both LOCAL and REMOTE systems.

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/0102

Message: ROAR> Session Offer processing failed, reason: <Error Type>

Explanation: This message is logged by REMOTE ROAR. The RAA operation will fail because REMOTE ROAR could not allocate a table entry; they are all in use.

Action: If the RAA limits have been reached, modify the RAA configuration parameters in the RAMINFO Administration object.

0002/0103

Message: ROAR> Error receiving data from SAM, TH supervisor or TNAP VTP_rc: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE ROAR. A system communication error occurred in receiving data that was coming off the network or bound for the network.

Action: May require reboot of Network Support.

0002/0104

Message: ROAR> Error sending data to SAM, TH supervisor or TNAP VTP_rc: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE ROAR. A system communication error occurred in sending data that was coming off the network or bound for the network.

Action: May require reboot of Network Support.

0002/0105 *

Message: ROAR> Session Confirm received from TNAP with bad results, results: <Error Type>

Explanation: This message is logged by the LOCAL ROAR. The RAA operation failed. This message should be preceded by log messages from TNAP and perhaps from the network software. These preceding messages will indicate what the “real” problem is.

Action: See TNAP and network software log diagnostics for preceding messages. Check logs on both the LOCAL and REMOTE systems.

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/0106

Message: ROAR> Error sending Release to TH supervisor, VTP_rc: <Error Type>

Explanation: This message is logged by REMOTE ROAR, but only for RAA sessions spanning a Wide Area Network, not DataNET. ROAR could not release an application's Terminal Handler (TH) because of a system communication error.

Action: May need to reboot the affected application or application's TH, or both.

0002/0107

Message: ROAR> Session Go received from TNAP with bad results, results: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE ROAR. The RAA session will hang or behave unusually.

Action: Will probably require reboot of network software and perhaps Network Support PRU too.

0002/0108

Message: ROAR> PSM Message received with unknown opcode, opcode: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE ROAR. The message data must have been corrupted by the network.

Action: May require reboot of network software and Network Support.

0002/0109 *

Message: ROAR> Session Abort received from TNAP, abort reason: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE ROAR. A catastrophic failure occurred, and TNAP aborted the RAA session(s) affected by it. Probably the network abnormally disconnected the RAA connection(s).

Action: Check preceding log messages for network software messages. Reboot the network software.

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/010A

Message: ROAR> Tasking error sending Session Setup to TNAP, taskresult: <Error Type>

Explanation: This message is logged by the LOCAL ROAR. A communication error has occurred.

Action: Reboot Network Support.

0002/010B

Message: ROAR> Tasking error sending Session Accept to TNAP, taskresult: <Error Type>

Explanation: This message is logged by REMOTE ROAR. A communication error has occurred.

Action: Reboot Network Support.

0002/010C

Message: ROAR> Tasking error sending Session Establish to TNAP, taskresult: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE ROAR. A communication error has occurred.

Action: Reboot Network Support.

0002/010D

Message: ROAR> Tasking error sending Session Takedown to TNAP, taskresult: <Error Type>

Explanation: This message is logged by the LOCAL ROAR. A communication error has occurred.

Action: Reboot Network Support.

0002/010E

Message: ROAR> Tasking error sending Start Request to OAR, taskresult: <Error Type>

Explanation: This message is logged by REMOTE ROAR. A serious system communication error has occurred.

Action: Reboot system.

0002/010F

Message: ROAR> Tasking error sending Start Report to OAR, taskresult: <Error Type>

Explanation: This message is logged by the LOCAL ROAR. A serious system communication error has occurred.

Action: Reboot system.

0002/0110

Message: ROAR> Tasking error sending Terminate Request to OAR, taskresult: <Error Type>

Explanation: This message is logged by REMOTE ROAR. A serious system communication error has occurred.

Action: Reboot system.

0002/0111

Message: ROAR> Tasking error sending Terminate Report to OAR, taskresult: <Error Type>

Explanation: This message is logged by the LOCAL ROAR. A serious system communication error has occurred.

Action: Reboot system.

0002/0112

Message: ROAR> Tasking error sending Chain Takedown to OAR, taskresult: <Error Type>

Explanation: This message is logged by REMOTE ROAR. A serious system communication error has occurred.

Action: Reboot system.

0002/0113

Message: ROAR> Tasking error sending Remote Start Request to ROAR, taskresult: <Error Type>

Explanation: This message is logged by the LOCAL ROAR. A communication error has occurred.

Action: Reboot Network Support.

0002/0114

Message: ROAR> Tasking error sending Remote Start Report to ROAR, taskresult: <Error Type>

Explanation: This message is logged by REMOTE ROAR. A communication error has occurred.

Action: Reboot Network Support.

0002/0115

Message: ROAR> Tasking error sending Remote Terminate Request

Explanation: This message is logged by the LOCAL ROAR. A communication error has occurred.

Action: Reboot Network Support.

0002/0116

Message: ROAR> Tasking error sending Remote Terminate Report to ROAR, taskresult: <Error Type>

Explanation: This message is logged by REMOTE ROAR. A communication error has occurred.

Action: Reboot Network Support.

0002/0117

Message: ROAR> Tasking error sending Remote Chain Takedown to ROAR, taskresult: <Error Type>

Explanation: This message is logged by the LOCAL ROAR. A communication error has occurred.

Action: Reboot Network Support.

0002/0118

Message: ROAR> Tasking error sending Remote Window Request to ROAR, taskresult: <Error Type>

Explanation: This message is logged by REMOTE ROAR. A communication error has occurred.

Action: Reboot Network Support.

0002/0119

Message: ROAR> PSM Register failed, reason: <Error Type>. The ROAR sub-PRU will not become operational.

Explanation: ROAR initialization error. ROAR could not register with TNAP as the PSM for RAA. RAA operations will not be possible.

Action: Check preceding TNAP log messages. Reboot Network Support.

0002/011A

Message: ROAR> OAR Report Agent Location failed, reason: <Error Type>. The ROAR sub-PRU will not become operational.

Explanation: ROAR initialization error.

Action: Reboot Network Support. If this does not work reboot the processor. May require system reboot.

0002/011B

Message: ROAR> ROAR could not RM Register against TNAP, RM_rc: <Error Type>. The ROAR sub-PRU will not become operational.

Explanation: ROAR could not register with TNAP as the PSM for RAA. RAA operations will not be possible.

Action: Check preceding TNAP log messages. Reboot Network Support.

0002/011C

Message: ROAR> ROAR could not create VTP pools, VTP_rc: <Error Type>. The ROAR sub-PRU will not become operational.

Explanation: ROAR initialization error. ROAR probably ran out of memory on its processor.

Action: Deconfigure, move, or courtesy down some PRUs on ROAR/Network Support's processor in order to free up some memory.

0002/011D

Message: ROAR> Task initiate failed, taskresult: <Error Type>

Explanation: ROAR initialization error. ROAR probably ran out of memory on its processor.

Action: Deconfigure, move, or courtesy down some PRUs on ROAR/Network Support's processor in order to free up some memory.

0002/011E

Message: ROAR> Timed-out waiting for Remote Start Application Request.
Remote Access will not succeed

Explanation: This message is logged by the LOCAL ROAR. A message was sent across the network to start a remote application, but no response was received within a minute. The RAA operation will fail.

Action: Try again. Check preceding log messages for logs from network software. Reboot the network software.

Remote screen share sub-PRU (8605)

Profile

RSS is a sub-PRU of the Network Support PRU. RSS is the Primary Session Manager (PSM) for Remote Screen Sharing (RSS), and interfaces with the Transparent Network Access Provider (TNAP) in order to set up network “sessions.” RSS also interfaces with the DVS Screen Activities Manager (SAM) in order to facilitate RSS. SAM handles local screen shares, and hands off remote ones to RSS.

Important notes

- Whenever you are using the DVS System logs to debug an RSS problem, be sure to look at both the LOCAL and REMOTE logs. Useful information will often appear in both.
- If ACTIONS described below say to reboot the Network Support PRU or the network software it may require rebooting the LOCAL and REMOTE sides.
- In order for RSS to function, the Network Support PRU must be running on the LOCAL and REMOTE Systems, hence there is both LOCAL and REMOTE RSS. Whenever possible the log messages below attempt to indicate whether they are logged by a LOCAL or REMOTE RSS.

Definition - RAA



Definition - RSS



0002/0301

Message: RSS> Error creating alias poolid for RSS session

VTP_rc: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE RSS. The RSS session will fail because RSS ran out of memory.

Action: Deconfigure, move, or courtesy down some PRUs on RSS/Network Support's processor in order to free up some memory.

0002/0302

Message: RSS> Unable to set up Remote Screen Share, reason: <Error Type>

Explanation: This message is logged by REMOTE RSS. The RSS operation will fail because RSS table is full (25 RSS sessions is limit).

Action: Try again when RSS is not so busy.

0002/0303 *

Message: RSS> Unable to set up Remote Screen Share, reason: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE RSS. The RSS operation will fail for reasons as listed below.

Action:

- #1000 = LOCAL RSS table is full, try again .
- #1001 = LOCAL RSS can not find TNAP, reboot Network Support PRU .
- #1002 = REMOTE RSS can't find SAM, see REMOTE logs.
- #1003 = LOCAL RSS received bad return code from TNAP. Network connection for RSS session was not set up. See preceding log messages from TNAP and network software.
- #1004 = LOCAL RSS problem, see report number 301.

Note: Other reason values come from the REMOTE SAM. See remote logs and SAM log diagnostics.

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/0304

Message: RSS> Error sending data (via VTP) to SAM, VSM, or TNAP
VTP_rc: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE RSS. A system communication error occurred in sending data that was coming off the network or bound for the network.

Action: May require reboot of Network Support.

0002/0305

Message: RSS> Error receiving data (via VTP) from SAM, VSM or TNAP
VTP_rc: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE RSS. A system communication error occurred in sending data that was coming off the network or bound for the network.

Action: May require reboot of Network Support.

0002/0306 *

Message: RSS> Session_Confirm received from TNAP with bad results,
results: <Error Type>

Explanation: This message is logged by the LOCAL RSS. The RSS operation failed. This message should be preceded by log messages from TNAP and perhaps from the network software indicating the “real” problem.

Action: See TNAP and network software log diagnostics for preceding messages. Check logs on both the LOCAL and REMOTE systems.

0002/0307 *

Message: RSS> Unable to locate the Remote Screen Share recipient, reason:

Explanation: This message is logged by REMOTE RSS. The RSS operation will fail because REMOTE RSS could not find SAM, or because SAM could not locate the user (the remote share recipient).

Action: #1002 => REMOTE RSS cannot find SAM. NOTE: Other reason values come from the REMOTE SAM. See preceding logs and SAM log diagnostics.

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/0308

Message: RSS> Session_Go received from TNAP with bad results, results: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE RSS. The RSS session will hang or behave unusually.

Action: Will probably require reboot of network software and perhaps Network Support PRU too.

0002/0309

Message: RSS> PSM Message received with unknown opcode, opcode: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE RSS. The message data must have been corrupted by the network.

Action: Reboot the network software and Network Support.

0002/030A *

Message: RSS> Session_Abort received from TNAP, abort_reason: <Error Type>

Explanation: This message is logged by the LOCAL or REMOTE RSS. A catastrophic failure occurred and TNAP aborted the RSS session(s) affected by it. Probably the network abnormally disconnected the RSS connection(s).

Action: Check preceding log messages for network software messages. Reboot the network software.

* The log messages with an asterisk next to the message number are the messages most often observed.

0002/030B

Message: RSS> Tasking error sending

Session_Setup
Session_Accept
Session_Establish
Session_Takedown

to TNAP

Taskresult: <Error Type>

Explanation: These messages are logged by the LOCAL or REMOTE RSS. A communication error has occurred.

Action: Reboot Network Support.

0002/030C

Message: RSS> Tasking error sending...

Reply_RMT_Share_Setup
Share_window
Share_Accept
Share_Stop

To SAM Master or SAMling

Taskresult: <Error Type>

Explanation: These messages are logged by the LOCAL or REMOTE RSS. A communication error has occurred.

Action: RSS should recover from these errors. If RSS is acting strangely, reboot Network Support. May require reboot of system if SAM is really sick.

0002/030D

Message: RSS> Tasking error sending

RSS_Start
RSS_Reply_Start
RSS_Share_Window
RSS_Share_Accept
RSS_Share_Stop
RSS_Done

To peer RSS Sub-PRU

Taskresult: <Error Type>

Explanation: These messages are logged by the LOCAL or REMOTE RSS. A communication error has occurred.

Action: Reboot Network Support.

0002/030E

Message: RSS> PSM_Register failed, reason: <Error Type>. The RSS sub-PRU will not become operational

Explanation: RSS initialization error. RSS could not register with TNAP as the PSM for RSS. RSS operations will not be possible.

Action: Check preceding TNAP log messages. Reboot Network Support.

0002/030F

Message: RSS> RM_Register against TNAP failed, RM_rc: <Error Type>. The RSS Sub-PRU will not become operational

Explanation: RSS initialization error. RSS could not register with TNAP as the PSM for RSS. RSS operations will not be possible.

Action: Check preceding TNAP log messages. Reboot Network Support.

0002/0310

Message: RSS> VTP initialization failed, VTP_rc: <Error Type>. The RSS Sub-PRU will not become operational

Explanation: RSS initialization error. RSS probably ran out of memory on its processor.

Action: Deconfigure, move, or courtesy down some PRUs on RSS/Network Support's processor in order to free up some memory.

0002/0311

Message: RSS> Task initiate failed, taskresult: <Error Type>. The RSS Sub-PRU will not become operational

Explanation: RSS initialization error. RSS probably ran out of memory on its processor.

Action: Deconfigure, move, or courtesy down some PRUs on RSS/Network Support's processor in order to free up some memory.

Voice Interface Single Board Computer (8698)

The following log messages are contained in subsystem file 8698.LOG associated with the Voice Interface Single Board Computer (VI SBC).

0000/0001

Message: Speech Transferrer is still active, trying abort...

Explanation: The release of the speech transferrer by the interface task has not been completed. This error may indicate the release command is hanging in the speech transferrer.

Action:

0000/0002

Message: Abort has not stopped the Speech Transferrer.

Explanation: The release of the speech transferrer by the interface task did not take place after the current command was aborted.

Action:

0000/0003

Message: Release of the Speech Transferrer failed.

Explanation: All attempts to release the speech transferrer have failed. During the next VIRM audit, the channel will be reported faulty. The audit will report the following error code: c_Speech_Transferrer_Faulty.

Action:

0000/0004

Message: Board returned an illegal block of data.

Explanation: The single board computer has sent a block of data that does not follow the protocol defined in the Voice Interface Board Software Functional Specification.

Action:

0000/0005

Message: Driver could not be initiated. Taskresult = <decimal>.

Explanation: The loader task could not initiate the driver task.

Action:

0000/0006

Message: Speech Transferrer could not be initiated. Taskresult = <decimal>.

Explanation: The loader task could not initiate the speech transferrer task.

Action:

0000/0007

Message: Interface task could not be initiated. Taskresult = <decimal>.

Explanation: The loader task could not initiate the interface task.

Action:

0000/0008

Message: Monitor task could not be initiated. Taskresult = <decimal>.

Explanation: The loader task could not initiate the monitor task.

Action:

0000/0009

Message: Interface and Speech Transferrer tasks not initialized. Reason = <reason>.

Explanation: The interface and speech transferrer tasks that have been initiated have not initialized themselves.

Action:

0000/0010

Message: Download of DSP code file: <filename> for channel: <channel_name> has failed. Reason = <standard_return_code>.

Explanation: The DSP code for the identified channel could not be loaded.

Action:

0000/0011

Message: Download of 80186 code file: <filename> for channel: <channel_name> has failed. Reason = <standard_return_code>.

Explanation: The 80186 code for the identified channel could not be loaded.

Action:

0000/0012

Message: Clear ST and IF failed for Channel <channel_name>.

Explanation: The speech transferrer and interface tasks for the identified channel could not be reset when asked to do so (typically by the VIRM).

Action:

Voice Interface Resource Manager (8699)

The following log messages are contained in subsystem file 8699.LOG associated with the Voice Interface Resource Manager (VIRM).

0000/0001

Message: The release of the speech transferrer failed.

Explanation: The initial attempt to clean up the Voice Interface SRU after an application failure has been unsuccessful. A different cleanup will be attempted.

Action:

0000/0002

Message: Clear_ST_IF failed. Return code = <decimal>.

Explanation: All attempts to clean up the Voice Interface SRU after an application failure have been unsuccessful. The channel state will be set to c_Faulty_Channel.

Action:

0000/0003

Message: A tasking error occurred while initiating the auditor.

Explanation: The auditor task in the Voice Interface Resource Manager could not be started. This is a fatal error.

Action: Contact NT immediately.

0000/0004

Message: The Resource Manager could not be located.

Explanation: DVS system software is defective, or the name server is defective, or both are defective. This is a fatal error.

Action:

0000/0005

Message: Tasking error during channel audit. Error = <return_code>.

Explanation: The channel audit returned a task result or a nonzero return code that indicates an error.

Action:

0000/0006

Message: Registration against VI SRUs failed.

Explanation: The Voice Interface Resource Manager could not register with the Resource Manager (RM). Consequently, the Voice Interface Resource Manager is not aware of cahnges in the Voice Interface SRUs. This is a fatal error.

Action:

0000/0007

Message: Registration against VI PRUs failed.

Explanation: The Voice Interface Resource Manager could not register with the Resource Manager (RM). Consequently, the Voice Interface Resource Manager is not aware of cahnges in the Voice Interface PRUs. This is a fatal error.

Action:

0000/0008

Message: Unexpected PRU reported in (VI RM_Updated).

Explanation: The Voice Interface Resource Manager receives an update for a PRU whose SRU has not yet registered with the Voice Interface Resource Manager. This error is not fatal and has minimal impact.

Action:

0000/0009

Message: In ProcessHardware, MakeNewRecord failed. Return code = <decimal>.

Explanation: The Voice Interface Resource Manager has received information from the Resource Manager concerning more than 20 Voice Interface SRUs. Because the Voice Interface Resource Manager can track a maximum of 120 channels (20 Voice Interface SRUs). The SRU that exceeds the limit is ignored.

Action:

0000/0010

Message: Tasking Error on Sending Slots to Channel.

Explanation: The Voice Network Manager (VNM) sends slots for a channel but the channel cannot accept them because of a tasking error.

Action:

0000/0011

Message: Slots sent for a nonexistent T1: <node_address> <subid>.

Explanation: The Voice Network Manager (VNM) sent slots for a channel that does not exist.

Action:

0000/0012

Message: Channel <channel_id> was marked defective. Reason = <string>.

Explanation: An application raised the Channel_Not_Working flag when it deallocated the specified channel. It also supplied the reason string.

Action:

0000/0013

Message: Register of VIRM failed. Taskresult = <decimal>.

Explanation: The Voice Interface Resource Manager has not registered with the XMS Name Server. This log message signals a serious software problem. This is a fatal error.

Action:

0000/0014

Message: A tasking error occurred while initiating the Voice Interface Resource Manager.

Explanation: The Voice Interface Resource Manager could not be started. This is a fatal error.

Action: Contact NT immediately.

0001/0001

Message: A channel was released due to an application failure. Name = <application_name>.

Explanation: The application has failed. When the channel has been cleaned up, it will be made available to another application.

Action:

0001/0002

Message: An error occurred in Update_Channel_Record recovery.

Explanation: An illegal state change was requested. This log message may result from a channel failure during channel allocation or deallocation.

Action:

Voice Interface Monitoring and Diagnostics Software (869A)

The following log messages are contained in subsystem file 869A.LOG associated with the Voice Interface Monitoring and Diagnostics Software.

0000/0002

Message: CSR not present for <board_id>.

Explanation: The software on the single board computer encountered a bus error when it attempted to access the command and status register (CSR). This error may be caused by improper DIP switch settings on the board.

Action:

0000/0003

Message: Shared memory not present for board <board_id>.

Explanation: The software on the single board computer encountered a bus error when it attempted to access its shared memory. This error may be caused by improper DIP switch settings on the board.

Action:

0000/0004

Message: Shared memory for board <board_id> is defective.

Explanation: The software on the single board computer could not read back a value it wrote into shared memory.

Action:

0000/0005

Message: The 80186 on board <board_id> is not responding.

Explanation: The error may occur because the 80186 EPROM was installed improperly. If this is not the cause, the 186 or the command and status register may be defective.

Action:

0000/0006

Message: The 80186 on board <board_id> reports interface test failure.

Explanation: The 80186 did not see the values it expected when it tested the interface between itself and the single board computer.

Action:

0000/0007

Message: The SBC reports interface test failure for board <board_id>.

Explanation: The single board computer (SBC) did not see the values it expected when it tested the interface between itself and the 80186. This log message indicates a shared memory failure.

Action:

0000/0008

Message: 80186 on board <board_id> reports memory failure.

Explanation: The 80186 tested its memory and found a problem.

Action:

0000/0009

Message: SBC could not find DSP codefile.

Explanation: The file containing the digital signal processor (DSP) code could not be found.

Action:

0000/0010

Message: 80186 on board <board_id> failed to download DSP cpde.

Explanation: The checksum of the digital signal processor code (DSP) file did not match the data.

Action:

0000/0011

Message: SBC could not find 80186 codefile.

Explanation: The file containing the 80186 code could not be found.

Action:

0000/0012

Message: 80186 on board <board_id> failed to download 80186 code.

Explanation: The checksum of the 80186 code file did not match the data.

Action:

0000/0013

Message: Failure on PCM playback for channel <channel_id>.

Explanation: The specified channel did not play back properly.

Action:

0000/0014

Message: Failure on PCM recording for channel <channel_id>.

Explanation: The specified channel did not record properly.

Action: Contact NT immediately.

0000/0015

Message: Failure on PCM comparison for channel <channel_id1>, <channel_id2>.

Explanation: This log message indicates that the digital signal processors are malfunctioning or the A01 is malfunctioning.

Action:

0000/0016

Message: Failure on MPCM comparison for channel <channel_id1>, <channel_id2>.

Explanation: This log message indicates that the digital signal processors are malfunctioning or the A01 is malfunctioning.

Action:

0001/0001

Message: Diagnostics initiated.

Explanation: Diagnostic testing has begun.

Action: No action is required.

0001/0002

Message: Diagnostics terminated successfully.

Explanation: Diagnostic testing has ended.

Action: No action is required.

Campus Area Network (Campusnet) Manager (8700)

Profile

The Campusnet Manager resides on the prime processor of every system connected to a Datanet network. Its primary purpose is to collect and distribute network configuration information to the processors running on its system. The information, in the form of routing tables, allows each processor to communicate with processors on other systems in the network. In addition to distributing information, the Campusnet Manager is in charge of watching over the TPNLMs (Datanet SRUs) configured in the system. It makes sure that the TPNLMs remain healthy and, if they do not, reports the problems to Central Maintenance.

0001/0001

Message: CNETM> >Node <Dec Value>

came up
went down

Explanation: This message will indicate that system has come up or gone down on the network. In place of <Dec Value> will be the node number of the system.

Action: No action need be taken if a system comes up. If the system has gone down, it should be investigated.

0001/0002

Message: CNETM> Ring established

Explanation: Ring established simply means that all systems on a local ring are now up and all connections are working ,thus forming a ring.

Action: No action.

0001/0003

Message: CNETM> Line break occurred

Explanation: A line break occurs on a local ring when one of the systems on that ring goes down or a connection between two systems occurs.

Action: Examine the Hex Detail for this log message. The last two numbers will indicate the node numbers of the two systems between which the break occurred. If there is system on the ring between these two, then it has gone down. If not, then the high-speed line connection between the two has been broken.

0001/0004

Message: CNETM> CNET routing table resent to PRU <Other>

Explanation: This message indicates that there was some error when sending the initial routing table to a PRU. The <Other> will be replaced with the number of the PRU.

Action: Unless there are several occurrences of this message in the log, it can be ignored. If there are multiple occurrences, then the PRU and the processor it is running on should be checked for problems.

0001/0005

Message: CNETM> PRU <Other> deregistered

Explanation: When a PRU deregisters with the CNETM, it is telling it that it no longer wishes to receive routing tables. Usually it is being courtiesied down. The <Other> will be replaced with the PRU number.

Action: Unless this PRU was taken down on purpose. Its status should be checked, as it may be in trouble.

0001/000C

Message: CNETM> Sending updated routing table to all registered RUs.

Explanation: Sending of new routing tables means that a system has come up or down somewhere on the network.

Action: There should be other messages in the log indicating what caused the routing table update to occur. Carry out the action indicated by these log messages.

0002/0001

Message: CNETM> Error in registration with RM against RUs.

Explanation: This indicates some difficulty in registering with the Central Maintenance Resource Manager. If this is the case, there should be other messages indicating that there are problems here. For some earlier releases, this message will occur when the LAN number is set to zero.

Action: If other messages indicate there are problems with Central Maintenance or the Resource Manager, then follow the actions for these log messages. If there are problems with Central Maintenance, then the system may have to be rebooted. More often than not though, the reason for this log message is that the LAN number is set to zero. Make sure this is not the case before taking any other action.

0002/0002

Message: CNETM> No

TPNLM
Fiber Gateway

configured on system

Explanation: If the Campusnet Manager comes up and can find no TPNLMs (Datanet SRUs) configured on the system, it will log this message. Fiber gateways are no longer used, so this message should not appear.

Action: Enter System Administrative Services and configure a TPNLM (Datanet SRU).

0002/0003

Message: CNETM> LAN number set to zero, CNETM exiting.

Explanation: The LAN number for this system is set to zero, or it was set and the system was not rebooted.

Action: Set the LAN number using SAS Configuration or, if it has already been set, reboot the system. Note that this log message is relatively new and may not appear on older systems.

0002/0004

Message: CNETM> Out of heap space

Explanation: The Campusnet Manager has run out of memory space.

Action: Reboot the Campusnet Manager. Rebooting of the Campusnet Manager does not cause Datanet communications to go down.

0002/0005

Message: CNETM> Error in VTP send

Explanation: An error occurred in sending to a TPNLM or another system.

Action: If it was a TPNLM, the physical address will be contained in the Hex Detail. Reboot this TPNLM.

0002/0006

Message: CNETM> Error in VTP receive

Explanation: Error in receiving a VTP packet.

Action: No action.

0002/0007

Message: CNETM> Inconsistent internal table on LAN <Dec Value>

Explanation: This indicates that the internal data structures of the CNETM have been corrupted.

Action: This will cause the CNETM to exit. Check its status and if it is not working, then reboot it. It may have already rebooted itself, so if it is working, leave it alone.

0002/0008

Message: CNETM> Tandem table from unknown LAN <Dec Value>

Explanation: A routing table from a LAN unknown to this system has been received. <Dec Value> will be replaced with the LAN number of the sending system.

Action: Check to see that only one system in the network is a tandem node (contains more than one configured TPNLM). If there is more than one, this message may appear. If no other tandem node can be found, ignore this message as the CNETM will recover by itself.

0002/0009

Message: CNETM> Duplicate LAN <Dec Value> reported

Explanation: Two systems on the network have the same LAN number.

Action: Check the LAN numbers of all systems for a duplicate.

0002/0010

Message: CNETM> TPNLM not allowed in Cabinet 2 Slot 1.

Explanation: TPNLMs may not be configured in this position in the system.

Action: Configure the TPNLM in another slot.

0002/0011

Message: CNETM> LAN number in use does not match value in admin object

Explanation: This just means that the LAN number on the system was changed and the system has not yet been rebooted.

Action: No action.

0002/4104

Message: CNETM> Error in reading of admin object

Explanation: An error occurred when contacting Administration or reading the CNETM's object file. If this occurs continuously, then either the object file is not on the disk or there are serious problems with system administration.

Action: Check for other PRUs' logging messages indicating problems with Admin. If some exist, then search for messages from Admin itself and follow the actions specified for these log messages. If no other log messages can be found, then the object probably does not exist on the disk. To check this, enter SAS Configuration services. Enter On-line Update and select the Object Editor from the menu. Enter OBJ_CNET in uppercase, leave the Object Instance set to zero and press RETURN. If it returns with an error, then the file does not exist. Contact someone in charge of software releases and explain the situation.

0001

Message: CNETM> Campusnet Manager is operational

Explanation: The Campusnet Manager has come up.

Action: No action.

0002

Message: CNETM> Campusnet Manager is exiting.

Explanation: The Campusnet Manager has been courtesied down or is exiting for some other reason. If it is some other reason, then there will be other log messages explaining why.

Action: If it has gone down for some reason other than being courtesied down, there will be messages explaining why. Follow the action specified for these messages.

0005

Message: CNETM> Peripheral <Other> appears okay, ignore errors

Explanation: Central Maintenance encountered an error when contacting a TPNLM and informed CNETM of the error. The CNETM then contacted the TPNLM itself and had no problems. It logged this message to indicate that the problems have cleared up.

Action: No action.

0007

Message: CNETM> RU <Other> is being restarted

Explanation: An error was encountered when contacting a TPNLM. This log message means the Campusnet Manager has asked Central Maintenance to reboot the TPNLM. <Other> will be replaced with the name given to the TPNLM when it was configured.

Action: Make sure the TPNLM is now running okay.

0001

Message: CNETM> Campusnet Manager is dying

Explanation: The Campusnet Manager has encountered an unrecoverable error situation and is killing itself.

Action: Determine what the error was by looking for other messages from the Campusnet Manager. Follow the actions specified for these messages. If no other messages are found and the Campusnet Manager is in Faulty state, reboot it.

0003

Message: CNETM> Unable to contact RU <Other>, device is dying

Explanation: The CNETM was unable to contact a TPNLM. It has informed Central Maintenance. <Other> will be replaced with the name given to the TPNLM when it was configured.

Action: Check to make sure that the TPNLM is now working. If not, reboot it.

0004

Message: CNETM> More than one tandem node on network, CNETM exiting.

Explanation: There is more than one system in the network that thinks it is a tandem node. For a system to think it is a tandem node, it needs to have more than one TPNLM configured and running.

Action: Search the network for a system other than the known tandem node that contains more than one configured TPNLM.

Save/Restore (8710)**0001/0001**

Message: A Request has been made to Save Data through Save-Restore//

Explanation: Indicates that a user has initiated a request to the Save/Restore subsystem to Save data to Tape.

Action: There is no action, this log is just for information.

0001/0002

Message: A Request has been made to Restore Data through Save-Restore//

Explanation: Indicates that a user has initiated a request to the Save/Restore subsystem to Restore data from tape.

Action: There is no action, this log is just for information.

0002/0001

Message: A request to Save-Restore has completed successfully.//@&255

Explanation: Indicates that the previous request to the Save/Restore subsystem has completed successfully.

Action: There is no action, this log is just for information.

0002/0002

Message: A request to Save-Restore has completed UNSUCCESSFULLY//@&255.

Explanation: Indicates that the previous request to the Save/Restore subsystem has failed.

Action: The appropriate action depends on what error details were presented. If it was a tape error, then retry the operation. If the user still gets tape errors, then try re-booting the tapeserver PRU through which the dump or restore was attempted. If the tape drive is connected to the prime processor, then the tape server PRU will be under the prime SRU. If the tape drive is connected to a file processor SRU, then the tape server PRU is located under that PRU. Removing the tape cartridge, and pushing it back in sometimes helps. If it was an error with pre-processing or post-processing, then the recommended action is to retry the operation. The user may also check that the SRU on which the XR (Save-Restore subsystem) PRU is configured, has sufficient memory. Do this by courtesying down any other PRUs on the SRU and retrying the operation. The XR PRU requires about 1.5 Mbytes of memory to operate. If the error reoccurs, call your Northern Telecom representative.

DNC Log Subsystem (8720)

The following log messages are contained in subsystem file 8720.LOG associated with the DNC Log Subsystem PRU.

0001/0001

Message: The <Reporting-RU-name> has received an unknown log report: Service <message-subsystem-number (hex)>, Report no: <report-number (hex)>, Error: <error-number (hex)>, Reported by RU <Other-RU-name> (<Other-RU-number (hex)>)

Explanation: The log subsystem cannot find the particular log requested. The log requested should be in the subsystem file named XXXX.LOG, where XXXX is a four-digit hexadecimal value. The log subsystem file is located in the Helix directory :LOCAL:PRU:LOGS:LOGDESC.

Action: A system administrator with superuser authority should check under the Helix directory :LOCAL:PRU:LOGS:LOGDESC to determine if the requested log actually exists.

0002/0001

Message: Disk Status: <Disk Volume Name> Used Percent ID. Please remove some unwanted files// Reporting PRU is 1

Explanation: The disk <Disk Volume Name> is at some predetermined threshold.// This threshold is set in such a way that the disk should not reach this value. A disk audit should have cleaned up deleted files before the threshold was reached. This predetermined threshold value can be found in :LOCAL:PRU:LOGS:LG:AWINIT.TEXT. // RUN TIME PARAMETERS (RTP): First RTP is an integer containing the USED PERCENTAGE.

Action: A system administrator with superuser authority must delete immediately all unwanted files from the disk (:LOCAL) to prevent any corruption of the log subsystem.

0002/0002

Message: Disk Status <Disk Volume Name>: Used Percent ID Please remove some unwanted files Reporting PRU 1.

Explanation: The disk <Disk Volume Name> is at some predetermined threshold. This threshold is set in such a way that the disk should not reach this value. A disk audit should have cleaned up deleted files before the threshold is reached. This predetermined threshold value can be found in :LOCAL:PRU:LOGS:LG:AWINIT.TEXT. // RUN TIME PARAMETERS (RTP): First RTP is an integer containing the USED PERCENTAGE.

Action: A system administrator with superuser authority must delete immediately all unwanted files from the disk (:LOCAL) to prevent any corruption of the log subsystem.

0002/0003

Message: Disk Status &22* : Used Percent ID, Please remove some unwanted files Reporting PRU is 1.

Explanation: The disk (&22*) is at some predetermined threshold. This threshold is set in such a way that the disk should not reach this value. A disk audit should have cleaned up deleted files before the threshold is reached. This predetermined threshold value can be found in :LOCAL:PRU:LOGS:LG:AWINIT.TEXT. // RUN TIME PARAMETERS (RTP): First RTP is an integer containing the USED PERCENTAGE.

Action: A system administrator with superuser authority must delete immediately all unwanted files from the disk (:LOCAL) to prevent any corruption of the log subsystem.

0002/0004

Message: Disk Status <Disk Volume Name> : Used Percent ID Disk alarm has been cleared// Reporting PRU is 1.

Explanation: The disk <Disk Volume Name> has lowered the "used percentage" of disk space below a predetermined threshold. This predetermined threshold value can be found in :LOCAL:PRU:LOGS:LG:AWINIT.TEXT.

Action: A system administrator with superuser authority must delete immediately all unwanted files from the disk (:LOCAL) to prevent any corruption of the log subsystem.

0003/0001

Message: SRU State Change : Cabinet <cabinet-number> Slot <slot-number> Line <line-number> Port <port-number> FAULTY Reporting PRU is <PRU-name>. Other PRU is <PRU-name>.

Explanation: The specified SRU has gone into the faulty state. The SRU will reboot itself a fixed number of times, as specified in SAS.

Action: The system administrator must perform maintenance on the faulty SRU as explained in 450-1011-301.

0003/0002

Message: PRU State Change : Cabinet <cabinet-number> Slot <slot-number> Unit <unit-number (hex)> Configuration # <configuration-number (hex) > FAULTY Reporting PRU is <PRU-name>. Other PRU is <PRU-name>.

Explanation: The specified PRU has gone into the faulty state. The PRU will reboot itself a fixed number of times, as specified in SAS.

Action: If the PRU remains in the faulty state, the system administrator must reboot the PRU at least twice. To reboot the PRU, take it out of service using the <Courtesy Down> softkey, and then restore it to service using the <Put into Service> softkey, as explained in 450-1011-301. If the PRU still remains in the faulty state, contact Northern Telecom.

0003/0003

Message: SRU State Change : Cabinet <cabinet-number> Slot <slot-number> Line <line-number> Port <port-number> RECOVERED Reporting PRU is <PRU-name>. Other PRU is <PRU-name>.

Explanation: The SRU has gone from the faulty state to the working state. The fault has been cleared.

Action: No action required by the user.

0003/0004

Message: PRU State Change : Cabinet <cabinet-number> Slot <slot-number> Unit <unit-number (hex)> Configuration # <configuration-number (hex) > RECOVERED Reporting PRU is <PRU-name>. Other PRU is <PRU-name>.

Explanation: The specified PRU has gone into the working state.

Action: No action required by the user.

0003/0006

Message: Cleaning up all Disk Alarms and SRU/PRU Alarms

Explanation: The Alarms Watch Dog has cleaned up all the old alarms generated by it.

Action: No action required by the user.

0020/0001

Message: I/O Error <I/O-error-number> saving log to disk. New system logger history file was created successfully.

Explanation: The log subsystem has recovered from the error situation by creating a new history file and starting fresh. The original history file was renamed from LOGHIST to LOGHIST.YY_MM_DD.

Action: No action required by the user.

0020/0002

Message: Unrecoverable I/O Error <I/O-error-number> saving log to disk. Action may be required by the system administrator.

Explanation: The log subsystem could not recover from the error situation by creating a new history file and starting fresh.

Action: A system administrator with superuser authority must remove the current log history file :LOCAL:PRU:LOGS:HISTORY:LOGHIST and then reload the log subsystem PRU.

0020/0003

Message: The log subsystem disk task was unable to find its initialization file: :LOCAL:PRU:LOGS:LG:DKINIT.TEXT. Default values have been supplied.

Explanation: The log subsystem's initialization file is probably missing from the system. The log subsystem initializes itself using available default values.

Action: A system administrator with superuser authority must check the load tape for the presence of the initialization file and replace this file if necessary.

0020/0004

Message: The current log history file is larger than that specified in the initialization file :LOCAL:PRU:LOGS:LG:DKINIT. A new log history file was created successfully.

Explanation: The log subsystem has created a new history file and is starting fresh. The original history file was renamed from LOGHIST to LOGHIST.YY_MM_DD.

Action: No action required by the user.

0050/0001

Message: The log subsystem cached index table has been modified. The modified message is: Service <message-subsystem-number (hex)> Report Number <report-number (hex)> Error Number <error-number (hex)>

Explanation: This message is generated only as a confirmation of the changes made to the message file. These changes will be lost if the log subsystem PRU is rebooted. This can only be done by the system administrator.

Action: No action required by the user.

0050/0002

Message: The log subsystem cached index table has been modified. The modified message is: Service <message-subsystem-number (hex)> Report Number <report-number (hex)> Error Number <error-number (hex)>

Explanation: This message is generated only as a confirmation of the changes made to the message file. These changes are permanent.

Action: No action required by the user.

Alarm Subsystem (8722)

The following log messages are contained in subsystem file 8722.LOG associated with the Alarm Subsystem PRU.

0001/0001

Message: Alarm Interface Unit has RECEIVED an external alarm.
External ALIU input is: <string>.

Explanation: The ALIU has sensed remote activation of an alarm condition.
The string stating the error is one of the following:

FAN 1 FAILURE
POWER CONVERTER 1 FAILURE
POWER CONVERTER 2 FAILURE
FUSE FAILURE
FAN 2 FAILURE
POWER CONVERTER 3 FAILURE
POWER CONVERTER 4 FAILURE
USER 1 INPUT
USER 2 INPUT
USER 3 INPUT

Action: The system should be serviced according to the troubleshooting procedures in NTP 450-1011-501. System troubleshooting should only be performed by qualified service personnel (that is, a system administrator or maintenance technician).

0001/0002

Message: Alarm Interface Unit has RECOVERED an external alarm.
External ALIU input is: <string>.

Explanation: The ALIU has sensed the clearing of the externally generated alarm. The string stating the error is one of the following:

FAN 1
POWER CONVERTER 1
POWER CONVERTER 2
FUSE
FAN 2
POWER CONVERTER 3
POWER CONVERTER 4
USER 1 INPUT
USER 2 INPUT
USER 3 INPUT

Action: No action required by the user.

0005/0001

Message: The alarm subsystem has lost communication with the APTIO port. Please check the status of the APTIO port <port-name>.

Explanation: The link between the alarm subsystem and the "alarm box" has been disconnected. The alarm box is a separate visual indicator of alarms.

Action: The system administrator must check the status of the APTIO port according to NTP 450-1011-301. If the fault has not been detected at the port, the operation of the LIU must be checked. It must also be determined if the cabling from the DNC to the LIU is intact.

0005/0002

Message: The alarm subsystem has recovered communication with the APTIO port. APTIO port <string>.

Explanation: The alarm subsystem was able to reconnect with the APTIO port and is now functioning properly. The link between the alarm subsystem and the alarm box has been restored and is functioning normally.

Action: No action required by the user.

0020/0001

Message: I/O Error <I/O-error-number> saving log to disk. The new alarm subsystem history file was created successfully.

Explanation: The alarm subsystem has recovered from the error situation by creating a new history file and starting fresh. The original history file was renamed from ALARMHIST to ALARMHIST.YY_MM_DD.

Action: No action required by the user.

0020/0002

Message: Unrecoverable I/O Error <I/O-error-number> saving log to disk. Action may be required by the system administrator.

Explanation: The alarm subsystem could not recover from the error situation by creating a new history file and starting fresh.

Action: A system administrator with superuser authority must remove the current alarm history file :LOCAL:PRU:LOGS:HISTORY:ALARMHIST and then reload the alarm subsystem PRU.

0020/0003

Message: The alarm subsystem disk task was unable to find its initialization file: :LOCAL:PRU:LOGS:AL:ALINIT.TEXT. Default values have been supplied.

Explanation: The alarm system's initialization file is probably missing from the system. The alarm subsystem initializes itself using available default values.

Action: A system administrator with superuser authority must check the load tape for the presence of the initialization file and replace this file if necessary.

0020/0004

Message: The Current Alarm Service history file is larger than that specified in the initialization file ':LOCAL:PRU:LOGS:AL:ALINIT'. A new alarm subsystem history file was created successfully.

Explanation: The alarm subsystem has created a new history file and is starting fresh. The original history file was renamed from ALARMHIST to ALARMHIST.YY_MM_DD.

Action: No action required by the user.

Log Printer (8723)

The following log messages are contained in subsystem file 8723.LOG associated with the Log Printer PRU.

0001/0001

Message: Printer on Queue <queue-name> is OK.
Printer Driver return code is <hexadecimal-value>.

Explanation: The printer on the specified queue is functioning normally.

Action: No action required by the user.

0001/0002

Message: Line to printer on Queue <queue-name> has gone down.
Printer Driver return code is <hexadecimal-value>.

Explanation: The link between the log subsystem and the specified printer has gone down.

Action: System diagnostics must be operated by the system administrator to determine the source of the problem. (Extended diagnostics are available to superusers.)

0001/0003

Message: Printer on Queue <queue-name> went off-line.
Printer Driver return code is <hexadecimal-value>.

Explanation: The printer on the specified queue will not function because it is in an off-line condition.

Action: System diagnostics must be operated by the system administrator to determine the cause of the off-line condition. (Extended diagnostics are available to superusers.)

0001/0004

Message: Printer on Queue <queue-name> is performing a local screen dump.
Printer Driver return code is <hexadecimal-value>.

Explanation: The printer on the specified queue is in a busy state, performing a local screen dump.

Action: The user must wait for the printing to finish before the specified printer can output further log messages.

0001/0005

Message: Printer on Queue <queue-name> received bad data.
Printer Driver return code is <hexadecimal-value>.

Explanation: The printer on the specified queue has received data that has no meaning to the printer. This is likely due to a fault in the system.

Action: Resubmit the print job. If it fails again, a system administrator or maintenance technician must troubleshoot the link or the specified printer.

0001/0006

Message: Printer on Queue <queue-name> is out of paper.
Printer Driver return code is <hexadecimal-value>.

Explanation: The printer on the specified queue is out of paper.

Action: Reload the specified printer with paper according to the loading instructions for the printer.

0001/0007

Message: Printer on Queue <queue-name> has a ribbon jam or is low on ink.
Printer Driver return code is <hexadecimal-value>.

Explanation: The ribbon of the printer on the specified queue is jammed or the printer is running out of ink.

Action: Check the ribbon and clear the jam. If the ribbon is not jammed, check the ink level according to the maintenance instructions for the printer. If neither procedure clears the problem, contact Northern Telecom.

0001/0008

Message: Printer on Queue <queue-name> has its cover open.
Printer Driver return code is <hexadecimal-value>.

Explanation: The printer on the specified queue has its cover open.

Action: Close the cover for the printer and the printer should start functioning normally.

0001/0009

Message: Printer on Queue <queue-name> probably lost some data.
Printer Driver return code is <hexadecimal-value>.

Explanation: The printer on the specified queue received the data sent to it but has lost a portion of this data inadvertently.

Action: Resubmit the job. If you continue to have problems, contact Northern Telecom.

0001/000A

Message: Printer on Queue <queue-name> is broken.
Printer Driver return code is <hexadecimal-value>.

Explanation: The printer on the specified queue requires servicing.

Action: Contact Northern Telecom

Primary file server sub-PRU (8800)

Profile

The file server provides a general file system. The file server includes such features as structured directories, multiple pathnames for a single file, a flexible protection mechanism, and “atomic commit.” The file server performs periodic audits to recover unused space from the disk.

0001/0001

Message: File Server Audit Complete. <Long Dec> Files, <Long Dec> blocks of <Long Dec> needed for restore.

Explanation: This is an informational message, logged after a file server audit has completed. The three numbers, in order, are the number of files on the disk, the number of blocks used on the disk, and the volume size (total number of blocks on the disk). The “needed for restore” phrase has no meaning.

Action: None.

0002/0001

Message: File Server Full. <Long Dec> Files, <Long Dec> blocks of <Long Dec> needed for restore.

Explanation: This is a warning message, logged after an audit has completed. It warns that the disk has become dangerously full. The three numbers, in order, are the number of files on the disk, the number of blocks used on the disk, and the volume size (total number of blocks on the disk). The “needed for restore” phrase has no meaning.

Action: Remove unneeded files.

0002/0002

Message: File Server Error Class: <Dec Value> Error: <Dec Value>T: <Long Hex> S: <Dec Value> Server: <String 10>

Explanation: A file server crash has occurred. Refer to the XMS Network Administrator's Guide for a list of the file server error codes. The Guide explains the Class, Error, T, and S numbers shown in the message. The name of the file server is shown at the end of the message.

Action: Refer to the XMS Network Administrator's Guide. To determine whether the file server came back up after it crashed, look through any succeeding log messages.

File Transfer PRU Log Messages

The following log messages are contained in the subsystem file associated with the File Transfer PRU.

0001/0001

Message: Unable to find job list file on < working directory > Initializing new FTS

Explanation: This message is generated whenever the file transfer system (FTS) cannot find a job list file at initialization time. The FTS installs itself with its root directory <working directory> and continues as normal.

Action: No action required by the user.

0002/0001

Message: Job list file too sparse, compressing jobs

Explanation: If the FTS determines that the job list file is too sparse, it invokes its file compression algorithm and issues this log message.

Action: No action required by the user.

0003/0001

Message: Unrecoverable disk error on job list file, error # <error-number>

Explanation: If the FTS encounters a disk error with the job list file, and cannot recover from the error, it issues this log message and stops operating. The value of <error-number> is that returned by the local filing system.

Action: No action required by the user.

Network Operations Systems

Business Network Management

A Guide to DNC Logs and Alarms

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