



Avaya Interaction Center

Alarms Guide

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Avaya Interaction Center alarms overview

The Alarm Monitor in IC Manager displays the alarms for Avaya Interaction Center (Avaya IC) servers and other components.

This section includes the following topics:

- [Terminology used in alarms documentation](#) on page 7
- [Alarms in other Avaya documentation](#) on page 8

Terminology used in alarms documentation

The following table contains the terminology used to describe the Avaya IC alarms.

Term	Description
Alarm name	Identifies the name of the alarm, if any. The alarm name might not be unique. Several alarms with different text can have the same alarm name.
Alarm text	Includes the text of the alarm.
Alarm ID	Identifies the component name and the sequence number for the alarm.
Trigger component	Identifies the component that failed, resulting in the alarm. Might not be the same component that generated the alarm.
Reason	One of the following reasons for the alarm: <ul style="list-style-type: none">• Database: a problem with an Avaya IC database.• Network: a problem with the network.• General: a problem within Avaya IC.• PBX: a problem with a telephony switch.
Issue	Includes information about the circumstances that caused the alarm.
Recommended actions	Recommends one or more actions you can take to find the cause of the alarm and, if available, to resolve the problem.
Information required by Avaya Technical Support	Identifies the minimum amount of information that Avaya Technical Support requires to provide support and troubleshooting to resolve the issue that caused the alarm.

Alarms in other Avaya documentation

The following alarms are described in other documentation:

- For alarms generated by Avaya IC workflows, see *Avaya IC Media Workflow Reference*.
- For alarms generated by Avaya Operational Analyst (Avaya OA) components, such as the Event Collector server and the Event Collector bridge, see *Avaya OA Maintenance and Troubleshooting*.

Avaya IC emergency alarms

This section describes the emergency alarms that you can see in the Alarm Monitor, organized by Avaya IC component.

This section includes the following topics:

- [ADU server](#) on page 10
- [Blender server](#) on page 18
- [Data server](#) on page 20
- [Directory server](#) on page 22
- [DUStore server](#) on page 32
- [EDU server](#) on page 33
- [HTTPVOX Server](#) on page 41
- [IC Email server and Poller Server](#) on page 52
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- [License server](#) on page 116
- [Log Collector Server](#) on page 118
- [Notification server](#) on page 120
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- [Telephony Queue Statistics server](#) on page 135
- [Telephony server: all switches](#) on page 138
- [Telephony server: Aspect switches](#) on page 153
- [Telephony server: Avaya switches](#) on page 161
- [VOX server](#) on page 165
- [WebACD server](#) on page 179
- [Web Scheduled Callback server](#) on page 184
- [Workflow server](#) on page 188

ADU server

The Alarm Monitor might display the following emergency alarms for the ADU server:

- [Can't Assign to server %s \[%s\]](#) on page 10
- [Can't Assign to any %s server](#) on page 11
- [Can't Assign to server %s; ignoring it](#) on page 12
- [Bad UUID %s in DS's list of ADU servers](#) on page 13
- [The Directory Server cannot provide a list of ADU servers! Error=%x](#) on page 14
- [Cannot request of DUStore, disconnected \(losing ADUs\)](#) on page 15
- [Cannot request of DUStore, %x \(losing ADUs\)](#) on page 16
- [This server is not listed in this ADU server's group's DS. Then who am I?](#) on page 17

Can't Assign to server %s [%s]

Alarm detail	Description
Alarm name	ADU.AssignFail
Alarm text	Can't Assign to server %s [%s] where <ul style="list-style-type: none">• %s is the UUID of a peer ADU server.• [%s] is the error description.
Alarm ID	ADUS0002
Trigger component	ADU server
Reason	Network
Issue	The ADU server cannot assign to a peer ADU server. The server must assign to allow the ADU servers to exchange event information. If the servers cannot exchange information, events might be lost. This alarm is not present in Avaya IC 6.1.3 and earlier.

Recommended actions

If you see this alarm:

- Verify that the peer ADU server is up and running.

- Check the network connections between the machines that host the two ADU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs for the ADU servers
- vesp.imp file for the ADU server machines
- All information gathered when you attempted to resolve the problem

Can't Assign to any %s server

Alarm detail	Description
Alarm name	ADU.AssignFail
Alarm text	Can't Assign to any %s server where %s is the DUStore server type.
Alarm ID	ADUS0003
Trigger component	DUStore server
Reason	Network
Issue	The ADU server cannot assign to a server of the indicated type - DUStore. When persistence is enabled, the ADU server requires a DUStore server to move ADUs into the database for long-term storage. If the ADU server cannot assign to a DUStore server, ADUs might be lost.

Recommended actions

If you see this alarm:

- Verify that all DUStore servers are up and running.
- Verify that the domain of the ADU server fails over to a domain with a DUStore server.
- Check the network connections between the machines that host the ADU server and the DUStore servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- DUSStore server logs
- vesp.imp file for all relevant server machines
- All information gathered when you attempted to resolve the problem

Can't Assign to server %s; ignoring it

Alarm detail	Description
Alarm name	ADU.AssignFail
Alarm text	Can't Assign to server %s; ignoring it where %s is the UUID of the peer ADU server.
Alarm ID	ADUS0001
Trigger component	ADU server
Reason	Network
Issue	The ADU server cannot assign to a peer ADU server. The server must assign to allow the ADU servers to exchange event information. If the servers cannot exchange information, events might lost. This alarm is not present in Avaya IC 7.0 and later.

Recommended actions

If you see this alarm:

- Verify that the peer ADU server is up and running.
- Check the network connections between the machines that host the ADU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs for the ADU servers
- vesp.imp file for the ADU server machines

- All information gathered when you attempted to resolve the problem

Bad UUID %s in DS's list of ADU servers

Alarm detail	Description
Alarm name	ADU.BadADUInDS
Alarm text	Bad UUID %s in DS's list of ADU servers where %s is the invalid UUID.
Alarm ID	ADUS0004
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The ADU server obtained an invalid server UUID from the Directory server.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- Directory server logs
- vesp.imp file from the server machines
- ds.ffd file from all machines that host Directory servers
- All information gathered when you attempted to resolve the problem

The Directory Server cannot provide a list of ADU servers! Error=%x

Alarm detail	Description
Alarm name	ADU.NoDSReply
Alarm text	The Directory Server cannot provide a list of ADU servers! Error=%x where %x is the error description.
Alarm ID	ADUS0005
Trigger component	Directory server
Reason	Network
Issue	An error occurred when the ADU server queried a Directory server for a list of known ADU servers. The ADU server uses this list to locate peer ADU servers and exchange event information.

Recommended actions

If you see this alarm:

- Verify that all Directory servers are up and running.
- Verify that the domain of the ADU server fails over to a domain with a Directory server.
- Check the network connections between the machines that host the ADU server and the Directory servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- Directory server logs
- vesp.imp file from all relevant server machines
- ds.ffd file from all machines that host Directory servers
- All information gathered when you attempted to resolve the problem

Cannot request of DUSStore, disconnected (losing ADUs)

Alarm detail	Description
Alarm name	ADU.NoDUSStore
Alarm text	Cannot request of DUSStore, disconnected (losing ADUs)
Alarm ID	ADUS0006
Trigger component	DUSStore server
Reason	Network
Issue	The DUSStore server was unavailable when the Avaya IC system attempted to move an ADU into the database. As a result, the ADU was lost.

Recommended actions

If you see this alarm:

- Verify that all DUSStore servers are up and running.
- Check the domain failover configuration.
- Check the network connections between the machines that host ADU servers and DUSStore servers.
- Review the logs and the Alarm Monitor for an earlier AssignFail or FailDUSStoreCon alarm.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- DUSStore server logs
- vesp.imp file from both server machines
- All information gathered when you attempted to resolve the problem

Cannot request of DUStore, %x (losing ADUs)

Alarm detail	Description
Alarm name	ADU.NoDUStore
Alarm text	Cannot request of DUStore, %x (losing ADUs) where %x is the error description.
Alarm ID	ADUS0007
Trigger component	DUStore server
Reason	Network
Issue	A request to the DUStore server failed when the server moved an ADU into the database. As a result, the ADU was lost.

Recommended actions

If you see this alarm:

- Verify that all DUStore servers are up and running.
- Check the network connections between the machines that host ADU servers and DUStore servers.
- Verify that the database is up and running
- Verify that the Data server is up and running.
- Verify that the DUStore server can access the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- DUStore server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

This server is not listed in this ADU server's group's DS. Then who am I?

Alarm detail	Description
Alarm name	ADU.NoMeInDS
Alarm text	This server is not listed in this ADU server's group's DS. Then who am I?
Alarm ID	ADUS0008
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	<p>The ADU server queried the Directory server for a list of known ADU servers. The returned values did not include a value for the ADU server.</p> <p>This error might occur because the ADU server was still running when the server definition was deleted.</p>

Recommended actions

If you see this alarm:

- Verify that all Directory servers are up and running.
- Verify that all Directory servers are configured properly.
- Update the ADU server and the Directory servers.
- If the following are both true, stop the process on the server machine:
 - The ADU server process is running on the machine.
 - The ADU server was deleted in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- Directory server logs
- vesp.imp file from all relevant server machines
- All information gathered when you attempted to resolve the problem

Blender server

The Alarm Monitor might display the following emergency alarms for the Blender server:

- [NoDS - Can't make request of Directory Server](#) on page 18
- [UpdateFail - Can't find entry for self in DS](#) on page 19
- [UpdateFail - Multiple entries found in DS with this object's UUID](#) on page 20

NoDS - Can't make request of Directory Server

Alarm detail	Description
Alarm name	NoDS
Alarm text	Can't make request of Directory Server
Alarm ID	BLEN0001
Trigger component	Blender server
Reason	General Avaya IC issue
Issue	The Blender server cannot communicate with the Directory server.

Recommended actions

If you see this alarm:

- Verify that the Directory server is up and running.
- Verify that the domain of the Blender server fails over to the domain that contains the Directory server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Blender server logs
- All information gathered when you attempted to resolve the problem

UpdateFail - Can't find entry for self in DS

Alarm detail	Description
Alarm name	UpdateFail
Alarm text	Can't find entry for self in DS
Alarm ID	BLN0004
Trigger component	Blender server
Reason	General Avaya IC issue
Issue	The Blender server cannot find its configuration in the Directory server.

Recommended actions

If you see this alarm:

- Verify that all Directory servers are up and running.
- Verify that all Directory servers are configured properly.
- Update the Blender server and the Directory servers.
- If the following are both true, stop the process on the server machine:
 - The Blender server process is running on the machine.
 - The Blender server was deleted in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Blender server logs
- Directory server logs
- vesp.imp file from all relevant server machines
- All information gathered when you attempted to resolve the problem

UpdateFail - Multiple entries found in DS with this object's UUID

Alarm detail	Description
Alarm text	UpdateFail - Multiple entries found in DS with this object's UUID
Alarm ID	BLEN0005
Trigger component	Blender server
Reason	General Avaya IC issue
Issue	The Blender server has more than one configuration record in the Directory server.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Blender server logs
- Details about your Avaya IC deployment, so that Avaya Technical Support can review the UUID for the affected Blender server
- All information gathered when you attempted to resolve the problem

Data server

The Alarm Monitor might display the following emergency alarm for the Data server:

- [Problem accessing Database](#) on page 21

Problem accessing Database

Alarm detail	Description
Alarm text	Problem accessing Database [DbmsServer = <dbmsServer> and Dbms Name =<dbmsName>] : <DB error message text> where: <ul style="list-style-type: none">• dbmsServer is the name of the database server• dbmsName is the name of the Avaya IC database• DB error message text is the database error message
Alarm ID	DATS00004
Trigger component	Other. Not an Avaya IC component.
Reason	Database issue
Issue	The Data server cannot access the specified database on the specified database server.

Recommended actions

If you see this alarm:

- Review the text of the error message from the database.
- Take the necessary action to make the database accessible.
- To test accessibility, use the database client tool to access the database from the Data server machine. For example, use sqlplus for Oracle. For more information, see the documentation provided with the database software.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Data server logs
- All information gathered when you attempted to resolve the problem

Directory server

The Alarm Monitor might display the following emergency alarms for the Directory server:

- [Backup into <filename> failed, error code <n>](#) on page 22
- [Cannot assign to DS\(<uuid>\)](#) on page 23
- [Close error to ds.tmp; cannot write changes](#) on page 24
- [Could not rename ds.tmp to target filename](#) on page 25
- [Database empty](#) on page 26
- [DS server init failed](#) on page 27
- [DS shutdown failed to update database](#) on page 28
- [Orphan: Going to Read Only mode - <reason>](#) on page 29
- [Restore from filename failed, error code <n>, <reason>](#) on page 30
- [Write error to ds.tmp; cannot write changes](#) on page 31

Backup into <filename> failed, error code <n>

Alarm detail	Description
Alarm name	BackupError
Alarm text	Backup into <filename> failed, error code <n> where: <ul style="list-style-type: none">• <filename> is the name for the ds.tmp file specified in the backup method.• <n> is the error code.
Alarm ID	DS-E-11
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The Directory server cannot do one or both of the following: <ul style="list-style-type: none">• Write the ds.ffd file to a temporary file named ds.tmp.• Rename the ds.tmp file to the file name specified in the Backup method. This problem usually occurs because the file system has insufficient space or the file is in use by Directory server.

Recommended actions

If you see this alarm:

- Verify that the `IC_INSTALL_DIR\IC72\etc` folder has sufficient space.
- Delete the `IC_INSTALL_DIR\IC72\etc\ds.tmp` file.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs to see why rename or write to `ds.tmp` failed
- Permissions for the `IC_INSTALL_DIR\IC72\etc` folder
- All information gathered when you attempted to resolve the problem

Cannot assign to DS(<uuid>)

Alarm detail	Description
Alarm name	Directory Server
Alarm text	Cannot assign to DS(<uuid>) where <uuid> is the UUID of the Directory server to which the current Directory server cannot assign.
Alarm ID	DS-E-25
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	Parent and child Directory servers assign to each other. This alarm occurs if this assignment fails.

Recommended actions

If you see this alarm:

- Verify that the indicated Directory server is up and running.
- If the Directory server is up and running, restart that Directory server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs from the Directory server that:
 - Reports the alarm
 - Causes the alarm because of the failed assignment
- All information gathered when you attempted to resolve the problem

Close error to ds.tmp; cannot write changes

Alarm detail	Description
Alarm name	CloseWrite
Alarm text	Close error to ds.tmp; cannot write changes
Alarm ID	DS-E-16
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The Directory server failed to close the file ds.tmp during a write of the directory. This issue can occur when you update, delete, or add FFD records.

Recommended actions

If you see this alarm:

- Check the status of the ds.tmp file.
- Retry the action that caused the error.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- All information gathered when you attempted to resolve the problem

Could not rename ds.tmp to target filename

Alarm detail	Description
Alarm name	Rename
Alarm text	Could not rename ds.tmp to target filename
Alarm ID	DS-E-59
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	<p>The Directory server attempted to create a directory file. The Directory server created the directory file in the ds.tmp file but cannot rename ds.tmp to the originally intended file name.</p> <p>Because the Directory server removes all old copies of the file before renaming, this alarm might mean that the original copy is gone or locked.</p>

Recommended actions

If you see this alarm:

1. Check the status of ds.tmp and the target file. If the DS.Backup method was not running, the target file is ds.ffd file.
2. If there is a file named ds.save, rename ds.save to ds.ffd.
3. Restart the Directory server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- All information gathered when you attempted to resolve the problem

Database empty

Alarm detail	Description
Alarm name	EmptyFFDFile
Alarm text	Database empty
Alarm ID	DS-E-26
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	This alarm occurs during the startup of a Directory server if the ds.ffd file in the Directory server execution directory is empty or missing.

Recommended actions

If you see this alarm:

1. Restore the ds.ffd file from a backup, if possible. The backup file is named backupds.ffd file.
2. If there is a file named ds.save:
 - a. Rename ds.save to ds.ffd.
 - b. Restart the Directory server.
3. If a child Directory server raised the alarm, copy the ds.ffd file from the parent Directory server.
4. Repeat the Avaya IC installation procedure to recreate an initial directory.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs for the Directory server that reported the alarm
- ds.ffd files for the parent and child Directory servers
- Screen shot of the contents of `IC_INSTALL_DIR\IC72\etc` folder

For a Solaris or AIX machine, navigate to `IC_INSTALL_DIR\IC72\etc` and execute `ls -lt ds*` to obtain a list of contents.

- All information gathered when you attempted to resolve the problem

DS server init failed

Alarm detail	Description
Alarm name	ServerInitialization
Alarm text	DS server init failed
Alarm ID	DS-E-69
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The Directory server cannot fetch its own configuration data from ds.ffd file. The server shuts down following this alarm.

Recommended actions

If you see this alarm:

- If the alarm came from the parent Directory server, verify that the ds.ffd file for the parent Directory server record is in the proper form.
- If the alarm came from a child Directory server:
 - a. Copy the ds.ffd file from the parent Directory server.
 - b. Restart the child Directory server.
- If the Directory server continues to raise this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- If the alarm came from a parent Directory server:
 - ds.ffd file from parent Directory server
 - Logs from parent Directory server
- If the alarm came from a child Directory server:
 - ds.ffd file from that server and parent Directory server
 - Logs from that server and parent Directory server
- All information gathered when you attempted to resolve the problem

DS shutdown failed to update database

Alarm detail	Description
Alarm name	BadEnd
Alarm text	DS shutdown failed to update database
Alarm ID	DS-E-14
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	During shutdown, the Directory server failed to save the directory to disk.

Recommended actions

If you see this alarm:

1. In IC Manager, stop and restart the Directory server.
2. Examine any recently changed records, for example, all records that were changed within 5 minutes of the alarm.

Note:

Recent updates might be lost when you restart the Directory server. You might have to repeat the changes.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- All information gathered when you attempted to resolve the problem

Orphan: Going to Read Only mode - <reason>

Alarm detail	Description
Alarm name	Orphan
Alarm text	Going to Read Only mode - <reason>
Alarm ID	DS-E-58
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	<p>A child Directory server could not contact the parent Directory server. This problem usually occurs under the following circumstances:</p> <ul style="list-style-type: none"> • The parent directory server stopped. • A child Directory server started but cannot find a parent Directory server in its ds.ffd file. • A child Directory server started and could not contact the parent Directory server.

Recommended actions

If you see this alarm:

- If the reason specified in the alarm states "No known Parent DS" or "No parent listed":
 - a. Copy the ds.ffd file from the parent Directory server to the machine that hosts the child Directory server that reported the alarm.
 - b. Restart the child Directory server.
- If another reason is specified in the alarm:
 - Verify that the parent Directory server is up and running. A short network disturbance on the WAN can result in this alarm.
 - If the parent Directory server is up and there are no network issues, restart the child Directory server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Logs for the parent Directory server and the child Directory server that reported the alarm
- ds.ffd file from both Directory servers

- All information gathered when you attempted to resolve the problem

Restore from filename failed, error code <n>, <reason>

Alarm detail	Description
Alarm name	RestoreError
Alarm text	Restore from filename failed, error code <n>, <reason> where <n> is the error code number and <reason> can be one of the following: <ul style="list-style-type: none">• Cannot write snapshot into old ds.ffd file.• Cannot open file.• Cannot rewrite current database file.• Write error when transferring database.
Alarm ID	DS-E-61
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	This problem usually occurs under the following circumstances: <ul style="list-style-type: none">• If the error is “Cannot open file”, you have attempted to restore from an invalid snapshot file.• The file is read only.• The disk is almost out of space.• The disk is unwritable.

Recommended actions

If you see this alarm:

- Verify that the snapshot file exists.
- Verify that the permissions on the snapshot file are not set to read only.
- Verify that you have sufficient disk space. Usually, this operation requires only a few kilobytes.
- Mount the disk.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- ds.ffd files for affected Directory server
- All information gathered when you attempted to resolve the problem

Write error to ds.tmp; cannot write changes

Alarm detail	Description
Alarm name	Write
Alarm text	Write error to ds.tmp; cannot write changes
Alarm ID	DS-E-64
Trigger component	Directory server
Reason	General Avaya IC Issue
Issue	An error occurred during a <code>flush()</code> operation when the Directory server attempted to write the directory to a temporary file.

Recommended actions

If you see this alarm:

- Review the status and permissions for the ds.tmp file.
- Verify that the ds.tmp file is not locked.
- Retry the write operation.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- ds.ffd and ds.tmp files for the affected Directory server
- All information gathered when you attempted to resolve the problem

DUStore server

The Alarm Monitor might display the following emergency alarm for the DUStore server:

- [Cannot init DCO; server will shut down](#) on page 32

Cannot init DCO; server will shut down

Alarm detail	Description
Alarm name	DUStore.NoDatabase
Alarm text	Cannot init DCO; server will shut down
Alarm ID	DUST00001
Trigger component	DCO
Reason	Database issue
Issue	The Directory server failed to initialize DCO at startup. The DUStore server requires the DCO to set up communication with the Data server and access the database.

Recommended actions

If you see this alarm:

- Verify that the database is up and running.
- Verify that the Data server is up and running and is configured correctly.
- Verify that the DUStore server is up and running and is configured correctly.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- DUStore server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

EDU server

The Alarm Monitor might display the following emergency alarms for the EDU server:

- [Bad UUID %s in DS's list of VDU servers](#) on page 33
- [Can't Assign to any %s server](#) on page 34
- [Can't Assign to server %s \[%s\]](#) on page 35
- [Can't Assign to server %s; ignoring it](#) on page 36
- [Cannot request of DUStore, %x \(losing VDUs\)](#) on page 37
- [Cannot request of DUStore, disconnected \(losing VDUs\)](#) on page 38
- [The Directory Server cannot provide a list of VDU servers! Error=%x](#) on page 39
- [This server is not listed in this VDU server's group's DS. Then who am I?](#) on page 40

Bad UUID %s in DS's list of VDU servers

Alarm detail	Description
Alarm name	VDU.BadVDUInDS
Alarm text	Bad UUID %s in DS's list of VDU servers where %s is the invalid UUID.
Alarm ID	EDUS0004
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The EDU server obtained an invalid server UUID from the Directory server.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- Directory server logs
- vesp.imp files from all relevant server machines
- ds.ffd files from all machines that host Directory servers
- All information gathered when you attempted to resolve the problem

Can't Assign to any %s server

Alarm detail	Description
Alarm name	VDU.AssignFail
Alarm text	Can't Assign to any %s server where %s is a server type of DUSStore.
Alarm ID	EDUS0003
Trigger component	DUSStore server
Reason	Network
Issue	The EDU server cannot assign to a server of type DUSStore. When persistence is enabled, the EDU server requires a DUSStore server to move EDUs into the database for long-term storage. If the EDU server cannot assign to a DUSStore server, EDUs might be lost.

Recommended actions

If you see this alarm:

- Verify that all DUSStore servers are up and running.
- Verify that the domain of the EDU server fails over to a domain with a DUSStore server.
- Check the network connections between the machines that host the EDU server and the DUSStore servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- DUStore server logs
- vesp.imp file from all relevant server machines
- All information gathered when you attempted to resolve the problem

Can't Assign to server %s [%s]

Alarm detail	Description
Alarm name	VDU.AssignFail
Alarm text	Can't Assign to server %s [%s] where <ul style="list-style-type: none">• %s is the UUID of a peer EDU server.• [%s] is the error description.
Alarm ID	EDUS0002
Trigger component	EDU server
Reason	Network
Issue	The EDU server cannot assign to a peer EDU server. The server must assign to allow the EDU servers to exchange event information. If the servers cannot exchange information, events might be lost. This alarm is not present in Avaya IC 6.1.3 and earlier.

Recommended actions

If you see this alarm:

- Verify that the peer EDU server is up and running.
- Check the network connections between the machines that host the EDU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs for the EDU servers
- vesp.imp file for the EDU server machines
- All information gathered when you attempted to resolve the problem

Can't Assign to server %s; ignoring it

Alarm detail	Description
Alarm name	VDU.AssignFail
Alarm text	Can't Assign to server %s; ignoring it where %s is the UUID of the peer server.
Alarm ID	EDUS0001
Trigger component	EDU server
Reason	Network
Issue	The EDU server cannot assign to a peer EDU server. The server must assign to allow the EDU servers to exchange event information. If the servers cannot exchange information, events might be lost. This alarm is not present in Avaya IC 7.0 and later.

Recommended actions

If you see this alarm:

- Verify that the peer EDU server is up and running.
- Check the network connections between the machines that host the EDU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs for the EDU servers
- vesp.imp file for all relevant EDU server machines
- All information gathered when you attempted to resolve the problem

Cannot request of DUStore, %x (losing VDUs)

Alarm detail	Description
Alarm name	VDU.NoDUStore
Alarm text	Cannot request of DUStore, %x (losing VDUs) where %x is the error condition.
Alarm ID	EDUS0007
Trigger component	DUStore server
Reason	Network
Issue	The DUStore server is unavailable when the Avaya IC system attempts to move an EDU into the database. As a result, the EDU is lost.

Recommended actions

If you see this alarm:

- Verify that the following servers are up and running:
 - All DUStore servers
 - All Data servers
- Check the network connections between the machines that host EDU servers and DUStore servers.
- Verify that the database is up and running
- Verify that the DUStore server can access the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- DUStore server logs
- Data server logs
- vesp.imp file from all relevant server machines
- All information gathered when you attempted to resolve the problem

Cannot request of DUStore, disconnected (losing VDUs)

Alarm detail	Description
Alarm name	VDU.NoDUStore
Alarm text	Cannot request of DUStore, disconnected (losing VDUs)
Alarm ID	EDUS0006
Trigger component	DUStore server
Reason	Network
Issue	The DUStore server is unavailable when the Avaya IC system attempts to move an EDU into the database. As a result, the EDU is lost.

Recommended actions

If you see this alarm:

- Verify that the DUStore server is up and running.
- Check the domain failover configuration.
- Check the network connection between the EDU server and the DUStore server.
- Review the logs and the Alarm Monitor for an earlier AssignFail or FailDUStoreCon alarm.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- Directory server logs
- vesp.imp file from all relevant server machines
- All information gathered when you attempted to resolve the problem

The Directory Server cannot provide a list of VDU servers! Error=%x

Alarm detail	Description
Alarm name	VDU.NoDSReply
Alarm text	The Directory Server cannot provide a list of VDU servers! Error=%x where %x is the error description.
Alarm ID	EDUS0005
Trigger component	Directory server
Reason	Network
Issue	An error occurred when the EDU server queried a Directory server for a list of known EDU servers. The EDU server uses this list to locate peer EDU servers and exchange event information.

Recommended actions

If you see this alarm:

- Verify that all Directory servers are up and running.
- Verify that the domain of the EDU server fails over to a domain with a Directory server.
- Check the network connections between the machines that host the EDU server and the Directory servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- Directory server logs
- vesp.imp file from all relevant server machines
- ds.ffd file from all machines that host Directory servers
- All information gathered when you attempted to resolve the problem

This server is not listed in this VDU server's group's DS. Then who am I?

Alarm detail	Description
Alarm name	VDU.NoMeInDS
Alarm text	This server is not listed in this VDU server's group's DS. Then who am I?
Alarm ID	EDUS0008
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The EDU server queried the Directory server for a list of known EDU servers. The returned values did not include the EDU server. This error might occur because the EDU server was still running when the server definition was deleted.

Recommended actions

If you see this alarm:

- Verify that all Directory servers are up and running.
- Verify that all Directory servers are configured properly.
- Update the EDU server and the Directory servers.
- If the following are both true, stop the process on the server machine:
 - The EDU server process is running on the machine.
 - The EDU server was deleted in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- Directory server logs
- ds.ffd files from all Directory server machines
- vesp.imp file from all relevant server machines
- All information gathered when you attempted to resolve the problem

HTTPVOX Server

The Alarm Monitor might display the following emergency alarms for the IC Email server:

- [Initialization Failed. Shutting down!!!](#) on page 41
- [Unable to start ADU Link](#) on page 42
- [Unable to start EDU Link](#) on page 43
- [Unable to start TS Link](#) on page 44
- [Failed to create all of the ADUs](#) on page 45
- [Unable to load Server configuration](#) on page 46
- [Failed to create all of the ADUs](#) on page 46
- [Failed to create the ADUs for Extension <extension>](#) on page 47
- [Pseudo-ANI Timeout](#) on page 48
- [Assign Failed. Criteria - <criteria>](#) on page 49
- [< errormessage >](#) on page 50
- [Unable to load server configuration](#) on page 51
- [Not able to ready](#) on page 52

Initialization Failed. Shutting down!!!

Alarm Detail	Description
Alarm name	HttpVoxServer.Initialization
Alarm text	Initialization Failed. Shutting down!!!
Trigger component	MTToolkit
Reason	The reason could be ADU or EDU or TS was not up.
Issue	It shows that HttpVOX is unable to initialize.

Recommended actions

If you see this alarm:

- Gather the ADU, EDU and TS server logs.
- Verify that the ADU, EDU and TS is up and running.

- Verify that the Avaya domain configuration allows the VOX server to connect to the correct ADU, EDU and TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs
- TS logs
- ADU logs
- EDU logs
- All information gathered when you attempted to resolve the problem

Unable to start ADU Link

Alarm Detail	Description
Alarm name	HttpVoxServer.Initialization
Alarm text	Unable to start ADU Link.
Trigger component	ADU Server
Reason	ADU Server was not up or network failure.
Issue	It shows that HttpVOX is unable to initialize.

Recommended actions

If you see this alarm:

- Gather the ADU server logs.
- Verify that the ADU is up and running.
- Verify that the Avaya domain configuration allows the VOX server to connect to the correct ADU.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs

- ADU logs
- All information gathered when you attempted to resolve the problem

Unable to start EDU Link

Alarm Detail	Description
Alarm name	HttpVoxServer.Initialization
Alarm text	Unable to start EDU Link.
Trigger component	EDU Server
Reason	EDU Server was not up or network failure.
Issue	It shows that HttpVOX is unable to initialize.

Recommended actions

If you see this alarm:

- Gather the EDU server logs.
- Verify that the EDU is up and running.
- Verify that the Avaya domain configuration allows the VOX server to connect to the correct EDU.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs
- EDU logs
- All information gathered when you attempted to resolve the problem

Unable to start TS Link

Alarm Detail	Description
Alarm name	HttpVoxServer.Initialization
Alarm text	Unable to start TS Link.
Trigger component	TS Server
Reason	TS Server was not up or network failure.
Issue	It shows that HttpVOX is unable to initialize.

Recommended actions

If you see this alarm:

- Gather the TS server logs.
- Verify that the TS is up and running.
- Verify that the Avaya domain configuration allows the VOX server to connect to the correct TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Failed to create all of the ADUs

Alarm Detail	Description
Alarm name	HttpVoxServer.Initialization
Alarm text	Failed to create all of the ADUs.
Trigger component	HttpVOX Server
Reason	Network.
Issue	The HttpVOX server cannot find the session that requested the creation of an ADU ID. This alarm will be raised if it failed to createADUID at the time of initialization.

Recommended actions

If you see this alarm:

- Gather the ADU server logs.
- Verify that the ADU is up and running.
- Verify that the Avaya domain configuration allows the VOX server to connect to the correct ADU.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs
- ADU logs
- All information gathered when you attempted to resolve the problem.

Unable to load Server configuration

Alarm Detail	Description
Alarm name	HttpVoxServer.loadServerConfiguration
Alarm text	Unable to load Server configuration.
Trigger component	HttpVox Server
Reason	General Avaya issue
Issue	No Configuration was found for HttpVox Server.

Recommended actions

If you see this alarm contact Avaya Support team.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs
- All information gathered when you attempted to resolve the problem.

Failed to create all of the ADUs

Alarm Detail	Description
Alarm name	HttpVoxServer CreateADUThread
Alarm text	Failed to create all of the ADUs.
Trigger component	HttpVOX Server
Reason	Network.
Issue	The HttpVOX server cannot find the session that requested the creation of an ADU ID. This alarm will be raised in between if ADU goes down comes up again and then HttpVox unable to create ADUID.

Recommended actions

If you see this alarm:

- Gather the ADU server logs.
- Verify that the ADU is up and running.
- Verify that the Avaya domain configuration allows the VOX server to connect to the correct ADU.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs
- ADU logs
- All information gathered when you attempted to resolve the problem.

Failed to create the ADUs for Extension <extension>

Alarm Detail	Description
Alarm name	HttpVoxServer UpdateADUThread
Alarm text	Failed to create the ADUs for Extension <extension>
Trigger component	HttpVOX Server
Reason	Network
Issue	The HttpVOX server cannot find the session that requested the updating Of an ADU ID for a particular extension or that ADU ID was not present in the system for that extension.

Recommended actions

If you see this alarm:

- Gather the ADU server logs.
- Verify that the ADU is up and running.
- Verify that the Avaya domain configuration allows the VOX server to connect to the correct ADU.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

Avaya IC emergency alarms

- HttpVOX server logs
- ADU logs
- All information gathered when you attempted to resolve the problem.

Pseudo-ANI Timeout

Alarm Detail	Description
Alarm name	HttpVox GetNextPseudoANI
Alarm text	Pseudo-ANI Timeout
Trigger component	HttpVOX Server
Reason	General Avaya issue
Issue	The request to get the pseudo-ANI number was not received within the configured Pseudo-ANI time

Recommended actions

If you see this alarm:

Increase the Pseudo-ANI time in the httpVOX server configurations.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs
- All information gathered when you attempted to resolve the problem.

Assign Failed. Criteria - <criteria>

Alarm Detail	Description
Alarm name	<ServerInterfaceName>.Assign
Alarm text	Assign Failed. Criteria - <criteria>
Trigger component	TS/ADU/EDU Server
Reason	General Avaya issue
Issue	The VOX server tried to assign criteria to ADU/EDU/TS and failed. This alarm indicates that a ADU.Assign(criteria) or EDU.Assign(criteria) or TS.Assign(criteria) request failed.

Recommended actions

If you see this alarm:

- Gather the logs of that server to which Assign failed.
- See if that server is up.
- Gather HttpVox logs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs
- That server log for which Assign failed.
- All information gathered when you attempted to resolve the problem.

< errormessage >

Alarm Detail	Description
Alarm name	HttpVoxServer.Login
Alarm text	<errormessage>
Trigger component	MTT
Reason	General Avaya issue
Issue	This shows that the login to MTT failed

Recommended actions

If you see this alarm:

- Check if ORB Server is up.
- Gather ORB server logs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

All information gathered when you attempted to resolve the problem.

Unable to load server configuration

Alarm Detail	Description
Alarm name	HttpVoxServer.loadConfiguration
Alarm text	Unable to load server configuration
Trigger component	HttpVox Server
Reason	General Avaya issue
Issue	This shows HttpVox server is unable to load the server configurations correctly

Recommended actions

If you see this alarm:

- Check if ORB Server is up.
- Gather ORB server logs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- All information gathered when you attempted to resolve the problem.

Not able to ready

Alarm Detail	Description
Alarm name	HttpVoxServer Ready.
Alarm text	Not able to ready.
Trigger component	MTT
Reason	General Avaya issue
Issue	Ready method of MTT failed. Cannot contact ORB server to identify self as ready.

Recommended actions

If you see this alarm:

- Gather the logs of that server to which Assign failed.
- See if that server is up.
- Gather HttpVox logs.
- Gather ORB logs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs
- ORB logs.
- All information gathered when you attempted to resolve the problem.

IC Email server and Poller Server

The Alarm Monitor might display the following emergency alarms for the IC Email server and Poller Server:

- [Exception occurred while processing CloseContact, check all the logs to track this down](#) on page 55

- [Exception occurred while processing IsAnalyzed, check all the logs to track this down](#) on page 56
- [Could not locate queue information for id <%d>](#) on page 57
- [Template with Id <%d> not found](#) on page 58
- [Queue <%s> has one or more invalid template assignments. Check icemailsrv.log for details](#) on page 59
- [Failed to initialize Config Manager](#) on page 59
- [Internal error occurred, ICEmail server is shutting down itself](#) on page 60
- [Exception occurred while sending event <%s>](#) on page 61
- [Workflow Server not running](#) on page 62
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Exception occurred while processing CloseContact, check all the logs to track this down

Alarm detail	Description
Alarm name	EmailSvr_CloseContact
Alarm text	Exception occurred while processing CloseContact, check all the logs to track this down.
Alarm ID	ICEmail00001
Trigger component	WebACD server Email Analysis workflows
Reason	General Avaya IC issue
Issue	<p>The IC Email server encountered an exception while the server tried to process a CloseContact VESP call.</p> <p>The CloseContact VESP call can originate from the WebACD server or an Email Analysis workflow. Usually, this call comes from the WebACD server. The call occurs when an agent completes a task or a task is cancelled from the WebACD server pages.</p> <p>For an Avaya IC system with Siebel integration, the CloseContact VESP call can originate from an Email Analysis workflow.</p>

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- WebACD server logs
- Workflow logs for all Workflow servers that run Email Analysis workflows
- All information gathered when you attempted to resolve the problem

Exception occurred while processing IsAnalyzed, check all the logs to track this down

Alarm detail	Description
Alarm name	EmailSvr_IsAnalyzed
Alarm text	Exception occurred while processing IsAnalyzed, check all the logs to track this down.
Alarm ID	ICEmail00002
Trigger component	Email Analysis workflows
Reason	General Avaya IC issue
Issue	The IC Email server encountered an exception while the server tried to process results from an Email Analysis workflow. This alarm is triggered by the ICEmail.Analyzed callback into the IC Email server.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs

- Workflow logs for all Workflow servers that run Email Analysis workflows
- All information gathered when you attempted to resolve the problem

Could not locate queue information for id <%d>

Alarm detail	Description
Alarm text	Could not locate queue information for id <%d> where <%d> is the ID of the alarm.
Alarm ID	ICEmail00003
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server could not load the queue with the ID specified in the alarm.

Recommended actions

If you see this alarm:

1. With your database software:
 - a. Look at the specified table in the database.
 - b. Locate the entry specified in the alarm.
 - c. Verify that this record is not marked as deleted.
2. Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- All information gathered when you attempted to resolve the problem

Template with Id <%d> not found

Alarm detail	Description
Alarm text	Template with Id <%d> not found where <%d> is the ID of the template.
Alarm ID	ICEmail00004
Trigger component	DCO
Reason	Database issue
Issue	<p>The IC Email server could not find a template with the ID (pkey) specified in the alarm. This alarm can occur if:</p> <ul style="list-style-type: none">• A deleted template was specified in either the IC Email server configuration, mail account configuration, or Email Analysis workflow.• Template name is not configured correctly in either the IC Email server, mail account configuration, or Email Analysis workflow.• IC Email server fails to load templates from the database.

Recommended actions

If you see this alarm:

1. Verify that all Avaya IC mail accounts are configured with valid templates.
2. Verify that the IC Email server is configured with valid templates.
3. Verify that all blocks in the Email Analysis workflow are configured with valid templates.
4. Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Workflow logs for all Workflow servers that run Email Analysis workflows
- List of all valid email templates in the Avaya IC system
- All information gathered when you attempted to resolve the problem

Queue <%s> has one or more invalid template assignments. Check icemailsrv.log for details

Alarm detail	Description
Alarm text	Queue <%s> has one or more invalid template assignments. Check icemailsrv.log for details. where <%s> is the ID of the queue.
Alarm ID	ICEmail00005
Trigger component	DCO
Reason	Database issue
Issue	One of the template keys associated with the queue record is an invalid template key.

Recommended actions

If you see this alarm, verify that all Avaya IC mail accounts are configured with valid templates.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- List of all valid email templates in the Avaya IC system
- All information gathered when you attempted to resolve the problem

Failed to initialize Config Manager

Alarm detail	Description
Alarm text	Failed to initialize Config Manager
Alarm ID	ICEmail00006
Trigger component	DCO

Alarm detail	Description
Reason	Database issue
Issue	The IC Email server could not initialize the configuration manager.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

Internal error occurred, ICEmail server is shutting down itself

Alarm detail	Description
Alarm text	Internal error occurred, ICEmail server is shutting down itself.
Alarm ID	ICEmail00007
Trigger component	DCO
Reason	Database issue
Issue	This alarm can occur if the IC Email server: <ul style="list-style-type: none">• Encountered an unrecoverable error and decided to shut down.• Used up all of the retries for database call without success.• ICEmail assert failed.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

Exception occurred while sending event <%s>

Alarm detail	Description
Alarm text	Exception occurred while sending event <%s> where <%s> is the name of the event.
Alarm ID	ICEmail00008
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	The IC Email server encountered an exception while the server tried to send the event specified in the alarm. The IC Email server retries all failed attempts to send an event.

Recommended actions

If you see this alarm, gather the IC Email server logs.

No further action is required, because the IC Email server retries all failed attempts to send an event.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- All information gathered when you attempted to resolve the problem

Workflow Server not running

Alarm detail	Description
Alarm text	Workflow Server not running.
Alarm ID	ICEmail00009
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	The Workflow server has not assigned into the IC Email server. The IC Email server cannot send an event to the Workflow server.

Recommended actions

If you see this alarm:

1. Verify that all Workflow servers are up and running.
2. Start all Workflow servers that are down.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

WACD Server not running

Alarm detail	Description
Alarm text	WACD Server not running
Alarm ID	ICEmail00010
Trigger component	IC Email server

Alarm detail	Description
Reason	General Avaya IC issue
Issue	The WebACD server has not assigned into the IC Email server. The IC Email server cannot send an event to the WebACD server.

Recommended actions

If you see this alarm:

1. Verify that the WebACD server is up and running.
2. Restart the WebACD server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- WebACD server logs
- All information gathered when you attempted to resolve the problem

Workflow Server for ANALYZE FLOW is not running

Alarm detail	Description
Alarm text	Workflow Server for ANALYZE FLOW is not running.
Alarm ID	ICEmail00011
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	<p>The IC Email server is configured to run Email Analysis workflows. However, a Workflow server that runs Email Analysis workflows has not assigned into the IC Email server.</p> <p>This alarm can occur immediately after the IC Email server starts if you stop and restart the IC Email server when emails are in a queue.</p> <p>This alarm can occur if there is a delay before the Workflow server assigns into the IC Email server. In this case, you do not need to take any action. The IC Email server will retry the call.</p>

Recommended actions

If you see this alarm:

1. In IC Manager, verify that all Workflow servers configured to run Email Analysis workflows are up and running.
2. Start all Workflow servers that are down.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Workflow server logs for Workflow servers that run Email Analysis workflows
- All information gathered when you attempted to resolve the problem

Workflow Server for OUTBOUND EMAIL FLOW is not running

Alarm detail	Description
Alarm text	Workflow Server for OUTBOUND EMAIL FLOW is not running.
Alarm ID	ICEmail00012
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	<p>The IC Email server is configured to run Outbound Email workflows. However, a Workflow server that runs Outbound Email workflows has not assigned into the IC Email server.</p> <p>This alarm can occur immediately after the IC Email server starts, if you stop and restart the IC Email server with emails in queue.</p> <p>This alarm can occur if there is a delay before the Workflow server assigns into the IC Email server. In this case, you do not need to take any action, as the IC Email server will retry the call.</p>

Recommended actions

If you see this alarm:

1. In IC Manager, verify that all Workflow servers configured to run Outbound Email workflows are up and running.

2. Start all Workflow servers that are down.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Workflow server logs for Workflow servers that run Outbound Email workflows
- All information gathered when you attempted to resolve the problem

Failed to set <%s> to <%s> in edu <%s>, Error: <%s>

Alarm detail	Description
Alarm text	Failed to set <%s> to <%s> in edu <%s>, Error: <%s> where <%s> is: <ul style="list-style-type: none"> • Value to be set in the EDU. • EDU field where the value is to be set. • EDU ID for the EDU where value is to be set. • Error received while setting the value in EDU.
Alarm ID	ICEmail00013
Trigger component	EDU server
Reason	General Avaya IC issue
Issue	An IC Email server call into the EDU server to set one value in an EDU failed.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- EDU server logs for all EDU servers that handle email

- All information gathered when you attempted to resolve the problem

Failed to set values in edu <%s>, Error: <%s>

Alarm detail	Description
Alarm text	Failed to set values in edu <%s>, Error: <%s> where <%s> is: <ul style="list-style-type: none">• EDU ID for the EDU where the value is to be set.• Error received while setting the value in EDU.
Alarm ID	ICEmail00014
Trigger component	EDU server
Reason	General Avaya IC issue
Issue	An IC Email server call into the EDU server to set multiple values in an EDU failed.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- EDU server logs for all EDU servers that handle email
- All information gathered when you attempted to resolve the problem

Status with Id <%d> not found

Alarm detail	Description
Alarm text	Status with Id <%d> not found where <%d> is the ID for the email status.
Alarm ID	ICEmail00015
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to find an email status with the status ID specified in the alarm.

Recommended actions

If you see this alarm, create an email status in Email Template Administration with the status ID specified in the alarm.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- All information gathered when you attempted to resolve the problem

GetRuntimePropertyRetry properties not initialized, name <%s>

Alarm detail	Description
Alarm name	Configuration
Alarm text	GetRuntimePropertyRetry properties not initialized, name <%s>, Shutting down server where <%s> is the name of the runtime property.
Alarm ID	ICEmail00016
Trigger component	DCO

Alarm detail	Description
Reason	Database issue
Issue	The IC Email server failed to get the runtime property specified in the alarm because configuration is not initialized.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

GetRuntimePropertyRetry Failed to get value for name <%s> after all retries, shutting down the server

Alarm detail	Description
Alarm name	Configuration
Alarm text	GetRuntimePropertyRetry Failed to get value for name <%s> after all retries, shutting down the server where <%s> is the name of the runtime property.
Alarm ID	ICEmail00017
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to get the runtime property specified in the alarm after attempting the maximum number of retries.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

SetRuntimePropertyRetry Failed after all retries, shutting down name <%s>, value <%s>

Alarm detail	Description
Alarm name	Configuration
Alarm text	SetRuntimePropertyRetry Failed after all retries, shutting down name <%s>, value <%s> where: <ul style="list-style-type: none"> • <%s> is the name of the runtime property. • <%s> is the value of the runtime property.
Alarm ID	ICEmail00018
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to set the runtime property specified in the alarm after the server attempted the maximum number of retries.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

DCO has a problem in login

Alarm detail	Description
Alarm text	DCO has a problem in login.
Alarm ID	ICEmail00019
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed in database initialization.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- All information gathered when you attempted to resolve the problem

DCO has a problem in parsing ADL file

Alarm detail	Description
Alarm text	DCO has a problem in parsing ADL file.
Alarm ID	ICEmail00020
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed in database initialization.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- All information gathered when you attempted to resolve the problem

DCO has a problem in dbinit

Alarm detail	Description
Alarm text	DCO has a problem in dbinit
Alarm ID	ICEmail00021
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed in database initialization.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- All information gathered when you attempted to resolve the problem

An unexpected database error occurred, check logs

Alarm detail	Description
Alarm text	An unexpected database error occurred, check logs
Alarm ID	ICEmail00022
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server encountered when the server made a database call.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadAgentRecord failed to run database query for id <%d>

Alarm detail	Description
Alarm name	Database
Alarm text	LoadAgentRecord failed to run database query for id <%d> where <%d> is the ID of the agent record.
Alarm ID	ICEmail00023
Trigger component	DCO

Alarm detail	Description
Reason	Database issue
Issue	The IC Email server failed to load the agent record with the specified ID.

Recommended actions

If you see this alarm:

- Verify the configuration of the agent record with the ID specified in the alarm.
- Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadAllAgentGroupRecords failed to run database query for loading all records

Alarm detail	Description
Alarm name	Database
Alarm text	LoadAllAgentGroupRecords failed to run database query for loading all records.
Alarm ID	ICEmail00024
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load the records for a workgroup table.

Recommended actions

If you see this alarm:

- Verify the configuration of the workgroup.
- Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadAllAgentGroupAssocRecords failed to run database query for loading all records

Alarm detail	Description
Alarm name	Database
Alarm text	LoadAllAgentGroupAssocRecords failed to run database query for loading all records
Alarm ID	ICEmail00025
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load the records in a workgroup table.

Recommended actions

If you see this alarm:

- Verify the associations between agents and workgroups.
- Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadAllEmailFilterRecords failed to run database query for loading all records

Alarm detail	Description
Alarm name	Database
Alarm text	LoadAllEmailFilterRecords failed to run database query for loading all records
Alarm ID	ICEmail00026
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load the email filters. The filters are records in the qem_emailfilter table.

Recommended actions

If you see this alarm:

- Verify all email filters configured in the system.
- Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadAllFolderRecords failed to run database query for loading all records

Alarm detail	Description
Alarm name	Database
Alarm text	LoadAllFolderRecords failed to run database query for loading all records
Alarm ID	ICEmail00027
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load the records in the qem_folder table.

Recommended actions

If you see this alarm:

- Verify all folder records in the qem_folder table.
- Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadAllFolderStatusAssocRecords failed to run database query for loading all records

Alarm detail	Description
Alarm name	Database
Alarm text	LoadAllFolderStatusAssocRecords failed to run database query for loading all records
Alarm ID	ICEmail00028
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load the records in the qem_folderstatus table.

Recommended actions

If you see this alarm:

- Verify all associations between the folders and statuses in the qem_folderstatus table.
- Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadAllFolderTemplateAssocRecords failed to run database query for loading all records

Alarm detail	Description
Alarm name	Database
Alarm text	LoadAllFolderTemplateAssocRecords failed to run database query for loading all records
Alarm ID	ICEmail00029
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load records for the qem_foldertemplate table.

Recommended actions

If you see this alarm:

- Verify all associations between folders and templates in the qem_foldertemplate table.
- Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadAllMailAccountRecords failed to run database query for loading all records

Alarm detail	Description
Alarm name	Database
Alarm text	LoadAllMailAccountRecords failed to run database query for loading all records
Alarm ID	ICEmail00030
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load the email accounts. These accounts are records in the qem_mailaccount table.

Recommended actions

If you see this alarm:

- Verify all email accounts configured in the system.
- Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadMessageRecord failed to run database query for id <%d>

Alarm detail	Description
Alarm name	Database
Alarm text	LoadMessageRecord failed to run database query for id <%d> where <%d> is the pkey of a record from the qem_message table.
Alarm ID	ICEmail00031
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load the record in the qem_message table with the pkey specified in alarm.

Recommended actions

If you see this alarm:

1. With your database software:
 - a. Look at the specified table in the database.
 - b. Locate the entry specified in the alarm.
 - c. Verify that this record is not marked as deleted.
2. Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadMessageStatusRecord failed to run database query for id <%d>

Alarm detail	Description
Alarm name	Database
Alarm text	LoadMessageStatusRecord failed to run database query for id <%d> where <%d> is the pkey of a record from the qem_messagestatlog table.
Alarm ID	ICEmail00032
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load the record in the qem_messagestatlog table with the pkey specified in the alarm.

Recommended actions

If you see this alarm:

1. With your database software:
 - a. Look at the specified table in the database.
 - b. Locate the entry specified in the alarm.
 - c. Verify that this record is not marked as deleted.
2. Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadPoolRecord failed to run database query for id <%d>

Alarm detail	Description
Alarm name	Database
Alarm text	LoadPoolRecord failed to run database query for id <%d> where <%d> is the pkey of a record from the queue table.
Alarm ID	ICEmail00033
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load the record from the queue table for the pkey specified in the alarm.

Recommended actions

If you see this alarm:

1. Verify the configuration of the queue.
2. With your database software:
 - a. Look at the specified table in the database.
 - b. Locate the entry specified in the alarm.
 - c. Verify that this record is not marked as deleted.
3. Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadAllPoolEmailRecords failed to run database query for loading all records

Alarm detail	Description
Alarm name	Database
Alarm text	LoadAllPoolEmailRecords failed to run database query for loading all records
Alarm ID	ICEmail00034
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load the records from the qem_queueemail table.

Recommended actions

If you see this alarm:

- Verify the records in the qem_queueemail table.
- Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadAllPoolGroupAssocRecords failed to run database query for loading all records

Alarm detail	Description
Alarm name	Database
Alarm text	LoadAllPoolGroupAssocRecords failed to run database query for loading all records
Alarm ID	ICEmail00035
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load the records in the workgroupqueue table.

Recommended actions

If you see this alarm:

- Verify the records in the workgroupqueue table.
- Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadAllResolveStatusRecords failed to run database query for loading all records

Alarm detail	Description
Alarm name	Database
Alarm text	LoadAllResolveStatusRecords failed to run database query for loading all records
Alarm ID	ICEmail00036
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load the records from the qem_resolvestatus table.

Recommended actions

If you see this alarm:

- Verify the records in the qem_resolvestatus table.
- Check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadAllTemplateDataRecords failed to run database query for loading all records

Alarm detail	Description
Alarm name	Database
Alarm text	LoadAllTemplateDataRecords failed to run database query for loading all records
Alarm ID	ICEmail00037
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load records from the qem_template table.

Recommended actions

If you see this alarm, check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadAllTenantRecords failed to run database query for loading all records

Alarm detail	Description
Alarm name	Database
Alarm text	LoadAllTenantRecords failed to run database query for loading all records

Alarm detail	Description
Alarm ID	ICEmail00038
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load records from the tenant table.

Recommended actions

If you see this alarm, check the connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadMessageRecordByTrackingNumber failed to load email with tracking number <%s>

Alarm detail	Description
Alarm name	Database
Alarm text	LoadMessageRecordByTrackingNumber failed to load email with tracking number <%s> where <%s> is the tracking number for the email.
Alarm ID	ICEmail00039
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load the email record with the tracking number specified in the alarm. This record is in the qem_message table. The tracking number is in the trackingnumber column.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

LoadMessageRecordByEDU failed to load email with EDU <%s>, trackingnumber <%s>, Messageld <%d>

Alarm detail	Description
Alarm name	Database
Alarm text	LoadMessageRecordByEDU failed to load email with EDU <%s>, trackingnumber <%s>, Messageld <%d> where <ul style="list-style-type: none">● <%s> is the EDU ID.● <%s> is the tracking number for the email.● <%d> is the message ID
Alarm ID	ICEmail00040
Trigger component	DCO
Reason	Database issue
Issue	The IC Email server failed to load the record for the email with the EDU, tracking number and pkey specified in the alarm. The database configuration for the email record is: table: qem_message column1: du_recovery column2: trackingnumber column3: pkey

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs for all Data servers
- All information gathered when you attempted to resolve the problem

Failed to create EDU

Alarm detail	Description
Alarm text	Failed to create EDU.
Alarm ID	ICEmail00041
Trigger component	EDU server
Reason	General Avaya IC issue
Issue	The IC Email server received an error after the server requested an EDU be created. Upon failure, the IC Email server will retry the call to create an EDU.

Recommended actions

If you see this alarm:

- Verify that at least one EDU server is configured for the email channel.
- Verify that all email EDU servers are up and running.
- Verify that the IC Email server is in that fails over to a domain that includes the EDU server.
- Verify that none of the email EDU servers encounter problems when they try to create an EDU.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- EDU server logs
- All information gathered when you attempted to resolve the problem

Error: <%s> occurred while calling incomingcontact for contact <%s>

Alarm detail	Description
Alarm text	Error: <%s> occurred while calling incomingcontact for contact <%s>. where: <ul style="list-style-type: none">• <%s> is the error description.• <%s> identifies the contact.
Alarm ID	ICEmail00042
Trigger component	WebACD server
Reason	General Avaya IC issue
Issue	The IC Email server received an error in an incomingcontact call to the WebACD server. The IC Email server retries the incomingcontact call if any error is encountered while calling incomingcontact to the WebACD server.

Recommended actions

If you see this alarm:

1. Verify that the WebACD server is up and running.
2. If necessary, restart the WebACD server.

Note:

If this alarm continues to show repeatedly for the same contact, gather the required logs and contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- WebACD server logs
- All information gathered when you attempted to resolve the problem

Timed out waiting for flow <%s> to return

Alarm detail	Description
Alarm text	Timed out waiting for flow <%s> to return where <%s> is the workflow that did not return.
Alarm ID	ICEmail00043
Trigger component	Email Analysis workflows
Reason	General Avaya IC issue
Issue	The IC Email server timed out while waiting for a workflow to call back into the IC Email server. After the timeout, the IC Email server will resend the event that starts the workflow.

Recommended actions

If you see this alarm:

1. Verify that all Workflow servers configured to run the workflow specified in the alarm are up and running. If necessary, restart the Workflow servers.
2. Look for any errors or alarms reported by all Workflow servers that are configured to run the workflow specified in the alarm.
3. Verify that the workflow specified in the alarm does not terminate before calling back into the IC Email server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs

- Workflow server logs for all Workflow servers configured to run the specified workflow
- All information gathered when you attempted to resolve the problem

Failed to call <%s> in WACD for contact <%s>, Error: <%s>

Alarm detail	Description
Alarm text	Failed to call <%s> in WACD for contact <%s>, Error: <%s> where <%s> is: <ul style="list-style-type: none">• Calling method.• Contact.
Alarm ID	ICEmail00044
Trigger component	WebACD server
Reason	General Avaya IC issue
Issue	The IC Email server received an error in the calling method in the WebACD server for the contact.

Recommended actions

If you see this alarm:

1. Verify that the WebACD server is up and running.
2. If necessary, restart the WebACD server.

Note:

If this alarm continues to show repeatedly for the same method and the same contact, gather the required logs and contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- WebACD server logs
- All information gathered when you attempted to resolve the problem

WACD could not read data from EDU <%s>, Messageld <%d>. New EDU will be created

Alarm detail	Description
Alarm text	WACD could not read data from EDU <%s>, Messageld <%d>. New EDU will be created.
Alarm ID	ICEmail00045
Trigger component	WebACD server
Reason	General Avaya IC issue
Issue	<p>This alarm occurred because the WebACD server returned a status of cannot access EDU when the IC Email server called ContactReady. Usually, this error indicates that the WebACD server tried to access a lost EDU.</p> <p>Upon receipt of the error, the IC Email server creates a new EDU and calls ContactReady again in the WebACD server.</p>

Recommended actions

If you see this alarm:

1. Check the configuration of all EDU servers and DUStore servers.
2. Look for any errors or alarms reported by the DUStore servers.
3. Analyze the following logs to find the reason for the loss of the EDU:
 - IC Email server logs
 - WebACD server logs
 - EDU server logs
 - DUStore server logs

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- WebACD server logs
- EDU server logs
- DUStore server logs

- All information gathered when you attempted to resolve the problem

Insufficient disk space on <%s> for ICEmail server to continue operation

Alarm detail	Description
Alarm text	Insufficient disk space on <%s> for ICEmail server to continue operation.
Alarm ID	ICEmail00046
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	For systems with IC Email server on Microsoft Windows only. The IC Email server stores messages that are greater than 1MB on the file system. When the IC Email server checked, the available disk space was not large enough to store message file.

Recommended actions

If you see this alarm:

1. Check the hard disk space in the directory where the IC Email server stores message files.
2. Increase the hard disk space so that the IC Email server can store additional message files.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- All information gathered when you attempted to resolve the problem

ICEmail server is shutting down due to unexpected error.operation

Alarm detail	Description
Alarm text	ICEmail server is shutting down due to unexpected error.operation.
Alarm ID	ICEmail00047
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	<p>The IC Email server encountered an error from which the server cannot recover and has shut down.</p> <p>Usually, this alarm occurs for the following reasons:</p> <ul style="list-style-type: none">● IC Email server has run out of retries on database call.● IC Email server has asserted on creating tracking number.

Recommended actions

If you see this alarm:

1. If appropriate, increase the number of retries for database calls in the IC Email server configuration.
2. If Step 1 does not resolve the issue, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- icmail*.log*
- mail*.log*
- Data server logs
- All information gathered when you attempted to resolve the problem

SMTP server at <%s> could not be contacted

Alarm detail	Description
Alarm text	SMTP server at <%s> could not be contacted. where <%s> is the location of the SMTP server.
Alarm ID	ICEmail00048
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	The IC Email server cannot contact the SMTP server running on the machine specified in the alarm. This alarm can indicate that: <ul style="list-style-type: none">• The SMTP server is down or is not taking requests.• The IC Email server configuration for the SMTP server is not correct.

Recommended actions

If you see this alarm:

1. Verify that an SMTP server is running and taking requests on the machine specified in the alarm.
2. If there is no SMTP server on the machine specified in the alarm, change the IC Email server configuration for the SMTP server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- All information gathered when you attempted to resolve the problem

SMTP server at <%s> returned either no response or an unexpected response

Alarm detail	Description
Alarm text	SMTP server at <%s> returned either no response or an unexpected response. where <%s> is the location of the SMTP server.
Alarm ID	ICEmail00049
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	The IC Email server either timed out waiting for a response from the SMTP server or received an unexpected response from the SMTP server.

Recommended actions

If you see this alarm:

1. Verify that the SMTP server specified in the alarm is actually taking requests.
2. Verify that the SMTP server is responding:
 - a. Open a telnet session to the SMTP server.
 - b. Send a HELO command.
 - c. Verify that the SMTP server responds with the proper status code.

The default port for the SMTP server is 25.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- All information gathered when you attempted to resolve the problem

SMTP server at <%s> returned an unexpected response to our HELO statement

Alarm detail	Description
Alarm text	SMTP server at <%s> returned an unexpected response to our HELO statement. where <%s> is the location of the SMTP server.
Alarm ID	ICEmail00050
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	The IC Email server received an unexpected response to a HELO command sent to the SMTP server.

Recommended actions

If you see this alarm, verify that the SMTP server specified in the alarm is working correctly.

1. Open a telnet session to the SMTP server.
2. Send a HELO command.
3. Verify that the SMTP server responds with the proper status code.

The default port for the SMTP server is 25.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- All information gathered when you attempted to resolve the problem

Unknown error received when attempting to contact remote mail server <%s>

Alarm detail	Description
Alarm text	Unknown error received when attempting to contact remote mail server <%s> where <%s> identifies the remote mail server.
Alarm ID	ICEmail00051
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	An unknown error occurred during an SMTP transaction with the SMTP server. As a result of the unknown error, the IC Email server cannot perform the proper state transition during an SMTP transaction with the SMTP server specified in the alarm.

Recommended actions

If you see this alarm:

1. Turn on diagnostic logging by changing the settings in the **Debug** tab of the IC Email server configuration.
2. After the same alarm is generated, gather the icmail*.log*.
3. Contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icmail*.log*
- All information gathered when you attempted to resolve the problem

SMTP server at <%s> returned an error while sending from <%s> to <%s>

Alarm detail	Description
Alarm text	SMTP server at <%s> returned an error while sending from <%s> to <%s> where: <ul style="list-style-type: none">• <%s> is the location of the SMTP server.• <%s> is the From address of the message.• <%s> is the To address of the message.
Alarm ID	ICEmail00052
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	The SMTP server specified in alarm did not accept the message for delivery because of the "from" and "to" address specified in the alarm.

Recommended actions

If you see this alarm:

1. Turn on diagnostic logging by changing the settings in the **Debug** tab of the IC Email server configuration.
2. After the same alarm is generated, gather the icmail*.log*.
3. Contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- All information gathered when you attempted to resolve the problem

SMTP server at <%s> returned an error that the remote mailbox size was exceeded while sending from <%s> to <%s>

Alarm detail	Description
Alarm text	<p>SMTP server at <%s> returned an error that the remote mailbox size was exceeded while sending from <%s> to <%s>.</p> <p>where:</p> <ul style="list-style-type: none"> • <%s> is the location of the SMTP server. • <%s> is the From address of the message. • <%s> is the To address of the message.
Alarm ID	ICEmail00053
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	The SMTP server returned an error that the remote mailbox size for the recipient exceeded its quota.

Recommended actions

If you see this alarm, resend the message when the recipient has sufficient mailbox space.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- All information gathered when you attempted to resolve the problem

SMTP server at <%s> returned an unrecognized error while sending from <%s> to <%s>

Alarm detail	Description
Alarm text	SMTP server at <%s> returned an unrecognized error while sending from <%s> to <%s>. where: <ul style="list-style-type: none">• <%s> is the location of the SMTP server.• <%s> is the From address of the message.• <%s> is the To address of the message.
Alarm ID	ICEmail00054
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	The IC Email server received an unrecognized error code during an SMTP transaction with the SMTP server specified in the alarm.

Recommended actions

If you see this alarm:

1. Turn on diagnostic logging by changing the settings in the **Debug** tab of the IC Email server configuration.
2. After the same alarm is generated, gather the icmail*.log*.
3. Contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icmail*.log*
- All information gathered when you attempted to resolve the problem

Template <%d> not found for contact <%s>

Alarm detail	Description
Alarm text	Template <%d> not found for contact <%s>. where: <ul style="list-style-type: none"> • <%d> is the pkey of the template. • <%s> identifies the contact.
Alarm ID	ICEmail00055
Trigger component	Email Analysis workflows
Reason	General Avaya IC issue
Issue	The IC Email server could not find a template with the pkey specified in the alarm. A block in an Email Analysis workflow might be configured with the name of an invalid or nonexistent template.

Recommended actions

If you see this alarm, verify that all blocks in the Email Analysis workflows that send an acknowledgment use a valid template that exists in the Avaya IC system. The blocks can include:

- SendAck block
- ResolveWithTemplate block

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- List of all valid email templates in the Avaya IC system
- All information gathered when you attempted to resolve the problem

Status <%s> not found for contact <%s>

Alarm detail	Description
Alarm text	Status <%s> not found for contact <%s>. where: <ul style="list-style-type: none">• <%s> is the pkey of the status• <%s> identifies the contact.
Alarm ID	ICEmail00056
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	<p>The IC Email server received a request to resolve or close an email contact with a certain status. The IC Email server could not find a resolve status with the name specified in the alarm.</p> <p>This alarm can be generated because of a request from one of the following:</p> <ul style="list-style-type: none">• WebACD server: When a task is cancelled in the WebACD server administration pages, the WebACD server calls into the IC Email server with the Dismiss status. Dismiss is a required status.• Agent application: During initialization, Web Agent makes a call into the IC Email server for a list of statuses defined in the system.• Workflow: Some workflows, such as Email Analysis workflows, can be configured to make a call into the IC Email server with a defined status.

Recommended actions

If you see this alarm:

1. In the Mail Template Administration pages of IC Manager:
 - a. Verify that there is a status created with the name specified in the alarm.
 - b. If there is no such status, create a status with the name specified in the alarm.
2. If this alarm is generated because of a request from an agent, restart the agent desktop application.
3. If the request comes from a workflow, check the block settings in the workflow that require a status name.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- List of valid statuses in the Avaya IC system
- All information gathered when you attempted to resolve the problem

Agent <%s> does not have a valid routing address. Rejecting reply

Alarm detail	Description
Alarm text	Agent <%s> does not have a valid routing address. Rejecting reply. where <%s> is the agent ID for the agent that sent the call to the IC Email server.
Alarm ID	ICEmail00057
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	<p>The IC Email server received a sendresponse call from an agent that has a null routing address.</p> <p>The routing address is required for all agents configured to handle emails. IC Email server records the routing address as the "from" address when IC Email server receives a sendresponse call from an agent.</p>

Recommended actions

If you see this alarm:

1. In IC Manager, locate the agent with the ID specified in the alarm.
2. Verify that the configuration of the email channel for that agent includes a routing address in the **From Address** field.
3. If the **From Address** field of the email channel does not include a routing address, add a valid email address for the routing address.

Information required by Avaya Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- All information gathered when you attempted to resolve the problem

LinkEdu Failed to link edu1 <%s> and edu2 <%s>. Error:<%s>

Alarm detail	Description
Alarm text	LinkEdu Failed to link edu1 <%s> and edu2 <%s>. Error:<%s>.
Alarm ID	ICEmail00058
Trigger component	Report server
Reason	General Avaya IC issue
Issue	<p>The IC Email server received an error while calling LinkEDU into the Report server.</p> <p>The IC Email server calls LinkEDU into the Report server to link a response email EDU to an incoming email EDU. The Report server creates a hub EDU, which links all EDUs related to the incoming email EDU. When all the linked EDUs are retired, the Report server retires the hub EDU.</p>

Recommended actions

If you see this alarm:

1. Verify that at least one Report server is configured in one of the following:
 - The same domain as the IC Email server
 - The failover path for the domain of the IC Email server
2. Verify that all Report servers are up and running.
3. If the Report servers are configured correctly and are up and running:
 - Gather the IC Email server logs and Report server logs.
 - Contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Report server logs
- All information gathered when you attempted to resolve the problem

RetireEdu Failed to call Terminate for <%s>. Error: <%s>

Alarm detail	Description
Alarm text	RetireEdu Failed to call Terminate for <%s>. Error: <%s>. where: <ul style="list-style-type: none"> • <%s> is the EDU ID. • <%s> is the error description.
Alarm ID	ICEmail00059
Trigger component	EDU server
Reason	General Avaya IC issue
Issue	The IC Email server encountered an error while trying to ForceTerminate an EDU. The IC Email server force terminates an EDU when the related email is completed. Usually, this alarm is generated because an EDU was lost before the IC Email server called ForceTerminate to retire the EDU.

Recommended actions

If you see this alarm:

1. Verify that at least one DUScore server is configured for an email EDU server.
2. Verify that the DUScore servers configured for email EDU servers are up and running.
3. Verify that persistence is turned on for all email EDU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs

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- Email EDU server logs
- DUStore server logs
- All information gathered when you attempted to resolve the problem

Failed to GetOneValue from VDU for eduid <%s>, lvalue <%s>, Error: <%s>

Alarm detail	Description
Alarm text	Failed to GetOneValue from VDU for eduid <%s>, lvalue <%s>, Error: <%s>
Alarm ID	ICEmail00060
Trigger component	EDU server
Reason	General Avaya IC issue
Issue	The IC Email server received an error while calling GetOneValue in an EDU server to retrieve createtime from the EDU server. The IC Email server verifies that an EDU server is accessible by trying to get createtime from an EDU server.

Recommended actions

If you see this alarm:

1. Verify that at least one DUStore server is configured for an email EDU server.
2. Verify that the DUStore servers configured for email EDU servers are up and running.
3. Verify that persistence is turned on for all email EDU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Email EDU server logs
- DUStore server logs
- All information gathered when you attempted to resolve the problem

CreateTrackingNumber Heap is not valid before creating tracking number

Alarm detail	Description
Alarm name	POPCycler
Alarm text	CreateTrackingNumber Heap is not valid before creating tracking number
Alarm ID	ICEmail00061
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	For systems with IC Email server on Microsoft Windows only. A check for heap validation failed. On Windows, the IC Email server performs a heap validation check before creating a tracking number.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

CreateTrackingNumber Heap is not valid after creating tracking number

Alarm detail	Description
Alarm name	POPCycler
Alarm text	CreateTrackingNumber Heap is not valid after creating tracking number
Alarm ID	ICEmail00062
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	For systems with IC Email server on Microsoft Windows only. A check for heap validation failed. On Windows, the IC Email server performs a heap validation check before creating a tracking number.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

Error <%s> occurred in checking the mail account <%s>

Alarm detail	Description
Alarm text	Error <%s> occurred in checking the mail account <%s>.
Alarm ID	ICEmail00063
Trigger component	IC Email server

Alarm detail	Description
Reason	General Avaya IC issue
Issue	The IC Email server received an error when the server attempted to check the email account specified in the alarm. The IC Email server cannot perform POP3 transactions for the email account specified in the alarm.

Recommended actions

If you see this alarm:

1. Verify that the POP3 server is up and running.
2. Verify that the POP3 server is reachable from the IC Email server.
3. Check the login and password setting for mail account configuration.
4. Verify that the POP3 server is up and running:
 - a. Open a telnet session to the POP3 server.
 - b. Perform the POP3 commands of user, password, and stat.

The default port for a POP3 server is 110. In the telnet session, use the same login and password specified in the mail account configuration.

5. Turn on diagnostic logging by changing the settings in the **Debug** tab of the IC Email server configuration.
6. After the same alarm is generated, gather the following logs:
 - mail*.log*
 - icemail*.log*
 - icmail*.log*
7. Contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- mail*.log*
- icemail*.log*
- icmail*.log*
- All information gathered when you attempted to resolve the problem

ICEmail server failed to send message after %d attempts. Check bounced account for the message

Alarm detail	Description
Alarm text	ICEmail server failed to send message after %d attempts. Check bounced account for the message.
Alarm ID	ICEmail00064
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	<p>The IC Email server failed to send an outgoing email through the SMTP server after 15 or more attempts.</p> <p>The IC Email server will retry for 15 attempts spanned across 4 hours for sending outgoing email. The first 12 attempts are tried 5 minutes apart. The last 3 attempts are tried 1 hour apart.</p>

Recommended actions

If you see this alarm:

1. Look at the Bounce email account to get the email that IC Email server failed to send for 15 or more attempts.
2. Verify that the IC Email server can reach the SMTP server.
3. Verify that the SMTP server is up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- All information gathered when you attempted to resolve the problem

ICM Bridge

The Alarm Monitor might display the following emergency alarms for the ICM Bridge:

- [Error calling WACD.Assign](#) on page 113
- [ICM server stopped](#) on page 114
- [Error Creating EDU](#) on page 115

Error calling WACD.Assign

Alarm detail	Description
Alarm text	Error calling WACD.Assign
Alarm ID	ICMB00001
Trigger component	WebACD server
Reason	General Avaya IC issue
Issue	The ICM Bridge cannot communicate with the WebACD server.

Recommended actions

If you see this alarm:

1. Verify that the WebACD server is up and running.
2. Verify that the WebACD server is in the domain or failover domain of the ICM Bridge.
3. Verify that the WebACD server is responsive.
4. Restart the Attribute server.
5. If the problem persists, back up the following logs and contact Avaya Technical Support.
 - icmbridge.log
 - WACD.log

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icmbridge.log

- WACD.log
- All information gathered when you attempted to resolve the problem

ICM server stopped

Alarm detail	Description
Alarm text	ICM server stopped
Alarm ID	ICMB00002
Trigger component	ICM server
Reason	General Avaya IC issue
Issue	The ICM Bridge cannot communicate with the ICM server.

Recommended actions

If you see this alarm:

1. If the ICM server is stopped or restarted, you can safely ignore this alarm.
2. Check there are no network issues.
3. Gather the following files, and contact Avaya Technical Support:
 - For Solaris and AIX only, backup and core files, if available
 - icm*.log
 - pdm*.log

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- For Solaris and AIX only, backup and core files, if available
- icm*.log
- pdm*.log
- All information gathered when you attempted to resolve the problem

Error Creating EDU

Alarm detail	Description
Alarm text	Error Creating EDU
Alarm ID	ICMB00003
Trigger component	ICM server
Reason	General Avaya IC issue
Issue	The ICM Bridge cannot create an EDU for an incoming chat contact.

Recommended actions

If you see this alarm:

1. Verify that there are no general network issues.
2. Verify that a chat EDU server is available in the same domain or in a failover domain of the ICM Bridge.
3. Verify that at least one chat EDU server that is available to the domain of the ICM Bridge is up and running.
4. Restart the Attribute server.
5. If the problem persists, back up the following logs, and contact Avaya Technical Support:
 - icmbridge.log
 - Chat EDU server log for all chat EDU servers available to the domain of the ICM Bridge

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icmbridge.log
- Chat EDU server log for all chat EDU servers available to the domain of the ICM Bridge
- All information gathered when you attempted to resolve the problem

License server

The Alarm Monitor might display the following emergency alarms for the License server:

- [Incompatible license client version - no licenses can be granted](#) on page 116
- [No working WebLM servers found in configuration](#) on page 117
- [Provider unable to give licenses for feature <feature name> from server at URL <license URL>](#) on page 117

Incompatible license client version - no licenses can be granted

Alarm detail	Description
Alarm name	LS.Assign
Alarm text	Incompatible license client version - no licenses can be granted
Trigger component	Avaya IC licensing
Reason	General Avaya IC issue
Issue	A license client tried to access the License server, but the client version is incompatible with the License server.

Recommended actions

If you see this alarm:

1. Verify that the license provider library used with the License server is compatible with the license URL hosted in the Web License Manager (WebLM).
2. If necessary, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- License server logs
- All information gathered when you attempted to resolve the problem

No working WebLM servers found in configuration

Alarm detail	Description
Alarm name	LS.Init
Alarm text	No working WebLM servers found in configuration
Trigger component	Avaya IC licensing
Reason	General Avaya IC issue
Issue	The License server cannot find a WebLM that is available to provide a license.

Recommended actions

If you see this alarm:

- In IC Manager, verify that the WebLM URL specified in the License server is valid and includes a port number.
- In Internet Explorer, verify that the WebLM at the specified URL is working and accessible.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- License server logs
- All information gathered when you attempted to resolve the problem

Provider unable to give licenses for feature <feature name> from server at URL <license URL>

Alarm detail	Description
Alarm name	LS.Init
Alarm text	Provider unable to give licenses for feature <feature name> from server at URL <license URL>
Trigger component	Avaya IC licensing

Alarm detail	Description
Reason	General Avaya IC issue
Issue	The WebLM is configured for segmented licenses. The peer server is down, and the grace period has expired. Therefore, the License server cannot request a license.

Recommended actions

If you see this alarm:

1. Verify that the WebLM segmented peer is available.
2. Verify that the WebLM segmented peer is reachable on the network.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- License server logs
- WebLM logs
- All information gathered when you attempted to resolve the problem

Log Collector Server

The Alarm Monitor might display the following emergency alarms for the Log Collector server:

- [< errormessage >](#) on page 118
- [Not able to ready](#) on page 119

< errormessage >

Alarm detail	Description
Alarm name	Startup.Login
Alarm text	<errormessage>
Alarm ID	LC-E-01

Alarm detail	Description
Trigger component	MTT
Reason	General Avaya IC issue
Issue	This shows that the login to MTT failed.

Recommended actions

If you see this alarm:

1. Check if ORB Server is up.
2. Gather ORB server logs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- All information gathered when you attempted to resolve the problem

Not able to ready

Alarm detail	Description
Alarm name	Startup.Ready
Alarm text	Not able to ready.
Alarm ID	LC-E-02
Trigger component	MTT
Reason	General Avaya IC issue
Issue	Ready method of MTT failed. Can't contact ORB server to identify self as ready.

Recommended actions

If you see this alarm:

1. Check if ORB Server is up.
2. Gather Log Collector Server logs.

3. Gather ORB logs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Log Collector server logs
- ORB logs.
- All information gathered when you attempted to resolve the problem

Notification server

The Alarm Monitor might display the following emergency alarms for the Notification server:

- [Cannot connect to database](#) on page 120
- [Cannot open log file](#) on page 121
- [DBPoll Internal error Server cannot recover and will proceed Shutdown](#) on page 122
- [IC Data Source <source name> has no <network name> module](#) on page 123
- [Mailing problem <description> server <SMTP server name> or wrong postmaster account <mail account>](#) on page 124
- [Server cannot <problem description> and will proceed Shutdown](#) on page 124
- [table <table name> does not exist in IC Data Source <source name> module <network name>](#) on page 125

Cannot connect to database

Alarm detail	Description
Alarm text	Cannot connect to database
Alarm ID	NS-1
Trigger component	Data server

Alarm detail	Description
Reason	Database issue
Issue	<p>The Notification server could not connect to the database for one of the following reasons:</p> <ul style="list-style-type: none"> • Database issue • Data server issue • Network problem

Recommended actions

If you see this alarm:

- Verify that all Data servers are up and running.
- Check the network connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Notification server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

Cannot open log file

Alarm detail	Description
Alarm text	Cannot open log file
Alarm ID	NS-7
Trigger component	Notification server
Reason	General Avaya IC issue
Issue	The Notification server failed to create helper log files. As a result, the Notification server proceeded to shut down.

Recommended actions

If you see this alarm:

1. Review the logs to determine why the server could not open a log file, and correct the problem.
2. Restart the Notification server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Notification server logs
- All information gathered when you attempted to resolve the problem

DBPoll Internal error Server cannot recover and will proceed Shutdown

Alarm detail	Description
Alarm text	DBPoll Internal error Server cannot recover and will proceed Shutdown
Alarm ID	NS-5
Trigger component	Notification server
Reason	General Avaya IC issue
Issue	The Notification server encountered an error.

Recommended actions

If you see this alarm, stop and restart the Notification server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Notification server logs
- All information gathered when you attempted to resolve the problem

IC Data Source <source name> has no <network name> module

Alarm detail	Description
Alarm text	IC Data Source <source name> has no <network name> module
Alarm ID	NS-2
Trigger component	Data server
Reason	General Avaya IC issue
Issue	<p>The Notification server could not locate the required module in the IC data source. This error is usually caused by one of the following issues:</p> <ul style="list-style-type: none">• The Notification server was configured with the incorrect Avaya IC data source.• The ADL file for the Avaya IC data source is missing the module specified in the alarm.

Recommended actions

If you see this alarm:

1. Verify that the Notification server is configured with the Interaction Center data source.
2. If the Notification server is configured with the Interaction Center data source:
 - a. Open the ccq.adl file in Database Designer.
 - b. Verify that the ccq.adl file includes the module specified in the alarm.
 - c. If necessary, add the missing module to the ccq.adl file.
 - d. Rebuild the CCQ database.
 - e. Regenerate the Interaction Center data source.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Notification server logs
- ccq.adl file
- All information gathered when you attempted to resolve the problem

Mailing problem <description> server <SMTP server name> or wrong postmaster account <mail account>

Alarm detail	Description
Alarm text	Mailing problem <description> server <SMTP server name> or wrong postmaster account <mail account>
Alarm ID	NS-6
Trigger component	Notification server
Reason	General Avaya IC issue
Issue	The Notification server encountered a problem with the configuration of the email system.

Recommended actions

If you see this alarm:

1. Review the details of the alarm and the log file.
2. Correct the problem described in the alarm and the log file.
3. Restart the Notification server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Notification server logs
- All information gathered when you attempted to resolve the problem

Server cannot <problem description> and will proceed Shutdown

Alarm detail	Description
Alarm text	Server cannot <problem description> and will proceed Shutdown
Alarm ID	NS-4
Trigger component	Notification server

Alarm detail	Description
Reason	General Avaya IC issue
Issue	The Notification server failed to perform the task specified in the alarm.

Recommended actions

If you see this alarm:

1. Review the details of the alarm and the log file.
2. Correct the problem described in the alarm and the log file.
3. Restart the Notification server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Notification server logs
- All information gathered when you attempted to resolve the problem

table <table name> does not exist in IC Data Source <source name> module <network name>

Alarm detail	Description
Alarm text	table <table name> does not exist in IC Data Source <source name> module <network name>
Alarm ID	NS-3
Trigger component	Data server

Alarm detail	Description
Reason	Database issue
Issue	<p>The Notification server could not locate the specified table in the IC data source. This error is usually caused by one of the following issues:</p> <ul style="list-style-type: none">• The Notification server was configured with the incorrect Avaya IC data source.• The ADL file for the Avaya IC data source is missing the table specified in the alarm.• The module specified in the alarm does not include the specified table.

Recommended actions

If you see this alarm:

1. Verify that the Notification server is configured with the Interaction Center data source.
2. If the Notification server is configured with the Interaction Center data source:
 - a. Open the ccq.adl file in Database Designer.
 - b. Verify that the module specified in the alarm includes the specified table.
 - c. If necessary, add the missing table to the specified module.
 - d. If necessary, add the table to the ccq.adl file, and then add the table to the specified module.
 - e. Rebuild the CCQ database.
 - f. Regenerate the Interaction Center data source.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Notification server logs
- ccq.adl file
- All information gathered when you attempted to resolve the problem

ORB server

The Alarm Monitor might display the following emergency alarms for the ORB server:

- [Can't load server information](#) on page 127
- [Exit code %ld: Error, No license available for this server:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 128
- [Server '%s' has a very different system clock \(delta is %d seconds\); this can cause problems](#) on page 129

Can't load server information

Alarm detail	Description
Alarm name	ORB.CannotUpdateServerInfo
Alarm text	Can't load server information
Alarm ID	ORBS0001
Trigger component	ORB server
Reason	General Avaya IC issue
Issue	The ORB server encountered an error when the server loaded the local vesp.imp file.

Recommended actions

If you see this alarm:

1. Ensure that the vesp.imp file:
 - Can be found in the etc directory.
 - Is readable.
 - Has not been corrupted.
2. Ensure that the AVAYA_ICnn_HOME variable is defined properly.
3. Restore the vesp.imp file from a backup if necessary.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- vesp.imp file
- A full listing of the contents of the *IC_INSTALL_DIR/IC72/etc* directory
- All information gathered when you attempted to resolve the problem

Exit code %ld: Error, No license available for this server:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Error, No license available for this server:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none"> • %ld is exit code 13. • %s is the server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0002
Trigger component	ORB server
Reason	General Avaya IC issue
Issue	A server managed by the ORB server exited with an exit code indicating that the server could not obtain a necessary license. Autostart is disabled for this server.

Recommended actions

If you see this alarm:

1. Verify that the Avaya IC licenses are valid and have not expired.
2. Verify that the License server is up and running and that the WebLM license URLs are valid and complete.
3. Check the connection between the indicated server and the License server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Indicated server's logs
- License server logs
- Alarm history
- License server configuration
- All information gathered when you attempted to resolve the problem

Server '%s' has a very different system clock (delta is %d seconds); this can cause problems

Alarm detail	Description
Alarm name	ORBServer.ClockInconsistent
Alarm text	Server '%s' has a very different system clock (delta is %d seconds); this can cause problems where: <ul style="list-style-type: none">• %s is the peer ORB server.• %d is the time difference.
Alarm ID	ORBS0003
Trigger component	ORB server
Reason	General Avaya IC issue
Issue	The ORB server has compared its system time with that of a peer ORB server and has found them to be significantly different. Time disparities can cause many problems.

Recommended actions

If you see this alarm, use a time synchronization service to ensure that all server machines in an Avaya IC environment maintain the same system time.



Important:

Configure the time synchronization service to ensure that the time never changes backward. A backward change in time can cause problems in the Avaya IC system.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- System times
- Network time service configuration
- All information gathered when you attempted to resolve the problem

Report server

The Alarm Monitor might display the following emergency alarms for the Report server:

- [Could not create files in directory: <persist/RS instance name>. Shutting Down !!](#) on page 131
- [Database Connection is broken](#) on page 132
- [Fatal Error! See Previous Alarms!! Shutting Down!!](#) on page 133
- [ReportServer: Database Connection is broken](#) on page 133
- [Report Server: Table does not exist: <TableName>](#) on page 134

Could not create files in directory: <persist/RS instance name>. Shutting Down !!

Alarm detail	Description
Alarm text	Could not create files in directory : <persist/RS instance name>. Shutting Down !!
Alarm ID	RS-9
Trigger component	Report server
Reason	General Avaya IC issue
Issue	<p>The Report server needs to write files to a directory named: <i>persist/Report_Server_Name</i></p> <p>This alarm is triggered if the Report server cannot create files in its persist directory for one of the following reasons:</p> <ul style="list-style-type: none"> • The directory is not writable. • The directory already contains the maximum number of files allowed.

Recommended actions

If you see this alarm:

1. Review the permissions for the Report server persist directory and verify that the Report server can write to that directory.
2. If the persist directory is writable:
 - a. Rename the existing *persist/Report_Server_Name* directory.
 - b. Restart the Report server.

When you restart the server, the Report server creates the following new directory
persist/Report_Server_Name

- c. Copy the files from the renamed director into the new directory.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- Information about the *persist/Report_Server_Name* directory

- All information gathered when you attempted to resolve the problem

Database Connection is broken

Alarm detail	Description
Alarm text	Database Connection is broken
Alarm ID	RS-2
Trigger component	Report server
Reason	Database issue
Issue	<p>The Report server lost its connection to the database or to the Data server.</p> <p>The Report server will save all incoming DUs into its local file system. The server will try to insert the DU data into database only when the database connection is restored.</p> <p>This alarm usually occurs when the Report server creates too many files and overloads the following directory: <i>IC_INSTALL_DIR/IC72/persist/Report_Server_Name</i></p>

Recommended actions

If you see this alarm:

- Verify that the Data server is up and running.
- Check the network connections to the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

Fatal Error! See Previous Alarms!! Shutting Down!!

Alarm detail	Description
Alarm text	Fatal Error! See Previous Alarms!! Shutting Down!!
Alarm ID	RS-11
Trigger component	Report server
Reason	General Avaya IC issue
Issue	This alarm usually follows other alarms and indicates that the Report server is shutting down as a result of issues in the other alarms.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs, including all previous alarms
- All information gathered when you attempted to resolve the problem

ReportServer: Database Connection is broken

Alarm detail	Description
Alarm name	Report Server
Alarm text	Database Connection is broken
Alarm ID	RS-2
Trigger component	Report server
Reason	Database issue
Issue	The Report server has lost its connection to the database.

Recommended actions

If you see this alarm:

1. Check the network connection to the database.
2. Verify that the Data servers are up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

Report Server: Table does not exist: <TableName>

Alarm detail	Description
Alarm name	Report Server
Alarm text	Table does not exist: <TableName>
Alarm ID	RS-16
Trigger component	Report server
Reason	General Avaya IC issue
Issue	The mapping rules use a table that does not exist in IC Repository and is not included in the repository.adl file.

Recommended actions

If you see this alarm:

- Check the mapping rules and correct the invalid table name.
- Add the missing table to IC Repository with Database Designer.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- Information about the mapping rules in the Report Wizard
- All information gathered when you attempted to resolve the problem

Telephony Queue Statistics server

The Alarm Monitor might display the following emergency alarms for the Telephony Queue Statistics (TSQS) server:

- [Switch Specific Link Down. Aborting process!](#) on page 135
- [Switch Specific Link Down. Link disconnected!](#) on page 136
- [No Switch Specific defined. Unable to proceed.](#) on page 137

Note:

The TSQS server shares some alarms with the Telephony server (TS). If you cannot find information about a TSQS alarm, see [Telephony server: all switches](#) on page 138. You can follow the Recommended actions for the TS alarm. If you need to contact Avaya Technical Support, provide all information listed for the TS alarm, plus the TSQS server logs.

Switch Specific Link Down. Aborting process!

Alarm detail	Description
Alarm text	Switch Specific Link Down. Aborting process!
Alarm ID	TSQS00001
Trigger component	TSQS server

Alarm detail	Description
Reason	General Avaya IC issue
Issue	<p>The Switch Specific layer of the TSQS server failed. The lower layer failed to connect to the switch or TS, depending on the type of switch. Usually, this alarm indicates:</p> <ul style="list-style-type: none">• A configuration problem for the TSQS server• A switch problem

Recommended actions

If you see this alarm:

1. Gather the TSQS server logs and the TS logs.
2. Check the memory availability for the TSQS servers and the operating system.
3. Check the switch connectivity.
4. Check the defined queues.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSQS server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Switch Specific Link Down. Link disconnected!

Alarm detail	Description
Alarm text	Switch Specific Link Down. Link disconnected!
Alarm ID	TSQS00002
Trigger component	TSQS server
Reason	General Avaya IC issue
Issue	<p>The link to the switch failed. The TSQS server is not configured to stop on a link down or to restart on a link down.</p>

Recommended actions

If you see this alarm:

1. Gather the TSQS server logs and the TS logs.
2. Check the memory availability for the TSQS servers and the operating system.
3. Check the switch connectivity.
4. Check the defined queues.
5. Restart the TSQS server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSQS server logs
- TS logs
- All information gathered when you attempted to resolve the problem

No Switch Specific defined. Unable to proceed.

Alarm detail	Description
Alarm text	No Switch Specific defined. Unable to proceed.
Alarm ID	TSQS00003
Trigger component	TSQS server
Reason	General Avaya IC issue
Issue	The TSQS server did not receive any switch data. Usually, this alarm occurs because of a problem with the TSQS server configuration in IC Manager. Without the switch data, the TSQS server cannot start.

Recommended actions

If you see this alarm:

1. Gather the TSQS server logs, the TS logs, and the vesp.imp files.
2. Check the configuration of the TSQS servers in IC Manager.
3. Check the defined queues.

4. Restart the TSQS server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSQS server logs
- TS logs
- vesp.imp files
- All information gathered when you attempted to resolve the problem

Telephony server: all switches

The Alarm Monitor might display the following emergency alarms for the Telephony server (TS) for all supported switches:

- [Session creation failed](#) on page 139
- [Could not load TS list](#) on page 139
- [PING to \[%s\] failed](#) on page 140
- [TS.Assign.Request failed](#) on page 141
- [Vesp_Request failed](#) on page 142
- [Missing acd name entry](#) on page 143
- [Hetero-switch support disabled: no reserved DNs](#) on page 144
- [Hetero-switch support disabled: invalid TS_Group](#) on page 145
- [Hetero-switch support disabled: no TS list](#) on page 146
- [Hetero-switch support disabled: no ANI in validation table](#) on page 147
- [Failed to get created agent info](#) on page 147
- [Detected repeated key in UserList - load cancelled](#) on page 148
- [Not enough memory](#) on page 149
- [Deferred request NULL during ADU.FindByKey callback](#) on page 150
- [Link is Down](#) on page 151
- [Possible memory corruption! Garbage Collector Thread abnormally terminated. ABORT\(\) IN PROGRESS!!](#) on page 152
- [Invalid values for CTCServer Node and/or Link Name](#) on page 153

Session creation failed

Alarm detail	Description
Alarm text	Session creation failed
Alarm ID	TS00018
Trigger component	TS
Reason	General Avaya IC issue
Issue	The TS requested a session from the toolkit, but the request failed. Usually, this alarm indicates that: <ul style="list-style-type: none">• A problem exists at the toolkit level.• The machine that hosts the TS has very little memory available.

Recommended actions

If you see this alarm:

1. Gather the TS logs.
2. Inspect the TS and all machine resources relative to memory availability.
3. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Could not load TS list

Alarm detail	Description
Alarm text	Could not load TS list
Alarm ID	TS00024
Trigger component	TS

Alarm detail	Description
Reason	General Avaya IC issue
Issue	The TS failed while loading the TS list for the Multi-Site Heterogeneous Switch configuration. Usually this alarm is caused by a communication issue between a Directory server and the TS, either because the database was down or the network failed.

Recommended actions

If you see this alarm:

1. Gather the TS logs, the Directory server logs, and the Data server logs.
2. Check the network status.
3. Restart the following servers:
 - a. Directory servers
 - b. Data servers
 - c. TS

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs to see the request and the attempt to find request for the Directory server
- Directory server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

PING to [%s] failed

Alarm detail	Description
Alarm text	PING to [%s] failed
Alarm ID	TS00026
Trigger component	TS

Alarm detail	Description
Reason	General Avaya IC issue
Issue	<p>Posting of a <code>TS.Ping()</code> request to the toolkit, related to the TS indicated in the alarm, failed. The TS could not initiate a request with the toolkit. This issue can indicate:</p> <ul style="list-style-type: none"> • Insufficient memory on the machine that hosts the indicated TS • Corrupt <code>vespidl.pk</code> • Problem with the toolkit

Recommended actions

If you see this alarm:

1. Gather the TS logs.
2. Check the process and system memory availability on all machines that host a TS.
3. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- `vespidl.pk`
- All information gathered when you attempted to resolve the problem

TS.Assign.Request failed

Alarm detail	Description
Alarm name	TS.Assign
Alarm text	TS.Assign.Request failed
Alarm ID	TS00028
Trigger component	TS

Alarm detail	Description
Reason	General Avaya IC issue
Issue	<p>The TS could not post TS.Assign.Request() to the toolkit during Multi-Site Heterogeneous Switch cross-assignments. This alarm indicates one of the following problems with the toolkit:</p> <ul style="list-style-type: none">● Lack of available memory● Memory corruption● vespidl.pk corruption● vesp.imp file corruption

Recommended actions

If you see this alarm:

1. Gather the TS logs.
2. Check the process and system memory availability on the machines that host a TS.
3. Restart the TS.
4. If this alarm persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- vespidl.pk
- vesp.imp file
- All information gathered when you attempted to resolve the problem

Vesp_Request failed

Alarm detail	Description
Alarm text	Vesp_Request failed
Alarm ID	TS00040
Trigger component	TS

Alarm detail	Description
Reason	General Avaya IC issue
Issue	<p>The TS could not post a request to toolkit. This alarm indicates a problem with one of the following:</p> <ul style="list-style-type: none"> • vesp.imp file • vespidl.pk • Memory availability to TS • Corrupt toolkit

Recommended actions

If you see this alarm:

1. Gather the TS logs.
2. Check the process and operating system memory availability on the machines that host a TS.
3. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- vesp.imp file
- vespidl.pk
- All information gathered when you attempted to resolve the problem

Missing acd name entry

Alarm detail	Description
Alarm text	Missing acd name entry
Alarm ID	TS00052
Trigger component	TS

Alarm detail	Description
Reason	General Avaya IC issue
Issue	ACD Name is not present in TS configuration.

Recommended actions

If you see this alarm:

1. Verify that the TS configuration includes a valid ACD Name.
2. If necessary, add a valid ACD Name.
3. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Hetero-switch support disabled: no reserved DNs

Alarm detail	Description
Alarm text	Hetero-switch support disabled: no reserved DNs
Alarm ID	TS00079
Trigger component	TS
Reason	General Avaya IC issue
Issue	The Multi-Site Heterogeneous Switch configuration contains a Hetero Switch table. The Reserved DN table exists because a query to retrieve the data was successful. However, the table is probably empty, because no data came across.

Recommended actions

If you see this alarm:

1. Check the Hetero Switch table in the TS configuration.

2. If necessary, configure the Hetero Switch table.
3. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Hetero-switch support disabled: invalid TS_Group

Alarm detail	Description
Alarm text	Hetero-switch support disabled: invalid TS_Group
Alarm ID	TS00080
Trigger component	TS
Reason	General Avaya IC issue
Issue	The Multi-Site Heterogeneous Switch configuration could not find a TS Group for the TS. The TS must belong to a TS Group to enable Multi-Site Heterogeneous Switch deployment.

Recommended actions

If you see this alarm:

1. Check the TS group in the TS configuration.
2. If necessary, add the TS to the appropriate TS group.
3. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Hetero-switch support disabled: no TS list

Alarm detail	Description
Alarm text	Hetero-switch support disabled: no TS list
Alarm ID	TS00081
Trigger component	TS
Reason	General Avaya IC issue
Issue	<p>The TS could not retrieve a TS list from IC Manager. This issue can be caused by one of the following:</p> <ul style="list-style-type: none">• Memory availability• Memory corruption• System corruption

Recommended actions

If you see this alarm:

1. Gather the Directory server logs, the Data server logs, and the TS logs.
2. Check the network status.
3. Check the database status.
4. Restart the following servers:
 - a. Directory servers
 - b. Data servers
 - c. TS
5. If this alarm persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- Data server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Hetero-switch support disabled: no ANI in validation table

Alarm detail	Description
Alarm text	Hetero-switch support disabled: no ANI in validation table
Alarm ID	TS00082
Trigger component	TS
Reason	General Avaya IC issue
Issue	Multi-Site Heterogeneous Switch configuration calls for ANI validation, but no ANI is configured.

Recommended actions

If you see this alarm:

1. Check the Multi-Site Heterogeneous Switch configuration.
2. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Failed to get created agent info

Alarm detail	Description
Alarm text	Failed to get created agent info
Alarm ID	TS00085
Trigger component	TS

Alarm detail	Description
Reason	General Avaya IC issue
Issue	A Directory server notified the TS that a new agent was added to the database. The TS tried to retrieve the new data from the Directory server, but data retrieval failed. The agent might fail to log in to the TS.

Recommended actions

If you see this alarm:

1. Gather the Directory server logs, the Data server logs, and the TS logs.
2. Check the database status.
3. Check the network status.
4. Restart the following servers in this order:
 - a. Directory servers
 - b. Data servers
 - c. TS

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- Data server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Detected repeated key in UserList - load cancelled

Alarm detail	Description
Alarm text	Detected repeated key in UserList - load cancelled
Alarm ID	TS00086
Trigger component	TS

Alarm detail	Description
Reason	General Avaya IC issue
Issue	The TS cannot proceed because data from the Directory server is inconsistent at a fundamental level. This problem might indicate that the database is corrupted.

Recommended actions

If you see this alarm:

1. Gather the Directory server logs, the Data server logs, and the TS logs.
2. Check the database status.
3. Check the network status.
4. Restart the following servers in this order:
 - a. Directory servers
 - b. Data servers
 - c. TS

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- Data server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Not enough memory

Alarm detail	Description
Alarm text	Not enough memory
Alarm ID	TS00087
Trigger component	TS

Alarm detail	Description
Reason	General Avaya IC issue
Issue	The TS could not allocate memory. Usually, this alarm indicates a problem with the process or at the operating system level.

Recommended actions

If you see this alarm:

1. Gather the TS logs.
2. Check the process and operating system memory availability on the machines that host a TS.
3. Inspect all programs for one that allocates memory and does not release the memory back to the system.
4. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Deferred request NULL during ADU.FindByKey callback

Alarm detail	Description
Alarm text	Deferred request NULL during ADU.FindByKey callback.
Alarm ID	TS00089
Trigger component	TS
Reason	General Avaya IC issue
Issue	ADU.FindByKey() is in progress, but a data block passed to callback is corrupted. The data passed in callback was not posted by the toolkit in the userdata field. This alarm might indicate that the toolkit is corrupted.

Recommended actions

If you see this alarm:

1. Gather the TS logs and the ADU server logs.
2. Verify that the ADU server and TS are up and running.
3. If this alarm persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- ADU server logs
- All information gathered when you attempted to resolve the problem

Link is Down

Alarm detail	Description
Alarm text	Link is Down
Alarm ID	TS00107
Trigger component	TS
Reason	PBX
Issue	The link associated with the TS is down, and the connection to the switch was lost. Issues with the switch or the network can cause loss of a link.

Recommended actions

If you see this alarm:

1. Gather the TS logs.
2. Inspect the logs to assess the reason for the failure.
3. Depending on AbortOnLinkDown status, TS might restart automatically.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Possible memory corruption! Garbage Collector Thread abnormally terminated. ABORT() IN PROGRESS!!

Alarm detail	Description
Alarm text	Possible memory corruption! Garbage Collector Thread abnormally terminated. ABORT() IN PROGRESS!!
Alarm ID	TS00157
Trigger component	TS
Reason	General Avaya IC issue
Issue	The TS detected that a garbage collector thread terminated abnormally and restarted. This alarm indicates a problem with memory allocation and might be linked to a lack of available memory for a thread or a process. The TS will restart automatically.

Recommended actions

If you see this alarm:

1. Gather the TS logs.
2. Contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid values for CTCServer Node and/or Link Name

Alarm detail	Description
Alarm text	Invalid values for CTCServer Node and/or Link Name
Alarm ID	TS00168
Trigger component	TS
Reason	General Avaya IC issues
Issue	Incomplete or invalid TS configuration. This issue affects each TS that communicates with the switch through Intel NetMerge. Usually, the alarm indicates that the TS configuration is missing a node and logical identifier.

Recommended actions

If you see this alarm:

1. In IC Manager, check the TS configuration.
2. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Telephony server: Aspect switches

The Alarm Monitor might display the following emergency alarms for the Telephony server (TS) for supported Aspect switches:

- [Aspect Call Center DataInterlink not specified](#) on page 154
- [Aspect CMI Server hostname not specified](#) on page 155
- [Invalid ADParam for AMT_NONE\(0\) \(%s\)](#) on page 155
- [Invalid ADParam for AMT_DROP\(1\) \(%s\)](#) on page 156

- [Invalid ADParam for AMT_CONNECT\(2\) \(%s\)](#) on page 157
- [Invalid ANSMap for AMT_DROP\(1\) \(%s\)](#) on page 158
- [Invalid ANSMap for AMT_CONNECT\(2\) \(%s\)](#) on page 158
- [Invalid ANSMap for AMT_SWITCH\(3\) \(%s\)](#) on page 159
- [Invalid AnswerMode for AMT_NONE\(0\) \(%d\), defaulting to %d](#) on page 160
- [TS configuration requires restart. ABORT\(\) IN PROGRESS!!](#) on page 160

Aspect Call Center DataInterlink not specified

Alarm detail	Description
Alarm text	Aspect Call Center DataInterlink not specified
Alarm ID	TS00166
Trigger component	TS
Reason	General Avaya IC issue
Issue	Invalid TS configuration.

Recommended actions

If you see this alarm, check the configuration for the TS in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Aspect CMI Server hostname not specified

Alarm detail	Description
Alarm text	Aspect CMI Server hostname not specified.
Alarm ID	TS00165
Trigger component	TS
Reason	General Avaya IC issue
Issue	The TS configuration is invalid. Usually this alarm occurs for one of the following reasons: <ul style="list-style-type: none">• The CMI server is not known.• The name translation is invalid.

Recommended actions

If you see this alarm, check the configuration for the TS in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid ADParam for AMT_NONE(0) (%s)

Alarm detail	Description
Alarm text	Invalid ADParam for AMT_NONE(0) (%s)
Alarm ID	TS00128
Trigger component	TS

Alarm detail	Description
Reason	General Avaya IC issue
Issue	The TS configuration is invalid, and the TS used a default value for the field. Usually, this alarm indicates that a configuration field is empty.

Recommended actions

If you see this alarm, check the configuration for the TS in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid ADParam for AMT_DROP(1) (%s)

Alarm detail	Description
Alarm text	Invalid ADParam for AMT_DROP(1) (%s)
Alarm ID	TS00130
Trigger component	TS
Reason	General Avaya IC issue
Issue	The TS configuration is invalid, and the TS used a default value for the field. Usually, this alarm indicates that a configuration field is empty.

Recommended actions

If you see this alarm, check the configuration for the TS in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid ADParam for AMT_CONNECT(2) (%s)

Alarm detail	Description
Alarm text	Invalid ADParam for AMT_CONNECT(2) (%s)
Alarm ID	TS00132
Trigger component	TS
Reason	General Avaya IC issue
Issue	The TS configuration is invalid, and the TS used a default value for the field. Usually, this alarm indicates that a configuration field is empty.

Recommended actions

If you see this alarm, check the configuration for the TS in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid ANSMap for AMT_DROP(1) (%s)

Alarm detail	Description
Alarm text	Invalid ANSMap for AMT_DROP(1) (%s)
Alarm ID	TS00138
Trigger component	TS
Reason	General Avaya IC issue
Issue	The TS configuration is invalid, and the TS used a default value for the field. Usually, this alarm indicates that a configuration field is empty.

Recommended actions

If you see this alarm, check the configuration for the TS in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid ANSMap for AMT_CONNECT(2) (%s)

Alarm detail	Description
Alarm text	Invalid ANSMap for AMT_CONNECT(2) (%s)
Alarm ID	TS00140
Trigger component	TS
Reason	General Avaya IC issue
Issue	The TS configuration is invalid, and the TS used a default value for the field. Usually, this alarm indicates that a configuration field is empty.

Recommended actions

If you see this alarm, check the configuration for the TS in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid ANSMap for AMT_SWITCH(3) (%s)

Alarm detail	Description
Alarm text	Invalid ANSMap for AMT_SWITCH(3) (%s)
Alarm ID	TS00142
Trigger component	TS
Reason	General Avaya IC issue
Issue	The TS configuration is invalid, and the TS used a default value for the field. Usually, this alarm indicates that a configuration field is empty.

Recommended actions

If you see this alarm, check the configuration for the TS in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid AnswerMode for AMT_NONE(0) (%d), defaulting to %d

Alarm detail	Description
Alarm text	Invalid AnswerMode for AMT_NONE(0) (%d), defaulting to %d
Alarm ID	TS00144
Trigger component	TS
Reason	General Avaya IC issue
Issue	The TS configuration is invalid, and the TS used a default value for the field. Usually, this alarm indicates that a configuration field is empty.

Recommended actions

If you see this alarm, check the configuration for the TS in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

TS configuration requires restart. ABORT() IN PROGRESS!!

Alarm detail	Description
Alarm name	Link Down
Alarm text	TS configuration requires restart. ABORT() IN PROGRESS!!
Alarm ID	TS00156
Trigger component	TS

Alarm detail	Description
Reason	PBX
Issue	The link associated with the TS is down, and the connection to the switch was lost. Usually, this alarm is caused by issues with the switch or the network. Depending on the AbortOnLinkDown status, the TS might restart automatically.

Recommended actions

If you see this alarm:

1. Gather the TS logs.
2. Inspect the logs to assess the reason for disconnection.
3. Check the network status.
4. If there are no problems with the network, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Telephony server: Avaya switches

The Alarm Monitor might display the following emergency alarms for the Telephony server (TS) for supported Avaya switches:

- [Failed asai_set_env asai_errno \[%d\] \[%s\]](#) on page 162
- [Heartbeat to test if switch connection is open failed](#) on page 162
- [Link lost to ASA](#) on page 163
- [TS restart in progress](#) on page 164

Failed asai_set_env asai_errno [%d] [%s]

Alarm detail	Description
Alarm text	Failed asai_set_env asai_errno [%d] [%s]
Alarm ID	TS00105
Trigger component	TS
Reason	General Avaya IC issue
Issue	The TS could not set environment with ASAI, because of the error indicated in alarm.

Recommended actions

If you see this alarm:

1. Verify that the TS is registered as a valid client on MAPD.
2. Verify that the TS configuration matches the MAPD configuration.
3. Gather the TS logs.
4. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Heartbeat to test if switch connection is open failed

Alarm detail	Description
Alarm text	Heartbeat to test if switch connection is open failed
Alarm ID	TS00106
Trigger component	TS

Alarm detail	Description
Reason	General Avaya IC issue
Issue	The TS could not open a TCP/IP connection to MAPD. Usually, this alarm is caused by a configuration or network issue.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Link lost to ASAI

Alarm detail	Description
Alarm text	Link lost to ASAI
Alarm ID	TS00101
Trigger component	TS
Reason	PBX
Issue	The TS was up and running, but the link is now lost. Issues with the switch or the network can cause the loss of a link. Depending on the AbortOnLinkDown status, the TS might restart automatically.

Recommended actions

If you see this alarm:

1. Gather the TS logs.
2. Check the network status.
3. If there are no problems with the network, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

TS restart in progress

Alarm detail	Description
Alarm name	Link Down
Alarm text	TS restart in progress
Alarm ID	TS00100
Trigger component	PBX
Reason	General Avaya IC issue
Issue	The TS link to the switch was lost. Because AbortOnLinkDown is set to TRUE, the TS restarted automatically.

Recommended actions

If you see this alarm:

1. Gather the TS logs.
2. Check the network status.
3. If there are no problems with the network, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

VOX server

The Alarm Monitor might display the following emergency alarms for the VOX server:

- [Can't Assign \(after <max. retries> tries\) to line <extension>; Backing off](#) on page 165
- [Can't create leg_id for the VDU.: Channel <channel num> \(<state>\)](#) on page 166
- [Can't open TCP/IP connect to <ip address>:<port>, will retry periodically](#) on page 167
- [Can't VDU.Create](#) on page 168
- [Can't VDU.Create: Channel <channel num> \(<state>\)](#) on page 168
- [Connect attempt to vru <ip address>:<port number> timed out: disabling vru](#) on page 169
- [Error reading records from Users table. Error: <reason>](#) on page 170
- [IP=<ip address> port=<port> unrecognised \(Bad <IP or PORT>, <VRU Type>:<Unit Number> ignored\)](#) on page 171
- [No configuration data](#) on page 171
- [No requests from VRU <ip address>:<port>; dropping connection](#) on page 172
- [No response from VRU <ip address>:<port>; dropping connection](#) on page 173
- [No VRUs declared in configuration](#) on page 174
- [Unable to get agent key. That is necessary when Contact Reporting is on](#) on page 174
- [Unable to read my UUID](#) on page 175
- [VRU <VRU Type>:<unit number> indicates call on channel <channel number>; no line mapping exists](#) on page 176
- [VRU <VRU Type>:<unit number> not defined in configuration \(pingtime\)](#) on page 177
- [VRU <VRU Type>:<Unit Number> not defined in configuration](#) on page 177
- [VRU server <server>:<port> disconnect: <reason>](#) on page 178

Can't Assign (after <max. retries> tries) to line <extension>; Backing off

Alarm detail	Description
Alarm name	NoAssign
Alarm text	Can't Assign (after <max. retries> tries) to line <extension>; Backing off

Alarm detail	Description
Alarm ID	VOX0012
Trigger component	TS Avaya
Reason	General Avaya IC issue
Issue	The VOX server tried to assign to the extension several times and failed. This alarm indicates that a TS.Assign request failed.

Recommended actions

If you see this alarm:

1. Gather the TS and VOX server logs.
2. Verify that the TS is up and running.
3. Verify that the Avaya IC domain configuration allows the VOX server to connect to the correct TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Can't create leg_id for the VDU.: Channel <channel num> (<state>)

Alarm detail	Description
Alarm name	VDUCbad
Alarm text	Can't create leg_id for the VDU.: Channel <channel num> (<state>)
Alarm ID	VOX0049
Trigger component	Toolkit
Reason	General Avaya IC issue
Issue	The Avaya IC system failed to create a UUID for the call leg.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

Can't open TCP/IP connect to <ip address>:<port>, will retry periodically

Alarm detail	Description
Alarm name	NoAnswer
Alarm text	Can't open TCP/IP connect to <ip address>:<port>, will retry periodically
Alarm ID	VOX0018
Trigger component	VOX server
Reason	Network
Issue	The VOX server cannot open a connection to the IVR.

Recommended actions

If you see this alarm, verify that the VOX server can connect the IVR through the specified port.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

Can't VDU.Create

Alarm detail	Description
Alarm name	VDUCbad
Alarm text	Can't VDU.Create
Alarm ID	VOX0007
Trigger component	VOX server
Reason	Network
Issue	The VOX server cannot find the session that requested the creation of an EDU ID.

Recommended actions

If you see this alarm:

- If the environment is unstable, the session that was being used for a channel is no longer valid. If the channel is no longer being monitored, this error can occur.
- If the environment is stable, and no connections were lost, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

Can't VDU.Create: Channel <channel num> (<state>)

Alarm detail	Description
Alarm name	VDUCbad
Alarm text	Can't VDU.Create: Channel <channel num> (<state>)
Alarm ID	VOX0050

Alarm detail	Description
Trigger component	Toolkit
Reason	General Avaya IC issue
Issue	The VOX server failed to issue a request to create a new EDU ID.

Recommended actions

If you see this alarm, check the domain configuration and verify that the domain of the VOX server fails over to a domain with a Voice EDU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

Connect attempt to vru <ip address>:<port number> timed out: disabling vru

Alarm detail	Description
Alarm name	VruDisable
Alarm text	Connect attempt to vru <ip address>:<port number> timed out: disabling vru
Alarm ID	VOX0016
Trigger component	VOX server
Reason	Network
Issue	The TCP/IP connection timed out while trying to connect to the IVR.

Recommended actions

If you see this alarm:

1. Verify that the IVR is on the network.

2. If the IVR is not in the network:
 - a. Connect the IVR to the network.
 - b. Restart the VOX server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server
- All information gathered when you attempted to resolve the problem

Error reading records from Users table. Error: <reason>

Alarm detail	Description
Alarm name	Voxini
Alarm text	Error reading records from Users table. Error: <reason>
Alarm ID	VOX0030
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The server could not retrieve the server agent information used for reporting.

Recommended actions

If you see this alarm:

- Verify that all Directory servers are up and running.
- Verify that the version of the Directory server is greater than Avaya IC 6.1.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- VOX server logs

- All information gathered when you attempted to resolve the problem

IP=<ip address> port=<port> unrecognised (Bad <IP or PORT>, <VRU Type>:<Unit Number> ignored)

Alarm detail	Description
Alarm name	BadAddr
Alarm text	IP=<ip address> port=<port> unrecognised (Bad <IP or PORT>, <VRU Type>:<Unit Number> ignored)
Alarm ID	VOX0032
Trigger component	VOX server
Reason	General Avaya IC issue
Issue	The IVR configuration, IP address, or port is incorrect.

Recommended actions

If you see this alarm, check the IVR. The alarm has details about which parameter is wrong.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

No configuration data

Alarm detail	Description
Alarm name	Voxini
Alarm text	No configuration data
Alarm ID	VOX0031

Alarm detail	Description
Trigger component	VOX server
Reason	General Avaya IC issue
Issue	No configuration was found for the VOX server.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

No requests from VRU <ip address>:<port>; dropping connection

Alarm detail	Description
Alarm name	NoPing
Alarm text	No requests from VRU <ip address>:<port>; dropping connection
Alarm ID	VOX0019
Trigger component	VOX server
Reason	Network
Issue	The IVR opened a connection to the VOX server, but did not send any information. This problem can indicate: <ul style="list-style-type: none">• A new concentrator• Problems with TCP/IP connectivity

Recommended actions

If you see this alarm, verify that the connection made to the VOX server is for a valid concentrator.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

No response from VRU <ip address>:<port>; dropping connection

Alarm detail	Description
Alarm name	NoReply
Alarm text	No response from VRU <ip address>:<port>; dropping connection
Alarm ID	VOX0020
Trigger component	Concentrator / Third party
Reason	Network
Issue	The VOX server did not receive a response to the pings. The VOX server decided that the connection is no longer valid.

Recommended actions

If you see this alarm:

1. Check the state of the concentrator.
2. If the concentrator is not up and running, restart the concentrator.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

No VRUs declared in configuration

Alarm detail	Description
Alarm name	NoPoint
Alarm text	No VRUs declared in configuration
Alarm ID	VOX0033
Trigger component	VOX server
Reason	General Avaya IC issue
Issue	The VOX server is not configured for an IVR.

Recommended actions

If you see this alarm:

1. Configure an IVR in the VOX server.
2. If this alarm persists and you do not see any alarms related to the IVR configuration, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

Unable to get agent key. That is necessary when Contact Reporting is on

Alarm detail	Description
Alarm name	AgentKey
Alarm text	Unable to get agent key. That is necessary when Contact Reporting is on

Alarm detail	Description
Alarm ID	VOX0041
Trigger component	IC Manager
Reason	General Avaya IC issue
Issue	IC Manager cannot find the agent key for the VOX server.

Recommended actions

If you see this alarm:

- If the Avaya IC system is release 6.1 or newer, contact Avaya Technical Support.
- If the Avaya IC system is release 6.0 or earlier, and the VOX server is configured for reporting, set the **report_contact** configuration parameter to **false**. Reporting does not work in any release of Avaya IC earlier than 6.1.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

Unable to read my UUID

Alarm detail	Description
Alarm name	Voxini
Alarm text	Unable to read my UUID.
Alarm ID	VOX0039
Trigger component	VOX server
Reason	General Avaya IC issue
Issue	The Avaya IC system is configured to report the contact but cannot read the UUID of the VOX server.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

VRU <VRU Type>:<unit number> indicates call on channel <channel number>; no line mapping exists

Alarm detail	Description
Alarm name	UnkChan
Alarm text	VRU <VRU Type>:<unit number> indicates call on channel <channel number>; no line mapping exists
Alarm ID	VOX0023
Trigger component	VOX server
Reason	General Avaya IC issue
Issue	A newcall was issued for a channel that the VOX server does not know about.

Recommended actions

If you see this alarm, verify that the IVR and VOX server configurations match.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

VRU <VRU Type>:<unit number> not defined in configuration (pingtime)

Alarm detail	Description
Alarm name	UnkVRU
Alarm text	VRU <VRU Type>:<unit number> not defined in configuration (pingtime)
Alarm ID	VOX0034
Trigger component	IC Manager
Reason	General Avaya IC issue
Issue	The configuration of the IVR does not correspond to a valid IVR.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

VRU <VRU Type>:<Unit Number> not defined in configuration

Alarm detail	Description
Alarm name	UnkVRU
Alarm text	VRU <VRU Type>:<Unit Number> not defined in configuration
Alarm ID	VOX0036
Trigger component	IC Manager

Alarm detail	Description
Reason	General Avaya IC issue
Issue	The line configuration does not correspond to a valid IVR.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

VRU server <server>:<port> disconnect: <reason>

Alarm detail	Description
Alarm name	Vanished
Alarm text	VRU server <server>:<port> disconnect: <reason>
Alarm ID	VOX0008
Trigger component	VOX server
Reason	Network
Issue	<p>The VOX server detected that the connection to the VRU server was lost. This alarm can indicate:</p> <ul style="list-style-type: none"> • Network problems, such as a TCP/IP disconnection • IVR system problems, such as a loss of the connection between the concentrator and the VOX server • Connection problems, such as the IVR dropping a connection when a second VOX server connects to the same IVR

Recommended actions

If you see this alarm:

1. Determine whether the IVR system has had any problems that can cause the concentrator to lose its connection to the VOX server.
2. Determine whether there are any network problems that can cause this alarm. This alarm can occur when the server detects a TCP/IP disconnection.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

WebACD server

The Alarm Monitor might display the following emergency alarms for the WebACD server:

- [Error creating script](#) on page 179
- [Error creating tenant](#) on page 180
- [Failed to register service](#) on page 181
- [KBQuery failed to initialize. PDM initialization failed](#) on page 182
- [Problems with database read of tasktypes](#) on page 183
- [WebCenter ID table is not seeded](#) on page 183

Error creating script

Alarm detail	Description
Alarm text	Error creating script
Alarm ID	WACD00006
Trigger component	DCO

Alarm detail	Description
Reason	Database issue
Issue	The database record for the queue table in IC Repository does not contain the script_key. The WebACD server asserts on this condition.

Recommended actions

If you see this alarm, verify that the following types of records in the queue table of IC Repository have a valid tenant_key:

- Records that are not marked as deleted
- Records with the queuetype set to **web**

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs
- All information gathered when you attempted to resolve the problem

Error creating tenant

Alarm detail	Description
Alarm text	Error creating tenant
Alarm ID	WACD00005
Trigger component	DCO
Reason	Database issue
Issue	The database record for the queue table in IC Repository does not contain the tenant_key. The WebACD server asserts on this condition.

Recommended actions

If you see this alarm, verify that the following types of records in the queue table of IC Repository have a valid tenant_key:

- Records that are not marked as deleted
- Records with the queue type set to **web**

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs
- All information gathered when you attempted to resolve the problem

Failed to register service

Alarm detail	Description
Alarm text	Failed to register service
Alarm ID	WACD00019
Trigger component	WebACD server
Reason	General Avaya IC issue
Issue	The WebACD server cannot register in the WACD registry component.

Recommended actions

If you see this alarm:

1. Gather the WebACD server logs.
2. Contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs

- All information gathered when you attempted to resolve the problem

KBQuery failed to initialize. PDM initialization failed

Alarm detail	Description
Alarm text	KBQuery failed to initialize. PDM initialization failed.
Alarm ID	WACD00018
Trigger component	Knowledge Base Query
Reason	General Avaya IC issue
Issue	KBQuery failed to initialize. PDM initialization failed. Avaya IC only uses KBQuery for suggested responses. If the Avaya IC system includes suggested responses, you must resolve the KBQuery initialization failure.

Recommended actions

If you see this alarm:

1. Check the PDM configuration on the machine where the WebACD server is running.
2. Verify that Avaya Full Text Search Engine (Avaya FTSE) is installed on the machine where KBQuery is running.
3. Verify that the Avaya FTSE configuration was completed on the machine where KBQuery is running.
4. If this installation is on Solaris or AIX:
 - a. Open the `IC_INSTALL_DIR/IC72/etc/wru_sql/odbc.ini` file.
 - b. Check the settings in this file for the IC Repository database.
 - c. Verify that the machine specified for the database is reachable from this machine.
5. If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs
- All information gathered when you attempted to resolve the problem

Problems with database read of tasktypes

Alarm detail	Description
Alarm text	Problems with database read of tasktypes
Alarm ID	WACD00004
Trigger component	DCO
Reason	Database issue
Issue	Zero or more than one record was returned from the queue table in IC Repository for any specific ID. The WebACD server asserts on this condition.

Recommended actions

If you see this alarm:

1. Review the queue table in IC Repository for two records with the same ID.
2. Mark one of the records as deleted.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs
- All information gathered when you attempted to resolve the problem

WebCenter ID table is not seeded

Alarm detail	Description
Alarm text	WebCenter ID table is not seeded
Alarm ID	WACD00003
Trigger component	DCO

Alarm detail	Description
Reason	Database issue
Issue	<p>Zero or more than one record was returned from the w_webcenterid table in the CCQ database for a particular index.</p> <p>The WebACD server uses the w_webcenterid table to maintain the current key for Session or versions. The WebACD server cannot start until the database problem is fixed.</p> <p>The WebACD server asserts on this condition.</p>

Recommended actions

If you see this alarm:

1. Verify that there is only one record for each index in the w_webcenterid table of the CCQ database.
2. Match the index names against the seed data.
3. If there are zero records in this table, the database is not seeded correctly.
4. Contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs
- All information gathered when you attempted to resolve the problem

Web Scheduled Callback server

The Alarm Monitor might display the following emergency alarms for the Web Scheduled Callback server:

- [Callback Queue is full. Waiting for some calls to be serviced...](#) on page 185
- [Error while starting WSCallback server \(Exception_description\)](#) on page 186
- [Error while stopping WSCallback server \(Exception_description\)](#) on page 186
- [Failed to initialize DCOBridge \(Exception_description\)](#) on page 187

Callback Queue is full. Waiting for some calls to be serviced...

Alarm detail	Description
Alarm text	Callback Queue is full. Waiting for some calls to be serviced...
Trigger component	Web Scheduled Callback server
Reason	General Avaya IC issue
Issue	The callback queue is full. The Web Scheduled Callback server cannot handle any calls until calls in queue are serviced and wrapped.

Recommended actions

If you see this alarm:

1. In IC Manager, edit the Web Scheduled Callback Server configuration:
 - a. On the **Configuration** tab, right click and select **Advanced Properties**.
 - b. Modify and set the Call queue size parameter to meet the requirements of the Avaya IC system.
2. If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- wscallback.log or the log defined in the configuration of the Web Scheduled Callback server
- jloader.log
- <ws_server_name>.log
- All information gathered when you attempted to resolve the problem

Error while starting WSCallback server (Exception_description)

Alarm detail	Description
Alarm text	Error while starting WSCallback server (<i>Exception_description</i>)
Trigger component	Web Scheduled Callback server
Reason	General Avaya IC issue
Issue	The Web Scheduled Callback server failed to start the DCO or create internal threads.

Recommended actions

If you see this alarm:

1. Verify the configuration of the Web Scheduled Callback server.
2. Contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- wscallback.log or the log defined in the configuration of the Web Scheduled Callback server
- jloader.log
- <ws_server_name>.log
- All information gathered when you attempted to resolve the problem

Error while stopping WSCallback server (Exception_description)

Alarm detail	Description
Alarm text	Error while stopping WSCallback server (<i>Exception_description</i>)
Trigger component	Web Scheduled Callback server

Alarm detail	Description
Reason	General Avaya IC issue
Issue	<p>The Web Scheduled Callback server failed during one of the following:</p> <ul style="list-style-type: none"> ● Shutdown of the VespBridge or DCO ● Stopping internal threads

Recommended actions

If you see this alarm:

1. Verify the configuration of the Web Scheduled Callback server.
2. Contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- wscallback.log or the log defined in the configuration of the Web Scheduled Callback server
- jloader.log
- <ws_server_name>.log
- All information gathered when you attempted to resolve the problem

Failed to initialize DCOBridge (Exception_description)

Alarm detail	Description
Alarm text	Failed to initialize DCOBridge (<i>Exception_description</i>)
Trigger component	Web Scheduled Callback server
Reason	General Avaya IC issue
Issue	The Web Scheduled Callback server failed to initialize the DCOBridge.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- wscallback.log or the log defined in the configuration of the Web Scheduled Callback server
- jloader.log
- <ws_server_name>.log
- All information gathered when you attempted to resolve the problem

Workflow server

The Alarm Monitor might display the following emergency alarms for the Workflow server:

- [Association not found](#) on page 189
- [<DCO Specific error information>](#) on page 189
- [<DCO Specific error information>](#) on page 190
- [Flow thread count reached <NUMBER>; check response times](#) on page 191
- ['from' parameter not recognized](#) on page 192
- [Invalid Assign config](#) on page 193
- [Too many Assign configs](#) on page 194
- [JVM not loaded successfully](#) on page 194
- [JVM Aborted](#) on page 195
- [Alarm seen in workflow "No such VDU" in SetAlert block](#) on page 196

Association not found

Alarm detail	Description
Alarm name	QWorkFlow.BadAssociateConfig
Alarm text	Association not found
Alarm ID	WF-E-5
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	The channel association is incorrectly defined for the Workflow server.

Recommended actions

If you see this alarm:

1. Review the Workflow server log to understand the details of the error.
2. In IC Manager, check the channel association information defined on the **Channel** tab for the Workflow server.
3. Correct the error in the channel association.
4. Restart the Workflow server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- All information gathered when you attempted to resolve the problem

<DCO Specific error information>

Alarm detail	Description
Alarm name	QWorkFlow.DCOInitFailed
Alarm text	<DCO Specific error information>

Alarm detail	Description
Alarm ID	WF-E-6
Trigger component	Workflow server
Reason	Database issue
Issue	The Workflow server failed to initialize DCO.

Recommended actions

If you see this alarm:

1. Review the Workflow server log to understand the details of the error.
2. In IC Manager, review the configuration of the IC data source and database connection for the Workflow server.
3. Correct any problems with the configuration of the Workflow server.
4. Restart the Workflow server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- All information gathered when you attempted to resolve the problem

<DCO Specific error information>

Alarm detail	Description
Alarm name	QWorkFlow.IllegalADC
Alarm text	<DCO Specific error information>
Alarm ID	WF-E-7
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	The Workflow server could not support the DCO connectivity.

Recommended actions

If you see this alarm:

1. Review the error details in the Workflow server log for corrective measures.
2. In IC Manager, check the following configuration for the Workflow server:
 - IC data source and database connection are set correctly.
 - Script Source is set to Database.
3. Correct any problems with the configuration of the Workflow server.
4. Restart the Workflow server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- All information gathered when you attempted to resolve the problem

Flow thread count reached <NUMBER>; check response times

Alarm detail	Description
Alarm name	QWorkFlow.ThreadCount
Alarm text	Flow thread count reached <NUMBER>; check response times
Alarm ID	WF-E-1
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	The Workflow server has too many concurrent flow threads. This issue affects server performance.

Recommended actions

Note:

If the alarm does not occur frequently, you can ignore this alarm as a temporary issue. However, if the alarm occurs frequently, workflows cannot execute properly, and the server can become nonfunctioning.

Avaya IC emergency alarms

If you see this alarm:

1. Look for external issues, such as network disturbances, that can significantly affect the workflow execution.
2. Monitor the process for its CPU usage, memory, and thread information.
3. Check the status of the Workflow server. You can see the details on the **Advanced** tab.
4. Verify the workflow execution time in the Workflow server log.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- All information gathered when you attempted to resolve the problem

'from' parameter not recognized

Alarm detail	Description
Alarm name	QWorkFlow.Where
Alarm text	'from' parameter not recognized
Alarm ID	WF-E-2
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	The Workflow server generates this alarm if the value in the Script Source field of the server is invalid or not recognized.

Recommended actions

If you see this alarm:

1. In IC Manager, check the configuration of the **Script Source** field on the **Workflow** tab.
2. If necessary, correct the value in this field.
3. Restart the Workflow server

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- All information gathered when you attempted to resolve the problem

Invalid Assign config

Alarm detail	Description
Alarm name	QWorkFlow.BadAssign
Alarm text	Invalid Assign config
Alarm ID	WF-E-3
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	The channel assignment information is invalid.

Recommended actions

If you see this alarm:

1. Review the Workflow server logs for more information about why the channel assignment information is invalid.
2. In IC Manager, correct the channel assignment configuration on the **Channel** tab for the server.
3. Restart the Workflow server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- All information gathered when you attempted to resolve the problem

Too many Assign configs

Alarm detail	Description
Alarm name	QWorkFlow.BadAssign
Alarm text	Too many Assign configs
Alarm ID	WF-E-4
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	The channel assignment information for the Workflow server has grown beyond the assign count.

Recommended actions

If you see this alarm:

1. In IC Manager, increase the Assign count configuration on the **Debug** tab for the server.
2. Restart the Workflow server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- All information gathered when you attempted to resolve the problem

JVM not loaded successfully

Alarm detail	Description
Alarm name	Workflow.JVMLoadFailed
Alarm text	JVM not loaded successfully. Workflow will not support Java Function Calls.
Alarm ID	WF-E-8

Alarm detail	Description
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	Workflow server failed to load JVM.

Recommended actions

If you see this alarm:

1. Review the Workflow server log to understand the details of the error.
2. Check if platform specific JVM library is present in IC install path and all the dependencies are resolved.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- All information gathered when you attempted to resolve the problem

JVM Aborted

Alarm detail	Description
Alarm name	Workflow.JVMAborted
Alarm text	JVM Aborted. Server going down.
Alarm ID	WF-E-9
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	JVM aborted due to unknown problem in client Java code.

Recommended actions

If you see this alarm:

1. Increase Java Log Level to maximum and review the Workflow server log to understand the details of the error.
2. Check the client java code for any issues/bugs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- All information gathered when you attempted to resolve the problem

Alarm seen in workflow “No such VDU” in SetAlert block

The SetAlert block uses the “lastdedu” field to fetch data from the parent message (toaddressand subject) to set the notification. If the parent message has already been completed and the EDU of the parent message has retired, the mentioned mechanism to fetch the parent’s EDU will fail, causing alarms.

An example is as follows: The outbound flow has been customized so that even REQ, that is, request for additional information, is sent for QA. The SetAlert will be hit when the QA approves the REQ email. In the mentioned example, if the original incoming/routed email is still being worked on by agent when QA approves the REQ, the SetAlert will work. But if the agent has already wrapped the original /routed email and its EDU has retired, SetAlert gives an error when QA approves REQ, that is, QA approves after agent has wrapped the original email.

Recommended actions

Use the SetAlert functionality in the email outbound flow with only live contacts.

Avaya IC high alarms

This section describes the high alarms that you can see in the Alarm Monitor, organized by Avaya IC component.

This section includes the following topics:

- [ADU server](#) on page 198
- [Alarm server](#) on page 214
- [Blender server](#) on page 216
- [Content Analyzer Administrative server](#) on page 225
- [Content Analyzer Operations server](#) on page 243
- [Data server](#) on page 255
- [Directory server](#) on page 261
- [DUStore server](#) on page 280
- [EDU server](#) on page 282
- [HTTP Connector server](#) on page 296
- [HTTPVOX server](#) on page 309
- [IC Email server and Poller server](#) on page 315
- [License server](#) on page 334
- [ORB server](#) on page 341
- [Report server](#) on page 367
- [Resource Manager server](#) on page 382
- [Telephony Queue Statistics server](#) on page 412
- [Telephony server: all switches](#) on page 419
- [Telephony server: Aspect switches](#) on page 458
- [Telephony server: Avaya switches](#) on page 487
- [Telephony server: Ericsson switches](#) on page 495
- [Telephony server: Nortel switches](#) on page 504
- [Telephony Server: SIP](#) on page 507
- [Telephony Services Adapter server](#) on page 521
- [User Object Model \(UOM\) Alarms](#) on page 554
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- [VOX server](#) on page 559
- [WebACD server](#) on page 578
- [Web Advocate Adapter server](#) on page 585
- [Web Management Website: server pages](#) on page 604
- [Web Scheduled Callback server](#) on page 617
- [Workflow server](#) on page 622

ADU server

The Alarm Monitor might display the following high alarms for the ADU server:

- [%s failed: %x \(%x.%x %s\)](#) on page 199
- [ADU.ADUbad: ADU %s corrupt \(%s\), and cannot be resurrected](#) on page 200
- [ADU.DumpADU: ADU overflow, removing an object](#) on page 200
- [ADU.ErrDUStore: Failed request in DUStore, %x](#) on page 201
- [ADU.ErrConfig: Config variables \(%s\) generated WARNINGS; see server log](#) on page 202
- [ADU.FailADUCon: Connection to %s closed; %d dropped watcher%s \[%s\]](#) on page 203
- [VDU.FailVDUCon: Connection to %s closed; %d dropped watcher%s \[%s\]](#) on page 204
- [ADU.FailDUStoreCon: Connection to DUStore unexpectedly closed](#) on page 205
- [ADU.LostADUEvents: %d events lost due to error or network congestion](#) on page 206
- [ADU.NoEventSink: Cannot request of %s, %x](#) on page 207
- [ADU.RemoteInitFail: Errors initializing watchers with %s; %d error%s](#) on page 208
- [ADU.StaleADUModified: ADU %s was modified after being replaced by ADU %s](#) on page 209
- [ADU.UnexpectedError: Unexpected error calling %s, error %x: %s](#) on page 210
- [ADU.UnknownToADU: This server is not yet known to Server %s](#) on page 211
- [ADU.uuidUnknown: Server %s is unknown to me](#) on page 212
- [ADU.Victims: Shutdown with %d ADU%s in existence; %s](#) on page 213
- [Vesp_Request ADU.RemoteWatcher failed %x](#) on page 214

%s failed: %x (%x.%x %s)

Alarm detail	Description
Alarm name	ADU.problem
Alarm text	<p>%s failed: %x (%x.%x %s) where:</p> <ul style="list-style-type: none"> • %s is the request that failed. • %x (%x.%x %s) is the error description.
Alarm ID	ADUS0017
Trigger component	ADU server
Reason	Network
Issue	<p>The ADU server encountered a general error communicating with another server. This alarm occurs only when peer ADU servers exchange watcher information after connecting successfully (ADU.RemoteWatcher).</p> <p>This alarm is not present in Avaya IC 7.0 and later.</p>

Recommended actions

If you see this alarm:

- Verify that the peer ADU server is up and running.
- Check the network connections between the machines that host the two ADU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- All information gathered when you attempted to resolve the problem

ADU.ADUBad: ADU %s corrupt (%s), and cannot be resurrected

Alarm detail	Description
Alarm name	ADU.ADUBad
Alarm text	ADU %s corrupt (%s), and cannot be resurrected where: <ul style="list-style-type: none">• %s is the Bad ADU.• (%s) is the error description.
Alarm ID	ADUS0009
Trigger component	DUStore server
Reason	Database
Issue	The ADU server tried to retrieve an ADU from the DUStore, but the data received was invalid.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- DUStore server logs
- All information gathered when you attempted to resolve the problem

ADU.DumpADU: ADU overflow, removing an object

Alarm detail	Description
Alarm name	ADU.DumpADU
Alarm text	ADU overflow, removing an object
Alarm ID	ADUS0012

Alarm detail	Description
Trigger component	ADU server
Reason	General
Issue	After an ADU was created, the maximum number of ADUs was exceeded. The oldest ADU was stored or deleted.

Recommended actions

If you see this alarm:

- Increase the maximum ADUs in the ADU server configuration.
- Balance the load to other ADU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server configuration
- Performance metrics
- All information gathered when you attempted to resolve the problem

ADU.ErrDUSStore: Failed request in DUSStore, %x

Alarm detail	Description
Alarm name	ADU.ErrDUSStore
Alarm text	Failed request in DUSStore, %x where %x is the error description.
Alarm ID	ADUS0010
Trigger component	DUSStore server
Reason	Database
Issue	A request to the DUSStore server failed when the server moved an ADU into the database. The ADU is lost.

Recommended actions

Note:

You can use `data.alarm.priority` to configure the severity of this alarm. This alarm is high by default.

If you see this alarm:

- Verify that all DUStore servers are up and running.
- Verify that the domain of the ADU server fails over to a domain with a DUStore server.
- Check the network connections between the machines that host the ADU server and the DUStore servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- DUStore server logs
- All information gathered when you attempted to resolve the problem

ADU.ErrConfig: Config variables (%s) generated WARNINGS; see server log

Alarm detail	Description
Alarm name	ADU.ErrConfig
Alarm text	Config variables (%s) generated WARNINGS; see server log The arguments to the alarm text indicate the configuration values in question.
Alarm ID	ADUS0013
Trigger component	ADU server
Reason	General
Issue	Problems were detected in the configuration of the ADU server when the server started.

Recommended actions

If you see this alarm:

1. Review the log files for specific warning information.
2. Correct the ADU server configuration in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server configuration
- ADU server logs
- All information gathered when you attempted to resolve the problem

ADU.FailADUCon: Connection to %s closed; %d dropped watcher%s [%s]

Alarm detail	Description
Alarm name	ADU.FailADUCon
Alarm text	Connection to %s closed; %d dropped watcher%s [%s] where the arguments to the alarm text are: <ul style="list-style-type: none"> • %s is the peer ADU server. • %d is the number of event listeners affected. • [%s] is the error description.
Alarm ID	ADUS0014
Trigger component	ADU server
Reason	Network
Issue	The ADU server connection to a peer ADU server was unexpectedly broken. This connection is needed for the ADU servers to exchange event information. If the connection is unavailable, events might be lost.

Recommended actions

If you see this alarm:

- Verify that the peer ADU server is up and running.
- Check the network connections between the machines that host the two ADU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- All information gathered when you attempted to resolve the problem

VDU.FailVDUCon: Connection to %s closed; %d dropped watcher%s [%s]

Alarm detail	Description
Alarm name	VDU.FailVDUCon
Alarm text	Connection to %s closed; %d dropped watcher%s [%s] where the arguments to the alarm text are: <ul style="list-style-type: none">• %s is the peer VDU server.• %d is the number of event listeners affected.• [%s] is the error description.
Alarm ID	VDUS0014
Trigger component	VDU server
Reason	Network
Issue	The VDU server connection to a peer VDU server was unexpectedly broken. This connection is needed for the VDU servers to exchange event information. If the connection is unavailable, events might be lost.

Recommended actions

If you see this alarm:

- Verify that the peer VDU server is up and running.

- Check the network connections between the machines that host the two VDU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VDU server logs
- All information gathered when you attempted to resolve the problem

ADU.FailDUSStoreCon: Connection to DUSStore unexpectedly closed

Alarm detail	Description
Alarm name	ADU.FailDUSStoreCon
Alarm text	Connection to DUSStore unexpectedly closed
Alarm ID	ADUS0011
Trigger component	DUSStore server
Reason	Network
Issue	The connection to the DUSStore server failed unexpectedly. The server requires this connection to move ADUs into the database for long-term storage. ADUs might be lost.

Recommended actions

If you see this alarm:

- Verify that all DUSStore servers are up and running.
- Verify that the domain of the ADU server fails over to a domain with a DUSStore server.
- Check the network connections between the machines that host the ADU server and the DUSStore servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs

- DUScore server logs
- All information gathered when you attempted to resolve the problem

ADU.LostADUEvents: %d events lost due to error or network congestion

Alarm detail	Description
Alarm name	ADU.LostADUEvents
Alarm text	%d events lost due to error or network congestion where %d is the number of events lost.
Alarm ID	ADUS0015
Trigger component	ADU server
Reason	Network
Issue	Errors occurred when peer ADU servers exchanged event information. Events might be lost.

Recommended actions

If you see this alarm:

- Verify that the ADU servers are up and running.
- Check the network connections between the machines that host the ADU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- All information gathered when you attempted to resolve the problem

ADU.NoEventSink: Cannot request of %s, %x

Alarm detail	Description
Alarm name	ADU.NoEventSink
Alarm text	Cannot request of %s, %x where: <ul style="list-style-type: none">• %s is the Report server type.• %x is the error description.
Alarm ID	ADUS0016
Trigger component	Report server
Reason	Network
Issue	The ADU server encountered an error when the server sent an ADU event to the Report server. Reporting is probably affected.

Recommended actions

If you see this alarm:

- Verify that all Report servers are up and running.
- Verify that the domain of the ADU server fails over to a domain with a Report server.
- Check the network connections between the machines that host the ADU server and the Report servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- Report server logs
- vesp.imp file from all relevant machines
- All information gathered when you attempted to resolve the problem

ADU.RemoteInitFail: Errors initializing watchers with %s; %d error%s

Alarm detail	Description
Alarm name	ADU.RemoteInitFail
Alarm text	Errors initializing watchers with %s; %d error%s where: <ul style="list-style-type: none">• %s is the peer ADU server.• %d is the number of errors.
Alarm ID	ADUS0019
Trigger component	ADU server
Reason	Network
Issue	The ADU server cannot exchange watcher information after successfully connecting to a peer ADU server. Events might be lost.

Recommended actions

If you see this alarm:

- Verify that the ADU servers are up and running.
- Check the network connections between the machines that host the ADU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- All information gathered when you attempted to resolve the problem

ADU.StaleADUModified: ADU %s was modified after being replaced by ADU %s

Alarm detail	Description
Alarm name	ADU.StaleADUModified
Alarm text	ADU %s was modified after being replaced by ADU %s where: <ul style="list-style-type: none">• %s is the old ADU• %s is the new ADU
Alarm ID	ADUS0020
Trigger component	ADU server
Reason	General
Issue	After a new ADU was created during recovery from an ADU server outage, the old ADU was found. The old ADU was modified after the new ADU was created. This change indicates that both ADUs were in use at the same time. Reporting might be affected.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- All Avaya IC server logs
- All information gathered when you attempted to resolve the problem

ADU.UnexpectedError: Unexpected error calling %s, error %x: %s

Alarm detail	Description
Alarm name	ADU.UnexpectedError
Alarm text	Unexpected error calling %s, error %x: %s where: <ul style="list-style-type: none">• %s is the interface.• %x is the method called.• %s is the result.
Alarm ID	ADUS0021
Trigger component	ADU server
Reason	Network
Issue	A request to an Avaya IC server failed.

Recommended actions

If you see this alarm:

1. Verify the configuration of the Avaya IC server specified in the alarm.
2. Verify that the domain of the ADU server fails over to the domain of the Avaya IC server specified in the alarm.
3. Check the network connections between the machines that host the ADU server and the Avaya IC server specified in the alarm.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Avaya IC configuration
- Avaya IC server logs
- All information gathered when you attempted to resolve the problem

ADU.UnknownToADU: This server is not yet known to Server %s

Alarm detail	Description
Alarm name	ADU.UnknownToADU
Alarm text	This server is not yet known to Server %s where %s is the peer server.
Alarm ID	ADUS0022
Trigger component	ADU server
Reason	General
Issue	<p>The ADU server cannot assign to a peer ADU server. The server must assign to allow the ADU servers to exchange event information. If the servers cannot exchange information, events might be lost. This error might occur because the ADU server was still running when the server definition was deleted.</p> <p>This alarm is not present in Avaya IC 7.0 and later.</p>

Recommended actions

If you see this alarm, troubleshoot the Directory servers. For example:

- Verify that all Directory servers are up and running.
- Verify that all Directory servers are configured properly.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- Directory server logs
- vesp.imp file from all relevant machines
- All information gathered when you attempted to resolve the problem

ADU.uuidUnknown: Server %s is unknown to me

Alarm detail	Description
Alarm name	ADU.uuidUnknown
Alarm text	Server %s is unknown to me where %s is the suspicious server UUID.
Alarm ID	ADUS0023
Trigger component	ADU server
Reason	General
Issue	A response arrived from a peer ADU server. The response includes a server UUID that is unknown to the ADU server.

Recommended actions

If you see this alarm, compare the vesp.imp files on both server machines. This error usually indicates that they are inconsistent.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- vesp.imp files from both machines
- All information gathered when you attempted to resolve the problem

ADU.Victims: Shutdown with %d ADU%s in existence; %s

Alarm detail	Description
Alarm name	ADU.Victims
Alarm text	Shutdown with %d ADU%s in existence; %s where: <ul style="list-style-type: none">• %d is the number of ADUs.• %s describes whether or not the ADUs are moved to the database through the DUScore server.
Alarm ID	ADUS0024
Trigger component	ADU server
Reason	General
Issue	The ADU server has ADUs in memory during shutdown.

Recommended actions

Avaya recommends that you do not shut down an active ADU server. ADUs can be lost, and reporting can be affected. Avaya IC cannot access ADUs in the database until you restart the ADU server. Recovery ADUs might be created to replace the lost ADUs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server configuration
- ADU server logs
- All information gathered when you attempted to resolve the problem

Vesp_Request ADU.RemoteWatcher failed %x

Alarm detail	Description
Alarm text	Vesp_Request ADU.RemoteWatcher failed %x where %x is the error description.
Alarm ID	ADUS0018
Trigger component	ADU server
Reason	Network
Issue	<p>The ADU server encountered a general error during communication with a peer ADU server. This alarm occurs only when peer ADU servers exchange watcher information after they have connected successfully (ADU.RemoteWatcher).</p> <p>This alarm is not present in Avaya IC 7.0 and later.</p>

Recommended actions

If you see this alarm:

- Verify that the peer ADU server is up and running.
- Check the network connections between the machines that host the two ADU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- All information gathered when you attempted to resolve the problem

Alarm server

The Alarm Monitor might display the following high alarms for the Alarm server:

- [SNMP is not functional : Either the specified ports are not available or snmpd process is killed explicitly](#) on page 215
- [The specified SNMP ports are already in use by some other process. Please change the ports and restart the server](#) on page 215

SNMP is not functional : Either the specified ports are not available or snmpd process is killed explicitly

Alarm detail	Description
Alarm name	Alarm.SNMP_ERROR
Alarm text	SNMP is not functional : Either the specified ports are not available or snmpd process is killed explicitly
Trigger component	Alarm server
Reason	General
Issue	SNMP is enabled for the Alarm server but is not functional. Typically, this alarm occurs for the following reasons: <ul style="list-style-type: none">• The specified SNMP ports are not available.• An Avaya IC user killed the process explicitly.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Alarm server logs
- All information gathered when you attempted to resolve the problem

The specified SNMP ports are already in use by some other process. Please change the ports and restart the server

Alarm detail	Description
Alarm name	Alarm.SNMP_ERROR
Alarm text	The specified SNMP ports are already in use by some other process. Please change the ports and restart the server.

Alarm detail	Description
Trigger component	Alarm server
Reason	General
Issue	The Alarm server could not start the SNMP master agent process. Typically, this alarm is generated when an Avaya IC user changes the SNMP configuration in the Alarm server, and the SNMP ports are already in use by another process.

Recommended actions

If you see this alarm:

1. Restart the Alarm server to ensure that the configuration changes take effect.
2. If the ports are still in use by another process, change the port configuration for the other process or for the Alarm server.
3. Contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Alarm server logs
- All information gathered when you attempted to resolve the problem

Blender server

The Alarm Monitor might display the following high alarms for the Blender server:

- [ADU.Monitor request failed, watchlist not updated \(Blender trigger\)](#) on page 217
- [ADU.Monitor request failed, watchlist not updated \(Workflow trigger\)](#) on page 218
- [ADU.SetValues request failed, ADU fields not updated](#) on page 218
- [ADU.SetValues returned error, ADU not updated](#) on page 219
- [Error running client login flow, client assign rejected](#) on page 220
- [Invalid watch criteria found, discarding](#) on page 221
- [Received ADU.ServerFailed event, reassigning](#) on page 221
- [Received <Workflow>.ServerFailed event, reassigning](#) on page 222

- [Threshold <comparison>: <type>:<id> <attribute name>:<attribute value>](#) on page 223
- [<WF Server>.Run request failed, business rule not run](#) on page 224
- [<Workflow server>.Run returned error, ADU not updated](#) on page 224

ADU.Monitor request failed, watchlist not updated (Blender trigger)

Alarm detail	Description
Alarm name	UpdateFail
Alarm text	ADU.Monitor request failed, watchlist not updated (Blender trigger)
Alarm ID	BLEN0007
Trigger component	Blender server
Reason	General
Issue	A request for the ADU.Monitor failed.

Recommended actions

If you see this alarm, verify that the domain of the Blender server correctly fails over to the domains of the ADU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Blender server logs
- ADU server logs
- All information gathered when you attempted to resolve the problem

ADU.Monitor request failed, watchlist not updated (Workflow trigger)

Alarm detail	Description
Alarm name	UpdateFail
Alarm text	ADU.Monitor request failed, watchlist not updated (Workflow trigger)
Alarm ID	BLN0012
Trigger component	Workflow
Reason	General
Issue	The ADU monitor request failed.

Recommended actions

If you see this alarm, verify that the domain of the Blender server correctly fails over to the domains of the ADU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Blender server logs
- ADU server logs
- All information gathered when you attempted to resolve the problem

ADU.SetValues request failed, ADU fields not updated

Alarm detail	Description
Alarm name	ADUServerError
Alarm text	ADU.SetValues request failed, ADU fields not updated
Alarm ID	BLN0009
Trigger component	Blender server

Alarm detail	Description
Reason	General
Issue	A request to set the ADU values failed.

Recommended actions

If you see this alarm:

- Verify that the domain of the Blender server correctly fails over to the domains of the ADU servers.
- Verify that the ADU servers are up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Blender server logs
- ADU server logs
- All information gathered when you attempted to resolve the problem

ADU.SetValues returned error, ADU not updated

Alarm detail	Description
Alarm name	ADUServerError
Alarm text	ADU.SetValues returned error, ADU not updated.
Alarm ID	BLEN0013
Trigger component	Workflow
Reason	General
Issue	The Workflow server cannot set values on the ADU server.

Recommended actions

If you see this alarm, check the ADU server logs for any reported problems.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- Blender server logs
- All information gathered when you attempted to resolve the problem

Error running client login flow, client assign rejected

Alarm detail	Description
Alarm name	RuleServerProblem
Alarm text	Error running client login flow, client assign rejected.
Alarm ID	BLN0011
Trigger component	Workflow
Reason	General
Issue	The request to run the Workflow server login script failed.

Recommended actions

If you see this alarm:

1. Verify that the Blender server scripts were loaded on the Workflow server specified in the alarm.
2. Check the Workflow server logs for more information on why the request failed.
3. Correct the problems indicated in the log.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- Blender server logs
- All information gathered when you attempted to resolve the problem

Invalid watch criteria found, discarding

Alarm detail	Description
Alarm name	BadCriteria
Alarm text	Invalid watch criteria found, discarding.
Alarm ID	BLEN0006
Trigger component	Blender server
Reason	General
Issue	An attribute or value is missing from the VDU Watch information.

Recommended actions

If you see this alarm, check the Blender server configuration attributes and values.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- The Blender server configuration attributes and values
- Blender server logs
- All information gathered when you attempted to resolve the problem

Received ADU.ServerFailed event, reassigning

Alarm detail	Description
Alarm name	ADUServerErrorProblem
Alarm text	Received ADU.ServerFailed event, reassigning.
Alarm ID	BLEN0002
Trigger component	ADU server

Alarm detail	Description
Reason	General
Issue	The ADU server to which the Blender server was assigned failed.

Recommended actions

If you see this alarm, analyze the ADU server logs for problems reported by that server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- Blender server logs
- All information gathered when you attempted to resolve the problem

Received <Workflow>.ServerFailed event, reassigning

Alarm detail	Description
Alarm name	RuleServerProblem
Alarm text	Received <Workflow>.ServerFailed event, reassigning.
Alarm ID	BLN0010
Trigger component	Workflow server
Reason	General
Issue	The Workflow server specified in the alarm failed.

Recommended actions

If you see this alarm:

1. Verify that the Workflow server specified in the alarm is up and running.
2. Analyze the Workflow server logs for more information about why the Workflow server failed.
3. Correct the problems indicated in the log.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- Blender server logs
- All information gathered when you attempted to resolve the problem

Threshold <comparison>: <type>:<id> <attribute name>:<attribute value>

Alarm detail	Description
Alarm name	Threshold
Alarm text	Threshold <comparison>: <type>:<id> <attribute name>:<attribute value>
Alarm ID	BLEN0014
Trigger component	Workflow
Reason	General
Issue	The monitored threshold was exceeded.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Blender server logs
- All information gathered when you attempted to resolve the problem

<WF Server>.Run request failed, business rule not run

Alarm detail	Description
Alarm name	NoRuleServer
Alarm text	<WF Server>.Run request failed, business rule not run.
Alarm ID	BLEN0003
Trigger component	Blender server
Reason	General
Issue	The Blender server failed to request the specified Workflow server to run the script.

Recommended actions

If you see this alarm:

- Verify that the Workflow server specified in the alarm is up and running.
- Verify that the domain of the Blender server correctly fails over to the domains of the Workflow server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Blender server logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

<Workflow server>.Run returned error, ADU not updated

Alarm detail	Description
Alarm name	RuleServerProblem
Alarm text	<Workflow server>.Run returned error, ADU not updated

Alarm detail	Description
Alarm ID	BLEN0008
Trigger component	Blender server
Reason	General
Issue	The request to the specified Workflow server failed.

Recommended actions

If you see this alarm:

1. Verify that the workflow scripts for the Blender server are available for the specified Workflow server.
2. Check whether there were any errors running the scripts.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Blender server logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

Content Analyzer Administrative server

The Alarm Monitor might display the following high alarms for the Content Analyzer Administrative server:

- [Could Not allocate Memory ???](#) on page 226
- [Creation of Thread to process events failed. Exception](#) on page 227
- [Environmental variable AVAYA_IC_HOME not defined](#) on page 228
- ["FailToAddLanguageNode KBName: <KBName>](#) on page 228
- ["FailToAddNode KBName: <KBName>](#) on page 229
- ["FailToAddTrainingText", KBName: <KBName> ...](#) on page 230
- ["FailToGetChildNodes KBName: <KBName>](#) on page 230
- ["FailedToCloseKB", "KBName: "](#) on page 231

- ["FailedToCreateKB", "KBName: "<KBName>"](#) on page 232
- ["FailToGetMatchedCategories KBName: <KBName>"](#) on page 233
- ["FailToGetMatchedCategory KBName: <KBName>"](#) on page 233
- ["FailToGetParentNode KBName: <KBName>"](#) on page 234
- ["FailToGetRootNode KBName: <KBName>"](#) on page 235
- [Failed to Initialize CA Library ????????](#) on page 236
- [Failed to Initialize CA Library, NLPPath not specified ????????](#) on page 236
- [Failed to obtain License](#) on page 237
- [Failed to Open Knowledgebase](#) on page 238
- ["FailedToSaveKB", "KBName: <KBName>"](#) on page 239
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Could Not allocate Memory ???

Alarm detail	Description
Alarm name	Failed to Initialize CA Library
Alarm text	Could Not allocate Memory ???
Alarm ID	CAA00007
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	The Content Analyzer Administrative server encountered a resource problem due to low system memory or a lack of continuous memory.

Recommended actions

If you see this alarm, determine which process used up the memory.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

Creation of Thread to process events failed. Exception

Alarm detail	Description
Alarm text	Creation of Thread to process events failed. Exception
Alarm ID	CAA00004
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	The creation of a thread to process events failed. Usually, this problem occurs because of low memory or because the system has reached its maximum thread limit. The thread limit depends on your system configuration.

Recommended actions

If you see this alarm:

1. Check the system memory.
2. Check the maximum thread limit.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

Environmental variable AVAYA_IC_HOME not defined

Alarm detail	Description
Alarm text	Environmental variable AVAYA_IC_HOME not defined
Alarm ID	CAA00002
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	The environmental variable, AVAYA_IC_HOME, is not defined.

Recommended actions

If you see this alarm, set the environment variable where Avaya IC is installed. The variable format is AVAYA_IC[version]_HOME.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

"FailToAddLanguageNode KBName: <KBName>

Alarm detail	Description
Alarm name	"FailToAddLanguageNode KBName:
Alarm text	<KBName>
Alarm ID	CAA00019
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	Content Analyzer cannot add a language node. Either the language is not supported or the knowledge base file is invalid.

Recommended actions

If you see this alarm, check the Content Analyzer Administrative server logs for more detailed messages.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

"FailToAddNode KBName: <KBName>

Alarm detail	Description
Alarm name	"FailToAddNode KBName:
Alarm text	<KBName>
Alarm ID	CAA00020
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	Content Analyzer cannot add a node to a knowledge base. A node might be added to a category, but the engine does not support adding a branch to a category.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

"FailToAddTrainingText", KBName: <KBName> ...

Alarm detail	Description
Alarm name	"FailToAddTrainingText", KBName:
Alarm text	<KBName> ...
Alarm ID	CAA00014
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	The Content Analyzer Administrative server cannot add the training text to the knowledge base. The adaptor did not contain the TrainingText method.

Recommended actions

If you see this alarm, verify that the CABanterAdapter.dll is not corrupted.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

"FailToGetChildNodes KBName: <KBName>

Alarm detail	Description
Alarm name	"FailToGetChildNodes KBName:
Alarm text	<KBName>
Alarm ID	CAA00022
Trigger component	Content Analyzer Administrative server

Alarm detail	Description
Reason	General
Issue	Content Analyzer cannot add a child node to a knowledge base. The node might be a category. Categories do not have child nodes.

Recommended actions

If you see this alarm, check the Content Analyzer Administrative server logs for more details.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

"FailedToCloseKB","KBName: "

Alarm detail	Description
Alarm text	"FailedToCloseKB","KBName: "
Alarm ID	CAA00013
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	The Content Analyzer Administrative server cannot close the specified knowledge base. The specified knowledge base name or the knowledge base path is incorrect.

Recommended actions

If you see this alarm, specify the correct knowledge base name or knowledge base path.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

"FailedToCreateKB", "KBName: "<KBName>"

Alarm detail	Description
Alarm name	FailedToCreateKB, KBName:
Alarm text	<KBName>
Alarm ID	CAA00011
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	The specified knowledge base was not created. Either the specified language of the knowledge base is not supported, or the adapter did not contain the openKB method.

Recommended actions

If you see this alarm, check the language setting to verify that the CABanterAdapter.dll is not corrupted.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

"FailToGetMatchedCategories KBName: <KBName>"

Alarm detail	Description
Alarm name	"FailToGetMatchedCategories KBName:
Alarm text	<KBName>
Alarm ID	CAA00016
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	The GetMatchedCategories failed. The knowledge base is not adequately trained, or the server encountered a Banter Engine exception.

Recommended actions

If you see this alarm, check the Content Analyzer Administrative server log files for more information.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

"FailToGetMatchedCategory KBName: <KBName>"

Alarm detail	Description
Alarm name	"FailToGetMatchedCategory KBName:
Alarm text	<KBName>
Alarm ID	CAA00017
Trigger component	Content Analyzer Administrative server

Alarm detail	Description
Reason	General
Issue	The GetMatchedCategory failed. The knowledge base is not adequately trained, or the server encountered a Banter Engine exception.

Recommended actions

If you see this alarm, check the Content Analyzer Administrative server logs for more information.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

"FailToGetParentNode KBName: <KBName>

Alarm detail	Description
Alarm name	"FailToGetParentNode KBName:
Alarm text	<KBName>
Alarm ID	CAA00021
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	Content Analyzer cannot add a parent node to a knowledge base. The knowledge base might be invalid, or the Content Analyzer libraries are corrupted.

Recommended actions

If you see this alarm, check the Content Analyzer Administrative server logs for more details.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

"FailToGetRootNode KBName: <KBName>

Alarm detail	Description
Alarm name	"FailToGetRootNode KBName:
Alarm text	<KBName>
Alarm ID	CAA00018
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	The system failed to access the root node. There is an invalid KBName or a corrupt Content Analyzer adapter library file.

Recommended actions

If you see this alarm:

1. Verify that the KBName is correct.
2. Verify that the Content Analyzer and the engine libraries are not corrupted.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

Failed to Initialize CA Library ????????

Alarm detail	Description
Alarm text	Failed to Initialize CA Library ????????
Alarm ID	CAA00006
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	The system cannot load the CABanterAdapter.dll.

Recommended actions

If you see this alarm, verify that the CABanterAdapter.dll exists in the search path.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

Failed to Initialize CA Library, NLPPath not specified ????????

Alarm detail	Description
Alarm text	Failed to Initialize CA Library, NLPPath not specified ????????
Alarm ID	CAA00005
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	The NLP Path is not set in IC Manager.

Recommended actions

If you see this alarm, configure the NLP Path for the Content Analyzer Administrative server in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

Failed to obtain License

Alarm detail	Description
Alarm text	Failed to obtain License
Alarm ID	CAA00001
Trigger component	License server
Reason	General
Issue	The Content Analyzer Administrative server failed to obtain a license for Content Analyzer.

Recommended actions

If you see this alarm:

1. Check the availability of the License server.
2. Verify that WebLM is accessible.
3. Verify that at least one license is available for Content Analyzer.
4. Verify that the WebACD server can access the License server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs

- WebACD server logs
- All information gathered when you attempted to resolve the problem

Failed to Open Knowledgebase

Alarm detail	Description
Alarm text	Failed to Open Knowledgebase
Alarm ID	CAA00009
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	<p>The Content Analyzer Administrative server might fail to open a knowledge base for one of the following reasons:</p> <ul style="list-style-type: none">• The wrong language names are in the given language code string.• The knowledge base exists but returns an error.• The Adapter Handle is NULL.• The call for the openKB method of KBConnector object fails. The adapter did not contain the openKB method.

Recommended actions

If you see this alarm:

1. Verify that the language is supported.
2. Verify that the knowledge base exists.
The system cannot create a new knowledge base with the same name as an existing knowledge base.
3. Verify that the Adapter Handle is NULL and that the CA library initialization succeeded.
4. Verify that the DLL is the correct version and is not corrupted.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

"FailedToSaveKB","KBName: <KBName>"

Alarm detail	Description
Alarm name	FailedToSaveKB, KBName:
Alarm text	<KBName>
Alarm ID	CAA00010
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	Content Analyzer cannot save the knowledge base. Either the specified knowledge base already exists, or the adapter did not contain the SaveKB method.

Recommended actions

If you see this alarm, check the language setting to verify that the CABanterAdapter.dll is not corrupted.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

"FailToTrainKnowledgeBase"," KBName: <KBName>"

Alarm detail	Description
Alarm name	"FailToTrainKnowledgeBase"," KBName:
Alarm text	<KBName>
Alarm ID	CAA00015
Trigger component	Content Analyzer Administrative server

Alarm detail	Description
Reason	General
Issue	The Content Analyzer Administrative server cannot train the knowledge base. The adapter did not contain the TrainKnowledgeBase method. The knowledge base might not have adequate training text or might not be configured properly.

Recommended actions

If you see this alarm, check for errors in the Content Analyzer Administrative server logs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

Login thread creation failed. Exception

Alarm detail	Description
Alarm text	Login thread creation failed. Exception
Alarm ID	CAA00003
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	The creation of a login thread failed. Usually, this problem occurs because of low memory or because the system has reached its maximum thread limit. The thread limit depends on your system configuration.

Recommended actions

If you see this alarm:

1. Check the system memory.
2. Check the maximum thread limit.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

"RemoveNodeError", "All the required info not specified"

Alarm detail	Description
Alarm text	"RemoveNodeError", "All the required info not specified"
Alarm ID	CAA00023
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	<p>The software cannot remove a node from the knowledge base. This issue can indicate that:</p> <ul style="list-style-type: none"> • The specified node is the root node. • The node name is not correct. • The KBConnector was not found.

Recommended actions

If you see this alarm:

1. Check the node name.
2. Verify that the knowledge base name is correct.



Important:

Do not remove a root node.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

"SaveKBError", "KBName or KBPath not specified"

Alarm detail	Description
Alarm text	"SaveKBError", "KBName or KBPath not specified"
Alarm ID	CAA00012
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	The specified knowledge base cannot be saved. Either the knowledge base name or the knowledge base path was not specified.

Recommended actions

If you see this alarm, specify the correct knowledge base name or the knowledge base path.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

Wrong KnowledgeBase Configuration

Alarm detail	Description
Alarm text	Wrong KnowledgeBase Configuration
Alarm ID	CAA00008
Trigger component	Content Analyzer Administrative server
Reason	General
Issue	The Knowledge Base setting is incorrect in IC Manager.

Recommended actions

If you see this alarm, verify that the following Knowledge Base settings are correct:

- Name
- File location
- Threshold value
- Language

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

Content Analyzer Operations server

The Alarm Monitor might display the following high alarms for the Content Analyzer Operations server:

- [Creation of Thread to process events failed. Exception](#) on page 244
- [Could Not allocate Memory ???](#) on page 244
- [Environmental variable AVAYA_IC_HOME not defined](#) on page 245
- [ErrorOpenKB", "KBPath not specified !!!"](#) on page 246
- ["FailedToCreateKB", "KBName: "<KBName>"](#) on page 247
- ["FailToGetMatchedCategories KBName: <KBName>"](#) on page 247
- ["FailToGetMatchedCategory KBName: <KBName>"](#) on page 248
- [Failed to Initialize CA Library ????????](#) on page 249
- [Failed to Initialize CA Library, NLPPath not specified ????????](#) on page 249
- [Failed to obtain License](#) on page 250
- ["FailedToOpenKB", "KBName: <KBName>"](#) on page 251
- [Failed to Open Knowledgebase](#) on page 252
- [KB Name Not specified !!!](#) on page 253
- [Login thread creation failed. Exception](#) on page 254

- [Wrong KnowledgeBase Configuration](#) on page 254

Creation of Thread to process events failed. Exception

Alarm detail	Description
Alarm text	Creation of Thread to process events failed. Exception
Alarm ID	CAS00004
Trigger component	Content Analyzer Operations server
Reason	General
Issue	The creation of a thread to process events failed. Usually, this problem occurs because of low memory or because the system has reached its maximum thread limit. The thread limit depends on your system configuration.

Recommended actions

If you see this alarm:

1. Check the system memory.
2. Check the maximum thread limit.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- All information gathered when you attempted to resolve the problem

Could Not allocate Memory ???

Alarm detail	Description
Alarm name	Failed to Initialize CA Library
Alarm text	Could Not allocate Memory ???

Alarm detail	Description
Alarm ID	CAS00007
Trigger component	Content Analyzer Operations server
Reason	General
Issue	The Content Analyzer Operations server encountered a resource problem due to low system memory or a lack of continuous memory.

Recommended actions

If you see this alarm, determine which process used up the memory.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- All information gathered when you attempted to resolve the problem

Environmental variable AVAYA_IC_HOME not defined

Alarm detail	Description
Alarm text	Environmental variable AVAYA_IC_HOME not defined
Alarm ID	CAS00002
Trigger component	Content Analyzer Operations server
Reason	General
Issue	The environmental variable, AVAYA_IC_HOME, is not defined.

Recommended actions

If you see this alarm, set the environment variable where Avaya IC is installed. The variable format is AVAYA_IC[version]_HOME.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- All information gathered when you attempted to resolve the problem

ErrorOpenKB", "KBPath not specified !!!"

Alarm detail	Description
Alarm text	ErrorOpenKB", "KBPath not specified !!!"
Alarm ID	CAS00013
Trigger component	Content Analyzer Operations server
Reason	General
Issue	The knowledge base path is not part of the sequence couple forwarded list.

Recommended actions

If you see this alarm:

1. Set the knowledge base base path.
2. Update all Avaya IC core servers in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- All information gathered when you attempted to resolve the problem

"FailedToCreateKB", "KBName: "<KBName>"

Alarm detail	Description
Alarm name	FailedToCreateKB, KBName:
Alarm text	<KBName>
Alarm ID	CAS00011
Trigger component	Content Analyzer Operations server
Reason	General
Issue	The specified knowledge base was not created. Either the specified language of the knowledge base is not supported, or the adapter did not contain the openKB method.

Recommended actions

If you see this alarm, check the language setting to verify that the CABanterAdapter.dll is not corrupted.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- All information gathered when you attempted to resolve the problem

"FailToGetMatchedCategories KBName: <KBName>"

Alarm detail	Description
Alarm name	"FailToGetMatchedCategories KBName:
Alarm text	<KBName>
Alarm ID	CAS00014
Trigger component	Content Analyzer Operations server

Alarm detail	Description
Reason	General
Issue	The GetMatchedCategories failed. The knowledge base is not adequately trained, or the server encountered a Banter Engine exception.

Recommended actions

If you see this alarm, check the Content Analyzer Operations server logs for more information.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- All information gathered when you attempted to resolve the problem

"FailToGetMatchedCategory KBName: <KBName>

Alarm detail	Description
Alarm name	"FailToGetMatchedCategory KBName:
Alarm text	<KBName>
Alarm ID	CAS00015
Trigger component	Content Analyzer Operations server
Reason	General
Issue	The GetMatchedCategories failed. The knowledge base is not adequately trained, or the server encountered a Banter Engine exception.

Recommended actions

If you see this alarm, check the Content Analyzer Operations server logs for more information.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- All information gathered when you attempted to resolve the problem

Failed to Initialize CA Library ????????

Alarm detail	Description
Alarm text	Failed to Initialize CA Library ????????
Alarm ID	CAS00006
Trigger component	Content Analyzer Operations server
Reason	General
Issue	The system cannot load the CABanterAdapter.dll.

Recommended actions

If you see this alarm, verify that the CABanterAdapter.dll exists in the search path.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- All information gathered when you attempted to resolve the problem

Failed to Initialize CA Library, NLPPath not specified ????????

Alarm detail	Description
Alarm text	Failed to Initialize CA Library, NLPPath not specified ????????
Alarm ID	CAS00005

Alarm detail	Description
Trigger component	Content Analyzer Operations server
Reason	General
Issue	The NLP Path is not set in IC Manager.

Recommended actions

If you see this alarm, set the NLP Path for the Content Analyzer Operations server in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- All information gathered when you attempted to resolve the problem

Failed to obtain License

Alarm detail	Description
Alarm text	Failed to obtain License
Alarm ID	CAS00001
Trigger component	License server
Reason	General
Issue	The Content Analyzer Operations server failed to obtain the license for Content Analyzer.

Recommended actions

If you see this alarm:

1. Check the availability of the License server.
2. Verify that WebLM is accessible.
3. Verify that at least one license is available for Content Analyzer.

4. Verify that the WebACD server can access the License server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- WebACD server logs
- All information gathered when you attempted to resolve the problem

"FailedToOpenKB", "KBName: <KBName>"

Alarm detail	Description
Alarm name	"FailedToOpenKB", "KBName:
Alarm text	<KBName>
Alarm ID	CAS00012
Trigger component	Content Analyzer Operations server
Reason	General
Issue	<p>The specified knowledge base failed to open. Either the specified language of the knowledge base is not supported or the adapter did not contain the openKB method.</p> <p>One of the following conditions might be true:</p> <ul style="list-style-type: none"> • The knowledge base might not be a valid knowledge base. • The knowledge base file might not exist. • The language specified might not be supported.

Recommended actions

If you see this alarm:

1. Gather the Content Analyzer Operations server logs and Content Analyzer Administrative server logs.
2. Contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- Content Analyzer Administrative server logs
- All information gathered when you attempted to resolve the problem

Failed to Open Knowledgebase

Alarm detail	Description
Alarm text	Failed to Open Knowledgebase
Alarm ID	CAS00009
Trigger component	Content Analyzer Operations server
Reason	General
Issue	<p>The Content Analyzer Administrative server might fail to open a knowledge base for one of the following reasons:</p> <ul style="list-style-type: none">● The wrong language names are in the given language code string.● The knowledge base exists but returns an error.● The Adapter Handle is NULL.● The call for the openKB method of KBConnector object fails. The adapter did not contain the openKB method.

Recommended actions

If you see this alarm:

1. Verify that the language is supported.
2. Verify that the knowledge base exists.

The system cannot create a new knowledge base with the same name as an existing knowledge base.
3. Verify that the Adapter Handle is NULL and that the ID CA library initialization succeeded.
4. Verify that the DLL is the correct version and is not corrupted.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- All information gathered when you attempted to resolve the problem

KB Name Not specified !!!

Alarm detail	Description
Alarm text	KB Name Not specified !!!
Alarm ID	CAS00010
Trigger component	Content Analyzer Operations server
Reason	General
Issue	The knowledge base name was not specified. The knowledge base name is not part of the Content Analyzer Operations server configuration.

Recommended actions

If you see this alarm:

1. Set the knowledge base.
2. Refresh all Avaya IC servers in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- All information gathered when you attempted to resolve the problem

Login thread creation failed. Exception

Alarm detail	Description
Alarm text	Login thread creation failed. Exception
Alarm ID	CAS00003
Trigger component	Content Analyzer Operations server
Reason	General
Issue	The creation of a login thread failed. Usually, this problem occurs because of low memory or because the system has reached its maximum thread limit. The thread limit depends on your system configuration.

Recommended actions

If you see this alarm:

1. Check the system memory.
2. Check the maximum thread limit.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- All information gathered when you attempted to resolve the problem

Wrong KnowledgeBase Configuration

Alarm detail	Description
Alarm text	Wrong KnowledgeBase Configuration
Alarm ID	CAS00008
Trigger component	Content Analyzer Operations server

Alarm detail	Description
Reason	General
Issue	The Knowledge Base setting is incorrect in IC Manager.

Recommended actions

If you see this alarm, verify that the following Knowledge Base settings are correct:

- Name
- File location
- Threshold value
- Language

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Content Analyzer Operations server logs
- All information gathered when you attempted to resolve the problem

Data server

The Alarm Monitor might display the following high alarms for the Data server:

- [<Error message from database>](#) on page 256
- [Unknown Database Error Occurred](#) on page 256
- [Warning: Fetched a very high number\(<number>\) of records.Check the SQL=<sql string>](#) on page 257
- [Warning: Time spent by SQL operation in dataserver's queue is high\(<time>ms\). You should consider increasing the db connection pool size of dataserver](#) on page 259
- [Warning: Time taken by SQL at the database is high\(<time>ms\). Check dataserver log for the sql](#) on page 260

<Error message from database>

Alarm detail	Description
Alarm text	<Error message from database>
Alarm ID	DATS00006
Trigger component	Other
Reason	Database
Issue	Other

Recommended actions

If you see this alarm:

1. Look for the cause of the error in the error message.
2. Check the SQL to understand the full context of the error message. To find the SQL:
 - a. Open the Data server log, and look for the alarm.
 - b. Follow the thread back in the log and check the last SQL on that thread.
3. If the description is not clear, look up the error in the database error manual to get more details on that error code.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Data server logs
- All information gathered when you attempted to resolve the problem

Unknown Database Error Occurred

Alarm detail	Description
Alarm text	Unknown Database Error Occurred.
Alarm ID	DATS00005

Alarm detail	Description
Trigger component	Other
Reason	Database
Issue	Other

Recommended actions

If you see this alarm:

1. Check the SQL for any constraints that were validated or any other problems with the SQL.
To find the SQL:
 - a. Open the Data server log, and look for the alarm.
 - b. Follow the thread back in the log and check the last SQL on that thread.
 You can also run the SQL directly on the database.
2. If necessary, review database error manual for more information.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Data server logs
- All information gathered when you attempted to resolve the problem

Warning: Fetched a very high number(<number>) of records.Check the SQL=<sql string>

Alarm detail	Description
Alarm name	Warning
Alarm text	Fetched a very high number(<number>) of records.Check the SQL=<sql string>
Alarm ID	DATS00001
Trigger component	(Internal) Scripiter_Issues

Alarm detail	Description
Reason	Database
Issue	The number of records fetched exceeded the warning threshold specified in the Data server configuration.

Recommended actions

If you see this alarm, check the SQL and choose one of the following actions:

- Ignore this warning if you think the number of records fetched is not abnormal or incorrect. If you choose to ignore this warning, raise the warning threshold specified in the Data server configuration.
- If you do not expect such high numbers of records to be fetched, check the SQL query in the alarm. Review the Data server log and other Avaya IC server and agent logs to determine if the query is unconstrained. For example, the query does not include one or more where clause conditions that might indicate a problem in the flow or script. The query might indicate which component made the query. The where clause in the query might not be properly constrained, and the flow or script might have problems.

Note:

A flow or script that fetches a very high number of records might make the Data server consume a large amount of memory. If the system runs out of memory, the Data server and other processes might become unstable.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Data server logs
- All information gathered when you attempted to resolve the problem

Warning: Time spent by SQL operation in dataserver's queue is high(<time>ms). You should consider increasing the db connection pool size of dataserver

Alarm detail	Description
Alarm name	Warning
Alarm text	Time spent by SQL operation in dataserver's queue is high(<time>ms). You should consider increasing the db connection pool size of dataserver.
Alarm ID	DATS00003
Trigger component	Data server
Reason	Database
Issue	The SQL was queued in the Data server for longer than the threshold specified in the Data server configuration.

Recommended actions

If you see this alarm, view or change the threshold:

1. In IC Manager, open the Data server.
2. Right-click on the **DataServer** tab and select **Show Advanced Properties**.
3. Increase the database connection pool size.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Data server logs
- All information gathered when you attempted to resolve the problem

**Warning: Time taken by SQL at the database is high(<time>ms).
Check dataserver log for the sql**

Alarm detail	Description
Alarm name	HighSQLExecutionTime
Alarm text	Warning: Time taken by SQL at the database is high(<time>ms). Check dataserver log for the sql.
Alarm ID	DATS00002
Trigger component	Other
Reason	Database
Issue	The time taken for SQL execution was longer than the threshold specified in the Data server configuration in IC Manager.

Recommended actions

If you see this alarm:

1. Analyze the Data server log for information about the SQL query that caused the alarm.
2. In IC Manager:
 - a. In IC Manager, open the Data server.
 - b. Right-click on the **DataServer** tab and select **Show Advanced Properties**.
 - c. Check the timeout setting in the advanced properties on the **DataServer** tab. Adjust the timeout setting, if necessary.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Data server logs
- All information gathered when you attempted to resolve the problem

Directory server

The Alarm Monitor might display the following high alarms for the Directory server:

- [BadString: <nnn> byte name exceeds <nnn> byte max, truncating \(OR\) <nnn> byte value exceeds <nnn> byte max, truncating \(OR\) Value "<valuenam>" not in value list](#) on page 262
- [Database: Update sent to DS in Read-Only state](#) on page 263
- [DatabaseNot Mommy: Restore only allowed for parent DS](#) on page 264
- [Directory Server: couldn't initialize DCO - <error_message>](#) on page 265
- [Directory Server: Failed to save password history](#) on page 266
- [Directory Server: initializeDBAccess:ADL_ParseFileFromDbms - failed <dco_error>](#) on page 267
- [Directory Server: makeChangesAfterSuccessfulLogin:Invalid property: <property_name>](#) on page 268
- [Event Q reached threshold: Q Size = <current_eventQ_size>](#) on page 268
- [Failed to download directory. Try again](#) on page 269
- [Failed to save password history](#) on page 270
- [FailedUpdate:Received <event name> event while in Read Only mode](#) on page 271
- [FileParseError:Could not parse directory file](#) on page 272
- [NoDSHome:Could not add home to DS record. DS record might be insufficient](#) on page 273
- [NoDSinDirectory:No DS listing in Directory. DS is adding self as Parent](#) on page 274
- [NoMeInDS:DS #<UUID> not listed in its own Directory](#) on page 275
- [Open: Could not open file for write.](#) on page 276
- [Orphan: Going to Read Only mode - <reason>](#) on page 277
- [ParentIntialization:CanIBeYourParent request to child failed with major %lx, minor %lx, error %s](#) on page 278
- [RestoreInvalid:Restore from filename failed, error code -4, Invalid filename \(OR\) Restore from filename failed, error code -5, Filename is in use](#) on page 279

BadString: <nnn> byte name exceeds <nnn> byte max, truncating (OR) <nnn> byte value exceeds <nnn> byte max, truncating (OR) Value "<valuenam>" not in value list

Alarm detail	Description
Alarm name	BadString
Alarm text	<nnn> byte name exceeds <nnn> byte max, truncating. (OR) <nnn> byte value exceeds <nnn> byte max, truncating. (OR) Value "<valuenam>" not in value list.
Alarm ID	DS-H-15
Trigger component	Directory server
Reason	General
Issue	<p>The Directory server encountered a problem when the server created or updated records in the ds.ffd file.</p> <p>The text of the alarm determines the cause of the problem.</p> <ul style="list-style-type: none"> • A record was assigned a couple with a name or value that exceeds the maximum byte length that the Directory server can handle, if the alarm text is one of the following: <ul style="list-style-type: none"> – <nnn> byte name exceeds <nnn> byte max, truncating – <nnn> byte value exceeds <nnn> byte max, truncating • An internal problem has resulted in names or values being lost or incorrectly assigned, if the alarm text is Value "<valuenam>" not in value list.

Recommended actions

If you see this alarm:

- If the alarm text is one of the following:
 - <nnn> byte name exceeds <nnn> byte max, truncating
 - <nnn> byte value exceeds <nnn> byte max, truncating

Check the log file for the actual text of the name or value and determine if the data was correct. If so, use abbreviated versions of those strings.

- If the alarm text is Value "<valuenam>" not in value list, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- ds.ffd file
- All information gathered when you attempted to resolve the problem

Database: Update sent to DS in Read-Only state

Alarm detail	Description
Alarm name	Database
Alarm text	Update sent to DS in Read-Only state
Alarm ID	DS-H-68
Trigger component	Directory server
Reason	General
Issue	A child Directory server sent an FFD update request while the server was in Read Only state.

Recommended actions

**Tip:**

In Avaya IC 7.x with child Directory server recovery in place, the child Directory server automatically recovers connectivity and enters a Read/Write state.

No action is necessary unless this problem persists.

If this alarm persists:

1. Restart the child Directory server.
2. If the child Directory server still cannot recover:
 - Check the network connectivity between the machines that host the parent and child Directory servers.
 - Verify that the parent Directory server is up and running.
3. If this problem still persists:

- a. For the child and parent Directory servers, open the Directory server configuration in IC Manager and select Server Status on the **Advanced** tab.
- b. Contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Server status for the child and parent Directory servers.
- Logs and ds.ffd file from the parent Directory server
- Logs and ds.ffd file from the child Directory server
- All information gathered when you attempted to resolve the problem

DatabaseNot Mommy: Restore only allowed for parent DS

Alarm detail	Description
Alarm name	DatabaseNot Mommy
Alarm text	Restore only allowed for parent DS
Alarm ID	DS-H-18
Trigger component	Directory server
Reason	General
Issue	The restore method was sent to a child Directory server. The restore method is valid only for the parent Directory server.

Recommended actions

If you see this alarm:

1. Verify that the client/server that makes this request goes to the parent Directory server.
2. Verify that the domain for the client/server fails over to a domain with the parent Directory server.
3. If this problem still persists:
 - a. For the child and parent Directory servers, open the Directory server configuration in IC Manager and select Server Status on the **Advanced** tab.
 - b. Contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Server status for the child and parent Directory servers:
- Logs from the Directory server that reported the alarm.
- All information gathered when you attempted to resolve the problem

Directory Server: couldn't initialize DCO - <error_message>

Alarm detail	Description
Alarm name	Directory Server
Alarm text	couldn't initialize DCO - <error_message>
Alarm ID	DS-H-20
Trigger component	DCO
Reason	General
Issue	<p>The data source (ADC record) is not specified for the Directory server. The data source is either incomplete or invalid.</p> <p>Note: Ignore this alarm if the database is not configured.</p>

Recommended actions

If you see this alarm:

- Check the data source definition.
- Verify that the correct data source (for example, repository) is selected for the Directory server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ds.ffd file from the Directory server that reported the alarm
- Logs from the Directory server that reported the alarm
- All information gathered when you attempted to resolve the problem

Directory Server: Failed to save password history

Alarm detail	Description
Alarm name	Directory Server
Alarm text	Failed to save password history
Alarm ID	DS-H-19
Trigger component	DCO
Reason	General Avaya IC issue
Issue	<p>The Directory server cannot write the password change history to the database.</p> <p>This error can occur when an agent or other Avaya IC user attempts to change an Avaya IC password in an agent desktop application or IC Manager. This error does not occur if a password is changed from the Security tab of an agent record in IC Manager.</p>

Recommended actions

If you see this alarm:

- Verify that the database is up and running and accessible through the network.
- Verify that the “passwordchange” table exists in IC Repository.
- Verify that another process has not locked the “passwordchange” table.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- ds.ffd files
- Data server logs
- All information gathered when you attempted to resolve the problem

Directory Server: initializeDBAccess:ADL_ParseFileFromDbms - failed <dco_error>

Alarm detail	Description
Alarm name	Directory Server
Alarm text	initializeDBAccess:ADL_ParseFileFromDbms - failed <dco_error>
Alarm ID	DS-H-21
Trigger component	DCO
Reason	General
Issue	The ADL file cannot be loaded from the database.

Recommended actions

If you see this alarm:

- Check the data source definition.
- Verify that the IC Repository data source is selected for the Directory server.
- Verify that the correct version of the ADL file is pushed into IC Repository.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ds.ffd file from the Directory server that reported the alarm
- Logs from the Directory server that reported the alarm
- All information gathered when you attempted to resolve the problem

Directory Server: makeChangesAfterSuccessfulLogin:Invalid property: <property_name>

Alarm detail	Description
Alarm name	Directory Server
Alarm text	makeChangesAfterSuccessfulLogin:Invalid property: <property_name>
Alarm ID	DS-H-24
Trigger component	Directory server
Reason	General
Issue	The PasswordChangeDuration property is not defined. This alarm can occur when an agent or administrator logs in.

Recommended actions

If you see this alarm, verify that this property is defined in the Agent/Security property section of IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- Data server logs
- Screenshot from IC Manager of the properties in the Agent/Security property section
- All information gathered when you attempted to resolve the problem

Event Q reached threshold: Q Size = <current_eventQ_size>

Alarm detail	Description
Alarm name	Event Q reached threshold
Alarm text	Q Size = <current_eventQ_size>

Alarm detail	Description
Alarm ID	DS-H-27
Trigger component	Directory server
Reason	General
Issue	When a new Directory server was selected as parent, the Directory server failed to send changeparents to another Directory server.

Recommended actions

If you see this alarm:

- Verify that the child Directory server is running and responsive.
- If the server is up and running, restart the child Directory server that failed to respond to synchronize the child with the new parent.
- Analyze the Directory server logs for further information.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ds.ffd file from all relevant Directory servers
- Logs from the Directory server that reported the alarm and the child Directory server that failed to respond to the changeparents request
- All information gathered when you attempted to resolve the problem

Failed to download directory. Try again

Alarm detail	Description
Alarm text	Failed to download directory. Try again.
Alarm ID	DS-H-66
Trigger component	Directory server
Reason	General
Issue	On update in IC Manager, a child Directory server cannot download the ds.ffd file from the parent Directory server.

Recommended actions

If you see this alarm:

- Verify that the parent Directory server is running and responding. Use a ping command on the parent Directory server to confirm.
- In IC Manager, update the child Directory server. If the update succeeds, you see an information alarm message, Successfully downloaded directory.
- If the update still does not succeed, check the child Directory server logs for a more detailed error message.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Logs from the Directory server that reported this alarm and from the parent Directory server.
- All information gathered when you attempted to resolve the problem

Failed to save password history

Alarm detail	Description
Alarm name	Directory Server
Alarm text	Failed to save password history
Alarm ID	DS-H-19
Trigger component	DCO
Reason	General Avaya IC issue
Issue	<p>The Directory server cannot write the password change history to the database.</p> <p>This error can occur when an agent or other Avaya IC user attempts to change an Avaya IC password in an agent desktop application or IC Manager. This error does not occur if a password is changed from the Security tab of an agent record in IC Manager.</p>

Recommended actions

If you see this alarm:

- Verify that the database is up and running and accessible through the network.
- Verify that the “passwordchange” table exists in IC Repository.
- Verify that another process has not locked the “passwordchange” table.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

FailedUpdate:Received <event name> event while in Read Only mode

Alarm detail	Description
Alarm name	FailedUpdate
Alarm text	Received <event name> event while in Read Only mode
Alarm ID	DS-H-29
Trigger component	Directory server
Reason	General
Issue	A child Directory server in Read Only mode received a ds.ffd file update (DS.DirectoryUpdate event) from the parent. The server cannot process the update in Read Only mode and is now out of sync.

Recommended actions

If you see this alarm, stop and restart the child Directory server that reported this alarm. The restart forces the server to load the current directory and restores the server to Read/Write mode.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ds.ffd file from all relevant Directory servers
- Logs from the Directory server that reported the alarm and from the parent Directory server
- All information gathered when you attempted to resolve the problem

FileParseError:Could not parse directory file

Alarm detail	Description
Alarm name	FileParseError
Alarm text	Could not parse directory file.
Alarm ID	DS-H-40
Trigger component	Directory server
Reason	General
Issue	The directory file might be corrupted.

Recommended actions

If this alarm was raised by:

- The parent Directory server:
 - a. Check for a backupds.ffd file in the `IC_INSTALL_DIR\IC72\etc` folder.
 - b. Replace the ds.ffd file with the backupds.ffd file.
 - c. Restart the parent Directory server.
- A child Directory server:
 - a. Copy the ds.ffd file from the parent Directory serve.

- b. Restart the child Directory server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ds.ffd file from all relevant Directory servers
- Logs from the Directory server that reported the alarm
- All information gathered when you attempted to resolve the problem

NoDSHome:Could not add home to DS record. DS record might be insufficient

Alarm detail	Description
Alarm name	NoDSHome
Alarm text	Could not add home to DS record. DS record might be insufficient.
Alarm ID	DS-H-41
Trigger component	Directory server
Reason	General
Issue	The ds.ffd file did not include a Directory server. When the Directory server loaded the ds.ffd file, the server was not added to the directory. However, the ds.ffd file cannot get the working directory with the <code>getcwd()</code> system call. The Directory server record created probably cannot be used to restart the Directory server.

Recommended actions

If this alarm was raised by:

- A child Directory server:
 - a. Delete the Directory server.
 - b. Create a new Directory server.
 - c. Copy the ds.ffd file from parent Directory server.
 - d. Start the new Directory server.
- The parent Directory server, the ds.ffd file is corrupt or not created properly:

- a. Check for a backupds.ffd file in the `IC_INSTALL_DIR\IC72\etc` folder.
- b. Replace the ds.ffd file with the backupds.ffd file.
- c. Restart the parent Directory server.
- d. If the problem persists, delete the parent Directory server and rerun the Configuration Tool on the machine.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ds.ffd file from all relevant Directory servers
- Logs from Directory server that reported the alarm.
- All information gathered when you attempted to resolve the problem

NoDSinDirectory:No DS listing in Directory. DS is adding self as Parent

Alarm detail	Description
Alarm name	NoDSinDirectory
Alarm text	No DS listing in Directory. DS is adding self as Parent.
Alarm ID	DS-H-42
Trigger component	Directory server
Reason	General
Issue	The Directory server loaded a directory with no Directory server records either at startup or when executing a Restore method.

Recommended actions

If you see this alarm, the Directory server has added itself to the directory. However, Avaya recommends that you restore the Directory server from a clean backup file if possible.

If this alarm was raised by:

- A child Directory server:
 - a. Copy the ds.ffd file from the parent Directory server.
 - b. Start the child Directory server.

- The parent Directory server, the ds.ffd file might have become corrupt. Do one of the following:
 - a. Check for a backupds.ffd file in the `IC_INSTALL_DIR\IC72\etc` folder.
 - b. Replace the ds.ffd file with the backupds.ffd file.
 - c. Restart the parent Directory server.
 - d. If the problem persists, delete the parent Directory server and rerun the Configuration Tool on the machine.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ds.ffd file from all relevant Directory servers
- Logs from the Directory server that reported the alarm.
- All information gathered when you attempted to resolve the problem

NoMeInDS:DS #<UUID> not listed in its own Directory

Alarm detail	Description
Alarm name	NoMeInDS
Alarm text	DS #<UUID> not listed in its own Directory!
Alarm ID	DS-H-43
Trigger component	Directory server
Reason	General
Issue	The Directory server is not listed in the ds.ffd file. Usually this occurs because a new child Directory server tried to start without copying a new ds.ffd file from the parent Directory server.

Recommended actions

If this alarm was raised by:

- A child Directory server, copy the ds.ffd file from the machine that hosts the parent Directory server to the machine that hosts the child Directory server.
- The parent Directory server, the ds.ffd file might have become corrupt. Do one of the following:

- a. Check for a backupds.ffd file in the `IC_INSTALL_DIR\IC72\etc` folder.
- b. Replace the ds.ffd file with the backupds.ffd file.
- c. Restart the parent Directory server.
- d. If the problem persists, delete the parent Directory server and rerun the Configuration Tool on the machine.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ds.ffd file from all relevant Directory servers
- Logs from the Directory server that reported the alarm
- All information gathered when you attempted to resolve the problem

Open: Could not open file for write.

Alarm detail	Description
Alarm name	Open
Alarm text	Could not open file for write.
Alarm ID	DS-H-57
Trigger component	Directory server
Reason	General
Issue	The Directory server cannot flush contents of the ds.ffd file to a temporary file, because the server cannot open the ds.tmp file.

Recommended actions

If you see this alarm, verify that:

- The ds.tmp file is not locked.
- The Directory server has write permissions for that file.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ds.ffd file
- Logs from the Directory server that reported the alarm
- The file permissions on ds.ffd file and ds.tmp file
- All information gathered when you attempted to resolve the problem

Orphan: Going to Read Only mode - <reason>

Alarm detail	Description
Alarm name	Orphan
Alarm text	Going to Read Only mode - <reason>
Alarm ID	DS-H-65
Trigger component	Directory server
Reason	General
Issue	<p>A child Directory server cannot contact the parent Directory server. This alarm typically occurs when the parent Directory server fails and one of the following situations occurs:</p> <ul style="list-style-type: none"> ● The child Directory server starts and cannot find a parent record in the ds.ffd file ● The child Directory server starts and cannot contact the parent Directory server.

Recommended actions

If you see this alarm:

1. If the reason for going into Read Only mode is No known Parent DS or No parent listed:
 - a. Copy ds.ffd file from the parent Directory server to the machine that hosts the child Directory server which reported the alarm.
 - b. Restart the child Directory server.

2. For all other reasons, verify that the parent Directory server is up and running. A short network disturbance on the WAN can also cause this problem. The child Directory server can automatically recover from this situation and enter Read/Write state. No action is necessary.
3. If the problem persists, verify that there are no connectivity issues between the parent Directory server machine and the child Directory server machine.
4. If the problem still persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Child Directory server logs
- Parent Directory server logs
- ds.ffd file from all relevant Directory server machines
- All information gathered when you attempted to resolve the problem

ParentInitialization:CanIBeYourParent request to child failed with major %lx, minor %lx, error %s

Alarm detail	Description
Alarm name	ParentInitialization
Alarm text	CanIBeYourParent request to child failed with major %lx, minor %lx, error %s
Alarm ID	DS-H-71
Trigger component	Directory server
Reason	General
Issue	<p>This alarm is raised by a parent Directory server whenever canibeyourparent request to a child Directory server fails. The parent sends this request to notify each child to indicate that the parent is starting up.</p> <p>The request can fail for several reasons. For example, the child is busy with other requests so this request timed out, or the child Directory server is not responsive.</p>

Recommended actions

If you see this alarm:

1. Ping the child Directory server from IC Manager. If the child Directory server:
 - Is not responsive, stop and restart the server.
 - Is responsive, the child Directory server automatically recovers the connection to the parent.
2. Verify that the child Directory server recovered:
 - a. Check the server status in IC Manager.
 - b. If the status is Read Only, restart the child Directory server immediately to ensure that the database and FFD change events are propagated.
3. If this problem persists or recurs frequently, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Logs from the parent Directory server and the child Directory server for the time duration that this alarm occurred.
- ds.ffd file from both the parent Directory server and the child Directory server machines.
- All information gathered when you attempted to resolve the problem

RestoreInvalid:Restore from filename failed, error code -4, Invalid filename (OR) Restore from filename failed, error code -5, Filename is in use

Alarm detail	Description
Alarm name	RestoreInvalid
Alarm text	Restore from filename failed, error code -4, Invalid filename (OR) Restore from filename failed, error code -5, Filename is in use
Alarm ID	DS-H-62
Trigger component	Directory server

Alarm detail	Description
Reason	General
Issue	The Directory server encountered an incorrect or conflicting file name for the backup ds.ffd file.

Recommended actions

If you see this alarm, the restore operation was not started. Correct the file name for the back ds.ffd file.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- ds.ffd file
- All information gathered when you attempted to resolve the problem

DUStore server

The Alarm Monitor might display the following high alarms for the DUStore server:

- [%d du record%s abandoned and marked for deletion](#) on page 280
- [No ADU or VDU servers found](#) on page 281

%d du record%s abandoned and marked for deletion

Alarm detail	Description
Alarm name	DUStore.Orphans
Alarm text	%d du record%s abandoned and marked for deletion where %d indicates the number of abandoned DU records marked for deletion.
Alarm ID	DUST00003

Alarm detail	Description
Trigger component	DUStore server
Reason	General Avaya IC issue
Issue	The DUStore server has marked abandoned data units for deletion as required. These persisted DU records are deleted because they have exceeded the configured maximum age.

Recommended actions

If you see this alarm, the DUStore server has cleaned up abandoned data units as required by the server configuration.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- DUStore server logs
- Configuration information for the DUStore servers
- All information gathered when you attempted to resolve the problem

No ADU or VDU servers found

Alarm detail	Description
Alarm name	DUStore.NoDUServers
Alarm text	No ADU or VDU servers found
Alarm ID	DUST00002
Trigger component	DUStore server
Reason	General Avaya IC issue
Issue	The DUStore server cannot locate any DU servers in the Avaya IC environment. This configuration might indicate that the DUStore server is not needed.

Recommended actions

If you see this alarm, Avaya recommends that you eliminate all unnecessary DUSStore servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- DUSStore server logs
- vesp.imp files from all relevant server machines
- All information gathered when you attempted to resolve the problem

EDU server

The Alarm Monitor might display the following high alarms for the EDU server:

- [%s failed: %x \(%x.%x %s\)](#) on page 283
- [EDU.EDUbad: EDU %s corrupt \(%s\), and cannot be resurrected](#) on page 284
- [EDU.DumpEDU: EDU overflow, removing an object](#) on page 284
- [EDU.ErrDUSStore: Failed request in DUSStore, %x](#) on page 285
- [EDU.ErrConfig: Config variables \(%s\) generated WARNINGS; see server log](#) on page 286
- [EDU.FailedEDUCon: Connection to %s closed; %d dropped watcher%s \[%s\]](#) on page 287
- [EDU.FailDUSStoreCon: Connection to DUSStore unexpectedly closed](#) on page 288
- [EDU.LostEDUEvents: %d events lost due to error or network congestion](#) on page 289
- [EDU.NoEventSink: Cannot request of %s, %x](#) on page 290
- [EDU.RemoteInitFail: Errors initializing watchers with %s; %d error%s](#) on page 291
- [EDU.UnexpectedError: Unexpected error calling %s, error %x: %s](#) on page 292
- [EDU.UnknownToEDU: This server is not yet known to Server %s](#) on page 292
- [EDU.uuidUnknown: Server %s is unknown to me](#) on page 293
- [EDU.Victims: Shutdown with %d EDU%s in existence; %s](#) on page 294
- [Vesp_Request EDU.RemoteWatcher failed %x](#) on page 295

%s failed: %x (%x.%x %s)

Alarm detail	Description
Alarm name	EDU.problem
Alarm text	<p>%s failed: %x (%x.%x %s) where:</p> <ul style="list-style-type: none"> • %s is the request that failed. • %x (%x.%x %s) is the error description.
Alarm ID	EDUS0017
Trigger component	EDU server
Reason	Network
Issue	<p>The EDU server encountered a general error communicating with another EDU server. This alarm occurs only when peer EDU servers exchange watcher information after connecting successfully (EDU.RemoteWatcher).</p> <p>This alarm is not present in Avaya IC 7.0 and later.</p>

Recommended actions

If you see this alarm:

- Verify that the peer EDU server is up and running.
- Check the network connections between the machines that host the EDU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- All information gathered when you attempted to resolve the problem

EDU.EDUbad: EDU %s corrupt (%s), and cannot be resurrected

Alarm detail	Description
Alarm name	EDU.EDUbad
Alarm text	EDU %s corrupt (%s), and cannot be resurrected where: <ul style="list-style-type: none">• %s is the bad EDU.• (%s) is the error description.
Alarm ID	EDUS0009
Trigger component	DUStore server
Reason	Database
Issue	The EDU server tried to retrieve an EDU from the DUStore, but the data received was invalid.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- DUStore server logs
- All information gathered when you attempted to resolve the problem

EDU.DumpEDU: EDU overflow, removing an object

Alarm detail	Description
Alarm name	EDU.DumpEDU
Alarm text	EDU overflow, removing an object
Alarm ID	EDUS0012

Alarm detail	Description
Trigger component	EDU server
Reason	General
Issue	An EDU was created, and the maximum number of EDUs was exceeded. The oldest EDU was stored or deleted.

Recommended actions

If you see this alarm:

- Increase the maximum EDUs in the EDU server configuration.
- Balance the load to other EDU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server configuration
- Performance metrics
- All information gathered when you attempted to resolve the problem

EDU.ErrDUSStore: Failed request in DUSStore, %x

Alarm detail	Description
Alarm name	EDU.ErrDUSStore
Alarm text	Failed request in DUSStore, %x where %x indicates the error condition.
Alarm ID	EDUS0010
Trigger component	DUSStore server
Reason	Database
Issue	A request to the DUSStore server failed when the server moved an EDU into the database. The EDU is lost.

Recommended actions

Note:

You can use `data.alarm.priority` to configure the severity of this alarm. This alarm is high by default.

If you see this alarm:

- Verify that all DUStore servers are up and running.
- Verify that the domain of the EDU server fails over to a domain with a DUStore server.
- Check the network connections between the machines that host the EDU server and the DUStore servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- DUStore server logs
- All information gathered when you attempted to resolve the problem

EDU.ErrConfig: Config variables (%s) generated WARNINGS; see server log

Alarm detail	Description
Alarm name	EDU.ErrConfig
Alarm text	Config variables (%s) generated WARNINGS; see server log where (%s) is the configuration values.
Alarm ID	EDUS0013
Trigger component	EDU server
Reason	General
Issue	Problems were detected in the configuration of the EDU server when the server started.

Recommended actions

If you see this alarm:

1. Check the log files for the specific warning information.
2. In IC Manager, correct the configuration of the EDU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server configuration
- EDU server logs
- All information gathered when you attempted to resolve the problem

EDU.FailedEDUCon: Connection to %s closed; %d dropped watcher%s [%s]

Alarm detail	Description
Alarm name	EDU.FailedEDUCon
Alarm text	Connection to %s closed; %d dropped watcher%s [%s] where the arguments to the alarm text are: <ul style="list-style-type: none"> • %s is the peer EDU server. • %d is the number of event listeners affected. • [%s] is the error description.
Alarm ID	EDUS0014
Trigger component	EDU server
Reason	Network
Issue	The connection from this EDU server to a peer EDU server was unexpectedly broken. The EDU servers need this connection to exchange event information. If the connection is unavailable, events might be lost.

Recommended actions

If you see this alarm:

- Verify that the peer EDU server is up and running.
- Check the network connections between the machines that host the two EDU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- All information gathered when you attempted to resolve the problem

EDU.FailDUSStoreCon: Connection to DUSStore unexpectedly closed

Alarm detail	Description
Alarm name	EDU.FailDUSStoreCon
Alarm text	Connection to DUSStore unexpectedly closed
Alarm ID	EDUS0011
Trigger component	DUSStore server
Reason	Network
Issue	The connection to the DUSStore server failed unexpectedly. The server requires this connection to move EDUs into the database for long-term storage. EDUs might be lost.

Recommended actions

If you see this alarm:

- Verify that all DUSStore servers are up and running.
- Verify that the domain of the EDU server fails over to a domain with a DUSStore server.
- Check the network connections between the machines that host the EDU server and the DUSStore servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- DUSStore server logs
- All information gathered when you attempted to resolve the problem

EDU.LostEDUEvents: %d events lost due to error or network congestion

Alarm detail	Description
Alarm name	EDU.LostEDUEvents
Alarm text	%d events lost due to error or network congestion where %d is the number of events lost.
Alarm ID	EDUS0015
Trigger component	EDU server
Reason	Network
Issue	Errors occurred when peer EDU servers exchanged event information. Events might be lost.

Recommended actions

If you see this alarm:

- Verify that the EDU servers are up and running.
- Check the network connections between the machines that host the EDU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- All information gathered when you attempted to resolve the problem

EDU.NoEventSink: Cannot request of %s, %x

Alarm detail	Description
Alarm name	EDU.NoEventSink
Alarm text	Cannot request of %s, %x where the arguments to the alarm text are: <ul style="list-style-type: none">• %s is the Report server type.• %x is the error description.
Alarm ID	EDUS0016
Trigger component	Report server
Reason	Network
Issue	The EDU server encountered an error when the server sent an EDU event to the Report server. Reporting is probably affected.

Recommended actions

If you see this alarm:

- Verify that all Report servers are up and running.
- Verify that the domain of the EDU server fails over to a domain with a Report server.
- Check the network connections between the machines that host the EDU server and the Report servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- Report server logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

EDU.RemoteInitFail: Errors initializing watchers with %s; %d error%s

Alarm detail	Description
Alarm name	EDU.RemoteInitFail
Alarm text	Errors initializing watchers with %s; %d error%s where the arguments to the alarm text are: <ul style="list-style-type: none">• %s is the peer EDU server.• %d is the number of errors.
Alarm ID	EDUS0019
Trigger component	EDU server
Reason	Network
Issue	The EDU server cannot exchange watcher information after successfully connecting to a peer EDU server. Events might be lost.

Recommended actions

If you see this alarm:

- Verify that the EDU servers are up and running.
- Check the network connections between the machines that host the EDU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- All information gathered when you attempted to resolve the problem

EDU.UnexpectedError: Unexpected error calling %s, error %x: %s

Alarm detail	Description
Alarm name	EDU.UnexpectedError
Alarm text	Unexpected error calling %s, error %x: %s
Alarm ID	EDUS0021
Trigger component	EDU server
Reason	Network
Issue	A request to an Avaya IC server failed. The alarm text provides the interface, method, and result.

Recommended actions

If you see this alarm, troubleshoot the problem in the indicated Avaya IC server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Avaya IC configuration
- Avaya IC logs
- All information gathered when you attempted to resolve the problem

EDU.UnknownToEDU: This server is not yet known to Server %s

Alarm detail	Description
Alarm name	EDU.UnknownToEDU
Alarm text	This server is not yet known to Server %s where %s is the peer server.
Alarm ID	EDUS0022
Trigger component	EDU server

Alarm detail	Description
Reason	General
Issue	<p>The EDU server cannot assign to a peer EDU server. The server must assign to allow the EDU servers to exchange event information. If the servers cannot exchange information, events might be lost.</p> <p>This error might occur because the EDU server is still running when the server definition was deleted.</p> <p>This alarm is not present in Avaya IC 7.0 and later.</p>

Recommended actions

If you see this alarm, troubleshoot the Directory servers. For example:

- Verify that all Directory servers are up and running.
- Verify that all Directory servers are configured properly.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- Directory server logs
- vesp.imp file from all relevant server machines
- All information gathered when you attempted to resolve the problem

EDU.uuidUnknown: Server %s is unknown to me

Alarm detail	Description
Alarm name	EDU.uuidUnknown
Alarm text	Server %s is unknown to me where %s is the suspicious server UUID.
Alarm ID	EDUS0023
Trigger component	EDU server

Alarm detail	Description
Reason	General
Issue	A response arrived from a peer EDU server. The response includes a server UUID that is unknown to the EDU server.

Recommended actions

If you see this alarm, examine the vesp.imp files on both server machines. This error usually indicates that they are inconsistent.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- vesp.imp files from both machines
- All information gathered when you attempted to resolve the problem

EDU.Victims: Shutdown with %d EDU%s in existence; %s

Alarm detail	Description
Alarm name	EDU.Victims
Alarm text	Shutdown with %d EDU%s in existence; %s where: <ul style="list-style-type: none"> • %d is the number of EDUs. • %s indicates whether a DUSore server moves EDUs to the database.
Alarm ID	EDUS0024
Trigger component	EDU server
Reason	General
Issue	The EDU server has EDUs in memory during shutdown.

Recommended actions

Avaya recommends that you do not shut down an active EDU server. EDUs can be lost, and reporting can be affected. Avaya IC cannot access EDUs in the database until you restart the EDU server. Recovery EDUs might be created to replace the lost EDUs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server configuration
- All information gathered when you attempted to resolve the problem

Vesp_Request EDU.RemoteWatcher failed %x

Alarm detail	Description
Alarm text	Vesp_Request EDU.RemoteWatcher failed %x where %x is the error description.
Alarm ID	EDUS0018
Trigger component	EDU server
Reason	Network
Issue	The EDU server encountered a general error during communication with a peer EDU server. This alarm occurs only when peer EDU servers exchange watcher information after they have connected successfully (EDU.RemoteWatcher). This alarm is not present in Avaya IC 7.0 and later.

Recommended actions

If you see this alarm:

- Verify that the peer EDU server is up and running.
- Check the network connections between the machines that host the two EDU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- All information gathered when you attempted to resolve the problem

HTTP Connector server

The Alarm Monitor might display the following high alarms for the HTTP Connector server:

- [WebChannel.Cleanup:cleanup thread is exiting](#) on page 296
- [WebChannel.Process: could not create/ bind to the port](#) on page 297
- [WebChannel.Listen: could not create/ bind to the port](#) on page 298
- [WebChannel.InitializeDCO: DB connection is empty](#) on page 299
- [WebChannel.Cleanup \(HTTP\): unknown exception in cleanup thread](#) on page 300
- [WebChannel.Cleanup \(VESP\): unknown exception in cleanup thread](#) on page 301
- [WebChannel.Cleanup: no response from workflow](#) on page 302
- [WebChannel.Cleanup: the client session timed out](#) on page 303
- [WebChannel.DCO:DCO Connection not initialized, pages will be served from filesystem only](#) on page 304
- [WebChannel.NewSession: could not identify the encoding <ENCODING>](#) on page 305
- [WebChannel.NewSession: could not identify the locale <locale>](#) on page 306
- [WebChannel.ProcessRequest: invalid action](#) on page 307
- [WebChannel.PushPage: Unable to send page to client](#) on page 308
- [WebChannel.SendPage: Unable to send page to client](#) on page 308

WebChannel.Cleanup:cleanup thread is exiting

Alarm detail	Description
Alarm name	WebChannel.Cleanup
Alarm text	cleanup thread is exiting

Alarm detail	Description
Alarm ID	WC-H-1
Trigger component	HTTP Connector server
Reason	General
Issue	The cleanup thread encountered some exceptions that caused the thread to exit.

Recommended actions

If you see this alarm, choose one of the following procedures:

- If the alarm states exception in cleanup thread, the HTTP Connector server has an internal problem. Do the following:
 - a. Analyze the HTTP Connector server logs to identify the problem.
 - b. Restart the server.
- If the alarm was generated when the server received a shutdown request and requested all the threads to exit, the alarm is an expected behavior. You can ignore the alarm.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HTTP Connector server logs
- Any crash or dump files
- All information gathered when you attempted to resolve the problem

WebChannel.Process: could not create/ bind to the port

Alarm detail	Description
Alarm name	WebChannel.Process
Alarm text	could not create/ bind to the port
Alarm ID	WC-H-10
Trigger component	HTTP Connector server

Alarm detail	Description
Reason	General
Issue	The server cannot bind to the port.

Recommended actions

If you see this alarm:

1. Check the port configuration of the server.
2. Ensure that a service does not listen to this port.
3. Verify that the port is accessible.
4. Change the port if necessary.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HTTP Connector server logs
- All information gathered when you attempted to resolve the problem

WebChannel.Listen: could not create/ bind to the port

Alarm detail	Description
Alarm name	WebChannel.Listen
Alarm text	could not create/ bind to the port
Alarm ID	WC-H-11
Trigger component	HTTP Connector server
Reason	General
Issue	The HTTP Connector server failed to accept a connection to the port

Recommended actions

If you see this alarm:

1. Check the port configuration of the HTTP Connector server.
2. Ensure that a service does not listen to this port.
3. Verify that the port is accessible.
4. Change the port if necessary.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HTTP Connector server logs
- All information gathered when you attempted to resolve the problem

WebChannel.InitializeDCO: DB connection is empty

Alarm detail	Description
Alarm name	WebChannel.InitializeDCO
Alarm text	DB connection is empty
Alarm ID	WC-H-12
Trigger component	HTTP Connector server
Reason	General
Issue	The IC data source parameter for the HTTP Connector server was not set.

Recommended actions

If you see this alarm:

1. Set the **IC Data Source** parameter of the server. If the parameter is set, try updating the ORB servers and Directory servers.
2. Restart the HTTP Connector server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HTTP Connector server logs
- All information gathered when you attempted to resolve the problem

WebChannel.Cleanup (HTTP): unknown exception in cleanup thread

Alarm detail	Description
Alarm name	WebChannel.Cleanup (HTTP)
Alarm text	unknown exception in cleanup thread
Alarm ID	WC-H-13
Trigger component	HTTP Connector server
Reason	General
Issue	The HTTP Connector server encountered an unknown exception in cleanup HTTP sessions.

Recommended actions

If you see this alarm, monitor the following:

- System resources
- Resource usage of the HTTP Connector (webchannel) process

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HTTP Connector server logs
- All information gathered when you attempted to resolve the problem

WebChannel.Cleanup (VESP): unknown exception in cleanup thread

Alarm detail	Description
Alarm name	WebChannel.Cleanup (VESP)
Alarm text	unknown exception in cleanup thread
Alarm ID	WC-H-14
Trigger component	HTTP Connector server
Reason	General
Issue	The HTTP Connector server encountered an unknown exception in cleanup VESP sessions.

Recommended actions

If you see this alarm:

1. Monitor the following:
 - System resources
 - Resource usage of the HTTP Connector (webchannel) process
2. Gather the HTTP Connector server logs.
3. Restart the server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HTTP Connector server logs
- All information gathered when you attempted to resolve the problem

WebChannel.Cleanup: no response from workflow

Alarm detail	Description
Alarm name	WebChannel.Cleanup
Alarm text	no response from workflow
Alarm ID	WC-H-2
Trigger component	HTTP Connector server
Reason	General
Issue	The HTTP Connector server did not receive any PushPage or SendPage information from a Workflow server.

Recommended actions

If you see this alarm:

1. Perform a status check on all Workflow servers that run agent script workflows.
2. Verify that the workflows:
 - Are designed properly with Prompter blocks.
 - End with a Prompter Stop block.
 - Were pushed to the correct database.
3. Check for network issues between the HTTP Connector server and Workflow server machines.
4. Reload and rerun the workflows.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Flow set information
- HTTP Connector server logs
- Workflow server logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

WebChannel.Cleanup: the client session timed out

Alarm detail	Description
Alarm name	WebChannel.Cleanup
Alarm text	the client session timed out
Alarm ID	WC-H-3
Trigger component	HTTP Connector server
Reason	General
Issue	The HTTP Connector server did not receive any response from the client for the PushPage or SendPage information.

Recommended actions

If you see this alarm:

1. Verify that the agent provided the information and traversed to the next page within the session timeout limit of the HTTP Connector server.
2. Verify that the workflows:
 - Are designed properly with Prompter blocks.
 - End with a Prompter Stop block.
 - Were pushed to the correct database.
3. Check for network issues between the HTTP Connector server and Workflow server machines.
4. Reload and rerun the workflows.
5. Trace the flow thread based on the thread ID.
6. Check the timing of the last PushPage call from the HTTP Connector server logs. Verify if there is any response from the client for the same session.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Flow set information
- HTTP Connector server logs
- Workflow server logs

- vesp.imp file
- All information gathered when you attempted to resolve the problem

WebChannel.DCO:DCO Connection not initialized, pages will be served from filesystem only

Alarm detail	Description
Alarm name	WebChannel.SendPage
Alarm text	DCO Connection not initialized, pages will be served from filesystem only
Alarm ID	WC-H-9
Trigger component	HTTP Connector server
Reason	General
Issue	<p>The DCO initialization failed for any of the following reasons:</p> <ul style="list-style-type: none">• The IC data source is not set correctly.• The DCO set toolkit failed.• The ADL initialization failed.• The DCO DB Initialization failed.• The ADL parse failed.

Recommended actions

If you see this alarm, analyze the HTTP Connector server log for error details.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HTTP Connector server logs
- All information gathered when you attempted to resolve the problem

WebChannel.NewSession: could not identify the encoding <ENCODING>

Alarm detail	Description
Alarm name	WebChannel.NewSession
Alarm text	could not identify the encoding <ENCODING>
Alarm ID	WC-H-7
Trigger component	HTTP Connector server
Reason	General
Issue	The HTTP Connector server received an unsupported encoding in the request.

Recommended actions

The HTTP Connector server supports the following encodings by default:

- windows-1252
- shift_jis
- korean
- gb2312
- windows-874

If you see this alarm:

1. Determine the unsupported encoding.
2. Update the configuration parameter *charsetmap* of the server with the value:

<encoding>:<transcoding>

Consider the following guidelines:

- ICU libraries use transcoding to convert the data to the corresponding locale.
- You can define the configuration on the **Configuration** tab of the server.
- The name of the configuration is *charsetmap*.
- A value consists of the encoding and transcoding pair.
- You must use a comma (,) as a separator between pairs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HTTP Connector server logs
- All information gathered when you attempted to resolve the problem

WebChannel.NewSession: could not identify the locale <locale>

Alarm detail	Description
Alarm name	WebChannel.NewSession
Alarm text	could not identify the locale <locale>
Alarm ID	WC-H-8
Trigger component	HTTP Connector server
Reason	General
Issue	The HTTP Connector server received an unsupported locale in the request.

Recommended actions

The HTTP Connector server supports the following encodings by default:

- windows-1252
- shift_jis
- korean
- gb2312
- windows-874

If you see this alarm:

1. Determine the unsupported encoding.
2. Update the configuration parameter *charsetmap* of the server with the value:
<encoding>:<transcoding>

Consider the following guidelines:

- ICU libraries use transcoding to convert the data to the corresponding locale.
- You can define the configuration on the **Configuration** tab of the server.

- The name of the configuration is *charsetmap*.
- A value consists of the encoding and transcoding pair.
- You must use a comma (,) as a separator between pairs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HTTP Connector server logs
- All information gathered when you attempted to resolve the problem

WebChannel.ProcessRequest: invalid action

Alarm detail	Description
Alarm name	WebChannel.ProcessRequest
Alarm text	invalid action
Alarm ID	WC-H-6
Trigger component	HTTP Connector server
Reason	General
Issue	The HTTP Connector server received a request for an unsupported action.

Recommended actions

If you see this alarm:

1. Review the HTTP request that was sent to the server.
2. Provide the correct action parameter.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HTTP Connector server logs
- All information gathered when you attempted to resolve the problem

WebChannel.PushPage: Unable to send page to client

Alarm detail	Description
Alarm name	WebChannel.PushPage
Alarm text	Unable to send page to client
Alarm ID	WC-H-4
Trigger component	HTTP Connector server
Reason	General
Issue	The HTTP Connector server cannot send the page information to the client.

Recommended actions

If you see this alarm:

1. Ensure that the usr1 and usr2 trace flags are enabled for the server.
2. Verify that the user has closed the session.
3. Check for any network issues.
4. Determine whether the server has generated an alarm related to the user session timeout. If so, look at the Workflow server for the delay in the flow execution.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HTTP Connector server logs
- All information gathered when you attempted to resolve the problem

WebChannel.SendPage: Unable to send page to client

Alarm detail	Description
Alarm name	WebChannel.SendPage
Alarm text	Unable to send page to client

Alarm detail	Description
Alarm ID	WC-H-5
Trigger component	HTTP Connector server
Reason	General
Issue	The HTTP Connector server cannot send the page information to the client.

Recommended actions

If you see this alarm:

1. Ensure that the usr1 and usr2 trace flags are enabled for the server.
2. Verify that the user has closed the session.
3. Check for any network issues.
4. Determine whether the server has generated an alarm related to the user session timeout. If so, look at the Workflow server for the delay in the flow execution.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HTTP Connector server logs
- All information gathered when you attempted to resolve the problem

HTTPVOX server

The Alarm Monitor might display the following high alarms for the IC HTTPVOX server:

- [Invalid configuration for Port Extensions <extension>](#) on page 310
- [Unable to add port extension to map. Extension - <extension>](#) on page 311
- [Error creating ADU for Extension - <extension>](#) on page 312
- [Invalid pseudo_ani string!!!](#) on page 313
- [pseudo_ani cannot be Blank!!!](#) on page 314
- [No EDU Id for free pseudo-ANI](#) on page 315

Invalid configuration for Port Extensions <extension>

Alarm Detail	Description
Alarm name	HttpVoxServer loadServerConfiguration
Alarm text	Invalid configuration for Port Extensions <extension>
Trigger component	HttpVox
Reason	General Avaya issue
Issue	This shows that the port number is invalid like it can be numeric or alphanumeric or some other invalid value.

Recommended actions

If you see this alarm:

- Check the list of port extensions u r monitoring in HttpVox server configuration. You should configured proper port numbers.
- Gather HttpVox logs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs
- All information gathered when you attempted to resolve the problem.

Unable to add port extension to map. Extension - <extension>

Alarm Detail	Description
Alarm name	HttpVoxServer.AddPortExtension.
Alarm text	Unable to add port extension to map. Extension - <extension>
Trigger component	HttpVox Server
Reason	HttpVox issue
Issue	This shows that HttpVox is unable to add the port extension to its internally maintained map.

Recommended actions

If you see this alarm:

- Gather HttpVox logs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs
- All information gathered when you attempted to resolve the problem.

Error creating ADU for Extension - <extension>

Alarm Detail	Description
Alarm name	HttpVoxServer.CreateADU
Alarm text	Error creating ADU for Extension - <extension>
Trigger component	HttpVox Server/ADU Server
Reason	General Avaya issue.
Issue	This shows that HttpVox is unable to create ADUID. ADU.Create (...) failed.

Recommended actions

If you see this alarm:

- Gather HttpVox logs.
- Gather ADU logs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs
- ADU logs.
- All information gathered when you attempted to resolve the problem.

Invalid pseudo_ani string!!!

Alarm Detail	Description
Alarm name	HttpVoxServer loadServerConfiguration
Alarm text	Invalid pseudo_ani string!!!
Trigger component	HttpVox
Reason	General Avaya issue
Issue	This shows that the Pseudo ANI String is proper and it should be the numeric string or can be a range of numbers separated by '-' like 100-200.

Recommended actions

If you see this alarm:

- Check the Pseudo ANI Configuration of HttpVox server.
- Gather HttpVox logs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs
- All information gathered when you attempted to resolve the problem.

pseudo_ani cannot be Blank!!!

Alarm Detail	Description
Alarm name	HttpVoxServer loadServerConfiguration
Alarm text	pseudo_ani cannot be Blank!!!
Trigger component	HttpVox
Reason	General Avaya issue
Issue	This shows that the Pseudo ANI is configured as blank in HttpVox server configuration.

Recommended actions

If you see this alarm:

- Check the Pseudo ANI Configuration of HttpVox server.
- Gather HttpVox logs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVox server logs
- All information gathered when you attempted to resolve the problem.

No EDU Id for free pseudo-ANI

Alarm Detail	Description
Alarm name	HttpVox.GetEduIdForPseudoANI
Alarm text	No EDU Id for free pseudo-ANI -<Pseudo-Ani number>
Trigger component	HttpVox
Reason	General Avaya issue
Issue	This shows that there is no EDUID for this Pseudo-ani number.

Recommended actions

If you see this alarm:

- Gather HttpVox logs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVox server logs
- All information gathered when you attempted to resolve the problem.

IC Email server and Poller server

The Alarm Monitor might display the following high alarms for the IC Email server and Poller server:

- [DCO_AddRecordRetry failed to add record, will retry after %d seconds](#) on page 316
- [DCO_AddRecordRetry DCO is not connected to dataserver, will retry after %d seconds](#) on page 317
- [DCO_AddRecordRetry failed to add record, will retry after %d seconds, Failed attempt no. %ld](#) on page 319
- [DCO_SaveDcoRetry DCO is not connected to dataserver, will retry after %d seconds](#) on page 320

- [DCO_SaveDcoRetry failed to run database query, will retry after %d seconds](#) on page 321
- [DCO_SaveDcoRetry failed to run database query, will retry after %d seconds, Failed attempt no. %ld](#) on page 322
- [Failed to call suspend in EDU server for EDU ID <%s>, Error: <%s>](#) on page 324
- [GetRuntimePropertyRetry DCO is not connected to dataserver, will retry after %d seconds](#) on page 325
- [GetRuntimePropertyRetry failed to get value for name <%s>, will retry after %d seconds](#) on page 326
- [GetRuntimePropertyRetry failed to get value for name <%s>, will retry after %d seconds, Failed attempt no. %ld](#) on page 327
- [Mail account %s does not have a valid default pool. Account has been disabled](#) on page 328
- [SetRuntimePropertyRetry DCO is not connected to dataserver, will retry after %d seconds](#) on page 329
- [SetRuntimePropertyRetry failed to run database query, will retry after %d seconds, Failed attempt no. %ld](#) on page 330
- [SetRuntimePropertyRetry failed to set <%s> to <%s>, will retry after %d seconds](#) on page 332
- [UpdateConfiguration failed to run database query to load agent with id <%d>](#) on page 333

DCO_AddRecordRetry failed to add record, will retry after %d seconds

Alarm detail	Description
Alarm name	Database
Alarm text	DCO_AddRecordRetry failed to add record, will retry after %d seconds
Alarm ID	ICEmail00077
Trigger component	DCO
Reason	Database
Issue	The IC Email server failed to add a record to the database.

Recommended actions

If you see this alarm:

1. In IC Manager, increase the number of retries specified in the **Database Query Retries** field of the IC Email server configuration.
The default value for the Database Query Retries field is 1. A value of 1 means that the IC Email server will shut down after the first database failure.
2. If desired, update the default wait time before retrying a database call.
The default wait time is 300 seconds. To change the default wait time:
 - a. In IC Manager, select the **Configuration** tab for the IC Email server.
 - b. Add a couple with the following values:
 - **Name:** DatabaseRetryInterval
 - **Value:** The number of seconds that the IC Email server waits before the server retries a database call
3. Gather and analyze the icemail*.log and Data server logs to identify the root cause of the failure.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

DCO_AddRecordRetry DCO is not connected to dataserver, will retry after %d seconds

Alarm detail	Description
Alarm name	Database
Alarm text	DCO_AddRecordRetry DCO is not connected to dataserver, will retry after %d seconds
Alarm ID	ICEmail00078
Trigger component	DCO

Alarm detail	Description
Reason	Database
Issue	The IC Email server failed to add a record to the database. After retrying, the IC Email server made an API call to find out whether a Data server can communicate with the database. If the Data server cannot communicate with the database, the IC Email server does not count that attempt against the retry count. This prevents the IC Email server from running out of retry counts when the database is shut down.

Recommended actions

If you see this alarm:

1. In IC Manager, increase the number of retries specified in the **Database Query Retries** field of the IC Email server configuration.
The default value for the Database Query Retries field is 1. A value of 1 means that the IC Email server will shut down after the first database failure.
2. If desired, update the default wait time before retrying a database call.
The default wait time is 300 seconds. To change the default wait time:
 - a. In IC Manager, select the **Configuration** tab for the IC Email server.
 - b. Add a couple with the following values:
 - **Name:** DatabaseRetryInterval
 - **Value:** The number of seconds that the IC Email server waits before the server retries a database call
3. Gather and analyze the icemail*.log and Data server logs to identify the root cause of the failure.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

DCO_AddRecordRetry failed to add record, will retry after %d seconds, Failed attempt no. %ld

Alarm detail	Description
Alarm name	Database
Alarm text	DCO_AddRecordRetry failed to add record, will retry after %d seconds, Failed attempt no. %ld
Alarm ID	ICEmail00079
Trigger component	DCO
Reason	Database
Issue	The IC Email server failed to add a record to the database. The IC Email server generates this alarm for each retry attempt after the first failure.

Recommended actions

If you see this alarm:

1. In IC Manager, increase the number of retries specified in the **Database Query Retries** field of the IC Email server configuration.
The default value for the Database Query Retries field is 1. A value of 1 means that the IC Email server will shut down after the first database failure.
2. If desired, update the default wait time before retrying a database call.
The default wait time is 300 seconds. To change the default wait time:
 - a. In IC Manager, select the **Configuration** tab for the IC Email server.
 - b. Add a couple with the following values:
 - **Name:** DatabaseRetryInterval
 - **Value:** The number of seconds that the IC Email server waits before the server retries a database call
3. Gather and analyze the icemail*.log and Data server logs to identify the root cause of the failure.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

DCO_SaveDcoRetry DCO is not connected to dataserver, will retry after %d seconds

Alarm detail	Description
Alarm name	Database
Alarm text	DCO_SaveDcoRetry DCO is not connected to dataserver, will retry after %d seconds
Alarm ID	ICEmail00075
Trigger component	DCO
Reason	Database
Issue	The IC Email server failed to make a call to the database. After retrying, the IC Email server made an API call to find out whether a Data server can communicate with the database. If the Data server cannot communicate with the database, the IC Email server does not count that attempt against the retry count. This prevents the IC Email server from running out of retry counts when the database is shut down.

Recommended actions

If you see this alarm:

1. In IC Manager, increase the number of retries specified in the **Database Query Retries** field of the IC Email server configuration.

The default value for the Database Query Retries field is 1. A value of 1 means that the IC Email server will shut down after the first database failure.
2. If desired, update the default wait time before retrying a database call.

The default wait time is 300 seconds. To change the default wait time:

- a. In IC Manager, select the **Configuration** tab for the IC Email server.
- b. Add a couple with the following values:
 - **Name:** DatabaseRetryInterval
 - **Value:** The number of seconds that the IC Email server waits before the server retries a database call
3. Gather and analyze the icemail*.log and Data server logs to identify the root cause of the failure.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

DCO_SaveDcoRetry failed to run database query, will retry after %d seconds

Alarm detail	Description
Alarm name	Database
Alarm text	DCO_SaveDcoRetry failed to run database query, will retry after %d seconds
Alarm ID	ICEmail00072
Trigger component	DCO
Reason	Database
Issue	The IC Email server failed to make a call to the database.

Recommended actions

If you see this alarm:

1. In IC Manager, increase the number of retries specified in the **Database Query Retries** field of the IC Email server configuration.

The default value for the Database Query Retries field is 1. A value of 1 means that the IC Email server will shut down after the first database failure.
2. If desired, update the default wait time before retrying a database call.

The default wait time is 300 seconds. To change the default wait time:
 - a. In IC Manager, select the **Configuration** tab for the IC Email server.
 - b. Add a couple with the following values:
 - **Name:** DatabaseRetryInterval
 - **Value:** The number of seconds that the IC Email server waits before the server retries a database call
3. Gather and analyze the icemail*.log and Data server logs to identify the root cause of the failure.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

DCO_SaveDcoRetry failed to run database query, will retry after %d seconds, Failed attempt no. %ld

Alarm detail	Description
Alarm name	Database
Alarm text	DCO_SaveDcoRetry failed to run database query, will retry after %d seconds, Failed attempt no. %ld
Alarm ID	ICEmail00076
Trigger component	DCO

Alarm detail	Description
Reason	Database
Issue	The IC Email server failed to store a record in the database. The IC Email server generates this alarm for each retry attempt after the first failure.

Recommended actions

If you see this alarm:

1. In IC Manager, increase the number of retries specified in the **Database Query Retries** field of the IC Email server configuration.
The default value for the Database Query Retries field is 1. A value of 1 means that the IC Email server will shut down after the first database failure.
2. If desired, update the default wait time before retrying a database call.
The default wait time is 300 seconds. To change the default wait time:
 - a. In IC Manager, select the **Configuration** tab for the IC Email server.
 - b. Add a couple with the following values:
 - **Name:** DatabaseRetryInterval
 - **Value:** The number of seconds that the IC Email server waits before the server retries a database call
3. Gather and analyze the icemail*.log and Data server logs to identify the root cause of the failure.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

Failed to call suspend in EDU server for EDU ID <%s>, Error: <%s>

Alarm detail	Description
Alarm text	Failed to call suspend in EDU server for EDU ID <%s>, Error: <%s>
Alarm ID	ICEmail00066
Trigger component	EDU server
Reason	General Avaya IC issue
Issue	<p>The IC Email server received an error as a result of a request that an EDU server suspend the EDU specified in the alarm.</p> <p>The IC Email server requests a suspension of an EDU if the server is currently finished with the EDU. This suspension allows the EDU server to move the EDU to the DUScore server and frees up memory in the EDU server.</p> <p>The error can occur for one of the following reasons:</p> <ul style="list-style-type: none">● The EDU was lost.● The IC Email server cannot reach the EDU server.● The EDU server cannot reach the EDU ID.

Recommended actions

If you see this alarm:

- Gather and analyze the icemail*.log and Email EDU server logs to identify the cause of the error.
- Correct the problem identified in the logs. For example, check the network connections and failover configuration between the IC Email server and the Email EDU servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log
- Email EDU server logs
- All information gathered when you attempted to resolve the problem

GetRuntimePropertyRetry DCO is not connected to dataserver, will retry after %d seconds

Alarm detail	Description
Alarm name	Database
Alarm text	GetRuntimePropertyRetry DCO is not connected to dataserver, will retry after %d seconds
Alarm ID	ICEmail00069
Trigger component	DCO
Reason	Database
Issue	<p>The IC Email server failed to retrieve a runtime property from the database. The IC Email server uses the runtime properties to generate tracking numbers for emails.</p> <p>After retrying, the IC Email server made an API call to find out whether a Data server can communicate with the database. If the Data server cannot communicate with the database, the IC Email server does not count that attempt against the retry count. This prevents the IC Email server from running out of retry counts when the database is shut down.</p>

Recommended actions

If you see this alarm:

1. In IC Manager, increase the number of retries specified in the **Database Query Retries** field of the IC Email server configuration.
 The default value for the Database Query Retries field is 1. A value of 1 means that the IC Email server will shut down after the first database failure.
2. If desired, update the default wait time before retrying a database call.
 The default wait time is 300 seconds. To change the default wait time:
 - a. In IC Manager, select the **Configuration** tab for the IC Email server.
 - b. Add a couple with the following values:
 - **Name:** DatabaseRetryInterval
 - **Value:** The number of seconds that the IC Email server waits before the server retries a database call
3. Gather and analyze the icemail*.log and Data server logs to identify the root cause of the failure.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

GetRuntimePropertyRetry failed to get value for name <%s>, will retry after %d seconds

Alarm detail	Description
Alarm name	Configuration
Alarm text	GetRuntimePropertyRetry failed to get value for name <%s>, will retry after %d seconds
Alarm ID	ICEmail00068
Trigger component	DCO
Reason	Database
Issue	The IC Email server failed to retrieve a runtime property from the database. The IC Email server uses the runtime properties to generate tracking numbers for emails.

Recommended actions

If you see this alarm:

1. In IC Manager, increase the number of retries specified in the **Database Query Retries** field of the IC Email server configuration.

The default value for the Database Query Retries field is 1. A value of 1 means that the IC Email server will shut down after the first database failure.
2. If desired, update the default wait time before retrying a database call.

The default wait time is 300 seconds. To change the default wait time:
 - a. In IC Manager, select the **Configuration** tab for the IC Email server.
 - b. Add a couple with the following values:
 - **Name:** DatabaseRetryInterval

- **Value:** The number of seconds that the IC Email server waits before the server retries a database call
3. Gather and analyze the icemail*.log and Data server logs to identify the root cause of the failure.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

GetRuntimePropertyRetry failed to get value for name <%s>, will retry after %d seconds, Failed attempt no. %ld

Alarm detail	Description
Alarm name	Configuration
Alarm text	GetRuntimePropertyRetry failed to get value for name <%s>, will retry after %d seconds, Failed attempt no. %ld
Alarm ID	ICEmail00070
Trigger component	DCO
Reason	Database
Issue	<p>The IC Email server failed to retrieve a runtime property from the database. The IC Email server generates this alarm for each retry attempt after the first failure to retrieve the property.</p> <p>The IC Email server uses the runtime properties to generate tracking numbers for emails.</p>

Recommended actions

If you see this alarm:

1. In IC Manager, increase the number of retries specified in the **Database Query Retries** field of the IC Email server configuration.

The default value for the Database Query Retries field is 1. A value of 1 means that the IC Email server will shut down after the first database failure.

2. If desired, update the default wait time before retrying a database call.
The default wait time is 300 seconds. To change the default wait time:
 - a. In IC Manager, select the **Configuration** tab for the IC Email server.
 - b. Add a couple with the following values:
 - **Name:** DatabaseRetryInterval
 - **Value:** The number of seconds that the IC Email server waits before the server retries a database call
3. Gather and analyze the icemail*.log and Data server logs to identify the root cause of the failure.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

Mail account %s does not have a valid default pool. Account has been disabled

Alarm detail	Description
Alarm text	Mail account %s does not have a valid default pool. Account has been disabled.
Alarm ID	ICEmail00065
Trigger component	IC Email server
Reason	General Avaya IC issue
Issue	A queue (pool) was not specified for the mail account. The pool is determined by the Return Address for the mail account.

Recommended actions

If you see this alarm:

1. Check the configuration of the mail account specified in the alarm.

2. Attempt to update the mail account specified in the alarm.
3. Gather the icemail*.log.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log
- Information about the mail account specified in the alarm
- All information gathered when you attempted to resolve the problem

SetRuntimePropertyRetry DCO is not connected to dataserver, will retry after %d seconds

Alarm detail	Description
Alarm name	Database
Alarm text	SetRuntimePropertyRetry DCO is not connected to dataserver, will retry after %d seconds
Alarm ID	ICEmail00072
Trigger component	DCO
Reason	Database
Issue	<p>The IC Email server failed to set a runtime property from the database. The IC Email server uses the runtime properties to generate tracking numbers for emails.</p> <p>After retrying, the IC Email server made an API call to find out whether a Data server can communicate with the database. If the Data server cannot communicate with the database, the IC Email server does not count that attempt against the retry count. This prevents the IC Email server from running out of retry counts when the database is shut down.</p>

Recommended actions

If you see this alarm:

1. In IC Manager, increase the number of retries specified in the **Database Query Retries** field of the IC Email server configuration.

The default value for the Database Query Retries field is 1. A value of 1 means that the IC Email server will shut down after the first database failure.
2. If desired, update the default wait time before retrying a database call.

The default wait time is 300 seconds. To change the default wait time:
 - a. In IC Manager, select the **Configuration** tab for the IC Email server.
 - b. Add a couple with the following values:
 - **Name:** DatabaseRetryInterval
 - **Value:** The number of seconds that the IC Email server waits before the server retries a database call
3. Gather and analyze the icemail*.log and Data server logs to identify the root cause of the failure.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

SetRuntimePropertyRetry failed to run database query, will retry after %d seconds, Failed attempt no. %ld

Alarm detail	Description
Alarm name	Configuration
Alarm text	SetRuntimePropertyRetry failed to run database query, will retry after %d seconds, Failed attempt no. %ld
Alarm ID	ICEmail00073
Trigger component	DCO

Alarm detail	Description
Reason	Database
Issue	<p>The IC Email server failed to set a runtime property from the database. The IC Email server generates this alarm for each retry attempt after the first failure.</p> <p>The IC Email server uses the runtime properties to generate tracking numbers for emails.</p>

Recommended actions

If you see this alarm:

1. In IC Manager, increase the number of retries specified in the **Database Query Retries** field of the IC Email server configuration.

The default value for the Database Query Retries field is 1. A value of 1 means that the IC Email server will shut down after the first database failure.
2. If desired, update the default wait time before retrying a database call.

The default wait time is 300 seconds. To change the default wait time:

 - a. In IC Manager, select the **Configuration** tab for the IC Email server.
 - b. Add a couple with the following values:
 - **Name:** DatabaseRetryInterval
 - **Value:** The number of seconds that the IC Email server waits before the server retries a database call
3. Gather and analyze the icemail*.log and Data server logs to identify the root cause of the failure.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

SetRuntimePropertyRetry failed to set <%s> to <%s>, will retry after %d seconds

Alarm detail	Description
Alarm name	Configuration
Alarm text	SetRuntimePropertyRetry failed to set <%s> to <%s>, will retry after %d seconds
Alarm ID	ICEmail00071
Trigger component	DCO
Reason	Database
Issue	The IC Email server failed to set a runtime property in the database. The IC Email server uses the runtime properties to generate tracking numbers for emails.

Recommended actions

If you see this alarm:

1. In IC Manager, increase the number of retries specified in the **Database Query Retries** field of the IC Email server configuration.

The default value for the Database Query Retries field is 1. A value of 1 means that the IC Email server will shut down after the first database failure.
2. If desired, update the default wait time before retrying a database call.

The default wait time is 300 seconds. To change the default wait time:
 - a. In IC Manager, select the **Configuration** tab for the IC Email server.
 - b. Add a couple with the following values:
 - **Name:** DatabaseRetryInterval
 - **Value:** The number of seconds that the IC Email server waits before the server retries a database call
3. Gather and analyze the icemail*.log and Data server logs to identify the root cause of the failure.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

UpdateConfiguration failed to run database query to load agent with id <%d>

Alarm detail	Description
Alarm name	Configuration
Alarm text	UpdateConfiguration failed to run database query to load agent with id <%d>
Alarm ID	ICEmail00067
Trigger component	DCO
Reason	Database
Issue	<p>The IC Email server failed to refresh the configuration for the agent specified in the alarm from the database.</p> <p>The IC Email server refreshes the agent configuration in memory after a Directory server notifies the IC Email server of an agent configuration change.</p>

Recommended actions

If you see this alarm:

- Gather and analyze the icemail*.log* and Data server logs to identify the root cause of the issue.
- If necessary, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log*

- Data server logs
- All information gathered when you attempted to resolve the problem

License server

The Alarm Monitor might display the following high alarms for the License server:

- [License for feature key <feature name> expired](#) on page 334
- [License for user key <user license key > already expired](#) on page 335
- [No licenses available for feature key <feature name>](#) on page 336
- [No licenses available for user key < user license key>](#) on page 337
- [No working WebLM servers](#) on page 338
- [Server at URL <license URL> has no license installed for product <product key>. Configuration is not being used](#) on page 338
- [Timed out getting license for feature key <feature name>](#) on page 339
- [Timed out getting license for user key <user license key>](#) on page 340

License for feature key <feature name> expired

Alarm detail	Description
Alarm name	LS.Acquire
Alarm text	License for feature key <feature name> expired
Alarm ID	LS-5
Trigger component	License server
Reason	General Avaya IC issue
Issue	The license for the requested feature has expired.

Recommended actions

If you see this alarm:

- Verify whether the license for the specified feature hosted in a WebLM has expired.

- If necessary, obtain a new license, or install an unexpired license.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- License server logs
- Information about the licenses in the system
- All information gathered when you attempted to resolve the problem

License for user key <user license key > already expired

Alarm detail	Description
Alarm name	LS.Acquire
Alarm text	License for user key <user license key > already expired
Alarm ID	LS-9
Trigger component	License server
Reason	General Avaya IC issue
Issue	The license for the requested user key has expired.

Recommended actions

If you see this alarm:

- Verify whether the license for the specified user key hosted in a WebLM has expired.
- If necessary, obtain a new license, or install an unexpired license.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- License server logs
- Information about the licenses in the system
- All information gathered when you attempted to resolve the problem

No licenses available for feature key <feature name>

Alarm detail	Description
Alarm name	LS.Acquire
Alarm text	No licenses available for feature key <feature name>
Alarm ID	LS-7
Trigger component	License server
Reason	General Avaya IC issue
Issue	The License server cannot find a license for the requested feature hosted on a WebLM. A WebLM must be located at a URL configured in the License server.

Recommended actions

If you see this alarm:

1. Verify whether a WebLM configured in the License server hosts a license for the specified feature.
2. Do one of the following:
 - Obtain a new license or install a valid license that includes the specified feature.
 - Configure the License server with the URL of the WebLM that hosts a license for the specified feature.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- License server logs
- Information about the licenses in the system
- All information gathered when you attempted to resolve the problem

No licenses available for user key < user license key>

Alarm detail	Description
Alarm name	LS.Acquire
Alarm text	No licenses available for user key < user license key>
Alarm ID	LS-11
Trigger component	License server
Reason	General Avaya IC issue
Issue	The License server cannot find a license for the requested user key hosted on a WebLM. A WebLM must be located at a URL configured in the License server.

Recommended actions

If you see this alarm:

1. Verify whether a WebLM configured in the License server hosts a license for the requested user key.
2. Do one of the following:
 - Obtain a new license or install a valid license that includes the specified user key.
 - Configure the License server with the URL of the WebLM that hosts a license for the specified user key.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- License server logs
- Information about the licenses in the system
- All information gathered when you attempted to resolve the problem

No working WebLM servers

Alarm detail	Description
Alarm name	LS.Acquire
Alarm text	No working WebLM servers
Alarm ID	LS-8
Trigger component	License server
Reason	General Avaya IC issue
Issue	The License server cannot find a WebLM available to grant licenses.

Recommended actions

If you see this alarm:

1. Check the network connections between the WebLMs and the License server.
2. Verify that the WebLMs configured in the License server are up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- License server logs
- Information about the licenses in the system
- All information gathered when you attempted to resolve the problem

Server at URL <license URL> has no license installed for product <product key>. Configuration is not being used

Alarm detail	Description
Alarm name	LS.Init
Alarm text	Server at URL <license URL> has no license installed for product <product key>. Configuration is not being used

Alarm detail	Description
Alarm ID	LS-14
Trigger component	License server
Reason	General Avaya IC issue
Issue	The license file hosted on one or more WebLMs is not the license file required for the specified product.

Recommended actions

If you see this alarm:

1. Verify whether a WebLM configured in the License server hosts a license for the specified product.
2. Do one of the following:
 - Obtain a new license or install a valid license that includes the specified product.
 - Configure the License server with the URL of the WebLM that hosts a license for the specified product.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- License server logs
- Information about the licenses in the system
- All information gathered when you attempted to resolve the problem

Timed out getting license for feature key <feature name>

Alarm detail	Description
Alarm name	LS.Acquire
Alarm text	Timed out getting license for feature key <feature name>
Alarm ID	LS-6
Trigger component	License server

Alarm detail	Description
Reason	Network
Issue	A license request for the specified feature has timed out.

Recommended actions

If you see this alarm, check the network connection between the License server and the WebLM at the specified license URL.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- License server logs
- Information about the licenses in the system
- All information gathered when you attempted to resolve the problem

Timed out getting license for user key <user license key>

Alarm detail	Description
Alarm name	LS.Acquire
Alarm text	Timed out getting license for user key <user license key>
Alarm ID	LS-10
Trigger component	License server
Reason	Network
Issue	A license request from the License server to a WebLM has timed out.

Recommended actions

If you see this alarm, check the network connection between the License server and the WebLM at the specified license URL.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- License server logs
- Information about the licenses in the system
- All information gathered when you attempted to resolve the problem

ORB server

The Alarm Monitor might display the following high alarms for the ORB server:

- [ORB.AutostartFail: server is Unmanaged \(can't bind to socket\):: %s \(%d.%d.%d.%d:%d %s\)](#) on page 342
- [ORB.CannotUpdateServer](#) on page 343
- [ORB.CannotUpdateServer: Can't update ORBServer %s \(request unrecognised\)](#) on page 344
- [ORB.CantFindServer: File not found: %s](#) on page 345
- [ORB.NoResponse: Server did not acknowledge startup:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 346
- [ORB.ServerAutoRestart: Auto restart:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 347
- [ORB.ServerExit: Exit code %ld: Admin requested general shutdown:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 348
- [ORB.ServerExit: Exit code %ld: Error, Could not exec process:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 349
- [ORB.ServerExit: Exit code %ld: Error, Could not listen to socket:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 350
- [ORB.ServerExit: Exit code %ld: Error, No more sockets available:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 351
- [ORB.ServerExit: Exit code %ld: Error, Server terminated abnormally \(KILL used\):: %s \(%d.%d.%d.%d:%d %s\)](#) on page 352
- [ORB.ServerExit: Exit code %ld: Error, Server terminated abnormally \(SEGV\):: %s \(%d.%d.%d.%d:%d %s\)](#) on page 353
- [ORB.ServerExit: Exit code %ld: Error, Server terminated abnormally \(signal %ld\):: %s \(%d.%d.%d.%d:%d %s\)](#) on page 354

- [ORB.ServerExit: Exit code %ld: Error, Server terminated abnormally:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 355
- [ORB.ServerExit: Exit code %ld: Error, Server's initialization routine failed:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 356
- [ORB.ServerExit: Exit code %ld: Error, Server's login failed:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 357
- [ORB.ServerExit: Exit code %ld: Error, Unknown problem:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 358
- [ORB.ServerExit: Exit code %ld: Exit without Restart requested:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 359
- [ORB.ServerExit: Exit code %ld: Exit requested:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 360
- [ORB.ServerExit: Exit code %ld: Server exited, no error indicated:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 361
- [ORB.ServerExit: Exit code %ld: Warning. Could not bind to socket:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 362
- [ORB.ServerNotStart: %s](#) on page 363
- [ORB.ServerNotStart: Auto restart Failed, %s:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 364
- [ORB.ServerNotStart: Could not fork a process:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 365
- [ORB.ServerNotStart: Error %d:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 366
- [ORBServer.ClockCheckSlow: Server '%s' was too slow responding to a system clock comparison](#) on page 367

ORB.AutostartFail: server is Unmanaged (can't bind to socket):: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.AutostartFail:
Alarm text	server is Unmanaged (can't bind to socket):: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none"> • %s is the server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0004

Alarm detail	Description
Trigger component	ORB server
Reason	General
Issue	A server started by the ORB server exited with an error code indicating that the TCP listening port is in use. This problem typically indicates that the server is already running without the knowledge of the ORB server. For example, the server started before the ORB server. The ORB server considers the server unmanaged and will not try to start the server in the future.

Recommended actions

If you see this alarm, check for a process that is already bound to the port used by the server specified in the alarm.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server specified in the alarm
- Alarm history
- System process information
- System TCP information
- All information gathered when you attempted to resolve the problem

ORB.CannotUpdateServer

Alarm detail	Description
Alarm name	ORB.CannotUpdateServer:
Alarm text	Can't update ORBServer %s where %s is the peer ORB server.
Alarm ID	ORBS0005
Trigger component	ORB server

Alarm detail	Description
Reason	Network
Issue	The ORB server encountered an error when the server forwarded a GenericUpdate request to a peer ORB server.

Recommended actions

If you see this alarm:

- Verify that the peer ORB server is up and running.
- Check the network connections between the machines that host the two ORB servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

ORB.CannotUpdateServer: Can't update ORBServer %s (request unrecognised)

Alarm detail	Description
Alarm name	ORB.CannotUpdateServer:
Alarm text	Can't update ORBServer %s (request unrecognised) where %s is the peer ORB server.
Alarm ID	ORBS0006
Trigger component	ORB server
Reason	Network
Issue	The ORB server encountered an error when the server forwarded a GenericUpdate request to a peer ORB server.

Recommended actions

If you see this alarm:

- Verify that the peer ORB server is up and running.
- Check the network connections between the machines that host the two ORB servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

ORB.CantFindServer: File not found: %s

Alarm detail	Description
Alarm name	ORB.CantFindServer
Alarm text	File not found: %s where %s is the image path.
Alarm ID	ORBS0007
Trigger component	ORB server
Reason	General
Issue	The ORB server cannot locate a server.

Recommended actions

If you see this alarm, verify that the image name specified for the server is correct and that the image is executable.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs

- vesp.imp file
- Full listing of `IC_INSTALL_DIR/IC72/bin` directory
- All information gathered when you attempted to resolve the problem

ORB.NoResponse: Server did not acknowledge startup:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.NoResponse
Alarm text	Server did not acknowledge startup:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none">• %s is the server type.• %d.%d.%d.%d is the IP address.• %d is the port.• %s is the UUID of the server.
Alarm ID	ORBS0008
Trigger component	ORB server
Reason	General
Issue	A server started by the ORB server has not exited but has not acknowledged startup within a reasonable time. Usually this alarm indicates that the server specified in the alarm is not responding.

Recommended actions

If you see this alarm:

- Verify that the server machine does not have a problem that caused the process to run slowly.
- If the server process is not responding:
 - Stop the server process.
 - Restart the server process.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server specified in the alarm
- Alarm history
- All information gathered when you attempted to resolve the problem

ORB.ServerAutoRestart: Auto restart:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerAutoRestart
Alarm text	Auto restart:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none"> • %s is the server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0009
Trigger component	ORB server
Reason	General Avaya IC issue
Issue	The ORB server has automatically restarted a server.

Recommended actions

No action is required. Informational message only.

ORB.ServerExit: Exit code %ld: Admin requested general shutdown:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Admin requested general shutdown:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none">• %ld is exit code 19.• %s is the server type.• %d.%d.%d.%d is the IP address.• %d is the port.• %s is the UUID of the server.
Alarm ID	ORBS0010
Trigger component	ORB server
Reason	General
Issue	A server managed by the ORB server exited. The exit code indicates that the server was requested to shut down as part of a VESP shutdown.

Recommended actions

No action is required. Informational message only.

ORB.ServerExit: Exit code %ld: Error, Could not exec process:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Error, Could not exec process:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none"> • %ld is exit code 20. • %s is the server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0011
Trigger component	ORB server
Reason	General
Issue	A server managed by the ORB server exited immediately due to a process creation problem.

Recommended actions

If you see this alarm:

- Verify that the image name specified for the server is correct, and that the image is executable.
- In IC Manager, verify that the following directory is specified in the Directory field as the home directory for the server: *IC_INSTALL_DIR/IC72/etc*
- Resolve any problems that indicate that the Avaya IC system could not create a process or locate one or more required shared libraries.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server indicated in the alarm

- vesp.imp file
- All information gathered when you attempted to resolve the problem

ORB.ServerExit: Exit code %ld: Error, Could not listen to socket:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Error, Could not listen to socket:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none">• %ld is exit code 11.• %s is the server type.• %d.%d.%d.%d is the IP address.• %d is the port.• %s is the UUID of the server.
Alarm ID	ORBS0012
Trigger component	ORB server
Reason	General
Issue	A server managed by the ORB server exited. The exit code indicates that the specified server cannot listen on a bound socket.

Recommended actions

If you see this alarm:

- Verify that there are no problems with the network subsystem.
- Verify that there are sufficient resources for a process to open and listen on a socket.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server indicated in the alarm
- System TCP information

- All information gathered when you attempted to resolve the problem

ORB.ServerExit: Exit code %ld: Error, No more sockets available:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Error, No more sockets available:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none"> • %ld is exit code 10. • %s is the server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0013
Trigger component	ORB server
Reason	General
Issue	A server managed by the ORB server exited with an exit code. This alarm indicates that the specified server cannot create a socket.

Recommended actions

If you see this alarm:

- Verify that there are no problems with the network subsystem.
- Verify that there are sufficient resources for a process to open and listen on a socket.
- Check whether the maximum number of sockets was exceeded.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server indicated in the alarm
- System TCP/IP information

- All information gathered when you attempted to resolve the problem

ORB.ServerExit: Exit code %ld: Error, Server terminated abnormally (KILL used):: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Error, Server terminated abnormally (KILL used):: %s (%d.%d.%d.%d:%d %s) where <ul style="list-style-type: none"> • %ld is exit code -9. • %s is the server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0016
Trigger component	ORB server
Reason	General
Issue	A server managed by the ORB server exited with an exit code indicating that the server was terminated with a SIGKILL signal.

Recommended actions

If you see this alarm, no action is required.



Important:

Avaya recommends that you shut down Avaya IC servers cleanly, and only when there are no active agents. For information about how to shut down Avaya IC servers, see *IC Administration Volume 1: Servers & Domains*.

ORB.ServerExit: Exit code %ld: Error, Server terminated abnormally (SEGV):: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Error, Server terminated abnormally (SEGV):: %s (%d.%d.%d.%d:%d %s) where <ul style="list-style-type: none"> • %ld is exit code -11. • %s is the server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0015
Trigger component	ORB server
Reason	General
Issue	A server managed by the ORB server exited. The exit code indicates that the server was terminated with a SIGSEGV signal. This signal indicates a segmentation fault.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server indicated in the alarm
- Core file
- All information gathered when you attempted to resolve the problem

ORB.ServerExit: Exit code %ld: Error, Server terminated abnormally (signal %ld):: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Error, Server terminated abnormally (signal %ld):: %s (%d.%d.%d.%d:%d %s) where <ul style="list-style-type: none">• %ld is an exit code which is the negative of the signal number.• %ld is the signal number.• %s is the server type.• %d.%d.%d.%d is the IP address.• %d is the port.• %s is the UUID of the server.
Alarm ID	ORBS0015
Trigger component	ORB server
Reason	General
Issue	A server managed by the ORB server exited with an unrecognized signal.

Recommended actions

If you see this alarm:

- Investigate whether the server was terminated with a kill command that issued a signal other than SIGKILL.
- If you do not find the cause, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server indicated in the alarm
- Core file
- All information gathered when you attempted to resolve the problem

ORB.ServerExit: Exit code %ld: Error, Server terminated abnormally:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Error, Server terminated abnormally:: %s (%d.%d.%d.%d:%d %s) where <ul style="list-style-type: none"> • %ld is the exit code. • %s is the server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0017
Trigger component	ORB server
Reason	General
Issue	A server managed by the ORB server exited with an unknown exit code.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server indicated in the alarm
- Core file or process dump file
- Alarm history
- All information gathered when you attempted to resolve the problem

ORB.ServerExit: Exit code %ld: Error, Server's initialization routine failed:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Error, Server's initialization routine failed:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none">• %ld is exit code14.• %s is the server type.• %d.%d.%d.%d is the IP address.• %d is the port.• %s is the UUID of the server.
Alarm ID	ORBS0018
Trigger component	ORB server
Reason	General
Issue	A server managed by the ORB server exited with an exit code indicating that the server failed to complete initialization successfully.

Recommended actions

If you see this alarm:

- Review the server log files to determine why initialization cannot complete successfully.
- If you cannot determine the cause, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server indicated in the alarm
- Alarm history
- All information gathered when you attempted to resolve the problem

ORB.ServerExit: Exit code %ld: Error, Server's login failed:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Error, Server's login failed:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none"> • %ld is exit code16. • %s is the server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0019
Trigger component	ORB server
Reason	General
Issue	A server managed by the ORB server exited with an exit code indicating that the server cannot complete VESP login.

Recommended actions

If you see this alarm:

- Update all Directory servers.
- Update the ORB server.
- If this does not correct the problem, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Directory server logs
- Logs for the server indicated in the alarm
- Alarm history

- All information gathered when you attempted to resolve the problem

ORB.ServerExit: Exit code %ld: Error, Unknown problem:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Error, Unknown problem:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none">• %ld is exit code15.• %s is the server type.• %d.%d.%d.%d is the IP address.• %d is the port.• %s is the UUID of the server.
Alarm ID	ORBS0020
Trigger component	ORB server
Reason	General
Issue	A server managed by the ORB server exited with an exit code indicating an unspecified problem.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server indicated in the alarm
- Alarm history
- All information gathered when you attempted to resolve the problem

ORB.ServerExit: Exit code %ld: Exit without Restart requested:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Exit without Restart requested:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none"> • %ld is exit code17. • %s is the server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0029
Trigger component	ORB server
Reason	General Avaya IC issue
Issue	A server managed by the ORB server exited. The exit code indicates that the server is not configured to restart automatically. The ORB server will not restart this server automatically.

Recommended actions

If you see this alarm:

- Determine if the indicated server previously reported why this problem occurred.
- If the server did not report the reason, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server indicated in the alarm
- Alarm history
- All information gathered when you attempted to resolve the problem

ORB.ServerExit: Exit code %ld: Exit requested:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Exit requested:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none">• %ld is exit code 18 or 22.• %s is the server type.• %d.%d.%d.%d is the IP address.• %d is the port.• %s is the UUID of the server.
Alarm ID	ORBS0028
Trigger component	ORB server
Reason	General Avaya IC issue
Issue	A server managed by the ORB server exited with an exit code indicating that the server was requested to shut down. The ORB server will not restart this server automatically.

Recommended actions

If you see this alarm, no action is required.

ORB.ServerExit: Exit code %ld: Server exited, no error indicated:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Server exited, no error indicated:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none"> • %ld is exit code 0. • %s is the server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0021
Trigger component	ORB server
Reason	General
Issue	A server managed by the ORB server exited. The exit code does not indicate an error. This type of exit is abnormal. The ORB server will not restart this server automatically.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server indicated in the alarm
- Alarm history
- All information gathered when you attempted to resolve the problem

ORB.ServerExit: Exit code %ld: Warning. Could not bind to socket:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Warning. Could not bind to socket:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none">• %ld is exit code 12.• %s is the server type.• %d.%d.%d.%d is the IP address.• %d is the port.• %s is the UUID of the server.
Alarm ID	ORBS0022
Trigger component	ORB server
Reason	Network
Issue	A server managed by the ORB server exited. The exit code indicates that the server cannot bind a socket.

Recommended actions

If you see this alarm, check for a process that is already bound to the port assigned to the server indicated in the alarm.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server indicated in the alarm
- System process information
- System TCP/IP information
- Alarm history
- All information gathered when you attempted to resolve the problem

ORB.ServerNotStart: %s

Alarm detail	Description
Alarm name	ORB.ServerNotStart:
Alarm text	%s where %s is the error description.
Alarm ID	ORBS0023
Trigger component	ORB server
Reason	General
Issue	The ORB server has failed to restart a server automatically. The server has become unknown to the ORB server.

Recommended actions

If you see this alarm, the autostart procedure failed. Usually, another alarm indicates the reason for the failure. Troubleshoot the problem based on that other alarm.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the servers indicated in the alarm
- Alarm history
- All information gathered when you attempted to resolve the problem

ORB.ServerNotStart: Auto restart Failed, %s:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerNotStart:
Alarm text	Auto restart Failed, %s:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none">• %s is the server type.• %d.%d.%d.%d is the IP address.• %d is the port.• %s is the UUID of the server.
Alarm ID	ORBS0024
Trigger component	ORB server
Reason	General
Issue	The ORB server has failed to restart a server automatically.

Recommended actions

If you see this alarm, the autostart procedure failed. Usually another alarm indicates the reason for the failure. Troubleshoot the problem based on that other alarm.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the servers indicated in the alarm
- Alarm history
- All information gathered when you attempted to resolve the problem

ORB.ServerNotStart: Could not fork a process:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm text	ORB.ServerNotStart: Could not fork a process:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none"> • %s is the server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0025
Trigger component	ORB server
Reason	General
Issue	The ORB server encountered an error when the server attempted to create a server process.

Recommended actions

If you see this alarm:

- Ensure that the image name specified for the server is correct and that the image is executable.
- Verify that the home directory specified for the server is the *IC_INSTALL_DIR\IC72\etc* directory.
- Troubleshoot process creation problems or problems locating the necessary shared libraries.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server indicated in the alarm
- vesp.imp file
- All information gathered when you attempted to resolve the problem

ORB.ServerNotStart: Error %d:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerNotStart:
Alarm text	Error %d:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none">• %s is the server type.• %d.%d.%d.%d is the IP address.• %d is the port.• %s is the UUID of the server.
Alarm ID	ORBS0026
Trigger component	ORB server
Reason	General
Issue	The ORB server encountered an error when the server attempted to create a server process.

Recommended actions

If you see this alarm:

- Ensure that the image name specified for the server is correct and that the image is executable.
- Verify that the home directory specified for the server is the `IC_INSTALL_DIR\IC72\etc` directory.
- Troubleshoot process creation problems or problems locating the necessary shared libraries.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server indicated in the alarm
- vesp.imp file
- All information gathered when you attempted to resolve the problem

ORBServer.ClockCheckSlow: Server '%s' was too slow responding to a system clock comparison

Alarm detail	Description
Alarm name	ORBServer.ClockCheckSlow:
Alarm text	Server '%s' was too slow responding to a system clock comparison where %s is the peer ORB server.
Alarm ID	ORBS0027
Trigger component	ORB server
Reason	Network
Issue	The ORB server cannot reliably compare its system time with another ORB server due to a network delay. This comparison ensures that all Avaya IC server machines have synchronized system times. Time disparities can cause many problems.

Recommended actions

If you see this alarm, troubleshoot network delays and poor process performance between the peer ORB servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Performance metrics
- All information gathered when you attempted to resolve the problem

Report server

The Alarm Monitor might display the following high alarms for the Report server:

- [Could not update HUB EDU ID=<HUBID> from Child EDU ID=<EDU ID>](#) on page 368

- [Event <type><DUID> had errors while writing to database for all <number of attempts> retries](#) on page 369
- [Evaluation error](#) on page 370
- [Event <EDU ID> has been rejected](#) on page 371
- [Event <EDU ID> has been rejected](#) on page 371
- [ReportServer: Field does not exist: <FieldName>](#) on page 372
- [Ill-formed expression <FieldName>](#) on page 373
- [Table does not exist <TableName>](#) on page 374
- [Unable to open file <FileName> for writing...](#) on page 374
- [Exception in Consume ChildEDU thread](#) on page 375
- [Exception in Consume thread on Event <type><DUID>](#) on page 376
- [Number of events in queue exceed max size](#) on page 377
- [ReportServer : Evaluation error <error description> in <field name>](#) on page 377
- [ReportServer : Evaluation error... Event <DUID> has been rejected](#) on page 378
- [Unable to close <temp/bad> file with saved event](#) on page 379
- [Unable to open <temp/bad> file <filename> for writing](#) on page 380
- [Unable to open file <FileName> for writing](#) on page 380
- [Unable to save event to <temp/bad> file](#) on page 381
- [Unable to save event to file ...Rejecting request](#) on page 382

Could not update HUB EDU ID=<HUBID> from Child EDU ID=<EDU ID>

Alarm detail	Description
Alarm text	<p>Could not update HUB EDU ID=<hubid> from Child EDU ID=<eduid> where:</p> <ul style="list-style-type: none"> • <hubid> is a hub EDU ID • <eduid> is a child EDU ID
Alarm ID	RS-6
Trigger component	Report server

Alarm detail	Description
Reason	Network
Issue	The Report server cannot update the hub EDU ID from the child EDU ID. This alarm occur if the connection to an EDU server fails. The Report server tries to connect for the number of times in the Retry Count field, plus one attempt.

Recommended actions

If you see this alarm:

- Check the status of the EDU servers.
- Check the domain failover configuration between the Report server and the EDU servers.
- If desired, you can increase the value of the **Retry Count** configuration in the Report server. This increase ensures that the Report server makes a greater number of attempts to connect to an EDU server before the Report server generates this alarm.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- EDU server logs
- All information gathered when you attempted to resolve the problem

Event <type><DUID> had errors while writing to database for all <number of attempts> retries

Alarm detail	Description
Alarm text	Event <type><DUID> had errors while writing to database for all <number_of_attempts> retries.
Alarm ID	RS-4
Trigger component	Report server

Alarm detail	Description
Reason	General
Issue	Retired DU has errors on mapping and was saved to a <DUID>.bad file.

Recommended actions

If you see this alarm, review the <DUID>.bad file to locate the type of error and to fix the error.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- All information gathered when you attempted to resolve the problem

Evaluation error

Alarm detail	Description
Alarm text	Evaluation error
Alarm ID	RS-15
Trigger component	Report server
Reason	General
Issue	The Report server cannot evaluate field expressions for this creation rule.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs

- All information gathered when you attempted to resolve the problem

Event <EDU ID> has been rejected

Alarm detail	Description
Alarm text	Event <EDU_ID> has been rejected
Alarm ID	RS-7
Trigger component	Report server
Reason	General
Issue	The Report server rejected the specified EDU ID because the server cannot create an internal representation.

Recommended actions

If you see this alarm, restart the Report server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- All information gathered when you attempted to resolve the problem

Event <EDU ID> has been rejected

Alarm detail	Description
Alarm text	Event <EDU_ID> has been rejected
Alarm ID	RS-5
Trigger component	Report server
Reason	Network
Issue	The Report server cannot make an internal copy of an incoming EDU.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- EDU server logs
- All information gathered when you attempted to resolve the problem

ReportServer: Field does not exist: <FieldName>

Alarm detail	Description
Alarm name	ReportServer
Alarm text	Field does not exist: <FieldName>
Alarm ID	RS-13
Trigger component	Report server
Reason	General
Issue	The specified field name used in the fieldexpressions does not exist in the related table or is not included in the ADL file for the database.

Recommended actions

If you see this alarm:

1. Check the database to determine whether the indicated field exists in the related table.
2. If the field does not exist, do one of the following:
 - In Database Designer, add the field to the table.
 - Correct the field name in "fieldexpressions".

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- ADL file for the database
- All information gathered when you attempted to resolve the problem

Ill-formed expression <FieldName>

Alarm detail	Description
Alarm text	Ill-formed expression <FieldName>
Alarm ID	RS-17
Trigger component	Report server
Reason	General
Issue	The Report server cannot compile the expression for the specified field name.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- Database information
- All information gathered when you attempted to resolve the problem

Table does not exist <TableName>

Alarm detail	Description
Alarm text	Table does not exist <TableName>
Alarm ID	RS-10
Trigger component	Report server
Reason	General
Issue	The specified table name used in the creationrules does not exist in the database or is not described properly in the ADL file.

Recommended actions

If you see this alarm:

1. Check the database to determine whether the specified table exists.
2. If the table does not exist, do one of the following:
 - In Database Designer, add the field to the table.
 - Correct the field name in "fieldexpressions".

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- Database information
- All information gathered when you attempted to resolve the problem

Unable to open file <FileName> for writing...

Alarm detail	Description
Alarm text	Unable to open file <FileName> for writing...
Alarm ID	RS-12

Alarm detail	Description
Trigger component	Report server
Reason	General
Issue	The Report server cannot write an EDU into a file in the persist or temp directories.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- All information gathered when you attempted to resolve the problem

Exception in Consume ChildEDU thread

Alarm detail	Description
Alarm text	Exception in Consume ChildEDU thread
Alarm ID	RS-21
Trigger component	Report server
Reason	General
Issue	The Report server encountered an internal error in the Consume Child EDU thread.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- EDU server logs
- All information gathered when you attempted to resolve the problem

Exception in Consume thread on Event <type><DUID>

Alarm detail	Description
Alarm text	Exception in Consume thread on Event <type><DUID>
Alarm ID	RS-20
Trigger component	Report server
Reason	General
Issue	The Report server encountered an internal error in the specified consume thread. This alarm indicates that the thread is stopped, and the Report server has lost power.

Recommended actions

If you see this alarm, analyze the <DUID>.bad file to determine the cause.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- All information gathered when you attempted to resolve the problem

Number of events in queue exceed max size

Alarm detail	Description
Alarm text	Number of events in queue exceed max size
Alarm ID	RS-19
Trigger component	Data server
Reason	General
Issue	The database connection is slower than the speed of the incoming retired DU.

Recommended actions

If you see this alarm:

- Verify that the Report server saved incoming DUs in the persist directory.
- Attempt to resolve database issues during the time period.
- Determine whether the Avaya IC system needs additional Data servers or Report servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- All information gathered when you attempted to resolve the problem

ReportServer : Evaluation error <error description> in <field name>

Alarm detail	Description
Alarm name	ReportServer:
Alarm text	Evaluation error <error_description> in <field_name>
Alarm ID	RS-27

Alarm detail	Description
Trigger component	Report server
Reason	General
Issue	The DU contains incorrect data.

Recommended actions

If you see this alarm:

- Check the <DUID>.bad file and correct the DU data in that file.
- Rename the <DUID>.bad file to <DUID>.fix.
- Verify that the Report server tries to map the DU again.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- All information gathered when you attempted to resolve the problem

ReportServer : Evaluation error... Event <DUID> has been rejected

Alarm detail	Description
Alarm name	ReportServer
Alarm text	Evaluation error... Event <DUID> has been rejected.
Alarm ID	RS-28
Trigger component	Report server
Reason	General
Issue	The Report server has encountered an internal problem and cannot process the DU. This problem can cause DUs to be lost.

Recommended actions

Note:

Without a failover Report server, this problem can cause DUs to be lost.

If you see this alarm:

1. Verify that you have a failover Report server configured and available.
2. If no failover Report server is available, create this server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- All information gathered when you attempted to resolve the problem

Unable to close <temp/bad> file with saved event

Alarm detail	Description
Alarm text	Unable to close <temp/bad> file with saved event...
Alarm ID	RS-26
Trigger component	Report server
Reason	General
Issue	The Report server cannot write a DU into the specified file.

Recommended actions

If you see this alarm, verify that the persist directory and temp directory under *IC_INSTALL_DIR/IC72/* are not full and have write permissions set.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- All information gathered when you attempted to resolve the problem

Unable to open <temp/bad> file <filename> for writing

Alarm detail	Description
Alarm text	Unable to open <temp/bad> file <filename> for writing...
Alarm ID	RS-24
Trigger component	Report server
Reason	General
Issue	The Report server cannot write a DU into the specified file.

Recommended actions

If you see this alarm, verify that the persist folder and temp folder under *IC_INSTALL_DIR/IC72/* are not full and have write permissions set.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- All information gathered when you attempted to resolve the problem

Unable to open file <FileName> for writing

Alarm detail	Description
Alarm text	Unable to open file <FileName> for writing...
Alarm ID	RS-22
Trigger component	Report server
Reason	General
Issue	The Report server cannot write a DU into the specified file in the persist directory.

Recommended actions

If you see this alarm:

- Verify that the server has the write permissions needed to create a new file in the following directory: *IC_INSTALL_DIR/IC72/persist/<RS_instance>*
- Create a failover instance of the Report server so that all rejected DUs can be sent to the failover Report server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- All information gathered when you attempted to resolve the problem

Unable to save event to <temp/bad> file

Alarm detail	Description
Alarm text	Unable to save event to <temp/bad> file..
Alarm ID	RS-25
Trigger component	Report server
Reason	General
Issue	The Report server cannot write a DU into the specified file.

Recommended actions

If you see this alarm, verify that the persist directory and temp directory under *IC_INSTALL_DIR/IC72/* are not full and have write permissions set.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- All information gathered when you attempted to resolve the problem

Unable to save event to file ...Rejecting request

Alarm detail	Description
Alarm text	Unable to save event to file ...Rejecting request !!
Alarm ID	RS-23
Trigger component	Report server
Reason	General
Issue	The Report server cannot write a DU into a file in the persist directory.

Recommended actions

If you see this alarm:

- Verify that the server has the write permissions needed to create a new file in the following directory: *IC_INSTALL_DIR/IC72/persist/<RS_instance>*
- Create a failover instance of the Report server so that all rejected DUs can be sent to the failover Report server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Report server logs
- All information gathered when you attempted to resolve the problem

Resource Manager server

The Alarm Monitor might display the following high alarms for the Resource Manager server:

- [ADU object used to Report Resource Manager statistics to Reporting Subsystem was not found - Resource Manager will attempt to create new ADU object HR:\[error_id\] MSG:\[No such ADU\]](#) on page 384
- [Assign to ADU server for reporting Service Class Summary records failed with error HR:\[error_id\] MSG:\[error_message\]](#) on page 385

- [ResourceManager.ADU.Assign - ERROR: unable to assign to ADU server for Distribute Advocate Agents offers - the assignment will retry in \[X\] seconds](#) on page 387
- [ResourceManager.AdvocateLicense - INFO: LICENSING_BUSINESS_ADVOCATE license expired: \[license_id\]](#) on page 388
- [ResourceManager.AgentReset - resetting pending flag for agent id:\[agent_id\] matched to contact:\[contact_id\] offered to LRMID:\[optional_LRMID\] pended for:\[X\] seconds](#) on page 389
- [ResourceManager.ConfigurationError - entered valued for "AllServiceClassStatesUpdateFrequency" equal to \[entered_value\] is too small, resetting it to minimum \[minimum_value_milliseconds\] milliseconds - \[minimum_value_seconds\] seconds](#) on page 390
- [ResourceManager.ConfigurationError - Entered valued for "MaximumAttributesInAllServiceClassStateAduRecord" equal to \[entered_value\] is too small, resetting it to minimum \[minimum_value\] attributes](#) on page 391
- [ResourceManager.ConfigurationError - Entered valued for "ReconnectToFailedAduServerRetryFrequency" equal to \[entered_value\] is too small, resetting it to minimum \[minimum_value_milliseconds\] milliseconds - \[minimum_value_seconds\] seconds](#) on page 392
- [ResourceManager.ConfigurationError - entered valued for "ResetPendingAgentsFrequency" equal to \[entered_value\] is too small, resetting it to minimum \[minimum_value_milliseconds\] milliseconds - \[minimum_value_seconds\] seconds](#) on page 393
- [ResourceManager.ConfigurationError - entered valued for "ResetPendingAgentsTimer" equal to \[entered_value\] is too small, resetting it to minimum \[minimum_value_milliseconds\] milliseconds - \[minimum_value_seconds\] seconds](#) on page 394
- [ResourceManager.ConfigurationError - entered valued for "WaitBeforeMatchingToRemoteWorkAfterBecomingPrimary" equal to \[entered_value\] is too small, resetting it to minimum \[minimum_value_milliseconds\] milliseconds - \[minimum_value_seconds\] seconds](#) on page 395
- [ResourceManager.ConfigurationError - Entered valued for "WaitIntervalForRemoteDefinedAndLoggedInAgentsReport" equal to \[entered_value\] is too small, resetting it to minimum \[minimum_value_milliseconds\] milliseconds - \[minimum_value_seconds\] seconds](#) on page 396
- [ResourceManager.DirectoryServerFailed - Resource Manager received Directory Server Failed event on session used for FailOver configuration updates](#) on page 397
- [ResourceManager.distributedAdvocateInit - ERROR: assigning to ResourceManager server LRMID:\[lrm_id\] UUID:\[RM_server_uuid\] HR:\[error_id\] Msg:\[error_message\]](#) on page 398
- [ResourceManager.Info - create Component Mgr: HR; <error_id> <error_message>](#) on page 399

- [ResourceManager.Info - ERROR: processing agent \[agent_id\] state change to \[new_state\] - HR:\[error_id\] MSG:\[error_message\]](#) on page 400
- [ResourceManager.Info - Error received from Microsoft Message Queuing Service \(MSMQ\). WARNING: Resource Manager won't be notified about administrative changes until the problem is corrected](#) on page 401
- [ResourceManager.Info - Unable to load <object_type>](#) on page 401
- [ResourceManager.initializationError - Assign to ADU server failed with error HR:\[error_id\] MSG:\[error_message\]](#) on page 402
- [ResourceManager.LostAduConnection - Resource Manager received ADU Server Failed event on session used for remote agent offers](#) on page 404
- [ResourceManager.LostAduConnection - Resource Manager received ADU Server Failed event on session used for remote Resource Manager status report](#) on page 405
- [ResourceManager.LostAduConnection - Resource Manager received ADU Server Failed event on session used for remote Service Class status retrieval](#) on page 406
- [ResourceManager.LostAduConnection - Resource Manager successfully reconnected to ADU Server UUID:\[server_uuid\] for agent state monitoring](#) on page 408
- [RM.initializationError - Assign to ADU server failed with error HR:\[error_id\] MSG:\[error_message\]](#) on page 409
- [RM.initializationError - to VESP server alias:\[server_alias\] failed with error HR:\[error_id\] MSG:\[error_message\]](#) on page 410
- [RM.LostAduConnection - Resource Manager received ADU Server Failed event for ADU server UUID:\[server_uuid\] on session used for agent state monitoring](#) on page 411

ADU object used to Report Resource Manager statistics to Reporting Subsystem was not found - Resource Manager will attempt to create new ADU object HR:[error_id] MSG:[No such ADU]

Alarm detail	Description
Alarm text	ADU object used to Report Resource Manager statistics to Reporting Subsystem was not found - Resource Manager will attempt to create new ADU object HR:[error_id] MSG:[No such ADU]
Alarm ID	RESO0002
Trigger component	ADU server

Alarm detail	Description
Reason	General
Issue	<p>An ADU object has disappeared from the ADU server used by this Resource Manager server. The Resource Manager server uses this ADU object to report Service Class statistics to Avaya OA. Possible issues that can cause this condition are:</p> <ul style="list-style-type: none"> • No ADU server is configured for exclusive use by the Resource Manager server. The ADU server shared by this Resource Manager server with other system servers overflows the maximum of configured ADU objects. As a result, the Resource Manager server object is deleted. • The two Resource Manager servers installed as separate Business Advocate instances are incorrectly configured with the same LRMID.

Recommended actions

If you see this alarm, check your system configuration for the issue suggested in the alarm details.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- All Resource Manager server logs with debug level settings.
- All ADU server logs
- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

Assign to ADU server for reporting Service Class Summary records failed with error HR:[error_id] MSG:[error_message]

Alarm detail	Description
Alarm text	Assign to ADU server for reporting Service Class Summary records failed with error HR:[error_id] MSG:[error_message]
Alarm ID	RESO0003

Alarm detail	Description
Trigger component	ADU server
Reason	General
Issue	<p>The Resource Manager server failed to assign to an ADU server to publish Business Advocate service class statistics and drive Distributed Advocate work assignments.</p> <p>This condition can occur when the specific ADU server used by the Resource Manager server is restarted or has failed to start.</p>

Recommended actions

If you see this alarm:

1. Check the status of the ADU server used by the Resource Manager server.
2. Try to start the ADU server manually from IC Manager.
Review the alarms for that ADU server if the ADU server fails to start.
3. Restart the Resource Manager server after you resolve the issue with the ADU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- Logs for the ADU server used by the Resource Manager server
- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

ResourceManager_ADU.Assign - ERROR: unable to assign to ADU server for Distribute Advocate Agents offers - the assignment will retry in [X] seconds

Alarm detail	Description
Alarm name	ResourceManager_ADU.Assign
Alarm text	ERROR: unable to assign to ADU server for Distribute Advocate Agents offers - the assignment will retry in [X] seconds
Alarm ID	RESO0007
Trigger component	ADU server
Reason	General
Issue	<p>The Resource Manager server assignment to an ADU server failed. The Resource Manager server must successfully assign to an ADU server.</p> <p>Possible issues that can cause this condition are:</p> <ul style="list-style-type: none"> • The ADU server is being restarted. • The ADU server failed to start. • There is a network connectivity failure between the Resource Manager server and the ADU server.

Recommended actions

If you see this alarm:

1. Identify in the alarm message the ADU server that caused this alarm.
2. In IC Manager, try to start the ADU server.
3. Verify network connectivity between the Resource Manager server and the ADU server.

Note:

The Resource Manager server will retry periodically to connect to the ADU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings.
- Logs for the ADU server used by the Resource Manager server

Avaya IC high alarms

- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

ResourceManager.AdvocateLicense - INFO: LICENSING_BUSINESS_ADVOCATE license expired: [license_id]

Alarm detail	Description
Alarm name	ResourceManager.AdvocateLicense
Alarm text	INFO: LICENSING_BUSINESS_ADVOCATE license expired: [license_id]
Alarm ID	RESO0018
Trigger component	Resource Manager server
Reason	General
Issue	This alarm indicates that the Business Advocate license used by the Resource Manager server has expired.

Recommended actions

If you see this alarm:

1. Obtain and install a valid Avaya IC license for the Business Advocate feature.
2. Restart Resource Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs
- All information gathered when you attempted to resolve the problem

ResourceManager.AgentReset - resetting pending flag for agent id:[agent_id] matched to contact:[contact_id] offered to LRMID:[optional_LRMID] pended for:[X] seconds

Alarm detail	Description
Alarm name	ResourceManager.AgentReset
Alarm text	resetting pending flag for agent id:[agent_id] matched to contact:[contact_id] offered to LRMID:[optional_LRMID if agent offered to service work queued at remote LRM] pended for:[X] seconds
Alarm ID	RESO0032
Trigger component	Resource Manager server
Reason	General
Issue	<p>This alarm occurs when the Resource Manager server takes recovery action after one of the following:</p> <ul style="list-style-type: none"> • System failure to successfully deliver an assigned contact to the agent. • System failure to deliver confirmation of acceptance by an agent of an assigned contact.

Recommended actions

If you see this alarm:

- If this alarm is generated after an Avaya IC server restarts or fails, or the network fails, you do not need to take any action.
- If this alarm is generated on a stable system, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Logs from all Resource Manager servers
- TS logs
- Telephony Services Adapter server logs
- Web Advocate Adapter server logs

- WebACD server logs
- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

ResourceManager.ConfigurationError - entered valued for "AllServiceClassStatesUpdateFrequency" equal to [entered_value] is too small, resetting it to minimum [minimum_value_milliseconds] milliseconds - [minimum_value_seconds] seconds

Alarm detail	Description
Alarm name	ResourceManager.ConfigurationError
Alarm text	entered valued for "AllServiceClassStatesUpdateFrequency" equal to [entered_value] is too small, resetting it to minimum [minimum_value_milliseconds] milliseconds - [minimum_value_seconds] seconds
Alarm ID	RESO0013
Trigger component	Resource Manager server
Reason	General
Issue	The Resource Manager server was configured incorrectly with too small a value for the AllServiceClassStatesUpdateFrequency ADU object.

Recommended actions

If you see this alarm, correct the entered value to be at least equal to the value reported by the alarm default value. This attribute is configured by entering custom properties for the Resource Manager server in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings

- All information gathered when you attempted to resolve the problem

ResourceManager.ConfigurationError - Entered valued for "MaximumAttributesInAllServiceClassStateAduRecord" equal to [entered_value] is too small, resetting it to minimum [minimum_value] attributes

Alarm detail	Description
Alarm name	ResourceManager.ConfigurationError
Alarm text	Entered valued for "MaximumAttributesInAllServiceClassStateAduRecord" equal to [entered_value] is too small, resetting it to minimum [minimum_value] attributes
Alarm ID	RESO0011
Trigger component	Resource Manager server
Reason	General
Issue	The Resource Manager server was configured with too small a value for the number of ADU attributes created in the AllServiceClassState ADU object. Business Advocate uses this object to report statistics.

Recommended actions

If you see this alarm, correct the entered value to be at least equal to the value reported by the alarm default value. This attribute is configured by entering custom properties for the Resource Manager server in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- All information gathered when you attempted to resolve the problem

ResourceManager.ConfigurationError - Entered valued for "ReconnectToFailedAduServerRetryFrequency" equal to [entered_value] is too small, resetting it to minimum [minimum_value_milliseconds] milliseconds - [minimum_value_seconds] seconds

Alarm detail	Description
Alarm name	ResourceManager.ConfigurationError
Alarm text	Entered valued for "ReconnectToFailedAduServerRetryFrequency" equal to [entered_value] is too small, resetting it to minimum [minimum_value_milliseconds] milliseconds - [minimum_value_seconds] seconds
Alarm ID	RESO0012
Trigger component	Resource Manager server
Reason	General
Issue	The Resource Manager server was configured with too small a value for the reconnection interval to the failed ADU server.

Recommended actions

If you see this alarm, correct the entered value to be at least equal to the value reported by the alarm default value. This attribute is configured by entering custom properties for the Resource Manager server in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- All information gathered when you attempted to resolve the problem

ResourceManager.ConfigurationError - entered valued for "ResetPendingAgentsFrequency" equal to [entered_value] is too small, resetting it to minimum [minimum_value_milliseconds] milliseconds - [minimum_value_seconds] seconds

Alarm detail	Description
Alarm name	ResourceManager.ConfigurationError
Alarm text	entered valued for "ResetPendingAgentsFrequency" equal to [entered_value] is too small, resetting it to minimum [minimum_value_milliseconds] milliseconds - [minimum_value_seconds] seconds
Alarm ID	RESO0016
Trigger component	Resource Manager server
Reason	General
Issue	The Resource Manager server was configured with too small a value for the ResetPendingAgentsFrequency attribute.

Recommended actions

If you see this alarm, correct the entered value to be at least equal to the value reported by the alarm default value. This attribute is configured by entering custom properties for the Resource Manager server in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- All information gathered when you attempted to resolve the problem

ResourceManager.ConfigurationError - entered valued for "ResetPendingAgentsTimer" equal to [entered_value] is too small, resetting it to minimum [minimum_value_milliseconds] milliseconds - [minimum_value_seconds] seconds

Alarm detail	Description
Alarm name	ResourceManager.ConfigurationError
Alarm text	entered valued for "ResetPendingAgentsTimer" equal to [entered_value] is too small, resetting it to minimum [minimum_value_milliseconds] milliseconds - [minimum_value_seconds] seconds
Alarm ID	RESO0015
Trigger component	Resource Manager server
Reason	General
Issue	The Resource Manager server was configured with too small a value for the periodic ResetPendingAgentsTimer attribute.

Recommended actions

If you see this alarm, correct the entered value to be at least equal to the value reported by the alarm default value. This attribute is configured by entering custom properties for the Resource Manager server in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- All information gathered when you attempted to resolve the problem

ResourceManager.ConfigurationError - entered valued for "WaitBeforeMatchingToRemoteWorkAfterBecomingPrimary" equal to [entered_value] is too small, resetting it to minimum [minimum_value_milliseconds] milliseconds - [minimum_value_seconds] seconds

Alarm detail	Description
Alarm name	ResourceManager.ConfigurationError
Alarm text	entered valued for "WaitBeforeMatchingToRemoteWorkAfterBecomingPrimary" equal to [entered_value] is too small, resetting it to minimum [minimum_value_milliseconds] milliseconds - [minimum_value_seconds] seconds
Alarm ID	RESO0017
Trigger component	Resource Manager server
Reason	General
Issue	The Resource Manager server was configured with too small a value for the WaitBeforeMatchingToRemoteWorkAfterBecomingPrimary attribute.

Recommended actions

If you see this alarm, correct the entered value to be at least equal to the value reported by the alarm default value. This attribute is configured by entering custom properties for the Resource Manager server in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- All information gathered when you attempted to resolve the problem

ResourceManager.ConfigurationError - Entered valued for "WaitIntervalForRemoteDefinedAndLoggedInAgentsReport" equal to [entered_value] is too small, resetting it to minimum [minimum_value_milliseconds] milliseconds - [minimum_value_seconds] seconds

Alarm detail	Description
Alarm name	ResourceManager.ConfigurationError
Alarm text	Entered value for "WaitIntervalForRemoteDefinedAndLoggedInAgentsReport" equal to [entered_value] is too small, resetting it to minimum [minimum_value_milliseconds] milliseconds - [minimum_value_seconds] seconds
Alarm ID	RESO0014
Trigger component	Resource Manager server
Reason	General
Issue	The Resource Manager server was configured with too small a value for the WaitIntervalForRemoteDefinedAndLoggedInAgentsReport attribute for a newly created service class.

Recommended actions

If you see this alarm, correct the entered value to be at least equal to the value reported by the alarm default value. This attribute is configured by entering custom properties for the Resource Manager server in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- All information gathered when you attempted to resolve the problem

ResourceManager.DirectoryServerFailed - Resource Manager received Directory Server Failed event on session used for FailOver configuration updates

Alarm detail	Description
Alarm name	ResourceManager.DirectoryServerFailed
Alarm text	Resource Manager received Directory Server Failed event on session used for FailOver configuration updates
Alarm ID	RESO0021
Trigger component	Resource Manager server
Reason	General
Issue	<p>The Resource Manager server failed to communicate with the Directory server that provides configuration updates for link groups and TS failover. Possible issues that can cause this condition are:</p> <ul style="list-style-type: none">• The Directory server is being restarted or failed to start• A network connectivity failure occurred between the Resource Manager server and the Directory server.

Recommended actions

If you see this alarm:

1. Identify the Directory server UUID whose connection failure caused this alarm in the Resource Manager server logs.
2. Restart the Directory server in IC Manager.
3. Check the network connectivity between the Resource Manager server and the Directory server.
4. Troubleshoot the issue to avoid future occurrences if the lost connection was not caused by planned system activity.

Note:

The Resource Manager server will try periodically to reassign to the Directory server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- Logs for the Directory server used by the Resource Manager server
- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

ResourceManager.distributedAdvocateInit - ERROR: assigning to Resource Manager server LRMID:[lrm_id] UUID:[RM_server_uuid] HR:[error_id] Msg:[error_message]

Alarm detail	Description
Alarm name	ResourceManager.distributedAdvocateInit
Alarm text	ERROR: assigning to Resource Manager server LRMID:[lrm_id] UUID:[RM_server_uuid] HR:[error_id] Msg:[error_message]
Alarm ID	RESO0028
Trigger component	Resource Manager server
Reason	General
Issue	The Resource Manager server failed to assign to the remote Resource Manager server for the purpose of supporting Distributed Advocate work assignments. This issue can indicate that the Resource Manager server has restarted or failed to start.

Recommended actions

If you see this alarm:

1. Check the status of the remote Resource Manager server.
2. Try to start the remote Resource Manager server in IC Manager.

Note:

The Resource Manager server will try periodically to assign to the remote Resource Manager server where the initial assign attempt failed.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Logs for all relevant Resource Manager servers with debug level settings
- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

ResourceManager.Info - create Component Mgr: HR; <error_id> <error_message>

Alarm detail	Description
Alarm name	ResourceManager.Info
Alarm text	create Component Mgr: HR; <error_id> <error_message>
Alarm ID	RESO0029
Trigger component	Resource Manager server
Reason	General
Issue	The Resource Manager server failed to connect to the Component Manager service. This issue can indicate that the Component Manager service has restarted or failed to start.

Recommended actions

If you see this alarm:

1. Check the status of the Component Manager service.
2. Try to start the Component Manager service in Windows Services.
3. After the Component Manager server is started, restart the Resource Manager server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs

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- Component Manager logs
- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

ResourceManager.Info - ERROR: processing agent [agent_id] state change to [new_state] - HR:[error_id] MSG:[error_message]

Alarm detail	Description
Alarm name	ResourceManager.Info
Alarm text	ERROR: processing agent [agent_id] state change to [new_state] - HR:[error_id] MSG:[error_message]
Alarm ID	RESO0030
Trigger component	Resource Manager server
Reason	General
Issue	This alarm indicates that the Resource Manager server encountered an internal error while processing the agent state change.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs
- Component Manager logs
- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

ResourceManager.Info - Error received from Microsoft Message Queuing Service (MSMQ). WARNING: Resource Manager won't be notified about administrative changes until the problem is corrected

Alarm detail	Description
Alarm name	ResourceManager.Info
Alarm text	Error received from Microsoft Message Queuing Service (MSMQ). WARNING: Resource Manager won't be notified about administrative changes until the problem is corrected
Alarm ID	RESO0031
Trigger component	Resource Manager server
Reason	General
Issue	The Microsoft Message Queuing service used by the Resource Manager server is not working properly.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs
- All information gathered when you attempted to resolve the problem

ResourceManager.Info - Unable to load <object_type>

Alarm detail	Description
Alarm name	ResourceManager.Info
Alarm text	Unable to load <object_type>

Alarm detail	Description
Alarm ID	RESO0019
Trigger component	Resource Manager server
Reason	General
Issue	The Resource Manager server cannot load administrative information from the Business Advocate database. The alarm includes the type of Business Advocate object that failed to load and an error description.

Recommended actions

If you see this alarm:

1. Check the Business Advocate database integrity and connectivity.
2. After you resolve the issue, restart the Resource Manager server to reload the Business Advocate administration data.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- Business Advocate database component log named "MxDbfx.dll", which generates a log named "dllhost.log" located in the "Avaya Business Advocate" log directory
- All information gathered when you attempted to resolve the problem

ResourceManager.initializationError - Assign to ADU server failed with error HR:[error_id] MSG:[error_message]

Alarm detail	Description
Alarm name	ResourceManager.initializationError
Alarm text	Assign to ADU server failed with error HR:[error_id] MSG:[error_message]
Alarm ID	RESO0004
Trigger component	ADU server

Alarm detail	Description
Reason	General
Issue	<p>The Resource Manager server failed to assign to an ADU server to receive agent state change events. The Resource Manager server assigns to all ADU server in the system to monitor state changes of any agent assigned with the LRM ID of the Resource Manager server.</p> <p>Possible issues that can cause this condition are:</p> <ul style="list-style-type: none"> • The ADU server was restarted or failed to start. • A network connectivity failure occurred between the Resource Manager server and the ADU server.

Recommended actions

If you see this alarm:

1. In the Resource Manager server log, identify the UUID of the ADU server that caused this alarm.
2. Try to start the ADU server in IC Manager.
3. Verify network connectivity between the Resource Manager server and the ADU server.
4. Troubleshoot the issue to avoid future occurrences if the lost connection was not caused by planned system activity.

Note:

The Resource Manager server tries every 5 seconds to ping the ADU server to verify that the ADU server is operational. If the ADU server is running, the Resource Manager server reconnects to the ADU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- Logs for the ADU server used by the Resource Manager server
- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

ResourceManager.LostAduConnection - Resource Manager received ADU Server Failed event on session used for remote agent offers

Alarm detail	Description
Alarm name	ResourceManager.LostAduConnection
Alarm text	Resource Manager received ADU Server Failed event on session used for remote agent offers
Alarm ID	RESO0008
Trigger component	ADU server
Reason	General
Issue	<p>The Resource Manager server communication with the ADU server used to support Distributed Advocate work assignment failed. Possible issues that can cause this condition are:</p> <ul style="list-style-type: none">• The ADU server was restarted or failed to start.• A network connectivity failure occurred between the Resource Manager server and the ADU server.

Recommended actions

If you see this alarm:

1. In the Resource Manager server log, identify the UUID of the ADU server that caused this alarm.
2. Try to start the ADU server in IC Manager.
3. Verify network connectivity between the Resource Manager server and the ADU server.
4. Troubleshoot the issue to avoid future occurrences if the lost connection was not caused by planned system activity.

Note:

The Resource Manager server will try periodically to ping the ADU server to verify that the server is operational. If the ADU server is running, the Resource Manager server reconnects to the ADU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- Logs for the ADU server used by the Resource Manager server
- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

ResourceManager.LostAduConnection - Resource Manager received ADU Server Failed event on session used for remote Resource Manager status report

Alarm detail	Description
Alarm name	ResourceManager.LostAduConnection
Alarm text	Resource Manager received ADU Server Failed event on session used for remote Resource Manager status report
Alarm ID	RESO0009
Trigger component	ADU server
Reason	General
Issue	<p>The Resource Manager server communication with the ADU server used for Business Advocate Service Class state reporting failed. Possible issues that can cause this condition are:</p> <ul style="list-style-type: none">• The ADU server was restarted or failed to start.• A network connectivity failure occurred between the Resource Manager server and the ADU server.

Recommended actions

If you see this alarm:

1. In the Resource Manager server log, identify the UUID of the ADU server that caused this alarm.
2. Try to start the ADU server in IC Manager.

3. Verify network connectivity between the Resource Manager server and the ADU server.
4. Troubleshoot the issue to avoid future occurrences if the lost connection was not caused by planned system activity.

Note:

The Resource Manager server will try periodically to ping the ADU server to verify that the server is operational. If the ADU server is running, the Resource Manager server reconnects to the ADU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- Logs for the ADU server used by the Resource Manager server
- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

ResourceManager.LostAduConnection - Resource Manager received ADU Server Failed event on session used for remote Service Class status retrieval

Alarm detail	Description
Alarm name	ResourceManager.LostAduConnection
Alarm text	Resource Manager received ADU Server Failed event on session used for remote Service Class status retrieval
Alarm ID	RESO0010
Trigger component	ADU server

Alarm detail	Description
Reason	General
Issue	<p>The Resource Manager server communication with the ADU server used for remote Service Class status updates used by Distributed Advocate work assignment failed. Possible issues that can cause this condition are:</p> <ul style="list-style-type: none"> • The ADU server was restarted or failed to start. • A network connectivity failure occurred between the Resource Manager server and the ADU server.

Recommended actions

If you see this alarm:

1. In the Resource Manager server log, identify the UUID of the ADU server that caused this alarm.
2. Try to start the ADU server in IC Manager.
3. Verify network connectivity between the Resource Manager server and the ADU server.
4. Troubleshoot the issue to avoid future occurrences if the lost connection was not caused by planned system activity.

Note:

The Resource Manager server will try periodically to ping the ADU server to verify that the server is operational. If the ADU server is running, the Resource Manager server reconnects to the ADU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- Logs for the ADU server used by the Resource Manager server
- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

ResourceManager.LostAduConnection - Resource Manager successfully reconnected to ADU Server UUID:[server_UUID] for agent state monitoring

Alarm detail	Description
Alarm name	ResourceManager.LostAduConnection
Alarm text	Resource Manager successfully reconnected to ADU Server UUID:[server_UUID] for agent state monitoring
Alarm ID	RESO0005
Trigger component	ADU server
Reason	General
Issue	The Resource Manager server successfully reassigned to an ADU server to receive state change events for agents.

Recommended actions

If you see this alarm:

1. Verify the reason for the lost connectivity between the Resource Manager server and the ADU server.
2. Troubleshoot the cause of the ADU connectivity or ADU server failure if the lost connectivity was not caused by a planned ADU server shutdown or other planned system activity.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs
- Logs for the ADU server used by the Resource Manager server
- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

RM.initializationError - Assign to ADU server failed with error HR:[error_id] MSG:[error_message]

Alarm detail	Description
Alarm name	RM.initializationError
Alarm text	Assign to ADU server failed with error HR:[error_id] MSG:[error_message]
Alarm ID	RESO0001
Trigger component	ADU server
Reason	General
Issue	<p>The Resource Manager cannot reassign to the ADU server. The Resource Manager server must assign to the ADU server to generate Avaya OA statistics and support Distributed Advocate work assignments.</p> <p>The most common cause for this alarm is that the ADU server that the Resource Manager server accesses through Avaya IC domain failover is not accessible.</p>

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- All Resource Manager server logs with debug level settings
- All ADU server logs
- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

RM.initializationError - to VESP server alias:[server_alias] failed with error HR:[error_id] MSG:[error_message]

Alarm detail	Description
Alarm name	RM.initializationError
Alarm text	to VESP server alias:[server_alias] failed with error HR:[error_id] MSG:[error_message]
Alarm ID	RESO0020
Trigger component	Resource Manager server
Reason	General
Issue	The Resource Manager server failed to assign to the Avaya IC server specified in the alarm. The alarm includes the alias of the Avaya IC server to which the assignment failed. Possible servers are a Directory server or an ADU server.

Recommended actions

If you see this alarm:

1. Try to start the Avaya IC server in IC Manager.
2. Choose one of the following actions:
 - If the server fails to start, troubleshoot the issue that caused the server not to start.
 - If the server starts and the Resource Manager server still cannot connect, check the connectivity between the Resource Manager server and the specified Avaya IC server. For example, check for a blocked firewall port.
3. After the issue is corrected, try to restart the Resource Manager server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- Logs for the Avaya IC server specified in the alarm
- vesp.imp file
- ds.ffd file

- All information gathered when you attempted to resolve the problem

RM.LostAduConnection - Resource Manager received ADU Server Failed event for ADU server UUID:[server_uuid] on session used for agent state monitoring

Alarm detail	Description
Alarm name	RM.LostAduConnection
Alarm text	Resource Manager received ADU Server Failed event for ADU server UUID:[server_uuid] on session used for agent state monitoring
Alarm ID	RESO0006
Trigger component	ADU server
Reason	General
Issue	<p>The Resource Manager server communication with the ADU server used for notification on agent state change events failed. The Resource Manager server assigns to all ADU server in the system to monitor state changes of any agent assigned with the LRM ID of the Resource Manager server.</p> <p>Possible issues that can cause this condition are:</p> <ul style="list-style-type: none"> • The ADU server was restarted or failed to start. • A network connectivity failure occurred between the Resource Manager server and the ADU server.

Recommended actions

If you see this alarm:

1. In the Resource Manager server log, identify the UUID of the ADU server that caused this alarm.
2. Try to start the ADU server in IC Manager.
3. Verify network connectivity between the Resource Manager server and the ADU server.
4. Troubleshoot the issue to avoid future occurrences if the lost connection was not caused by planned system activity.

Note:

The Resource Manager server will try periodically to ping the ADU server to verify that the server is operational. If the ADU server is running, the Resource Manager server reconnects to the ADU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs with debug level settings
- Logs for the ADU server used by the Resource Manager server
- vesp.imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

Telephony Queue Statistics server

The Alarm Monitor might display the following high alarms for the Telephony Queue Statistics (TSQS) server:

- [ADU creation error <error> for queue <name>-<ID>](#) on page 413.
- [ADU.SetValues failed. Requesting GenericUpdate ...](#) on page 414.
- [Invalid queue\(s\) \(RC=6\). Starting recovery process.](#) on page 415.
- [No valid queues to recover. Stopping process.](#) on page 416.
- [Switch Specific Link Down. Re-start failed!](#) on page 416.
- [Switch Specific Link Up. Re-start successful!](#) on page 417.
- [Switch specific setup failed. Unable to proceed.](#) on page 418.
- [Timeout waiting for message. Stopping process.](#) on page 418.

Note:

The TSQS server shares some high alarms with the Telephony server (TS). If you cannot find information about a TSQS alarm, see [Telephony server: all switches](#) on page 419. You can follow the Recommended actions for the TS alarm. If you need to contact Avaya Technical Support, provide all information listed for the TS alarm and the TSQS server logs.

ADU creation error <error> for queue <name>-<ID>

Alarm detail	Description
Alarm text	ADU creation error <error> for queue <name>-<ID> where: <ul style="list-style-type: none">• <i>error</i> is a vesp error.• <i>name</i> is the queue name.• <i>ID</i> is the queue ID.
Alarm ID	N/A
Trigger component	TSQS server
Reason	General
Issue	This alarm indicates that an attempt to create an ADU for the specified queue failed. Usually, this alarm is generated because the TSQS server cannot find an operational ADU server.

Recommended actions

If you see this alarm:

1. Gather the TSQS server logs and the Telephony server logs.
2. Verify that an ADU server is available in the same domain or in a failover domain of the TSQS server.
3. If the Avaya IC system is configured to use a TS to create ADUs, verify that a Telephony server is available in the same domain or in a failover domain of the TSQS server.
4. Verify that the ADU server is up and running.
5. If you can verify all of the above, gather the required logs and the vesp.imp file and contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- TSQS server logs
- TS logs

- vesp.imp file
- All information gathered when you attempted to resolve the problem

ADU.SetValues failed. Requesting GenericUpdate ...

Alarm detail	Description
Alarm text	ADU.SetValues failed. Requesting GenericUpdate ...
Alarm ID	N/A
Trigger component	TSQS server
Reason	General
Issue	<p>This alarm indicates that an attempt to set values in an ADU failed. Usually, this alarm is generated because TSQS server cannot find one of the following:</p> <ul style="list-style-type: none">• An operational ADU server.• The specific ADU that the TSQS server needs to update.

Recommended actions

If you see this alarm:

1. Gather the TSQS server logs and the Telephony server logs.
2. Verify that an ADU server is available in the same domain or in a failover domain of the TSQS server.
3. If the Avaya IC system is configured to use a TS to create ADUs, verify that a Telephony server is available in the same domain or in a failover domain of the TSQS server.
4. Verify that the ADU server is up and running.
5. If you can verify all of the above, gather the required logs and the vesp.imp file and contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- TSQS server logs
- TS logs

- vesp.imp file
- All information gathered when you attempted to resolve the problem

Invalid queue(s) (RC=6). Starting recovery process.

Alarm detail	Description
Alarm text	Invalid queue(s) (RC=6). Starting recovery process.
Alarm ID	N/A
Trigger component	Nortel Meridian TSQS server
Reason	PBX
Issue	Error code = 6 is a Nortel error that states "Bad Gate ID". For more information about this error code, see the Nortel documentation.

Recommended actions

If you see this alarm:

1. Review the Nortel documentation for the recommended troubleshooting action.
2. In IC Manager, check the configuration of all voice queues.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSQS server logs
- TS logs
- All information gathered when you attempted to resolve the problem

No valid queues to recover. Stopping process.

Alarm detail	Description
Alarm text	No valid queues to recover. Stopping process.
Alarm ID	N/A
Trigger component	Nortel Meridian TSQS server
Reason	General
Issue	This alarm indicates a fatal error that has caused the TSQS server to fail. Usually, this alarm indicates that one or more voice queues have configuration issues.

Recommended actions

If you see this alarm:

1. Gather the TSQS server logs and the Telephony server logs.
2. In IC Manager, check the configuration of all voice queues.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSQS server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Switch Specific Link Down. Re-start failed!

Alarm detail	Description
Alarm text	Switch Specific Link Down. Re-start failed!
Alarm ID	N/A
Trigger component	TSQS server

Alarm detail	Description
Reason	PBX
Issue	This alarm indicates that the link failed and the TS cannot initialize the link.

Recommended actions

If you see this alarm:

- Check the TS configuration.
- Check the switch and link status.
- Check the network status.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSQS server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Switch Specific Link Up. Re-start successful!

Alarm detail	Description
Alarm text	Switch Specific Link Up. Re-start successful!
Alarm ID	N/A
Trigger component	TSQS server
Reason	General
Issue	This alarm indicates that link is operational for requests, responses, and events.

Recommended actions

If you see this alarm, no action is required. Informational message only.

Switch specific setup failed. Unable to proceed.

Alarm detail	Description
Alarm text	Switch specific setup failed. Unable to proceed.
Alarm ID	N/A
Trigger component	TSQS server
Reason	General
Issue	This alarm indicates that the switch specific information provided during TSQS configuration is incomplete or inaccurate.

Recommended actions

If you see this alarm:

1. Check the TSQS server configuration to ensure that all required parameters are completed.
2. Restart the TSQS server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSQS server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Timeout waiting for message. Stopping process.

Alarm detail	Description
Alarm text	Timeout waiting for message. Stopping process.
Alarm ID	N/A
Trigger component	Nortel Meridian TSQS server

Alarm detail	Description
Reason	General
Issue	This alarm indicates a fatal error that has caused the TSQS server to fail.

Recommended actions

If you see this alarm:

1. Gather the TSQS server logs and the logs.
2. Verify that the TSQS server machine does not have network connectivity issues.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSQS server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Telephony server: all switches

The Alarm Monitor might display the following high alarms for the Telephony server (TS) for all supported switches:

- [ADU.Find failed - cannot recover](#) on page 421
- [Call \[%s\] failed ANI validation, routed to default RP](#) on page 422
- [Call Record timed cleanup failed to initialize](#) on page 422
- [Could not create server default session](#) on page 423
- [Could not initialize Request Collector](#) on page 424
- [Could not initialize Request Expire cleanup](#) on page 424
- [Could not load error table](#) on page 425
- [Could not load reserved DN list](#) on page 426
- [Could not load UserList from DS](#) on page 427
- [Could not register timer for cross-assign to TS \[%s\]](#) on page 428

- [DS.Assign.Request failed, perform a TS.UPDATE to retrieve agent record](#) on page 428
- [EDU/TS clocks are out of synch \[%ld/%ld\] - container info might be incorrect](#) on page 429
- [ENVIRONMENT VARIABLE "AIXTHREAD_SCOPE" IS NOT SET TO "S". TS NEEDS THAT TO OPTIMIZE PERFORMANCE](#) on page 430
- [Error loading acd queues](#) on page 431
- [Error requesting TS.Route](#) on page 432
- [Event Lock EXPIRED for \[%s\]](#) on page 432
- [Excessive call volume for \[%s\]:%d:%d](#) on page 433
- [Failed to create entry on TS list for \[%s\]](#) on page 434
- [Failure: internal queue assignment %s](#) on page 435
- [Failure: internal route assignment %s](#) on page 436
- [Hetero-switch: Call \[vduid=%s\] was routed with exception \[%lu\]](#) on page 436
- [HeteroSwitchHandoff.Response: %s](#) on page 437
- [IncomingAction with null Record|Event](#) on page 438
- [Internal queue \[%s\] assignment - session mismatch](#) on page 439
- [Internal self assignment method failed to initialize](#) on page 439
- [Invalid incoming EDU ID \[%s\] - creating new one](#) on page 440
- [Link NOT initialized after %d seconds. Still trying](#) on page 441
- [Memory leak \(0x%x\) from %s. Current entry: \[%s\] \[0x%x\]](#) on page 441
- [mismatch between cleanup and active lists \[%s\]](#) on page 442
- [NIVR: Could not find VDUID associated with ANI \[%s\]](#) on page 443
- [No criteria for ADU.Find\(\)](#) on page 444
- [PBX Layer: instantiation failure - check pbx_protocol entry](#) on page 444
- [Possible memory leak on CtsRequest clearance: %d](#) on page 445
- [Reserved DN timed out: %s from: %s](#) on page 446
- [Route received on unreserved DN: Dest:\[%s\] Dnis: \[%s\] From: \[%s\]](#) on page 446
- [TS not in its own TS group](#) on page 447
- [TS.hetero: TS.Assign.Request failed](#) on page 448
- [Unable to assign to ADU server](#) on page 449
- [Unable to assign to ADU server after 3 retries](#) on page 449
- [Unable to create expiration timer](#) on page 450
- [Unable to request additional info for TS \[%s\]](#) on page 451

- [Unable to request updated configuration for Hetero-switch support](#) on page 452
- [Unable to request updated configuration for Hetero-switch support](#) on page 453
- [Unable to send HeteroSwitchRouteStatus event to UUID \[%s\]](#) on page 454
- [Unable to send TS.HeteroSwitchHandoff: DEST: %s](#) on page 454
- [Unable to set voice.contactcount to zero](#) on page 455
- [VDU.Create.Request failed - CtsCallRecord removed](#) on page 456
- [Vesp_Request VDU.GetOneValue createtime failed: \[%lx\], ignoring tscontainer](#) on page 457
- [Will not request DS.Assign based on Load User Error. Use Update on TS, instead](#) on page 458

ADU.Find failed - cannot recover

Alarm detail	Description
Alarm text	ADU.Find failed - cannot recover
Alarm ID	TS00001
Trigger component	ADU server
Reason	General
Issue	The ADU associated with an agent during login is invalid, and the TS cannot locate a new ADU.

Recommended actions

If you see this alarm:

- Verify that all ADU servers are up and running.
- Have the affected agent log out and then log in.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Call [%s] failed ANI validation, routed to default RP

Alarm detail	Description
Alarm text	Call [%s] failed ANI validation, routed to default RP
Alarm ID	TS00072
Trigger component	TS
Reason	General
Issue	With Multi-Site Heterogeneous Switch configuration, an incoming call is not listed in the ANI table. Therefore, the TS cannot validate the call based on the ANI.

Recommended actions

If you see this alarm, check the TS configuration. For example, check the configuration of the ANI table.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Call Record timed cleanup failed to initialize

Alarm detail	Description
Alarm text	Call Record timed cleanup failed to initialize
Alarm ID	TS00064
Trigger component	TS
Reason	General
Issue	The TS cannot register a timer for cleanup methods.

Recommended actions

If you see this alarm:

- Check the memory allocation for the TS and the operating system.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Memory allocation
- TS logs
- All information gathered when you attempted to resolve the problem

Could not create server default session

Alarm detail	Description
Alarm text	Could not create server default session
Alarm ID	TS00051
Trigger component	TS
Reason	General
Issue	The toolkit did not provide the TS with a default session.

Recommended actions

If you see this alarm, restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Could not initialize Request Collector

Alarm detail	Description
Alarm text	Could not initialize Request Collector
Alarm ID	TS00066
Trigger component	TS
Reason	General
Issue	The TS cannot register a timer for request cleanup methods.

Recommended actions

If you see this alarm:

- Check the memory allocation for the TS and the operating system.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Could not initialize Request Expire cleanup

Alarm detail	Description
Alarm text	Could not initialize Request Expire cleanup
Alarm ID	TS00065
Trigger component	TS
Reason	General
Issue	The TS cannot register a timer for request cleanup methods.

Recommended actions

If you see this alarm:

- Check the memory allocation for the TS and the operating system.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Could not load error table

Alarm detail	Description
Alarm text	Could not load error table
Alarm ID	TS00053
Trigger component	TS
Reason	General
Issue	The TS cannot allocate memory to load the message error table.

Recommended actions

If you see this alarm:

- Check the memory allocation for the TS and the operating system.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Could not load reserved DN list

Alarm detail	Description
Alarm text	Could not load reserved DN list
Alarm ID	TS00044
Trigger component	TS
Reason	General
Issue	The TS encountered a failure when the server tried to load the reserve DN list.

Recommended actions

If you see this alarm:

- Check the network status.
- Restart the Directory server.
- Restart the Data server.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- Directory server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

Could not load UserList from DS

Alarm detail	Description
Alarm text	Could not load UserList from DS
Alarm ID	TS00056
Trigger component	TS
Reason	General
Issue	The list of Avaya IC users for this TS failed. The TS selects the list by site_key or acdname.

Recommended actions

If you see this alarm:

- Check the network status.
- Ensure that the database is running.
- Restart the Directory server.
- Restart the Data server.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- Directory server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

Could not register timer for cross-assign to TS [%s]

Alarm detail	Description
Alarm text	Could not register timer for cross-assign to TS [%s]
Alarm ID	TS00023
Trigger component	TS
Reason	General
Issue	An attempt to create a timer to establish Multi-Site Heterogeneous Switch with the specified TS failed.

Recommended actions

If you see this alarm:

- Check the memory allocation for the TS and the operating system.
- Check the network status.
- Verify that the database is up and running.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

DS.Assign.Request failed, perform a TS.UPDATE to retrieve agent record

Alarm detail	Description
Alarm text	DS.Assign.Request failed, perform a TS.UPDATE to retrieve agent record
Alarm ID	TS00084

Alarm detail	Description
Trigger component	TS
Reason	General
Issue	The TS cannot assign to the Directory server. Therefore, IC Manager updates fail to post to the TS.

Recommended actions

If you see this alarm:

- Check the network status.
- Check the database.
- Restart the Directory server.
- Restart the Data server.
- Restart the TS when convenient.

Note:

Use TS.GenericUpdate() to keep the TS and the Directory server in sync until you restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- TS logs
- All information gathered when you attempted to resolve the problem

EDU/TS clocks are out of synch [%ld/%ld] - container info might be incorrect

Alarm detail	Description
Alarm text	EDU/TS clocks are out of synch [%ld/%ld] - container info might be incorrect
Alarm ID	TS00004

Alarm detail	Description
Trigger component	EDU server
Reason	General
Issue	The clocks for the TS and EDU servers are out-of-sync by more than 3 seconds.

Recommended actions

If you see this alarm, use a time synchronization application to ensure that the TS and EDU server machines maintain the same system time.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- All information gathered when you attempted to resolve the problem

ENVIRONMENT VARIABLE "AIXTHREAD_SCOPE" IS NOT SET TO "S". TS NEEDS THAT TO OPTIMIZE PERFORMANCE

Alarm detail	Description
Alarm text	ENVIRONMENT VARIABLE "AIXTHREAD_SCOPE" IS NOT SET TO "S". TS NEEDS THAT TO OPTIMIZE PERFORMANCE
Alarm ID	TS00067
Trigger component	TS
Reason	General
Issue	For TS on IBM AIX machines only. The AIX configuration is missing the specified environment variable.

Recommended actions

If you see this alarm, ensure that the TS is started through icenv.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Telephony server logs
- All information gathered when you attempted to resolve the problem

Error loading acd queues

Alarm detail	Description
Alarm text	Error loading acd queues
Alarm ID	TS00033
Trigger component	TS
Reason	General
Issue	The TS failed to load the associated queues.

Recommended actions

If you see this alarm:

- Check the network status.
- Check the database.
- Restart the Directory server.
- Restart the Data server.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs

- Directory server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

Error requesting TS.Route

Alarm detail	Description
Alarm text	Error requesting TS.Route
Alarm ID	TS00070
Trigger component	TS
Reason	General
Issue	In Multi-Site Heterogeneous Switch, the TS.Route() failed.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Event Lock EXPIRED for [%s]

Alarm detail	Description
Alarm text	Event Lock EXPIRED for [%s]
Alarm ID	TS00183
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	The lock on the indicated device was released because the lock timed out.

Recommended actions

If you see this alarm:

- Gather the TS logs.
- Contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- Incoming Call flow
- All information gathered when you attempted to resolve the problem

Excessive call volume for [%s]:%d:%d

Alarm detail	Description
Alarm text	Excessive call volume for [%s]:%d:%d where: <ul style="list-style-type: none"> ● [%s] is the device. ● %d:%d is the call volume.
Alarm ID	TS00016
Trigger component	TS
Reason	General
Issue	The specified device cannot process fast enough to catch up the specified volume of calls.

Recommended actions

If you see this alarm:

- Assess the TS CPU utilization.
- Assess the machine CPU availability.
- Determine the call volume.

Note:

If the machine is CPU bound, you might need to upgrade to a faster system or reduce the call load.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Alarm logs
- TS logs
- EDU logs
- Logs from the device indicated in the alarm
- All information gathered when you attempted to resolve the problem

Failed to create entry on TS list for [%s]

Alarm detail	Description
Alarm text	Failed to create entry on TS list for [%s]
Alarm ID	TS00025
Trigger component	TS
Reason	General
Issue	An attempt to create a TS object in Multi-Site Heterogeneous Switch failed during UUID processing.

Recommended actions

If you see this alarm:

- Check process and system memory availability.

- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Failure: internal queue assignment %s

Alarm detail	Description
Alarm text	Failure: internal queue assignment %s
Alarm ID	TS00046
Trigger component	TS
Reason	General
Issue	Internal queue monitoring for the indicated queue cannot be established.

Recommended actions

If you see this alarm, restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Failure: internal route assignment %s

Alarm detail	Description
Alarm text	Failure: internal route assignment %s
Alarm ID	TS00068
Trigger component	TS
Reason	General
Issue	Internal assignment in Multi-Site Heterogeneous Switch failed at the indicated route point.

Recommended actions

If you see this alarm:

- Check the TS configuration to ensure the route points are configured properly for assignment.
- Check the memory availability for the TS and the operating system.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Hetero-switch: Call [vduid=%s] was routed with exception [%lu]

Alarm detail	Description
Alarm text	Hetero-switch: Call [vduid=%s] was routed with exception [%lu]
Alarm ID	TS00073
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	In Multi-Site Heterogeneous Switch, the call was routed to the destination, but the PBX reported a problem with operation.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

HeteroSwitchHandoff.Response: %s

Alarm detail	Description
Alarm text	HeteroSwitchHandoff.Response: %s where %s is the error description.
Alarm ID	TS00038
Trigger component	TS
Reason	General
Issue	The HeteroSwitchHandoff method failed with the specified reason.

Recommended actions

If you see this alarm:

- Check the Multi-Site Heterogeneous Switch configuration.
- Check the number of available reserved DNs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs (both ends)
- All information gathered when you attempted to resolve the problem

IncomingAction with null Record|Event

Alarm detail	Description
Alarm text	IncomingAction with null Record Event
Alarm ID	TS00011
Trigger component	TS
Reason	General
Issue	The state machine was given a NULL pointer for CtsCallRecord or CctiEventData.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- Alarm logs
- All information gathered when you attempted to resolve the problem

Internal queue [%s] assignment - session mismatch

Alarm detail	Description
Alarm text	Internal queue [%s] assignment - session mismatch!
Alarm ID	TS00045
Trigger component	TS
Reason	General
Issue	Internal queue monitoring for the indicated queue cannot be established.

Recommended actions

If you see this alarm, restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Internal self assignment method failed to initialize

Alarm detail	Description
Alarm text	Internal self assignment method failed to initialize
Alarm ID	TS00063
Trigger component	TS
Reason	General
Issue	The TS cannot register a timer for internal self-assignment methods.

Recommended actions

If you see this alarm:

- Check the memory allocation for the TS and the operating system.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid incoming EDU ID [%s] - creating new one

Alarm detail	Description
Alarm text	Invalid incoming EDU ID [%s] - creating new one
Alarm ID	TS00006
Trigger component	TS
Reason	General
Issue	The TS could not validate the specified EDU ID, which was provided for the incoming call. A new EDU is created.

Recommended actions

If you see this alarm, ensure that the EDU servers have not failed or suffered any disconnections.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Telephony logs that span a period of at least 6 hours
- EDU server logs that span a period of at least 6 hours
- Incoming Call flow description

- All information gathered when you attempted to resolve the problem

Link NOT initialized after %d seconds. Still trying

Alarm detail	Description
Alarm text	Link NOT initialized after %d seconds. Still trying ...
Alarm ID	TS00169
Trigger component	TS
Reason	General
Issue	The link has not yet initialized. The TS will continue to retry the link initialization.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- Network status between the TS and MAPD
- All information gathered when you attempted to resolve the problem

Memory leak (0x%x) from %s. Current entry: [%s] [0x%x]

Alarm detail	Description
Alarm text	Memory leak (0x%x) from %s. Current entry: [%s] [0x%x]
Alarm ID	TS00184
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	A memory leak generated by a hash table inconsistency between the specified key and value.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- Incoming Call flow
- All information gathered when you attempted to resolve the problem

mismatch between cleanup and active lists [%s]

Alarm detail	Description
Alarm text	mismatch between cleanup and active lists [%s]
Alarm ID	TS00014
Trigger component	TS
Reason	General
Issue	The call information for the specified EDU ID is incorrectly kept in memory.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- Alarm logs
- All information gathered when you attempted to resolve the problem

NIVR: Could not find VDUID associated with ANI [%s]

Alarm detail	Description
Alarm text	NIVR: Could not find VDUID associated with ANI [%s]
Alarm ID	TS00012
Trigger component	TS
Reason	General
Issue	The Network IVR before PBX operation failed because the ANI is not configured properly.

Recommended actions

If you see this alarm:

- Check the NIVR settings on VOX and the TSs.
- Restart the TS.
- Restart the VOX server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- VOX server logs
- All information gathered when you attempted to resolve the problem

No criteria for ADU.Find()

Alarm detail	Description
Alarm text	No criteria for ADU.Find()
Alarm ID	TS00003
Trigger component	ADU server
Reason	General
Issue	The TS determined that an ADU.Find() is required, but does not have a registered method to retrieve the ADU.

Recommended actions

If you see this alarm:

- Log out the affected user.
- Log in the affected user.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

PBX Layer: instantiation failure - check pbx_protocol entry

Alarm detail	Description
Alarm text	PBX Layer: instantiation failure - check pbx_protocol entry
Alarm ID	TS00062
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete.

Recommended actions

If you see this alarm:

- Check the TS configuration.
- Select the PBX type from the list of available types in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Possible memory leak on CtsRequest clearance: %d

Alarm detail	Description
Alarm text	Possible memory leak on CtsRequest clearance: %d
Alarm ID	TS00015
Trigger component	TS
Reason	General
Issue	The client has performed one or more deassigns. The request objects are cleared, but some elements are still left behind.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- Incoming Call flow
- All information gathered when you attempted to resolve the problem

Reserved DN timed out: %s from: %s

Alarm detail	Description
Alarm text	Reserved DN timed out: %s from: %s
Alarm ID	TS00041
Trigger component	TS
Reason	General
Issue	The indicated reserved DN did not receive a call from the indicated TS within the expected window.

Recommended actions

If you see this alarm, check the Multi-Site Heterogeneous Switch configuration, including the Dial Translation tables.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs (both ends)
- All information gathered when you attempted to resolve the problem

Route received on unreserved DN: Dest:[%s] Dnis: [%s] From: [%s]

Alarm detail	Description
Alarm text	Route received on unreserved DN: Dest:[%s] Dnis: [%s] From: [%s]
Alarm ID	TS00069
Trigger component	TS
Reason	General
Issue	In Multi-Site Heterogeneous Switch, a call detected on a reserved DN did not have data allocated.

Recommended actions

If you see this alarm:

1. Use the ANI to determine if the source is another TS in this environment.
2. If the source is a TS in the environment, check its configuration, especially the Dial Translation table.
3. If the source is unknown and this event is sporadic, this problem cannot be resolved.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

TS not in its own TS group

Alarm detail	Description
Alarm text	TS not in its own TS group
Alarm ID	TS00020
Trigger component	Directory server
Reason	General
Issue	The TS is configured for Multi-Site Heterogeneous Switch but is not part of a TS group.

Recommended actions

If you see this alarm:

- Check the Multi-Site Heterogeneous Switch configuration.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

TS.hetero: TS.Assign.Request failed

Alarm detail	Description
Alarm text	TS.hetero: TS.Assign.Request failed
Alarm ID	TS00185
Trigger component	TS
Reason	General
Issue	The Multi-Site Heterogeneous Switch cross-assignment failed.

Recommended actions

If you see this alarm:

- Perform a TS update (TS.GenericUpdate()).
- If the Multi-Site Heterogeneous Switch is not reestablished, restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Unable to assign to ADU server

Alarm detail	Description
Alarm text	Unable to assign to ADU server
Alarm ID	TS00030
Trigger component	TS
Reason	General
Issue	The TS attempted to post an ADU.Assign(), but the assign failed.

Recommended actions

If you see this alarm:

- Perform a TS update (TS.GenericUpdate()).
- If the Multi-Site Heterogeneous Switch is not reestablished, restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- ADU server logs
- All information gathered when you attempted to resolve the problem

Unable to assign to ADU server after 3 retries

Alarm detail	Description
Alarm text	Unable to assign to ADU server after 3 retries
Alarm ID	TS00031
Trigger component	TS
Reason	General
Issue	The TS attempted to post an ADU.Assign(), but the assign failed.

Recommended actions

If you see this alarm:

- Check the memory availability for the TS and the operating system.
- Check the network status.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- ADU server logs
- All information gathered when you attempted to resolve the problem

Unable to create expiration timer

Alarm detail	Description
Alarm text	Unable to create expiration timer
Alarm ID	TS00042
Trigger component	TS
Reason	General
Issue	The TS cannot register a timed function.

Recommended actions

If you see this alarm:

- Check the memory availability for the TS and the operating system.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Unable to request additional info for TS [%s]

Alarm detail	Description
Alarm text	Unable to request additional info for TS [%s]
Alarm ID	TS00027
Trigger component	TS
Reason	General
Issue	The TS attempted to read the configuration settings from the other Telephony servers in a Multi-Site Heterogeneous Switch group, but the read operation failed.

Recommended actions

If you see this alarm:

- Check the memory availability for the TS and the operating system.
- Check the network status.
- Restart the Directory server.
- Restart the Data server.
- Restart the TS. You must start this server last.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- TS logs
- Data server logs

- All information gathered when you attempted to resolve the problem

Unable to request updated configuration for Hetero-switch support

Alarm detail	Description
Alarm text	Unable to request updated configuration for Hetero-switch support
Alarm ID	TS00017
Trigger component	Directory server
Reason	General
Issue	The TS cannot get the Multi-Site Heterogeneous Switch configuration from the Directory server.

Recommended actions

If you see this alarm:

- Restart the Directory server.
- Restart the Data server.
- Restart the TS. You must start this server last.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- Directory server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

Unable to request updated configuration for Hetero-switch support

Alarm detail	Description
Alarm text	Unable to request updated configuration for Hetero-switch support
Alarm ID	TS00021
Trigger component	Directory server
Reason	General
Issue	The attempt to retrieve Multi-Site Heterogeneous Switch information during a TS.GenericUpdate() operation failed.

Recommended actions

If you see this alarm:

- Check the network status.
- Restart the Directory server.
- Restart the Data server.
- Retry TS.GenericUpdate().
- If the problem persists, restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- Directory server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

Unable to send HeteroSwitchRouteStatus event to UUID [%s]

Alarm detail	Description
Alarm text	Unable to send HeteroSwitchRouteStatus event to UUID [%s]
Alarm ID	TS00071
Trigger component	TS
Reason	General
Issue	The Multi-Site Heterogeneous Switch tried to communicate with the indicated TS, but the communication failed.

Recommended actions

If you see this alarm:

- Check the network status.
- Restart the TSs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs from all TSs
- All information gathered when you attempted to resolve the problem

Unable to send TS.HeteroSwitchHandoff: DEST: %s

Alarm detail	Description
Alarm text	Unable to send TS.HeteroSwitchHandoff: DEST: %s
Alarm ID	TS00039
Trigger component	TS
Reason	General
Issue	An attempt to post a request to the STT failed for the specified TS.

Recommended actions

If you see this alarm:

- Check the memory allocation on all machines.
- Check the network status.
- Restart the affected TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs from all TS machines
- All information gathered when you attempted to resolve the problem

Unable to set voice.contactcount to zero

Alarm detail	Description
Alarm text	Unable to set voice.contactcount to zero
Alarm ID	TS00088
Trigger component	TS
Reason	General
Issue	The TS received a valid ADU ID for an agent but cannot set voice.contactcount to zero.

Recommended actions

If you see this alarm:

- Check the memory allocation on all machines.
- Check the network status.
- Restart the affected TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs for all Telephony servers
- All information gathered when you attempted to resolve the problem

VDU.Create.Request failed - CtsCallRecord removed

Alarm detail	Description
Alarm text	VDU.Create.Request failed - CtsCallRecord removed
Alarm ID	TS00013
Trigger component	EDU server
Reason	General
Issue	The TS attempted to create an EDU, but the attempt failed.

Recommended actions

If you see this alarm:

- Verify that the EDU servers are up and running.
- Check the network status.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- EDU server logs
- All information gathered when you attempted to resolve the problem

Vesp_Request VDU.GetOneValue createtime failed: [%lx], ignoring tscontainer

Alarm detail	Description
Alarm text	Vesp_Request VDU.GetOneValue createtime failed: [%lx], ignoring tscontainer
Alarm ID	TS00005
Trigger component	EDU server
Reason	General
Issue	VDU.GetOneValue failed with the ORBStatus indicated. An EDU is not written.

Recommended actions

If you see this alarm:

- Verify that the EDU servers are up and running.
- Verify that the domain of the Telephony server fails over to a domain with a voice EDU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- EDU server logs
- All information gathered when you attempted to resolve the problem

Will not request DS.Assign based on Load User Error. Use Update on TS, instead

Alarm detail	Description
Alarm text	Will not request DS.Assign based on Load User Error. Use Update on TS, instead
Alarm ID	TS00057
Trigger component	TS
Reason	General
Issue	The TS attempted to log in to the Directory server for change events when adding, deleting, or updating agents, but the login failed.

Recommended actions

If you see this alarm:

- Check the network status.
- Restart the Directory server.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Telephony server: Aspect switches

The Alarm Monitor might display the following high alarms for the Telephony server (TS) for supported Aspect switches:

- [ADParam not set for AMT_CONNECT\(2\) using default map\(%s\)](#) on page 460

- [ADParam not set for AMT_DROP\(1\) using default map\(%s\)](#) on page 461
- [ADParam not set for AMT_NONE\(0\) using default map\(%s\)](#) on page 461
- [ADParam not set for AMT_SWITCH\(3\) using default map\(%s\)](#) on page 462
- [ANSMap not set for AMT_CONNECT\(2\) using default map\(%s\)](#) on page 463
- [ANSMap not set for AMT_DROP\(1\) using default map\(%s\)](#) on page 463
- [ANSMap not set for AMT_NONE\(0\) using default map\(%s\)](#) on page 464
- [ANSMap not set for AMT_SWITCH\(3\) using default map\(%s\)](#) on page 465
- [AnswerMode not set for AMT_CONNECT\(2\) using default %d](#) on page 465
- [AnswerMode not set for AMT_DROP\(1\) using default %d](#) on page 466
- [AnswerMode not set for AMT_NONE\(0\) using default %d](#) on page 467
- [Connection of SIT calls not specified, default to FALSE](#) on page 467
- [Country must be specified for predictive dialing, default to USA \(%s\)](#) on page 468
- [digits_in_data_x not set to a-e, defaulting digit storage to Aspect Data_A](#) on page 469
- [digits_in_digits_in_data_x length <> 1, defaulting digit storage to Aspect Data_A](#) on page 469
- [error on protocol](#) on page 470
- [Event Monitor Request \(510\) failed: \[%s\]\[%s\]](#) on page 471
- [Invalid ADParam for AMT_SWITCH\(3\) \(%s\)](#) on page 471
- [Invalid ANSMap for AMT_NONE\(0\) \(%s\)](#) on page 472
- [Invalid AnswerMode for AMT_CONNECT\(2\) \(%d\), defaulting to %d](#) on page 473
- [Invalid AnswerMode for AMT_DROP\(1\) \(%d\), defaulting to %d](#) on page 473
- [Invalid Call identifier associated w/ predictive message\(%d\)\(%s\)](#) on page 474
- [Invalid message from PBX\(%s\)](#) on page 475
- [Invalid port number - using default \[7046\]](#) on page 475
- [Invalid session VDU.GetOneValue for %s, %s](#) on page 476
- [Predictive call attempts rejected, predictive dialing disabled](#) on page 477
- [Predictive CCT not defined, disabling predictive dialing](#) on page 477
- [Protocol error: formatted MsgSize is not ASPECT_LENGTH_SIZE](#) on page 478
- [Received reserved predictive subtype\(%s\) on non-existent call](#) on page 478
- [Received reserved predictive subtype\(%s\) on non-existent call](#) on page 479
- [Received reserved predictive subtype\(%s\) on non-predictive call](#) on page 480
- [Request\[510\] failed: \[%s\]\[%s\]](#) on page 480

- [Ring Length not set for using default of %d second](#) on page 481
- [Ring length\(%d\) out of range \(0-20\), defaulting to 1 second.](#) on page 482
- [TCP bind failed \[%d\]](#) on page 482
- [TCP listen failed \[%d\]](#) on page 483
- [TCP socket initialization \[%d\]](#) on page 484
- [The configured "externalcct" is not present or invalid](#) on page 485
- [The max. internal extension length not specified or invalid, defaulting to 4](#) on page 485
- [Unable to resolve eCtiRetCode for subtype\(%s\)](#) on page 486
- [VDU.Create.Request failed](#) on page 487

ADParam not set for AMT_CONNECT(2) using default map(%s)

Alarm detail	Description
Alarm text	ADParam not set for AMT_CONNECT(2) using default map(%s)
Alarm ID	TS00133
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

ADParam not set for AMT_DROP(1) using default map(%s)

Alarm detail	Description
Alarm text	ADParam not set for AMT_DROP(1) using default map(%s)
Alarm ID	TS00131
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

ADParam not set for AMT_NONE(0) using default map(%s)

Alarm detail	Description
Alarm text	ADParam not set for AMT_NONE(0) using default map(%s)
Alarm ID	TS00129
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

ADParam not set for AMT_SWITCH(3) using default map(%s)

Alarm detail	Description
Alarm text	ADParam not set for AMT_SWITCH(3) using default map(%s)
Alarm ID	TS00135
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

ANSMMap not set for AMT_CONNECT(2) using default map(%s)

Alarm detail	Description
Alarm text	ANSMMap not set for AMT_CONNECT(2) using default map(%s)
Alarm ID	TS00141
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

ANSMMap not set for AMT_DROP(1) using default map(%s)

Alarm detail	Description
Alarm text	ANSMMap not set for AMT_DROP(1) using default map(%s)
Alarm ID	TS00139
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

ANSMap not set for AMT_NONE(0) using default map(%s)

Alarm detail	Description
Alarm text	ANSMap not set for AMT_NONE(0) using default map(%s)
Alarm ID	TS00137
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

ANSMap not set for AMT_SWITCH(3) using default map(%s)

Alarm detail	Description
Alarm text	ANSMap not set for AMT_SWITCH(3) using default map(%s)
Alarm ID	TS00143
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

AnswerMode not set for AMT_CONNECT(2) using default %d

Alarm detail	Description
Alarm text	AnswerMode not set for AMT_CONNECT(2) using default %d
Alarm ID	TS00149
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

AnswerMode not set for AMT_DROP(1) using default %d

Alarm detail	Description
Alarm text	AnswerMode not set for AMT_DROP(1) using default %d
Alarm ID	TS00147
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

AnswerMode not set for AMT_NONE(0) using default %d

Alarm detail	Description
Alarm text	AnswerMode not set for AMT_NONE(0) using default %d
Alarm ID	TS00145
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Connection of SIT calls not specified, default to FALSE

Alarm detail	Description
Alarm text	Connection of SIT calls not specified, default to FALSE
Alarm ID	TS00125
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Country must be specified for predictive dialing, default to USA (%s)

Alarm detail	Description
Alarm text	Country must be specified for predictive dialing, default to USA (%s)
Alarm ID	TS00124
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

digits_in_data_x not set to a-e, defaulting digit storage to Aspect Data_A

Alarm detail	Description
Alarm text	digits_in_data_x not set to a-e, defaulting digit storage to Aspect Data_A
Alarm ID	TS00120
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

digits_in_digits_in_data_x length <> 1, defaulting digit storage to Aspect Data_A

Alarm detail	Description
Alarm text	digits_in_digits_in_data_x length <> 1, defaulting digit storage to Aspect Data_A
Alarm ID	TS00121
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

error on protocol

Alarm detail	Description
Alarm text	error on protocol
Alarm ID	TS00152
Trigger component	TS
Reason	PBX
Issue	The TS encountered an error with the Aspect protocol.

Recommended actions

If you see this alarm:

- Gather the TS logs.
- Contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Event Monitor Request (510) failed: [%s][%s]

Alarm detail	Description
Alarm text	Event Monitor Request (510) failed: [%s][%s]
Alarm ID	TS00167
Trigger component	TS
Reason	General
Issue	The TS cannot establish monitors with the PBX.

Recommended actions

If you see this alarm:

1. Restart the TS.
2. If the problem persists
 - Check the network status.
 - Contact Aspect technical support.

Invalid ADParam for AMT_SWITCH(3) (%s)

Alarm detail	Description
Alarm text	Invalid ADParam for AMT_SWITCH(3) (%s)
Alarm ID	TS00134
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid ANSMap for AMT_NONE(0) (%s)

Alarm detail	Description
Alarm text	Invalid ANSMap for AMT_NONE(0) (%s)
Alarm ID	TS00136
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid AnswerMode for AMT_CONNECT(2) (%d), defaulting to %d

Alarm detail	Description
Alarm text	Invalid AnswerMode for AMT_CONNECT(2) (%d), defaulting to %d
Alarm ID	TS00148
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid AnswerMode for AMT_DROP(1) (%d), defaulting to %d

Alarm detail	Description
Alarm text	Invalid AnswerMode for AMT_DROP(1) (%d), defaulting to %d
Alarm ID	TS00146
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid Call identifier associated w/ predictive message(%d)(%s)

Alarm detail	Description
Alarm text	Invalid Call identifier associated w/ predictive message(%d)(%s)
Alarm ID	TS00159
Trigger component	TS
Reason	PBX
Issue	The predictive call is not associated with the expected result of the predictive operation.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid message from PBX(%s)

Alarm detail	Description
Alarm text	Invalid message from PBX(%s)
Alarm ID	TS00115
Trigger component	TS
Reason	PBX
Issue	A malformed PBX message can not be processed.

Recommended actions

If you see this alarm:

- Check the network status.
- If the problem persists, contact Aspect technical support.

Invalid port number - using default [7046]

Alarm detail	Description
Alarm text	Invalid port number - using default [7046]
Alarm ID	TS00119
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid session VDU.GetOneValue for %s, %s

Alarm detail	Description
Alarm text	Invalid session VDU.GetOneValue for %s, %s
Alarm ID	TS00010
Trigger component	TS
Reason	General
Issue	An attempt to perform VDU.GetOneValue for the indicated EDU ID and name failed due to an invalid session.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- EDU server logs
- CCT contents
- All information gathered when you attempted to resolve the problem

Predictive call attempts rejected, predictive dialing disabled

Alarm detail	Description
Alarm text	Predictive call attempts rejected, predictive dialing disabled
Alarm ID	TS00158
Trigger component	TS
Reason	PBX
Issue	The PBX rejected a predictive request.

Recommended actions

If you see this alarm:

- Inspect the PBX hardware.
- Inspect the software on the PBX.
- Contact Aspect technical support for information about how to configure the PBX to support predictive dialing.

Predictive CCT not defined, disabling predictive dialing

Alarm detail	Description
Alarm text	Predictive CCT not defined, disabling predictive dialing
Alarm ID	TS00117
Trigger component	TS
Reason	General
Issue	The TS configuration for Predictive CCT is invalid.

Recommended actions

If you see this alarm:

- In IC Manager, configure the TS with the CCT for predictive dialing.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Telephony server logs
- All information gathered when you attempted to resolve the problem

Protocol error: formatted MsgSize is not ASPECT_LENGTH_SIZE

Alarm detail	Description
Alarm text	Protocol error: formatted MsgSize is not ASPECT_LENGTH_SIZE
Alarm ID	TS00154
Trigger component	TS
Reason	PBX
Issue	An Aspect protocol error was encountered.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Telephony server logs
- All information gathered when you attempted to resolve the problem

Received reserved predictive subtype(%s) on non-existent call

Alarm detail	Description
Alarm text	Received reserved predictive subtype(%s) on non-existent call
Alarm ID	TS00161

Alarm detail	Description
Trigger component	TS
Reason	PBX
Issue	An inconsistency was encountered during the processing of a predictive call.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Received reserved predictive subtype(%s) on non-existent call

Alarm detail	Description
Alarm text	Received reserved predictive subtype(%s) on non-existent call
Alarm ID	TS00162
Trigger component	TS
Reason	PBX
Issue	An inconsistency was encountered during the processing of a predictive call.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Received reserved predictive subtype(%s) on non-predictive call

Alarm detail	Description
Alarm text	Received reserved predictive subtype(%s) on non-predictive call
Alarm ID	TS00163
Trigger component	TS
Reason	PBX
Issue	An inconsistency was encountered during the processing of a call.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Request[510] failed: [%s][%s]

Alarm detail	Description
Alarm text	Request[510] failed: [%s][%s]
Alarm ID	TS00155

Alarm detail	Description
Trigger component	TS
Reason	PBX
Issue	The TS cannot establish monitors with the PBX.

Recommended actions

If you see this alarm:

- Restart the TS.
- If the problem persists, check the network status and contact Aspect technical support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Ring Length not set for using default of %d second

Alarm detail	Description
Alarm text	Ring Length not set for using default of %d second
Alarm ID	TS00151
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Ring length(%d) out of range (0-20), defaulting to 1 second.

Alarm detail	Description
Alarm text	Ring length(%d) out of range (0-20), defaulting to 1 second.
Alarm ID	TS00150
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

TCP bind failed [%d]

Alarm detail	Description
Alarm text	TCP bind failed [%d]
Alarm ID	TS00113

Alarm detail	Description
Trigger component	TS
Reason	Network
Issue	The TS cannot establish a server socket. This alarm indicates that TCP/IP is not functioning properly on the machine that hosts the TS.

Recommended actions

If you see this alarm, check the machine that hosts the TS, including the operating system and the latest upgrades.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

TCP listen failed [%d]

Alarm detail	Description
Alarm text	TCP listen failed [%d]
Alarm ID	TS00114
Trigger component	TS
Reason	Network
Issue	The TS cannot establish a server socket. This alarm indicates that TCP/IP is not functioning properly on the machine that hosts the TS.

Recommended actions

If you see this alarm, check the machine that hosts the TS, including the operating system and the latest upgrades.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

TCP socket initialization [%d]

Alarm detail	Description
Alarm text	TCP socket initialization [%d]
Alarm ID	TS00112
Trigger component	TS
Reason	Network
Issue	The TS cannot establish a server socket. This alarm indicates that TCP/IP is not functioning properly on the machine that hosts the TS.

Recommended actions

If you see this alarm, check the machine that hosts the TS, including the operating system and the latest upgrades.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

The configured "externalcct" is not present or invalid

Alarm detail	Description
Alarm text	The configured "externalcct" is not present or invalid
Alarm ID	TS00116
Trigger component	TS
Reason	General
Issue	The TS is not configured properly for the external CCT.

Recommended actions

If you see this alarm:

- In IC Manager, configure the TS with the appropriate CCT to handle external calls.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

The max. internal extension length not specified or invalid, defaulting to 4

Alarm detail	Description
Alarm text	The max. internal extension length not specified or invalid, defaulting to 4
Alarm ID	TS00118
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	The TS configuration is incomplete. The TS used default settings.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Unable to resolve eCtiRetCode for subtype(%s)

Alarm detail	Description
Alarm text	Unable to resolve eCtiRetCode for subtype(%s)
Alarm ID	TS00160
Trigger component	TS
Reason	PBX
Issue	An inconsistency was encountered during the processing of a predictive call.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs

- All information gathered when you attempted to resolve the problem

VDU.Create.Request failed

Alarm detail	Description
Alarm text	VDU.Create.Request failed
Alarm ID	TS00008
Trigger component	EDU server
Reason	General
Issue	The TS cannot create an EDU during a CCT send data operation.

Recommended actions

If you see this alarm, verify that the EDU servers are running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- EDU server logs
- CCT list
- All information gathered when you attempted to resolve the problem

Telephony server: Avaya switches

The Alarm Monitor might display the following high alarms for the Telephony server (TS) for supported Avaya switches:

- [Call record deletion \(in pbxDeassign\) failed](#) on page 488
- [Failed heartbeat request, eRetCode \[0x%x\] \[%s\]](#) on page 489
- [Failed set_env, asai_errno=\[%d\] \[%s\], TS cannot do routing errno= %d](#) on page 489
- [Failed to retrieve switch version. ABORT\(\) IN PROGRESS!!](#) on page 490

- [Failed to retrieve switch version. Using Config Parameter \[%d\]](#) on page 491
- [Heartbeat to test if switch connection is open failed](#) on page 492
- [Invalid argument for \[iAction\] on asai_vduid_compression](#) on page 492
- [UUI field does not seem to contain VDUID \(size < 32\)](#) on page 493
- [VDUID compression failed](#) on page 494
- [VDUID decompression failed](#) on page 494

Call record deletion (in pbxDeassign) failed

Alarm detail	Description
Alarm text	Call record deletion (in pbxDeassign) failed
Alarm ID	TS00099
Trigger component	TS
Reason	General
Issue	During pbxDeassign(), at least one CasaiCall cannot be cleared.

Recommended actions

If you see this alarm, restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Failed heartbeat request, eRetCode [0x%x] [%s]

Alarm detail	Description
Alarm text	Failed heartbeat request, eRetCode [0x%x] [%s]
Alarm ID	TTS00111
Trigger component	TS
Reason	General
Issue	The TS to MAPD heartbeat failed with the specified reason.

Recommended actions

If you see this alarm:

- Check the network status.
- If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Telephony server logs
- All information gathered when you attempted to resolve the problem

Failed set_env, asai_errno=[%d] [%s], TS cannot do routing errno= %d

Alarm detail	Description
Alarm text	Failed set_env, asai_errno=[%d] [%s], TS cannot do routing errno= %d
Alarm ID	TS00095
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	The TS was not granted access to route requests. This problem happens when the TS is the second server on a given signal.

Recommended actions

If you see this alarm:

- Determine which other server has already allocated the signal.
- Do one of the following:
 - Move the TS to a new signal.
 - Stop the application or server that is competing with the TS and restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Failed to retrieve switch version. ABORT() IN PROGRESS!!

Alarm detail	Description
Alarm text	Failed to retrieve switch version. ABORT() IN PROGRESS!!
Alarm ID	TS00109
Trigger component	TS
Reason	PBX
Issue	The ASAI handshake with the PBX for the switch version failed and no default switch version exists in the TS configuration. This alarm indicates that the TS can communicate with MAPD, but cannot retrieve the PBX version.

Recommended actions

If you see this alarm:

- In IC Manager, configure the TS with the appropriate switch version.
- Restart the TS.
- If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Failed to retrieve switch version. Using Config Parameter [%d]

Alarm detail	Description
Alarm text	Failed to retrieve switch version. Using Config Parameter [%d]
Alarm ID	TS00108
Trigger component	TS
Reason	PBX
Issue	The ASAI handshake with the PBX for the switch version failed. The version defined in the TS configuration was used. This alarm indicates that the TS can communicate with MAPD, but cannot retrieve the PBX version.

Recommended actions

If you see this alarm,

- In IC Manager, configure the TS with the appropriate switch version.
- Restart the TS.
- If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Heartbeat to test if switch connection is open failed

Alarm detail	Description
Alarm text	Heartbeat to test if switch connection is open failed
Alarm ID	TS00104
Trigger component	TS
Reason	General
Issue	The TS cannot open a TCP/IP channel for ASAI communication.

Recommended actions

If you see this alarm, check the network status.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Invalid argument for [iAction] on asai_vduid_compression

Alarm detail	Description
Alarm text	Invalid argument for [iAction] on asai_vduid_compression
Alarm ID	TS00090

Alarm detail	Description
Trigger component	TS
Reason	General
Issue	The TS encountered a programming error or memory corruption during EDU ID compression.

Recommended actions

If you see this alarm, restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

UUI field does not seem to contain VDUID (size < 32)

Alarm detail	Description
Alarm text	UUI field does not seem to contain VDUID (size < 32)
Alarm ID	TS00091
Trigger component	TS
Reason	General
Issue	The TS could not perform EDU ID compression because the EDU contains less than 32 bytes.

Recommended actions

If you see this alarm, restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

VDUID compression failed

Alarm detail	Description
Alarm text	VDUID compression failed
Alarm ID	TS00092
Trigger component	TS
Reason	General
Issue	The compression of the EDU ID failed.

Recommended actions

If you see this alarm, restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

VDUID decompression failed

Alarm detail	Description
Alarm text	VDUID decompression failed
Alarm ID	TS00093

Alarm detail	Description
Trigger component	TS
Reason	General
Issue	The decompression of the EDU ID failed.

Recommended actions

If you see this alarm, restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Telephony server: Ericsson switches

The Alarm Monitor might display the following high alarms for the Telephony server (TS) for supported Ericsson switches:

- [Can not load list of eDU servers](#) on page 496
- [CpbxCSTA:: DCE/RPC Exception Caught: \[%x\] %s\n](#) on page 497
- [CSTA link partially initialized: \[%d\] threads up](#) on page 497
- [Exceeded number of attempts to load eDU servers](#) on page 498
- [Failure during construct of Translation Table](#) on page 499
- [Failure during eDU server list load: %s](#) on page 500
- [Failure re-scheduling load of eDU server list](#) on page 501
- [invalid translation entry: \[%s\]/\[%s\] \(ignored\)](#) on page 501
- [Link initialization failure](#) on page 502
- [Route Points MonitorChannel failed!](#) on page 503
- [translation table: too many entries resolve to same 5digit key](#) on page 503

Can not load list of eDU servers

Alarm detail	Description
Alarm text	Can not load list of eDU servers
Alarm ID	TS00047
Trigger component	TS
Reason	General
Issue	DS.GetFewRecords() failed while the TS retrieved the EDU list.

Recommended actions

If you see this alarm:

1. Check the network status.
2. Restart the Directory server.
3. Restart the Data server.
4. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- vesp.imp file logs
- Directory server logs
- Data server logs
- TS logs
- All information gathered when you attempted to resolve the problem

CpbxCSTA:: DCE/RPC Exception Caught: [%x] %s\n

Alarm detail	Description
Alarm text	CpbxCSTA:: DCE/RPC Exception Caught: [%x] %s\n
Alarm ID	TS00177
Trigger component	TS
Reason	General
Issue	The TS caught an exception on DCE when processing ctcGetEvent().

Recommended actions

If you see this alarm:

1. Check the memory allocation for the TS and the operating system.
2. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

CSTA link partially initialized: [%d] threads up

Alarm detail	Description
Alarm text	CSTA link partially initialized: [%d] threads up
Alarm ID	TS00175
Trigger component	TS
Reason	General
Issue	The link started, but the TS cannot associate with all required monitor channels.

Recommended actions

If you see this alarm:

1. Check the TS configuration.
2. Check the Intel NetMerge link status.
3. Check the network status.
4. If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Exceeded number of attempts to load eDU servers

Alarm detail	Description
Alarm text	Exceeded number of attempts to load eDU servers
Alarm ID	TS00049
Trigger component	TS
Reason	General
Issue	The TS cannot load the EDU list after multiple attempts.

Recommended actions

If you see this alarm:

- Check the network status.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- Directory server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

Failure during construct of Translation Table

Alarm detail	Description
Alarm text	Failure during construct of Translation Table
Alarm ID	TS00179
Trigger component	TS
Reason	General
Issue	TS.GenericUpdate() posted data to the lower layer but could not construct the translation table.

Recommended actions

If you see this alarm:

1. Check the memory allocation for the TS and the operating system.
2. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Failure during eDU server list load: %s

Alarm detail	Description
Alarm text	Failure during EDU server list load: %s
Alarm ID	TS00048
Trigger component	TS
Reason	General
Issue	DS.GetFewRecords() failed was posted, but the Directory server cannot satisfy the call.

Recommended actions

If you see this alarm:

1. Check the network status.
2. Restart the Directory server.
3. Restart the Data server.
4. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- Directory server logs
- Data server logs
- All information gathered when you attempted to resolve the problem

Failure re-scheduling load of eDU server list

Alarm detail	Description
Alarm text	Failure re-scheduling load of eDU server list
Alarm ID	TS00050
Trigger component	TS
Reason	General
Issue	The TS cannot post a request to the STT to create a timer that reloads the EDU server list.

Recommended actions

If you see this alarm:

1. Check the memory allocation for the process and the operating system.
2. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

invalid translation entry: [%s]/[%s] (ignored)

Alarm detail	Description
Alarm text	invalid translation entry: [%s]/[%s] (ignored)
Alarm ID	TS00182
Trigger component	TS
Reason	General
Issue	The translation entry has an inconsistent key or UUID entry.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

Link initialization failure

Alarm detail	Description
Alarm text	Link initialization failure
Alarm ID	TS00170
Trigger component	TS
Reason	General
Issue	The link did not start. The TS cannot initialize the link.

Recommended actions

If you see this alarm:

1. Check the TS configuration.
2. Check the Intel NetMerge status.
3. Check the network status.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Route Points MonitorChannel failed!

Alarm detail	Description
Alarm text	Route Points MonitorChannel failed!
Alarm ID	TS00174
Trigger component	TS
Reason	General
Issue	The TS cannot associate with the Monitor Channel for Route Points.

Recommended actions

If you see this alarm:

1. Check the TS configuration.
2. Check the Intel NetMerge configuration.
3. Check the PBX configuration.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

translation table: too many entries resolve to same 5digit key

Alarm detail	Description
Alarm text	translation table: too many entries resolve to same 5digit key
Alarm ID	TS00181
Trigger component	TS
Reason	General
Issue	The EDU ID to 21-byte translation is compromised.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

Telephony server: Nortel switches

The Alarm Monitor might display the following high alarms for the Telephony server (TS) for supported Nortel switches:

- [CpbxCSTA:: DCE/RPC Exception Caught: \[%x\] %s\n](#) on page 504
- [CSTA link partially initialized: \[%d\] threads up](#) on page 505
- [Link initialization failure](#) on page 506
- [Route Points MonitorChannel failed!](#) on page 507

CpbxCSTA:: DCE/RPC Exception Caught: [%x] %s\n

Alarm detail	Description
Alarm text	CpbxCSTA:: DCE/RPC Exception Caught: [%x] %s\n
Alarm ID	TS00176
Trigger component	TS
Reason	General
Issue	DCE could not perform ctcGetEvent() processing.

Recommended actions

If you see this alarm:

1. Check the memory allocation for the TS and the operating system.
2. Restart the TS.
3. If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

CSTA link partially initialized: [%d] threads up

Alarm detail	Description
Alarm text	CSTA link partially initialized: [%d] threads up
Alarm ID	TS00172
Trigger component	TS
Reason	General
Issue	The link started, but the TS cannot associate with all required monitor channels.

Recommended actions

If you see this alarm:

1. Check the TS configuration.
2. Check the Intel NetMerge link status.
3. Check the network status.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Link initialization failure

Alarm detail	Description
Alarm text	Link initialization failure
Alarm ID	TS00171
Trigger component	TS
Reason	General
Issue	The link did not start. The TS cannot initialize the link.

Recommended actions

If you see this alarm:

1. Check the TS configuration.
2. Check the Intel NetMerge link status.
3. Check the network status.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Route Points MonitorChannel failed!

Alarm detail	Description
Alarm text	Route Points MonitorChannel failed!
Alarm ID	TS00173
Trigger component	TS
Reason	General
Issue	The TS cannot associate with the Monitor Channel for Route Points.

Recommended actions

If you see this alarm:

1. Check the TS configuration.
2. Check the Intel NetMerge configuration.
3. Check the PBX configuration.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Telephony Server: SIP

The Alarm Monitor might display the following high alarms for the SIP Telephony Server:

- [Not able to occupy ports for Device: %s](#) on page 508
- [Hold failed due to unfinished session refresh](#) on page 509
- [Reconnect failed due to unfinished session refresh](#) on page 510
- [SipError: %d - Device %s failed to register](#) on page 511
- [SipError: %d - Call attempt failed to address: %s](#) on page 512

- [SipError: %d - Transfer rejected from %s to %s](#) on page 513
- [SipError: %d - Failed to Transfer contact from %s to %s](#) on page 514
- [No SIP Domain defined](#) on page 515
- [No Default fail destination device specified](#) on page 516
- [No SIP Outbound Proxy defined](#) on page 517
- [No SIP B2B Uri defined](#) on page 518
- [No B2B Password defined](#) on page 519
- [No common Route Point Password defined](#) on page 520

Not able to occupy ports for Device: %s

Alarm detail	Description
Alarm text	Not able to occupy ports for Device: %s
Alarm ID	TSSIP6001
Trigger component	Telephony Server
Reason	General Avaya IC issue
Issue	Ports are not free to be used by SIP TS

Recommended actions

If you see this alarm:

1. Restart the SIPTS. SIPTS would try to use any of the random port available.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS

- Execute the Scenario
- Provide the SIPTS logs
- All information gathered when you attempted to resolve the problem

Hold failed due to unfinished session refresh

Alarm detail	Description
Alarm text	Hold failed due to unfinished session refresh
Alarm ID	TSSIP6002
Trigger component	Telephony Server
Reason	Timing issue between SBC and SIPTS
Issue	SIP messages from SBC would have been delayed

Recommended actions

If you see this alarm:

1. Retry the scenario.
2. Escalate the issue to support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debugCcti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS
- Execute the Scenario
- Provide the SIPTS logs
- All information gathered when you attempted to resolve the problem

Reconnect failed due to unfinished session refresh

Alarm detail	Description
Alarm text	Reconnect failed due to unfinished session refresh
Alarm ID	TSSIP6003
Trigger component	Telephony Server
Reason	Timing issue between SBC and SIPTS
Issue	SIP messages from SBC would have been delayed

Recommended actions

If you see this alarm:

1. Retry the scenario.
2. Escalate the issue to support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS
- Execute the Scenario
- Provide the SIPTS logs
- All information gathered when you attempted to resolve the problem

SipError: %d - Device %s failed to register

Alarm detail	Description
Alarm text	SipError: - Device failed to register
Alarm ID	TSSIP6004
Trigger component	Telephony Server
Reason	General IC issue
Issue	SIPTS was not able to register the device with SES

Recommended actions

If you see this alarm:

1. Verify that the device is a valid device in the SES server.
2. Verify that password is correct.
3. Verify the network connection between SES and SIPTS is fine.
4. Restart the SIPTS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS
- Execute the Scenario
- Provide the SIPTS logs
- All information gathered when you attempted to resolve the problem

SipError: %d - Call attempt failed to address: %s

Alarm detail	Description
Alarm text	SipError: %d - Call attempt failed to address: %s
Alarm ID	TSSIP6005
Trigger component	Telephony Server
Reason	SIPTS was not able to initiate a call to the specified device
Issue	<ol style="list-style-type: none">1. Device can be invalid.2. Device not found3. While initiating a Makecall/TransferInit/ConferenceInit, the call was not answered from the initiating side.

Recommended actions

If you see this alarm:

1. Make sure the device is valid.
2. All the devices are set to auto-answer mode.
3. Escalate the issue to customer support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS
- Execute the Scenario
- Provide the SIPTS logs
- All information gathered when you attempted to resolve the problem

SipError: %d - Transfer rejected from %s to %s

Alarm detail	Description
Alarm text	SipError: %d - Transfer rejected from %s to %s
Alarm ID	TSSIP6006
Trigger component	Telephony Server
Reason	SBC was not able to accept SIP REFER Message
Issue	SIPTS uses REFER message to transfer/route/unpark the call, the SBC should be able to handle a REFER message

Recommended actions

If you see this alarm:

1. Verify that the SBC supports REFER message.
2. Verify that that SBC is able to dial both RoutePoint and B2B.
3. B2B is able to dial to destination devices,(Parking devices,agent extensions)
4. Escalate to support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS
- Execute the Scenario
- Provide the SIPTS logs
- All information gathered when you attempted to resolve the problem

SipError: %d - Failed to Transfer contact from %s to %s

Alarm detail	Description
Alarm text	SipError: %d - Failed to Transfer contact from %s to %s
Alarm ID	TSSIP6007
Trigger component	Telephony Server
Reason	SBC was not able to accept SIP REFER Message
Issue	SIPTS uses REFER message to transfer\route\unpark the call, the SBC should be able to handle a REFER message

Recommended actions

If you see this alarm:

1. Verify that the SBC supports REFER message.
2. Verify that that SBC is able to dial both RoutePoint and B2B
3. B2B is able to dial to destination devices,(Parking devices,agent extensions)

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS
- Execute the Scenario
- Provide the SIPTS logs
- All information gathered when you attempted to resolve the problem

No SIP Domain defined

Alarm detail	Description
Alarm text	No SIP Domain defined
Alarm ID	TSSIP6008
Trigger component	Telephony Server
Reason	Domain is not defined in the SIPTS configuration
Issue	SIPTS would not register the B2B and RoutePoints

Recommended actions

If you see this alarm:

1. Check the SIP domain configuration in SIPTS.
2. Restart the SIPTS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS
- Execute the Scenario
- Provide the SIPTS logs
- All information gathered when you attempted to resolve the problem

No Default fail destination device specified

Alarm detail	Description
Alarm text	No Default fail destination device specified
Alarm ID	TSSIP6009
Trigger component	Telephony Server
Reason	SIP fail device is not configured
Issue	SIPTS would not start up properly

Recommended actions

If you see this alarm:

1. Verify that the SIP fail device is configured in SIPTS configuration.
2. Restart SIPTS

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS
- Execute the Scenario
- Provide the SIPTS logs
- All information gathered when you attempted to resolve the problem

No SIP Outbound Proxy defined

Alarm detail	Description
Alarm text	No SIP Outbound Proxy defined
Alarm ID	TSSIP6010
Trigger component	Telephony Server
Reason	No SIP Outbound Proxy defined in the SIPTS configurations
Issue	SIPTS would not start

Recommended actions

If you see this alarm:

1. Verify that the Outbound Proxy is configured properly in the SIPTS configurations.
2. Restart SIP TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS
- Execute the Scenario
- Provide the SIPTS logs
- All information gathered when you attempted to resolve the problem

No SIP B2B Uri defined

Alarm detail	Description
Alarm text	No SIP B2B Uri defined
Alarm ID	TSSIP6011
Trigger component	Telephony Server
Reason	B2B was not configured in SIPTS configurations
Issue	SIPTS would not come up

Recommended actions

If you see this alarm:

1. Verify that the SIP B2B device is configured in the SIPTS configurations.
2. Restart SIPTS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS
- Execute the Scenario
- Provide the SIPTS logs
- All information gathered when you attempted to resolve the problem

No B2B Password defined

Alarm detail	Description
Alarm text	No B2B Password defined
Alarm ID	TSSIP6012
Trigger component	Telephony Server
Reason	No B2B Password defined in the SIP TS configurations
Issue	SIPTS would not start

Recommended actions

If you see this alarm:

1. Verify that the SIP B2B password is configured in the SIPTS configurations.
2. Restart SIPTS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS
- Execute the Scenario
- Provide the SIPTS logs
- All information gathered when you attempted to resolve the problem

No common Route Point Password defined

Alarm detail	Description
Alarm text	No common Route Point Password defined
Alarm ID	TSSIP6013
Trigger component	Telephony Server
Reason	No SIP RoutePoint Password defined in the SIP TS configurations
Issue	SIPTS would not be able to register the RP's

Recommended actions

If you see this alarm:

1. Verify that the configuration SIP RoutePoint Password is defined in the SIP TS configurations.
2. Restart SIPTS

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS
- Execute the Scenario
- Provide the SIPTS logs
- All information gathered when you attempted to resolve the problem

Telephony Services Adapter server

The Alarm Monitor might display the following high alarms for the Telephony Services Adapter (TSA) server:

- [agent queue count is not in sync with actual contact count in ADU serviceclassdetail record for aduid: \[<aduid>\]](#) on page 522
- [ADU writer thread creation failed. Exception! <reason>](#) on page 523
- [Advocate call channel not in operation](#) on page 524
- [Advocate call channel ready for operation](#) on page 525
- [Assignment of device <vdnid> is not successful. <reasoncode>](#) on page 526
- [Assignment of buddy TSA is unsuccessful](#) on page 526
- [Buddy TSA is not administered](#) on page 527
- [Buddy TSA is down](#) on page 528
- [CCallDetail::WriteToContactEdu \(\) ERROR: while writing contact info to EDU<eduid> - MSG :< reason text>](#) on page 529
- [Error reading the TSA configuration](#) on page 530
- [Error: running exception flow for Call id:<eduid>. Treating it as abandoned](#) on page 531
- [Login thread creation failed. Exception! <Reason code>](#) on page 532
- [logging in. Retrying to login](#) on page 533
- [No HomeLRM Defined](#) on page 533
- [No matched resource administered for contact <eduid>](#) on page 534
- [No matched resource administered other than the excluded resource for contact <eduid>](#) on page 535
- [No matched resource logged in for contact <eduid>](#) on page 536
- [No matched resource logged in other than the excluded resource for contact <eduid>](#) on page 537
- [No Transfer waittreatment found](#) on page 538
- [No waitdevice found for waittreatment style <waitstyle>. Will use the default with waitstyle 1](#) on page 539
- [Problem while writing to ADUs](#) on page 540
- [Required transfer/waitdevices are not administered](#) on page 540
- [specific agent queue count is not in sync with actual contact count in ADU serviceclassdetail record for aduid : \[<aduid>\]](#) on page 541

- [Unable to deliver the contact \[eduid\] to agent \[agentid\]. TS ErrorReasonCode:\[reasoncode\]](#) on page 542
- [Unable to find flow for criteria <searchcriteria>](#) on page 543
- [Unable to find flow name or WFS for criteria <searchcriteria>](#) on page 544
- [Unable to find the associated TS based on the domain configuration](#) on page 545
- [Unable to query DS for parking devices](#) on page 546
- [Unable to read from routinginfo container for contact<eduid>](#) on page 547
- [Unable to run flow for contact <eduid>](#) on page 548
- [Unable to start flow for criteria <searchcriteria>](#) on page 548
- [Unable to load buddy TSA config](#) on page 549
- [Unable to load buddy TSA Wait Device](#) on page 550
- [Unable to assign Buddy TSA Devices on TSA Failover](#) on page 551
- [Unable to assign Buddy TSA Devices](#) on page 552
- [Unable to assign devices to any available TS](#) on page 553
- [Unable to assign Buddy TSA Devices to Primary TS](#) on page 553

agent queue count is not in sync with actual contact count in ADU serviceclassdetail record for aduid: [<aduid>]

Alarm detail	Description
Alarm text	agent queue count is not in sync with actual contact count in ADU serviceclassdetail record for aduid: [<aduid>]
Alarm ID	TSA00025
Trigger component	TSA server
Reason	General
Issue	<p>The TSA server creates and writes the service class statistics into the service class detail ADUs. The TSA server maintains contacts to general queues that are different from a specific agent count. These counts are cumulative and are updated in real time every 5 seconds. The service class details and ADUs written by the TSA server provide various statistics related to queues.</p> <p>This alarm occurs when the TSA server detects that there is some discrepancy in counting the ADU statistics for generic queued requests. The TSA server detects the problem when the queue count is going to a negative count.</p>

Recommended actions

If you see this alarm, restart the TSA server to reset the counts properly.



Tip:

Avaya recommends that you restart the server when traffic is low, because the Business Advocate voice channel is interrupted.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- ADU server logs
- All information gathered when you attempted to resolve the problem

ADU writer thread creation failed. Exception! <reason>

Alarm detail	Description
Alarm text	ADU writer thread creation failed. Exception! <reason>
Alarm ID	TSA00022
Trigger component	TSA server
Reason	General
Issue	The TSA server creates a thread to write the service class statistics into the service class detail ADUs. The TSA server generates this alarm if the RogueWave libraries fail to create a thread.

Recommended actions

If you see this alarm:

1. In IC Manager, enable usr1-4 logging on the TSA server on the **Debug** tab.
2. Restart the TSA server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with usr1-4 logging
- All information gathered when you attempted to resolve the problem

Advocate call channel not in operation

Alarm detail	Description
Alarm text	Advocate call channel not in operation
Alarm ID	TSA00019
Trigger component	TS
Reason	General
Issue	<p>The TSA server assigns on incoming and wait devices to the TS with *r and *w respectively.</p> <p>The TSA server generates this alarm when:</p> <ul style="list-style-type: none">• All the Workflow servers that are assigned to the TSA server with voice.qualify criteria fail.• The home LRM of the TSA server fails.• The TS that is associated with the TSA server fails.

Recommended actions

If you see this alarm:

1. Verify that at least one Workflow server is assigned to the TSA server for qualification.
2. Verify that the home LRM of the TSA server is up and running.
3. Verify that the TS associated with the TSA server is up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- TSA server logs

- Workflow server logs
- Resource Manager server logs
- All information gathered when you attempted to resolve the problem

Advocate call channel ready for operation

Alarm detail	Description
Alarm text	Advocate call channel ready for operation
Alarm ID	TSA00017
Trigger component	TSA server
Reason	General
Issue	<p>The TSA server assigns on incoming and wait devices to the TS with *r and *w respectively. This alarm indicates the following:</p> <ul style="list-style-type: none">• A Resource Manager server is assigned to the TSA server.• A Business Advocate voice qualification workflow is assigned to the TSA server.• The Business Advocate voice channel is ready to process voice contacts.

Recommended actions

If you see this alarm, no action is required.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- All information gathered when you attempted to resolve the problem

Assignment of device <vdnid> is not successful. <reasoncode>

Alarm detail	Description
Alarm text	Assignment of device <vdnid> is not successful. <reasoncode>
Alarm ID	TSA00016
Trigger component	TS
Reason	General
Issue	The TSA server failed to assign on incoming and wait devices to the TS with *r and *w respectively for the specified reason.

Recommended actions

If you see this alarm:

1. Check all the VDNs and the associated vectors.
2. Verify that the CTI link is functioning correctly. If not, restart the MAPD or the CVLAN server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with the debug levels set to usr1-4
- TS logs with the log levels set to debug
- All information gathered when you attempted to resolve the problem

Assignment of buddy TSA is unsuccessful

Alarm detail	Description
Alarm name	TSA.BuddyAssign Error
Alarm text	Assignment of buddy TSA is unsuccessful. Will retry to assign after every %d seconds.
Alarm ID	TSA00034

Alarm detail	Description
Trigger component	TSA server
Reason	General
Issue	TSA server is unable to assign to Buddy TSA.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels on the TSA server.
2. Restart the TSA and Buddy server to determine if the problem persists.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with usr1-4 logging
- All information gathered when you attempted to resolve the problem

Buddy TSA is not administered

Alarm detail	Description
Alarm name	TSA.FailOver
Alarm text	Buddy TSA is not administered. No TSA failover will happen.
Alarm ID	TSA00029
Trigger component	TSA server
Reason	General
Issue	TSA server is unable to find buddy TSA's information while reading its configuration.

Recommended actions

If you see this alarm:

1. In IC Manager, check Buddy TSA configuration in TSA server TSA tab.

2. Turn on the usr1-4 debug log levels on the TSA server.
3. Restart the server to determine if the problem persists.
4. Verify that the section for the TSA server is properly formatted in the vesp.imp file.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with usr1-4 logging
- All information gathered when you attempted to resolve the problem

Buddy TSA is down

Alarm detail	Description
Alarm name	TSA.ServerFailed / TSA.Deassign
Alarm text	Buddy TSA is down.
Alarm ID	TSA00032
Trigger component	TSA server
Reason	General
Issue	Buddy TSA went down and is not contactable.

Recommended actions

If you see this alarm:

1. Restart the buddy TSA server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with usr1-4 logging
- All information gathered when you attempted to resolve the problem

CCallDetail::WriteToContactEdu () ERROR: while writing contact info to EDU<eduid> - MSG :< reason text>

Alarm detail	Description
Alarm name	CCallDetail
Alarm text	WriteToContactEdu () ERROR: while writing contact info to EDU<eduid> - MSG :< reason text>
Alarm ID	TSA00001
Trigger component	EDU server
Reason	General
Issue	<p>The TSA server writes the following information into the EDU when the contact is delivered to an agent or abandoned before delivery:</p> <ul style="list-style-type: none"> ● Agent match ● Queue time ● Qualifiers ● Business Advocate container index ● Abandon time ● Exit reason <p>This alarm usually occurs if the TSA server cannot write those values into an EDU. The alarm includes the reason for the failure and the EDU ID.</p>

Recommended actions

If you see this alarm:

1. Check that the domain of the TSA server fails over to a domain that contains at least one EDU server.
2. Analyze the EDU server logs to confirm that the EDU still exists in the EDU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- All EDU server logs
- All DUStore server logs

- vesp imp file
- All information gathered when you attempted to resolve the problem

Error reading the TSA configuration

Alarm detail	Description
Alarm text	Error reading the TSA configuration
Alarm ID	TSA00010
Trigger component	TSA server
Reason	General
Issue	The TSA server cannot read configuration data from the toolkit object.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels on the TSA server.
2. Restart the server to determine if the problem persists.
3. Verify that the section for the TSA server is properly formatted in the vesp.imp file.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with the debug levels set to usr1-4
- All information gathered when you attempted to resolve the problem

Error: running exception flow for Call id:<eduid>. Treating it as abandoned

Alarm detail	Description
Alarm name	Error
Alarm text	running exception flow for Call id:<eduid>. Treating it as abandoned
Alarm ID	TSA00002
Trigger component	Workflow
Reason	General
Issue	<p>The start method on the Workflow server failed on the second try. Each try will be directed to a different Workflow server. Heavy traffic conditions can cause timeouts.</p> <p>The exception flows might run because:</p> <ul style="list-style-type: none"> • A Resource Manager server failed and the server is not in the list of LRMs configured on the TSA server. All the requests queued on that Resource Manager server are sent back to the exception flow to be requeued on a different Resource Manager server. • The ResourceRequest method call on the Resource Manager server failed because of network issues. • No matching agents are logged into the system for the qualified contact. • No matching agents are administered in the system for the qualified contact. • Only excluded agents are logged into the system for the qualified contact. • Only excluded agents are administered in the system for the qualified contact.

Recommended actions

If you see this alarm:

- Verify that the Workflow server assigned to the TSA server with voice.qualified is up and running.
- If this issue occurs because of timeouts or a slow response from the Workflow server on the start method call of the Workflow server, configure multiple Workflow servers to run voice.qualified for the TSA server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- Workflow server logs
- vesp imp file
- All information gathered when you attempted to resolve the problem

Login thread creation failed. Exception! <Reason code>

Alarm detail	Description
Alarm text	Login thread creation failed. Exception! <Reason code>
Alarm ID	TSA00008
Trigger component	TSA server
Reason	General
Issue	<p>RogueWave thread creation failed for the internal use of the TSA server. Usually, this alarm occurs because:</p> <ul style="list-style-type: none">• The TSA server tried to create a thread to log in to the toolkit• The TSA server tried to create threads for event processing and request handling.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels on the TSA server.
2. Restart the server to determine if the problem persists.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- Core file, if any
- All information gathered when you attempted to resolve the problem

logging in. Retrying to login

Alarm detail	Description
Alarm text	logging in. Retrying to login
Alarm ID	TSA00009
Trigger component	TSA server
Reason	General
Issue	The TSA server cannot log in to toolkit and cannot start up.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels on the TSA server.
2. Restart the server to determine if the problem persists.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- vesp.imp file
- ORB server logs
- All information gathered when you attempted to resolve the problem

No HomeLRM Defined

Alarm detail	Description
Alarm text	No HomeLRM Defined
Alarm ID	TSA00011
Trigger component	TSA server

Alarm detail	Description
Reason	General
Issue	The TSA server cannot read the Home LRM configuration data.

Recommended actions

If you see this alarm, verify that the TSA server is configured with an LRM in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with the debug levels set to usr1-4
- All information gathered when you attempted to resolve the problem

No matched resource administered for contact <eduid>

Alarm detail	Description
Alarm text	No matched resource administered for contact <eduid>
Alarm ID	TSA00005
Trigger component	Resource Manager server
Reason	General
Issue	<p>The TSA server made a resource request to the Resource Manager server for an agent match. The resource request included the qualifiers and other parameters.</p> <p>The TSA server generates this alarm if the system does not include a qualified resource for the qualifiers.</p>

Recommended actions

If you see this alarm:

1. Analyze the TSA server logs to look for the qualifiers of the contact.
2. Verify that the Business Advocate system includes an agent with the same set of qualifiers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- Resource Manager server logs
- Information about service classes and agent capability sets
- All information gathered when you attempted to resolve the problem

No matched resource administered other than the excluded resource for contact <eduid>

Alarm detail	Description
Alarm text	No matched resource administered other than the excluded resource for contact <eduid>
Alarm ID	TSA00007
Trigger component	Resource Manager server
Reason	General
Issue	<p>The TSA server made a resource request to the Resource Manager for an agent match. The resource request included the qualifiers, an excluded agent ID, and other parameters.</p> <p>The TSA server generates this alarm if the excluded agent is the only qualified resource administered in the system.</p>

Recommended actions

If you see this alarm:

1. Analyze the TSA server logs to look for the qualifiers of the contact.
2. Verify that the Business Advocate system includes an agent other than the excluded agent with the same set of qualifiers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs

Avaya IC high alarms

- Resource Manager server logs
- Information about service classes and agent capability sets
- All information gathered when you attempted to resolve the problem

No matched resource logged in for contact <eduid>

Alarm detail	Description
Alarm text	No matched resource logged in for contact <eduid>
Alarm ID	TSA00004
Trigger component	Resource Manager server
Reason	General
Issue	<p>The TSA server made a resource request to the Resource Manager server for an agent match. The resource request included the qualifiers and other parameters.</p> <p>The TSA server generates this alarm if no qualified resource is logged in to the system.</p>

Recommended actions

If you see this alarm:

1. Analyze the TSA server logs to look for the qualifiers of the contact.
2. Verify that the Business Advocate system has an agent logged in with the same set of qualifiers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- Resource Manager server logs
- Information about service classes and agent capability sets
- All information gathered when you attempted to resolve the problem

No matched resource logged in other than the excluded resource for contact <eduid>

Alarm detail	Description
Alarm text	No matched resource logged in other than the excluded resource for contact <eduid>
Alarm ID	TSA00006
Trigger component	Resource Manager server
Reason	General
Issue	<p>The TSA server made a resource request to the Resource Manager for an agent match. The resource request included the qualifiers, an excluded agent ID, and other parameters.</p> <p>The TSA server generates this alarm if the excluded agent is the only qualified resource logged in to the system.</p>

Recommended actions

If you see this alarm:

1. Analyze the TSA server logs for the qualifiers of the contact.
2. Verify that there is an agent logged in to the system other than the excluded agent with the same set of qualifiers.
3. Verify that an agent other than the excluded agent is logged in with the same set of qualifiers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- Resource Manager server logs
- Information about service classes and agent capability sets
- All information gathered when you attempted to resolve the problem

No Transfer waittreatment found

Alarm detail	Description
Alarm text	No Transfer waittreatment found
Alarm ID	TSA00014
Trigger component	TSA server
Reason	General
Issue	The TSA server cannot find a voice parking device with an associated waittreatment style of 1. Each TSA server must be configured with at least one voice parking device that has an associated waittreatment style of 1.

Recommended actions

If you see this alarm:

1. In IC Manager, create a voice parking device with:
 - The proper VDN as the ID
 - A wait treatment style of 1
2. Associate this device with each TSA server defined in the system.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with the debug levels set to usr1-4
- All information gathered when you attempted to resolve the problem

No waitdevice found for waittreatment style <waitstyle>. Will use the default with waitstyle 1

Alarm detail	Description
Alarm text	No waitdevice found for waittreatment style <waitstyle>. Will use the default with waitstyle 1
Alarm ID	TSA00003
Trigger component	TSA server
Reason	General
Issue	<p>At startup, the TSA server loads all the voice parking devices from the Directory server tables. Each parking device has a waittreatment style. After qualification, the contact flows identify and pass the wait treatment style to the TSA server. The TSA server uses this information to select the appropriate VDN to park the call.</p> <p>The TSA server generates this alarm when there is no matching wait style configured on the TSA server for the wait style that is sent from the workflow.</p>

Recommended actions

If you see this alarm:

1. Check the Business Advocate workflows to see which wait treatment styles are set.
2. Administer the matching wait treatment styles for the TSA server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- Copies of the Business Advocate workflows
- vesp imp file
- ds.ffd file
- All information gathered when you attempted to resolve the problem

Problem while writing to ADUs

Alarm detail	Description
Alarm text	Problem while writing to ADUs
Alarm ID	TSA00023
Trigger component	TSA server
Reason	General
Issue	The TSA server creates and writes service class statistics into service class detail ADUs. This alarm is generated when the TSA server cannot write data into an ADU.

Recommended actions

If you see this alarm, check that the ADU server is up and running. Perform this check from the ADU logs while the ADU is still in the system.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- ADU server logs
- All information gathered when you attempted to resolve the problem

Required transfer/waitdevices are not administered

Alarm detail	Description
Alarm text	Required transfer/waitdevices are not administered
Alarm ID	TSA00013
Trigger component	TSA server

Alarm detail	Description
Reason	General
Issue	The TSA server cannot find a voice parking device with an associated waittreatment style of 1. Each TSA server must be configured with at least one voice parking device that has an associated waittreatment style of 1.

Recommended actions

If you see this alarm:

1. In IC Manager, create a voice parking device with:
 - The proper VDN as the ID
 - A wait treatment style of 1
2. Associate this device with each TSA server defined in the system.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with the debug levels set to usr1-4
- All information gathered when you attempted to resolve the problem

specific agent queue count is not in sync with actual contact count in ADU serviceclassdetail record for aduid :[<aduid>]

Alarm detail	Description
Alarm text	specific agent queue count is not in sync with actual contact count in ADU serviceclassdetail record for aduid :[<aduid>]
Alarm ID	TSA00024
Trigger component	TSA server

Alarm detail	Description
Reason	General
Issue	<p>The TSA server creates and writes the service class statistics into the service class detail ADUs. The TSA server maintains contacts to general queues that are different from a specific agent count. These counts are cumulative and are updated in real time every 5 seconds. The service class details and ADUs written by the TSA server provide various statistics related to queues.</p> <p>This alarm occurs when the TSA server detects that there is some discrepancy in counting the ADU statistics for generic queued requests. The TSA server detects the problem when the queue count is going to a negative count.</p>

Recommended actions

If you see this alarm, restart the TSA server to reset the counts properly.



Tip:

Avaya recommends that you restart the server when traffic is low, because the Business Advocate voice channel is interrupted.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- ADU server logs
- All information gathered when you attempted to resolve the problem

Unable to deliver the contact [eduid] to agent [agentid]. TS ErrorReasonCode:[reasoncode]

Alarm detail	Description
Alarm text	Unable to deliver the contact [eduid] to agent [agentid]. TS ErrorReasonCode:[reasoncode]
Alarm ID	TSA00018
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	The TSA server calls the TS to deliver the contact to the agent. The TSA server generates this alarm if any error is returned from the TS to the TSA server on the VESP call to deliver contacts.

Recommended actions

If you see this alarm:

1. Check the configuration of the agent station on the switch.
2. Check the configuration of the agent ID for the voice channel.
3. Verify that the dial by equipment is turned off. Business Advocate requires that you set direct agent calls to "y" on the Class Of Restrictions (COR) used by the agent and any Business Advocate VDN. This configuration includes any incoming, wait-treatment, transfer, or any other distribution VDNs used by Business Advocate calls.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- Telephony server logs
- Resource Manager server logs
- All information gathered when you attempted to resolve the problem

Unable to find flow for criteria <searchcriteria>

Alarm detail	Description
Alarm text	Unable to find flow for criteria <searchcriteria>
Alarm ID	TSA00026
Trigger component	Workflow

Alarm detail	Description
Reason	General
Issue	<p>When the TSA server gets an incoming call event on the lead VDN, the server tries to find the flow to run based on the configuration done on the TSA server. For example, the TSA server looks for 25000 in the memory map for qualification flow where 25000 is the incoming lead VDN.</p> <p>This alarm usually occurs when the TSA server cannot find a workflow for the VDN in the configuration.</p>

Recommended actions

If you see this alarm, check the TSA server configuration to verify that all the workflows are configured for all the incoming VDNs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

Unable to find flow name or WFS for criteria <searchcriteria>

Alarm detail	Description
Alarm text	Unable to find flow name or WFS for criteria <searchcriteria>
Alarm ID	TSA00028
Trigger component	Workflow

Alarm detail	Description
Reason	General
Issue	<p>When the TSA server gets an incoming call event on the lead VDN, the server tries to find the workflow to run based on the configuration of the TSA server. For example, the TSA server looks for 25000 in the memory map for qualification flow if 25000 is the incoming lead VDN.</p> <p>This alarm usually occurs when the TSA server:</p> <ul style="list-style-type: none"> • Cannot run the configured workflow for the VDN. • Cannot find the workflow name for the VDN in its internal memory.

Recommended actions

If you see this alarm:

1. Check the TSA server configuration to verify that all workflows are configured for all the incoming VDNs.
2. Verify that the Workflow server is up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

Unable to find the associated TS based on the domain configuration

Alarm detail	Description
Alarm text	Unable to find the associated TS based on the domain configuration
Alarm ID	TSA00012
Trigger component	TSA server

Alarm detail	Description
Reason	General
Issue	The TSA server cannot find an associated TS in the same domain.

Recommended actions

If you see this alarm, configure a Telephony server in the same domain as the TSA server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with the debug levels set to usr1-4
- All information gathered when you attempted to resolve the problem

Unable to query DS for parking devices

Alarm detail	Description
Alarm text	Unable to query DS for parking devices
Alarm ID	TSA00015
Trigger component	Directory server
Reason	General
Issue	The TSA server cannot query the Directory server to get all the voice parking devices.

Recommended actions

If you see this alarm, verify that there are some voice parking devices administered in the system.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with the debug levels set to usr1-4

- Directory server logs
- All information gathered when you attempted to resolve the problem

Unable to read from routinginfo container for contact<eduid>

Alarm detail	Description
Alarm text	Unable to read from routinginfo container for contact<eduid>
Alarm ID	TSA00021
Trigger component	EDU server
Reason	General
Issue	<p>When a call is transferred from the agent desktop to a virtual queue, the call qualification related to the virtual queue is written in the EDU. The TSA server must read that EDU to make the resource request to the Resource Manager.</p> <p>Without access to the EDU, the TSA server cannot obtain the proper qualifiers for the incoming contact event on the transfer VDN.</p>

Recommended actions

If you see this alarm:

1. Check if the EDU still exists in the system from the EDU logs.
2. Verify that the EDU server is running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- EDU server logs
- All information gathered when you attempted to resolve the problem

Unable to run flow for contact <eduid>

Alarm detail	Description
Alarm text	Unable to run flow for contact <eduid>
Alarm ID	TSA00020
Trigger component	Workflow
Reason	General
Issue	The TSA server runs a qualification workflow on the incoming call to qualify the contact. The TSA server calls the start method on the Workflow server interface to execute the workflow asynchronously. This alarm indicates that the TSA server cannot run the workflow.

Recommended actions

If you see this alarm:

- Verify that at least one Workflow server is assigned to the TSA server for qualification.
- Verify that the Workflow server is running with the criteria voice.qualify assigned to the TSA server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

Unable to start flow for criteria <searchcriteria>

Alarm detail	Description
Alarm text	Unable to start flow for criteria <searchcriteria>
Alarm ID	TSA00027

Alarm detail	Description
Trigger component	Workflow
Reason	General
Issue	<p>When the TSA server gets an incoming call event on the lead VDN, the server tries to find the flow to run based on the configuration done on the TSA server. For example, the TSA server looks for 25000 in the memory map for qualification flow if 25000 is the incoming lead VDN.</p> <p>This alarm usually occurs when the TSA server cannot run the configured workflow for the VDN.</p>

Recommended actions

If you see this alarm:

1. Check the TSA server configuration to verify that all workflows are configured for all the incoming VDNs.
2. Verify that the Workflow server is running

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

Unable to load buddy TSA config

Alarm detail	Description
Alarm name	TSA.Load Buddy Config Error
Alarm text	Unable to load buddy TSA config. Buddy failover will not work properly.
Alarm ID	TSA00030
Trigger component	TSA server

Alarm detail	Description
Reason	General
Issue	TSA server is unable to find buddy TSA's information while reading buddy's configuration.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels on the TSA server.
2. Restart the server to determine if the problem persists.
3. Verify that the section for the TSA server and buddy TSA server is properly formatted in the vesp.imp file.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with usr1-4 logging
- All information gathered when you attempted to resolve the problem

Unable to load buddy TSA Wait Device

Alarm detail	Description
Alarm name	TSA.Load Buddy Config Error
Alarm text	Unable to load buddy TSA Wait Device. Buddy failover will not work properly.
Alarm ID	TSA00031
Trigger component	TSA server
Reason	General
Issue	TSA server is unable to find buddy TSA's wait device information.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels on the TSA server.
2. Restart the server to determine if the problem persists.
3. Verify that the section for the TSA server and buddy TSA server is properly formatted in the vesp.imp file.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with usr1-4 logging
- All information gathered when you attempted to resolve the problem

Unable to assign Buddy TSA Devices on TSA Failover

Alarm detail	Description
Alarm name	TSA.BuddyDeviceAssign
Alarm text	Unable to assign Buddy TSA Devices on TSA Failover.
Alarm ID	TSA00033
Trigger component	TSA server
Reason	General
Issue	TSA server is unable to assign Buddy TSA's devices when buddy went down.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels on the TSA server.
2. Restart the TSA and Buddy server to determine if the problem persists.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with usr1-4 logging
- All information gathered when you attempted to resolve the problem

Unable to assign Buddy TSA Devices

Alarm detail	Description
Alarm name	TSA.BuddyDeviceAssign
Alarm text	Unable to assign Buddy TSA Devices.
Alarm ID	TSA00035
Trigger component	TSA server
Reason	General
Issue	TSA server is unable to assign Buddy TSA's devices.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels on the TSA server.
2. Restart the TSA and Buddy server to determine if the problem persists.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with usr1-4 logging
- All information gathered when you attempted to resolve the problem

Unable to assign devices to any available TS

Alarm detail	Description
Alarm name	TSA.TSAssign
Alarm text	Unable to assign devices to any available TS.
Alarm ID	TSA00036
Trigger component	TSA server
Reason	General
Issue	TSA server is unable to assign devices either to the TS in same domain or to any other TS in failover domain.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels on the TSA server.
2. Restart the TSA and Buddy server to determine if the problem persists.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with usr1-4 logging
- All information gathered when you attempted to resolve the problem

Unable to assign Buddy TSA Devices to Primary TS

Alarm detail	Description
Alarm name	TSA.BuddyDeviceAssign
Alarm text	Unable to assign Buddy TSA Devices to Primary TS.
Alarm ID	TSA00037
Trigger component	TSA server

Alarm detail	Description
Reason	General
Issue	TSA server is unable to assign buddy TSA's devices to the TS in same domain.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels on the TSA server.
2. Restart the TSA and Buddy server to determine if the problem persists.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TSA server logs with usr1-4 logging
- All information gathered when you attempted to resolve the problem

User Object Model (UOM) Alarms

AWC, SDK, and ASIS. uses User Object Model (UOM). The Alarm Monitor might display the following UOM high alarms:

- [Basic service failed to start: {0}](#) on page 555
- [Restarting the application is not supported](#) on page 555
- [One or more of the UNIX paths are not accessible, so some attachments might not be accessible](#) on page 556
- [One or more of UNC to Unix path mappings are invalid and have been ignored, so some attachments might not be accessible](#) on page 557

Basic service failed to start: {0}

Alarm detail	Description
Alarm Name	AAWC.BasicServiceFailedStart
Alarm text	Basic service failed to start: {0} {0} is a Avaya Agent Web Client class that failed at startup.
Alarm ID	UOM00001
Trigger component	Avaya Agent Web Client
Reason	General
Issue	One or more of the basic services failed during startup.

Recommended actions

If you see this alarm:

- If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Avaya Agent Web Client logs

All information gathered when you attempted to resolve the problem

Restarting the application is not supported

Alarm detail	Description
Alarm Name	AAWC.CantRestartDCO
Alarm text	Restarting the application is not supported
Alarm ID	UOM00002
Trigger component	Avaya Agent Web Client

Alarm detail	Description
Reason	General
Issue	This alarm can be generated to notify user re-initialization of the application is not supported following a shutdown (un-initialization). This usually occurs during loading of AddressBook entries from database.

Recommended actions

If you see this alarm:

- If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Avaya Agent Web Client logs

All information gathered when you attempted to resolve the problem

One or more of the UNIX paths are not accessible, so some attachments might not be accessible

Alarm detail	Description
Alarm Name	AAWC.AttachmentPathInaccessible
Alarm text	One or more of the UNIX paths are not accessible, so some attachments might not be accessible
Alarm ID	UOM00003
Trigger component	Avaya Agent Web Client
Reason	General
Issue	This alarm is generated when UNC to UNIX path mapping set in IC Manager under JavaAppBridge tab of JavaAppBridge server is not a valid directory or not accessible by Avaya Agent Web Client.

Recommended actions

If you see this alarm:

- Make sure UNIX path mapping is set properly in IC Manager.
- If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- All information gathered when you attempted to resolve the problem.

One or more of UNC to Unix path mappings are invalid and have been ignored, so some attachments might not be accessible

Alarm detail	Description
Alarm Name	AAWC.AttachmentPathInvalid
Alarm text	One or more of UNC to Unix path mappings are invalid and have been ignored, so some attachments might not be accessible.
Alarm ID	UOM00004
Trigger component	Avaya Agent Web Client
Reason	General
Issue	This alarm is generated when UNC to UNIX path mapping entries set in IC Manager under JavaAppBridge tab of JavaAppBridge server is not valid or null.

Recommended actions

If you see this alarm:

- Make sure UNIX path mapping entries are set properly in IC Manager.
- If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- All information gathered when you attempted to resolve the problem.

VDU server

The Alarm Monitor might display the following high alarms for the VDU server:

- [VDU.RemoteInitFail](#) on page 558

VDU.RemoteInitFail

Alarm detail	Description
Alarm name	RemoteInitFail
Alarm text	"Errors initializing watchers with %s; %u error%s"
Alarm ID	VDU01001
Trigger component	VDU Server initialization routines
Reason	Failure to set remote watchers for each local watcher, for all other VDU servers.
Issue	Call forwarding between VDU servers will not work as desired.

Recommended actions

If you see this alarm:

- Try restarting the VDU Servers. If it was due to network glitches, after restart, the Remote Initialization should work fine.
- Retry the scenario
- Escalate the issue to support

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VDU server logs
- All information gathered when you attempted to resolve the problem

VOX server

The Alarm Monitor might display the following high alarms for the VOX server:

- [AmbiVDUID - VDUID <VDU ID> matches channel <Chan num> and <Chan num> in <request> on page 560](#)
- [Congest - Traffic to <VRU Type>:<Unit Number> has stopped on page 561](#)
- [ExtraVRUCon - Connection from a VRU that is already connected. Cleaning; check VRU. on page 562](#)
- [Garbage - VRU server sent unparsable request \(<message>\), discarded on page 562](#)
- [Late - TS.IncomingCall is late, clearing state: Channel <channel num> \(<state>\) on page 563](#)
- [Late - VOX.newcall is late, clearing state: Channel <channel num> \(<state>\) on page 564](#)
- [Lost - Lost newcall request: Channel <channel num> \(<state>\) on page 565](#)
- [LostScriptSync - Unexpected script response: Channel <channel num> \(<state>\) on page 565](#)
- [LostVDUIDSync - Scripter\(<VDU ID>\) and TS.IncomingCall VDUID mismatch: Channel <channel num> \(<state>\) on page 566](#)
- [LostVDUIDSync - TS.Connect\(<VDU ID>\) and TS.IncomingCall VDUID mismatch: Channel <channel num> \(<state>\) on page 567](#)
- [LostVDUIDSync - TS.Disconnect\(<VDU ID>\) and TS.IncomingCall VDUID mismatch: Channel <channel num> \(<state>\) on page 568](#)
- [Miss - Newcall seen. Duration of call will be set to 0, since the VOX didn't get a VOX.gone: Channel <channel num> \(<state>\) on page 568](#)
- [Miss - TS seen: Channel <channel num> \(<state>\) on page 569](#)
- [MissInc - TS.Connect\(<VDU ID>\) without IncomingCall: Channel <channel num> \(<state>\) on page 570](#)
- [UnknownChanNum - Unknown channel number '<channel num>' seen in <request> on page 571](#)

- [UnknownVDUID - Unknown vduid '<VDU ID>' seen in <request>](#) on page 571
- [UnkVRUCon - Connect attempt from a system \(<ip address>\) not on our list of vrus](#) on page 572
- [VDUCreate_Failed - Can't VDU.Create, ev. _major <err number>](#) on page 573
- [VDUSbad - Can't VDU.SetValues: Channel <channel num> \(<state>\)](#) on page 574
- [VOXFailReq - Unable to <operation name> for extension <extension>. ORBStatus=<stt error code>, exception=<exception>](#) on page 574
- [VoxIllegalChanNum - Badly formed channel number '<channel num>' seen](#) on page 575
- [VoxIllegalVDUID - Badly formed vduid '<VDU_ID>' seen](#) on page 576
- [Voxini - Can't update property in TS. OORBStatus: <STT Error Number>](#) on page 577
- [VruConnectDir - Assign failed to line <extension>, will retry periodically](#) on page 577

AmbiVDUID - VDUID <VDU ID> matches channel <Chan num> and <Chan num> in <request>

Alarm detail	Description
Alarm text	AmbiVDUID - VDUID <VDU ID> matches channel <Chan num> and <Chan num> in <request>
Alarm ID	VOX0004
Trigger component	VOX
Reason	General
Issue	The same EDU is present in more than one channel.

Recommended actions

If you see this alarm:

- Check if the call is connected to two different IVR ports at the same time. Transfers and conferences to VDNs and numbers with coverage path can cause this alarm.
- If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

Congest - Traffic to <VRU Type>:<Unit Number> has stopped

Alarm detail	Description
Alarm text	Congest - Traffic to <VRU Type>:<Unit Number> has stopped
Alarm ID	VOX0021
Trigger component	VOX
Reason	Network
Issue	No more room is available to put information on the TCP/IP buffer.

Recommended actions

If you see this alarm:

- Determine whether a problem caused the speed of the network between the VOX server and the IVR to be slow.
- Determine whether network traffic was too high.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

ExtraVRUCon - Connection from a VRU that is already connected. Cleaning; check VRU.

Alarm detail	Description
Alarm text	ExtraVRUCon - Connection from a VRU that is already connected. Cleaning; check VRU.
Alarm ID	VOX0026
Trigger component	Third-party concentrator
Reason	General
Issue	A second connection from the same IVR was made to the VOX server.

Recommended actions

If you see this alarm:

- Verify that no other process in the IVR uses the same port on the VOX server.
- Verify that the IVR machine does not host another instance of the concentrator.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

Garbage - VRU server sent unparsable request (<message>), discarded

Alarm detail	Description
Alarm text	Garbage - VRU server sent unparsable request (<message>), discarded
Alarm ID	VOX0024

Alarm detail	Description
Trigger component	Third-party concentrator
Reason	General
Issue	The message received is not in the format specified by the protocol.

Recommended actions

If you see this alarm, the concentrator is not formatting the package correctly. Contact the concentrator vendor.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Name of the concentrator that is being used
- VOX server logs
- All information gathered when you attempted to resolve the problem

Late - TS.IncomingCall is late, clearing state: Channel <channel num> (<state>)

Alarm detail	Description
Alarm text	Late - TS.IncomingCall is late, clearing state: Channel <channel num> (<state>)
Alarm ID	VOX0053
Trigger component	VOX
Reason	General
Issue	A request timed out while the VOX server waited for a TS.IncomingCall event.

Recommended actions

If you see this alarm, verify that the configuration of the channel corresponds to the extension being monitored by the channel.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Late - VOX.newcall is late, clearing state: Channel <channel num> (<state>)

Alarm detail	Description
Alarm text	Late - VOX.newcall is late, clearing state: Channel <channel num> (<state>)
Alarm ID	VOX0052
Trigger component	VOX
Reason	General
Issue	A request timed out while the VOX server waited for a VOX.newcall to arrive after receiving a TS.IncomingCall event on the channel.

Recommended actions

If you see this alarm:

- Verify that the extension is configured on the correct port.
- Verify that the channels are configured to work with the VOX.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- TS logs for the TS monitoring the IVR extensions
- All information gathered when you attempted to resolve the problem

Lost - Lost newcall request: Channel <channel num> (<state>)

Alarm detail	Description
Alarm text	Lost - Lost newcall request: Channel <channel num> (<state>)
Alarm ID	VOX0042
Trigger component	VOX
Reason	General
Issue	The VOX server failed to find the newcall request that was satisfied.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

LostScriptSync - Unexpected script response: Channel <channel num> (<state>)

Alarm detail	Description
Alarm text	LostScriptSync - Unexpected script response: Channel <channel num> (<state>)
Alarm ID	VOX0043
Trigger component	VOX
Reason	General
Issue	The Internal channel state is out-of-sync with the channel operations.

Recommended actions

If you see this alarm, check for timeouts on the channel or new calls that arrived before the an existing request finished processing.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

LostVDUIDSync - Scripter(<VDU ID>) and TS.IncomingCall VDUID mismatch: Channel <channel num> (<state>)

Alarm detail	Description
Alarm text	LostVDUIDSync - Scripter(<VDU ID>) and TS.IncomingCall VDUID mismatch: Channel <channel num> (<state>)
Alarm ID	VOX0044
Trigger component	VOX
Reason	General
Issue	A response from a Workflow server came in for a call received after another call arrived.

Recommended actions

If you see this alarm:

- Look for problems with the Workflow server.
- Look for new calls that arrive at the IVR before the Workflow server finishes processing a request.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

LostVDUIDSync -TS.Connect(<VDU ID>) and TS.IncomingCall VDUID mismatch: Channel <channel num> (<state>)

Alarm detail	Description
Alarm text	LostVDUIDSync -TS.Connect(<VDU ID>) and TS.IncomingCall VDUID mismatch: Channel <channel num> (<state>)
Alarm ID	VOX0054
Trigger component	TS
Reason	General
Issue	TS.IncomingCall and the TS.Connected events do not have the same EDU ID.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- TS logs
- All information gathered when you attempted to resolve the problem

LostVDUIDSync -TS.Disconnect(<VDU ID>) and TS.IncomingCall VDUID mismatch: Channel <channel num> (<state>)

Alarm detail	Description
Alarm text	LostVDUIDSync -TS.Disconnect(<VDU ID>) and TS.IncomingCall VDUID mismatch: Channel <channel num> (<state>)
Alarm ID	VOX0055
Trigger component	TS
Reason	General
Issue	TS.IncomingCall and the TS.Disconnected events do not have the same EDU ID.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Miss - Newcall seen. Duration of call will be set to 0, since the VOX didn't get a VOX.gone: Channel <channel num> (<state>)

Alarm detail	Description
Alarm text	Miss - Newcall seen. Duration of call will be set to 0, since the VOX didn't get a VOX.gone: Channel <channel num> (<state>)
Alarm ID	VOX0048
Trigger component	VOX

Alarm detail	Description
Reason	General
Issue	A VOX.newcall arrived, but the VOX server did not receive a VOX.gone message.

Recommended actions

If you see this alarm, analyze the IVR script to ensure that the script sends a VOX.gone message when a call is gone.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- IVR script
- All information gathered when you attempted to resolve the problem

Miss - TS seen: Channel <channel num> (<state>)

Alarm detail	Description
Alarm text	Miss - TS seen: Channel <channel num> (<state>)
Alarm ID	VOX0046
Trigger component	TS
Reason	General
Issue	The VOX server encountered two TS.IncomingCall events or VDU.create responses in a row. Usually, this alarm indicates that VOX.newcall arrived, but the VOX server did not receive a VOX.gone message.

Recommended actions

If you see this alarm, analyze the IVR script to ensure that the script sends a VOX.gone message when a call is gone.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- IVR script
- All information gathered when you attempted to resolve the problem

MissInc - TS.Connect(<VDU ID>) without IncomingCall: Channel <channel num> (<state>)

Alarm detail	Description
Alarm text	MissInc - TS.Connect(<VDU ID>) without IncomingCall: Channel <channel num> (<state>)
Alarm ID	VOX0045
Trigger component	TS
Reason	General
Issue	The VOX server received a TS.Connect without a TS.IncomingCall.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- TS logs
- All information gathered when you attempted to resolve the problem

UnknownChanNum - Unknown channel number '<channel num>' seen in <request>

Alarm detail	Description
Alarm text	UnknownChanNum - Unknown channel number '<channel num>' seen in <request>
Alarm ID	VOX0003
Trigger component	VOX
Reason	General
Issue	The channel number received from the concentrator does not exist.

Recommended actions

If you see this alarm, analyze the IVR script to verify that the channel being sent is valid.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- IVR script
- All information gathered when you attempted to resolve the problem

UnknownVDUID - Unknown vduid '<VDU ID>' seen in <request>

Alarm detail	Description
Alarm text	UnknownVDUID - Unknown vduid '<VDU ID>' seen in <request>
Alarm ID	VOX0005
Trigger component	VOX

Alarm detail	Description
Reason	General
Issue	The VOX server cannot find the EDU ID in any of the channels for the IVR.

Recommended actions

If you see this alarm:

- Determine if the IVR scripts require too much time to perform an operation.
- Ensure that the EDU ID is not corrupted.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

UnkVRUCon - Connect attempt from a system (<ip address>) not on our list of vrus

Alarm detail	Description
Alarm text	UnkVRUCon - Connect attempt from a system (<ip address>) not on our list of vrus
Alarm ID	VOX0025
Trigger component	Third-party concentrator
Reason	General
Issue	An unknown system is connected to the VOX server.

Recommended actions

If you see this alarm, ensure that the IVR IP configuration is correct.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

VDUCreate_Failed - Can't VDU.Create, ev._major <err number>

Alarm detail	Description
Alarm text	VDUCreate_Failed - Can't VDU.Create, ev._major <err number>
Alarm ID	VOX0006
Trigger component	EDU server
Reason	General
Issue	The request by the VOX server to create a new EDU ID failed.

Recommended actions

If you see this alarm:

- Verify that the domain of the VOX server fails over to a domain with an EDU server.
- Check the status of the EDU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- EDU server logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

VDUSbad - Can't VDU.SetValues: Channel <channel num> (<state>)

Alarm detail	Description
Alarm text	VDUSbad - Can't VDU.SetValues: Channel <channel num> (<state>)
Alarm ID	VOX0056
Trigger component	VOX
Reason	General
Issue	A request to set values for an EDU has failed.

Recommended actions

If you see this alarm, verify that the domain of the VOX server fails over to a domain with an EDU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- EDU server logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

VOXFailReq - Unable to <operation name> for extension <extension>. ORBStatus=<stt error code>, exception=<exception>

Alarm detail	Description
Alarm text	VOXFailReq - Unable to <operation name> for extension <extension>. ORBStatus=<stt error code>, exception=<exception>
Alarm ID	VOX0022

Alarm detail	Description
Trigger component	VOX
Reason	General
Issue	The VOX server failed to perform an STT operation.

Recommended actions

If you see this alarm, analyze the VOX server logs to identify the failed operation and the error code.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- Logs of the server performing the operation
- All information gathered when you attempted to resolve the problem

VoxIllegalChanNum - Badly formed channel number '<channel num>' seen

Alarm detail	Description
Alarm text	VoxIllegalChanNum - Badly formed channel number '<channel num>' seen
Alarm ID	VOX0002
Trigger component	VOX
Reason	General
Issue	The channel number received from the concentrator is invalid. The channel number must use the format <code>#<channel_number></code> .

Recommended actions

If you see this alarm, ensure that the channel number uses the format `#<channel_number>`.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

VoxIllegalVUID - Badly formed vuid '<VUID_ID>' seen

Alarm detail	Description
Alarm text	VoxIllegalVUID - Badly formed vuid '<VUID_ID>' seen
Alarm ID	VOX0001
Trigger component	VOX
Reason	General
Issue	The VOX server recognized that an EDU is invalid.

Recommended actions

If you see this alarm, check the concentrator and verify that the EDU is not corrupted and was initialized properly.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Voxini - Can't update property in TS. OORBStatus: <STT Error Number>

Alarm detail	Description
Alarm text	Voxini - Can't update property in TS. OORBStatus: <STT Error Number>
Alarm ID	VOX0015
Trigger component	TS
Reason	General
Issue	A request to update the TS information with the correct agent information on the channel failed.

Recommended actions

If you see this alarm, ensure that the version of the TS is greater than Avaya IC 6.1.3.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

VruConnectDir - Assign failed to line <extension>, will retry periodically

Alarm detail	Description
Alarm text	VruConnectDir - Assign failed to line <extension>, will retry periodically
Alarm ID	VOX0011
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	A request to assign to the extension failed.

Recommended actions

If you see this alarm:

1. Verify that the extension configured for the channel is valid.
2. Verify that the TS responsible for that extension is up and running.
3. Verify that the domain configuration allows the VOX server to connect to the specified extension.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- VOX server logs
- All information gathered when you attempted to resolve the problem

WebACD server

The Alarm Monitor might display the following high alarms for the WebACD server:

- [No Qualified Agent Defined for Task \[%s\] EDU\[%s\]. Check Agent Capabilities.](#) on page 579
- [No Qualified Agent Loggedin at this time for Task \[%s\] EDU \[%s\].](#) on page 580
- [WAA De-Assigned for channel %s](#) on page 581
- [WACD timed out waiting for Workflow to qualify Chat EDU \[%s\] Task \[%s\]. Retrying](#) on page 582
- [WACD timed out waiting for Workflow to qualify Email EDU \[%s\] Task \[%s\]. Retrying](#) on page 583
- [Workflow for qualifying Chat EDU \[%s\] Task \[%s\] is not available](#) on page 584
- [Workflow for qualifying Email EDU \[%s\] Task \[%s\] is not available](#) on page 585

No Qualified Agent Defined for Task [%s] EDU[%s]. Check Agent Capabilities.

Alarm detail	Description
Alarm text	No Qualified Agent Defined for Task [%s] EDU[%s]. Check Agent Capabilities.
Alarm ID	WACD00016
Trigger component	Web Advocate Adapter (WAA) server
Reason	General
Issue	<p>The WAA server called ResourceRequestError in the WebACD server without a qualified agent flag.</p> <p>By default, the WebACD server resends the request for an agent:</p> <ul style="list-style-type: none"> • For chat, after 30 seconds • For email, after one hour

Recommended actions

If you see this alarm:

1. In IC Manager, change the default values by adding the following name-value pairs in the **Configuration** tab of the WebACD server:
 - For chat:

Name: Advocate_Requeue_Time_Chat

Value: 300 (changing to 5 minutes)
 - For email:

Name: Advocate_Requeue_Time_Email

Value: 300 (changing to 5 minutes)
2. Check the WAA server and Resource Manager server configuration and logs to find the source of the error.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs

- WebACD server logs
- Resource Manager server logs
- All information gathered when you attempted to resolve the problem

No Qualified Agent Loggedin at this time for Task [%s] EDU [%s].

Alarm detail	Description
Alarm text	No Qualified Agent Loggedin at this time for Task [%s] EDU [%s].
Alarm ID	WACD00017
Trigger component	WAA server
Reason	General
Issue	<p>The WAA server called ResourceRequestError in the WebACD server without a qualified agent logged in flag.</p> <p>By default, the WebACD server resends the request for an agent:</p> <ul style="list-style-type: none">• For chat, after 30 seconds• For email, after one hour

Recommended actions

If you see this alarm:

1. In IC Manager, change the default values by adding the following name-value pairs in the **Configuration** tab of the WebACD server:
 - For chat:
Name: Advocate_Requeue_Time_Chat
Value: 300 (changing to 5 minutes)
 - For email:
Name: Advocate_Requeue_Time_Email
Value: 300 (changing to 5 minutes)
2. Check the WAA server and Resource Manager server configuration and logs to find the source of the error.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- WebACD server logs
- Resource Manager server logs
- All information gathered when you attempted to resolve the problem

WAA De-Assigned for channel %s

Alarm detail	Description
Alarm text	WAA De-Assigned for channel %s
Alarm ID	WACD00002
Trigger component	WAA server
Reason	General
Issue	The WAA server was deassigned from the WebACD server for the email channel or the chat channel.

Recommended actions

If you see this alarm, choose one of the following actions:

- If this was a normal shutdown of the WAA server, ignore the alarm.
- If this was not a normal shutdown of the WAA server:
 - a. Verify that the WAA server is up and running.
 - b. If the WAA server is not running, start the WAA server.
 - c. If the WAA server is running, save WAA*.log and WACD*.log, stop the WAA server, and restart the WAA server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs

- WebACD server logs
- All information gathered when you attempted to resolve the problem

WACD timed out waiting for Workflow to qualify Chat EDU [%s] Task [%s]. Retrying

Alarm detail	Description
Alarm text	WACD timed out waiting for Workflow to qualify Chat EDU [%s] Task [%s]. Retrying
Alarm ID	WACD00012
Trigger component	Workflows/Chat/Routing
Reason	General
Issue	The WebACD server timed out while waiting for the Qualify Chat flow to return.

Recommended actions

If you see this alarm:

1. Verify that all Workflow servers that run the Qualify Chat flow are up and running.
2. Check the chat channel configuration in the **Channel** tab of the relevant Workflow servers.
3. Check for errors in the workflow that can cause it to stop.
4. If the system is slow and volume is high, increase the QualifyFlowTimeout value for the relevant Workflow servers. In the **Configuration** tab, add a couple with the following values to increase the timeout to 5 minutes:

Name: QualifyFlowTimeout

Value: 300

The WebACD server resends the event after timeout. The QualifyFlowTimeout setting is applied to the Qualify Chat flow and the Qualify Email flow.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs

- Workflow server logs
- Copy of the Qualify Chat workflow
- All information gathered when you attempted to resolve the problem

WACD timed out waiting for Workflow to qualify Email EDU [%s] Task [%s]. Retrying

Alarm detail	Description
Alarm text	WACD timed out waiting for Workflow to qualify Email EDU [%s] Task [%s]. Retrying.
Alarm ID	WACD00013
Trigger component	Workflows/Email/Routing
Reason	General
Issue	The WebACD server timed out while waiting for the Qualify Email flow to return.

Recommended actions

If you see this alarm:

1. Verify that all Workflow servers that run the Qualify Email flow are up and running.
2. Check the email channel configuration in the **Channel** tab of the relevant Workflow servers.
3. Check for errors in the workflow that can cause it to stop.
4. If the system is slow and volume is high, increase the QualifyFlowTimeout value in the relevant Workflow servers. In the **Configuration** tab, add a couple with the following values to change the qualify flow timeout from the default of 30 seconds to 5 minutes:

Name: QualifyFlowTimeout

Value: 300

The WebACD server resends the event after timeout. The QualifyFlowTimeout setting is applied to the Qualify Chat flow and the Qualify Email flow.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs
- Workflow server logs
- Copy of the Qualify Email workflow
- All information gathered when you attempted to resolve the problem

Workflow for qualifying Chat EDU [%s] Task [%s] is not available

Alarm detail	Description
Alarm text	Workflow for qualifying Chat EDU [%s] Task [%s] is not available
Alarm ID	WACD00014
Trigger component	Workflows/Chat/Routing
Reason	General
Issue	<p>The WebACD server cannot send an event to a Workflow server that runs the Qualify Chat flow.</p> <p>Usually, this alarm occurs when the Workflow server does not assign to the WebACD server with the criteria media=chat.</p>

Recommended actions

If you see this alarm:

1. Verify that all Workflow servers configured to run the Qualify Chat flow are up and running.
2. Check the chat channel configuration in the **Channel** tab of all relevant Workflow servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

Workflow for qualifying Email EDU [%s] Task [%s] is not available

Alarm detail	Description
Alarm text	Workflow for qualifying Email EDU [%s] Task [%s] is not available
Alarm ID	WACD00015
Trigger component	Workflows/Email/Routing
Reason	General
Issue	The WebACD server cannot send an event to a Workflow server configured for running the Qualify Email workflow. Usually, this alarm occurs when the Workflow server does not assign to the WebACD server with the criteria media=email.

Recommended actions

If you see this alarm:

1. Verify that all Workflow servers configured to run the Qualify Email flow are up and running.
2. Check the email channel configuration in the **Channel** tab of the relevant Workflow servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

Web Advocate Adapter server

The Alarm Monitor might display the following high alarms for the Web Advocate Adapter (WAA) server:

- [Advocate <email/chat> channel not in operation](#) on page 586

- [Advocate <email/chat> channel ready for operation](#) on page 587
- [CContact::WriteToContactEdu \(\) ERROR: while writing contact info to EDU<eduid> - MSG :< reason text>](#) on page 588
- [Chat channel configuration not enabled](#) on page 590
- [Email channel configuration not enabled](#) on page 590
- [Error logging in. Retrying to login](#) on page 591
- [Event thread creation failed. Exception! <reasoncode>](#) on page 592
- [Login thread creation failed. Exception! <reasoncode>](#) on page 592
- [No ChatHomeLRM Defined](#) on page 593
- [No EmailHomeLRM Defined](#) on page 594
- [No matched resource administered for contact <eduid>](#) on page 595
- [No matched resource administered other than the excluded resource for contact <eduid>](#) on page 596
- [No matched resource logged in for contact <eduid>](#) on page 597
- [No matched resource logged in other than the excluded resource for contact <eduid>](#) on page 598
- [Requests thread creation failed. Exception! <reasoncode>](#) on page 599
- [Unable to deliver the contact \[<vduid>\] to agent](#) on page 599
- [Unable to deliver the contact \[<eduid>\] to agent \[<agentid>\]. <reason>](#) on page 600
- [Unable to determine the channel type for contact \[<vduid>\]](#) on page 601
- [Unable to get config object from MTT](#) on page 602
- [Unable to read from routinginfo container for contact<eduid>\]](#) on page 603
- [Unable to read the WAA configuration](#) on page 604

Advocate <email/chat> channel not in operation

Alarm detail	Description
Alarm text	Advocate <email/chat> channel not in operation
Alarm ID	WAA00019
Trigger component	WebACD server

Alarm detail	Description
Reason	General
Issue	<p>The WAA server assigned to the WebACD server for all incoming chat and email contact events.</p> <p>The WAA server generates this alarm when:</p> <ul style="list-style-type: none"> • All the Workflow servers that are assigned to the TSA server with <i><channel></i>.qualify criteria fail. • The home LRM of the WAA server fails. • The WebACD server fails.

Recommended actions

If you see this alarm:

1. Verify that at least one Workflow server is assigned to the WAA server for contact qualification in each channel.
2. Verify that the home LRM of the WAA server for the specified channel is up and running.
3. Verify that the WebACD server is up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs
- WAA server logs
- Workflow server logs
- Resource Manager server logs
- All information gathered when you attempted to resolve the problem

Advocate <email/chat> channel ready for operation

Alarm detail	Description
Alarm text	Advocate <email/chat> channel ready for operation
Alarm ID	WAA00017
Trigger component	WAA server

Alarm detail	Description
Reason	General
Issue	<p>The WAA server assigned to the WebACD server for all incoming email and chat contact events.</p> <p>This alarm indicates the following:</p> <ul style="list-style-type: none">• A Resource Manager server is assigned to the WAA server.• A Business Advocate qualification workflow is assigned to the WAA server for the specified channel.• The specified Business Advocate channel is ready to process contacts.

Recommended actions

If you see this alarm, no action is required.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- Resource Manager server logs
- All information gathered when you attempted to resolve the problem

CContact::WriteToContactEdu () ERROR: while writing contact info to EDU<eduid> - MSG :< reason text>

Alarm detail	Description
Alarm name	CContact
Alarm text	WriteToContactEdu () ERROR: while writing contact info to EDU<eduid> - MSG :< reason text>
Alarm ID	WAA00001
Trigger component	Workflow

Alarm detail	Description
Reason	General
Issue	<p>The WAA server writes the following information into the EDU when the contact is delivered to an agent or abandoned before delivery:</p> <ul style="list-style-type: none"> ● Agent match ● Queue time ● Qualifiers ● Business Advocate container index ● Abandon time ● Exit reason <p>This alarm indicates that the WAA server cannot write those values into the EDU. The alarm includes the reason for the failure and the EDU ID.</p>

Recommended actions

If you see this alarm:

1. Verify that the domain of the WAA server fails over to a domain that includes at least one EDU server.
2. Analyze the EDU server logs and verify that the EDU still exists in the EDU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- EDU server logs
- DUScore server logs
- vesp imp file
- All information gathered when you attempted to resolve the problem

Chat channel configuration not enabled

Alarm detail	Description
Alarm text	Chat channel configuration not enabled
Alarm ID	WAA00013
Trigger component	WAA server
Reason	General
Issue	The WAA server is not configured for the chat channel.

Recommended actions

If you see this alarm, configure the WAA server for the chat channel in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs by turning on the debug levels to usr1-4
- All information gathered when you attempted to resolve the problem

Email channel configuration not enabled

Alarm detail	Description
Alarm text	Email channel configuration not enabled
Alarm ID	WAA00015
Trigger component	WAA server
Reason	General
Issue	The WAA server is not configured for the email channel

Recommended actions

If you see this alarm, configure the WAA server for the email channel in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs by turning on the debug levels to usr1-4
- All information gathered when you attempted to resolve the problem

Error logging in. Retrying to login

Alarm detail	Description
Alarm text	Error logging in. Retrying to login
Alarm ID	WAA00008
Trigger component	WAA server
Reason	General
Issue	The WAA server cannot log in to the toolkit and start up.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels for the WAA server.
2. Restart the server to determine if the problem persists.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- vesp.imp file
- ORB server logs
- All information gathered when you attempted to resolve the problem

Event thread creation failed. Exception! <reasoncode>

Alarm detail	Description
Alarm text	Event thread creation failed. Exception! <reasoncode>
Alarm ID	WAA00010
Trigger component	WAA server
Reason	General
Issue	The WAA server cannot create event threads to handle the MTT requests.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels for the WAA server.
2. Restart the server to determine if the problem persists.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- Core file
- All information gathered when you attempted to resolve the problem

Login thread creation failed. Exception! <reasoncode>

Alarm detail	Description
Alarm text	Login thread creation failed. Exception! <reasoncode>
Alarm ID	WAA00007
Trigger component	WAA server

Alarm detail	Description
Reason	General
Issue	<p>RogueWave thread creation failed for the internal use of the WAA server. Usually, this alarm occurs because:</p> <ul style="list-style-type: none"> • The WAA server tried to create a thread to log in to the toolkit. • The WAA server tried to create threads for event processing and request handling.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels for the WAA server.
2. Restart the server to determine if the problem persists.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- Core file
- All information gathered when you attempted to resolve the problem

No ChatHomeLRM Defined

Alarm detail	Description
Alarm text	No ChatHomeLRM Defined
Alarm ID	WAA00012
Trigger component	WAA server
Reason	General
Issue	The WAA server cannot read the configuration data for the chat Home LRM.

Recommended actions

If you see this alarm, verify that the WAA server has the correct LRM defined for chat in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs with debug levels of usr1-4
- All information gathered when you attempted to resolve the problem

No EmailHomeLRM Defined

Alarm detail	Description
Alarm text	No EmailHomeLRM Defined
Alarm ID	WAA00014
Trigger component	WAA server
Reason	General
Issue	The WAA server cannot read the configuration data for the email Home LRM.

Recommended actions

If you see this alarm, verify that the WAA server has the correct LRM defined for email in IC Manager.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs with debug levels of usr1-4
- All information gathered when you attempted to resolve the problem

No matched resource administered for contact <eduid>

Alarm detail	Description
Alarm text	No matched resource administered for contact <eduid>
Alarm ID	WAA00004
Trigger component	Resource Manager server
Reason	General
Issue	<p>The WAA server made a resource request to the Resource Manager server for an agent match. The resource request included the qualifiers and other parameters.</p> <p>The WAA server generates this alarm if the system does not include a qualified resource for the qualifiers.</p>

Recommended actions

If you see this alarm:

1. Analyze the WAA server logs for the qualifiers of the contact.
2. Verify that there is an agent administered in the system with the same set of the qualifiers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- Resource Manager server logs
- Information about service classes and agent capability sets
- All information gathered when you attempted to resolve the problem

No matched resource administered other than the excluded resource for contact <eduid>

Alarm detail	Description
Alarm text	No matched resource administered other than the excluded resource for contact <eduid>
Alarm ID	WAA00006
Trigger component	Resource Manager server
Reason	General
Issue	<p>The WAA server made a resource request to the Resource Manager for an agent match. The resource request included the qualifiers, an excluded agent ID, and other parameters.</p> <p>The WAA server generates this alarm if the excluded agent is the only qualified resource administered in the system.</p>

Recommended actions

If you see this alarm:

1. Analyze the WAA server logs for the qualifiers of the contact.
2. Verify that the Business Advocate system includes an agent other than the excluded agent with the same set of qualifiers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- Resource Manager server logs
- Information about service classes and agent capability sets
- All information gathered when you attempted to resolve the problem

No matched resource logged in for contact <eduid>

Alarm detail	Description
Alarm text	No matched resource logged in for contact <eduid>
Alarm ID	WAA00003
Trigger component	Resource Manager server
Reason	General
Issue	<p>The WAA server made a resource request to the Resource Manager server for an agent match. The resource request included the qualifiers and other parameters.</p> <p>The WAA server generates this alarm if no qualified resource is logged in to the system.</p>

Recommended actions

If you see this alarm:

1. Analyze the WAA server logs for the qualifiers of the contact.
2. Verify that the Business Advocate system has an agent logged in with the same set of qualifiers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- Resource Manager server logs
- Information about service classes and agent capability sets
- All information gathered when you attempted to resolve the problem

No matched resource logged in other than the excluded resource for contact <eduid>

Alarm detail	Description
Alarm text	No matched resource logged in other than the excluded resource for contact <eduid>
Alarm ID	WAA00005
Trigger component	Resource Manager server
Reason	General
Issue	<p>The WAA server made a resource request to the Resource Manager for an agent match. The resource request included the qualifiers, an excluded agent ID, and other parameters.</p> <p>The WAA server generates this alarm if the excluded agent is the only qualified resource logged in to the system.</p>

Recommended actions

If you see this alarm:

1. Analyze the WAA server logs for the qualifiers of the contact.
2. Verify that an agent other than the excluded agent is logged in with the same set of qualifiers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- Resource Manager server logs
- Information about service classes and agent capability sets
- All information gathered when you attempted to resolve the problem

Requests thread creation failed. Exception! <reasoncode>

Alarm detail	Description
Alarm text	Requests thread creation failed. Exception! <reasoncode>
Alarm ID	WAA00009
Trigger component	WAA server
Reason	General
Issue	The WAA server cannot create request threads to handle the MTT requests.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels for the WAA server.
2. Restart the server to determine if the problem persists.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- Core file
- All information gathered when you attempted to resolve the problem

Unable to deliver the contact [<vduid>] to agent

Alarm detail	Description
Alarm text	Unable to deliver the contact [<vduid>] to agent
Alarm ID	WAA00002
Trigger component	WebACD server

Alarm detail	Description
Reason	General
Issue	The WAA server called the WebACD server with the matched agent to deliver the task. The WAA server generates this alarm if the server encounters errors in calling the WebACD server.

Recommended actions

If you see this alarm, verify that the WebACD server is up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- WebACD server logs
- Resource Manager server logs
- All information gathered when you attempted to resolve the problem

**Unable to deliver the contact [<eduid>] to agent [<agentid>].
<reason>**

Alarm detail	Description
Alarm text	Unable to deliver the contact [<eduid>] to agent [<agentid>]. <reason>
Alarm ID	WAA00018
Trigger component	WebACD server
Reason	General
Issue	The WAA server called the WebACD server with the matched agent to deliver the task. The WAA server generates this alarm if the server encounters any errors in calling the WebACD server.

Recommended actions

If you see this alarm, verify that the WebACD server is up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- WebACD server logs
- Resource Manager server logs
- All information gathered when you attempted to resolve the problem

Unable to determine the channel type for contact [<vduid>]

Alarm detail	Description
Alarm text	Unable to determine the channel type for contact [<vduid>]
Alarm ID	WAA00021
Trigger component	EDU server
Reason	General
Issue	<p>When a contact is transferred from the agent desktop to a virtual queue, the contact qualification related to the virtual queue is written in the EDU. The WAA server reads the EDU to make the resource request to the Resource Manager server. The resource request includes:</p> <ul style="list-style-type: none">• The proper qualifiers on the incoming contact event from the WebACD server• A flag that indicates this request relates to a virtual queue transfer <p>This alarm usually occurs when the WAA server cannot identify the channel type from the internal memory for the EDU ID.</p>

Recommended actions

If you see this alarm:

1. Analyze the EDU server logs, verify that the EDU still exists in the system.
2. Verify that the EDU server is up and running.

**Tip:**

To enable default routing on the WAA server, set "defaultrouteenabled" to "yes" and "defaultemailqueue" or "defaultchatqueue" to qualifiers such as "2.5".

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- EDU server logs
- All information gathered when you attempted to resolve the problem

Unable to get config object from MTT

Alarm detail	Description
Alarm text	Unable to get config object from MTT
Alarm ID	WAA00016
Trigger component	WAA server
Reason	General
Issue	The WAA server cannot read configuration data from the toolkit object.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels for the WAA server.
2. Restart the server to determine if the problem persists.
3. Verify that the section for the WAA server is formatted properly in the vesp.imp file.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs with debug levels of usr1-4

- vesp.imp file
- All information gathered when you attempted to resolve the problem

Unable to read from routinginfo container for contact<eduid>]

Alarm detail	Description
Alarm text	Unable to read from routinginfo container for contact<eduid>]
Alarm ID	WAA00020
Trigger component	EDU server
Reason	General
Issue	<p>When a contact is transferred from the agent desktop to a virtual queue, the contact qualification related to virtual queue is written in the EDU. The WAA server reads the EDU to make the resource request to the Resource Manager server. The resource request includes:</p> <ul style="list-style-type: none"> • The proper qualifiers on the incoming contact event from the WebACD server • A flag that indicates this request relates to a virtual transfer <p>This alarm usually occurs when the WAA server cannot identify the routinginfo container from the internal memory for the EDU ID.</p>

Recommended actions

If you see this alarm:

1. Analyze EDU server logs to verify that the EDU still exists in the system.
2. Verify that the EDU server is up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs
- EDU server logs
- All information gathered when you attempted to resolve the problem

Unable to read the WAA configuration

Alarm detail	Description
Alarm text	Unable to read the WAA configuration
Alarm ID	WAA00011
Trigger component	WAA server
Reason	General
Issue	The WAA server cannot read configuration data from the toolkit object.

Recommended actions

If you see this alarm:

1. Turn on the usr1-4 debug log levels for WAA server.
2. Restart the server to determine if the problem persists.
3. Verify that the section for the WAA server is formatted properly in the vesp.imp file.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WAA server logs with debug levels of usr1-4
- vesp.imp file
- All information gathered when you attempted to resolve the problem

Web Management Website: server pages

The Alarm Monitor might display the following high alarms for the Web Management Website - Server pages:

- [CIRS servlet connection down](#) on page 605
- [Could not find StyleSheet for <language, country, tenant>](#) on page 606
- [Error attaching Ds listener. Tenant change events will not be heard!](#) on page 607

- [Error getting default tenant and language](#) on page 607
- [Error getting server properties from Directory Server](#) on page 608
- [Error in PDM initialization](#) on page 610
- [Error setting toolkit session for AlarmServer](#) on page 611
- [Error setting toolkit session for WorkflowServer](#) on page 611
- [Failed to connect to Attribute Server](#) on page 612
- [Failed to initialize attribute server](#) on page 613
- [Failed to initialize PDM](#) on page 614
- [Lost connection to attribute server](#) on page 616
- [PDM QE Error occurred on <device name> Check PDM-Fulcrum configuration](#) on page 617

CIRS servlet connection down

Alarm detail	Description
Alarm text	CIRS servlet connection down
Trigger component	CIRS server
Reason	General Avaya IC issue
Issue	The Website is configured to use a CIRS server but cannot connect to the CIRS Server.

Recommended actions

If you see this alarm:

1. If the CIRS server is stopped or restarted, you can safely ignore this alarm.
2. Check there are no network issues.
3. Gather the following files, and contact Avaya Technical Support:
 - For Solaris and AIX only, backup and core files, if available
 - cirs*.log
 - pdm*.log

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Website logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

Could not find StyleSheet for <language, country, tenant>

Alarm detail	Description
Alarm text	Could not find StyleSheet for <language, country, tenant>
Trigger component	ICM server
Reason	General Avaya IC issue
Issue	The Web Management Website cannot find a style sheet for the specified language, country, and tenant properties.

Recommended actions

If you see this alarm:

1. Verify that the ICM server is configured with the correct path for the stylesheet directory.
2. Verify that the stylesheet directory includes the style sheet specified in the alarm.
3. Verify that the style sheet specified in the alarm is valid.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Website.log
- icm*.log
- Contents of the stylesheet directory
- All information gathered when you attempted to resolve the problem

Error attaching Ds listener. Tenant change events will not be heard!

Alarm detail	Description
Alarm text	Error attaching Ds listener. Tenant change events will not be heard!
Alarm ID	WEBM00008
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The Web Management Website cannot attach to a Directory server listener.

Recommended actions

If you see this alarm:

- Verify that all Directory servers are up and running.
- Verify that the failover path of the Avaya IC user account for the Website includes a domain with a Directory server. For the account name, see the *IC_INSTALL_DIR/IC72/comp/Website/Web-Inf/web.xml* directory.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Website logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

Error getting default tenant and language

Alarm detail	Description
Alarm text	Error getting default tenant and language
Trigger component	PDM

Alarm detail	Description
Reason	General Avaya IC issue
Issue	The Web Management Website cannot get the default tenant and language properties. Usually, these properties are added to the database with the seed data. This alarm indicates that the database was not seeded correctly.

Recommended actions

If you see this alarm:

- If the Website was started for the first time, reconfigure the Avaya IC databases and reimport the seed data.
- If the Website has been started and running before without this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Website.log
- pdm*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

Error getting server properties from Directory Server

Alarm detail	Description
Alarm text	Error getting server properties from Directory Server
Alarm ID	WEBM00005
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The Web Management Website cannot get server properties from the Directory server.

Recommended actions

If you see this alarm, verify that all Directory servers are up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Website logs
- Directory server logs
- All information gathered when you attempted to resolve the problem

Error getting system properties from Directory Server

Alarm detail	Description
Alarm text	Error getting system properties from Directory Server
Alarm ID	WEBM00006
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The Web Management Website cannot get system properties from the Directory server.

Recommended actions

If you see this alarm, verify that all Directory servers are up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Website logs
- Directory server logs
- All information gathered when you attempted to resolve the problem

Error in PDM initialization

Alarm detail	Description
Alarm text	Error in PDM initialization
Trigger component	PDM
Reason	General Avaya IC issue
Issue	The Web Management Website encountered an error during PDM initialization. The Website cannot function.

Recommended actions

If you see this alarm:

1. Verify that the failover path for the domain of the Avaya IC user account for the Website including a domain with a Data server.

For the account name, see *IC_INSTALL_DIR/IC72/comp/Website/Web-Inf/web.xml*

2. Verify that the following directory includes the pdm.xml file:
IC_INSTALL_DIR/IC72/etc
3. Review the pdm*.log files for any obvious errors.
4. If the Avaya IC system includes an Oracle or DB2 database:
 - Verify that the database client is installed.
 - Verify that the database client can connect to the database.
5. If the Avaya IC system includes a Microsoft SQL Server database:
 - Verify that a DNS for each of the CCQ and IC Repository databases are created.
 - Verify that each DNS can connect to the appropriate database.
6. Back up the following logs:
 - pdm*.log
 - Website.log

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Website.log

- pdm*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

Error setting toolkit session for AlarmServer

Alarm detail	Description
Alarm text	Error setting toolkit session for AlarmServer
Alarm ID	WEBM00004
Trigger component	Alarm server
Reason	General Avaya IC issue
Issue	The Web Management Website cannot set a toolkit session for the Alarm server.

Recommended actions

If you see this alarm, verify that all Alarm servers are up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Website logs
- Alarm server logs
- All information gathered when you attempted to resolve the problem

Error setting toolkit session for WorkflowServer

Alarm detail	Description
Alarm text	Error setting toolkit session for WorkflowServer
Alarm ID	WEBM00003
Trigger component	Workflow server

Alarm detail	Description
Reason	General Avaya IC issue
Issue	The Web Management Website cannot set a toolkit session for the Workflow server.

Recommended actions

If you see this alarm, verify that all Workflow servers are up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Website logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

Failed to connect to Attribute Server

Alarm detail	Description
Alarm text	Failed to connect to Attribute Server
Alarm ID	WEBM00009
Trigger component	Attribute server
Reason	General Avaya IC issue
Issue	The Web Management Website failed to connect to an Attribute server.

Recommended actions

If you see this alarm:

1. Verify that all Attribute servers are up and running.

2. Verify that a domain with at least one Attribute server is in the failover path for the domain of the Avaya IC user account that you configured in the Website.

For the account name, see *IC_INSTALL_DIR/IC72/comp/Website/Web-Inf/web.xml*

3. Back up the following logs:
 - Website.log
 - Attribute server logs
 - attrsrv.log

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Website.log
- Attribute server logs
- attrsrv.log
- All information gathered when you attempted to resolve the problem

Failed to initialize attribute server

Alarm detail	Description
Alarm text	Failed to initialize attribute server.
Alarm ID	WEBM00001
Trigger component	Attribute server
Reason	General Avaya IC issue
Issue	<p>The Web Management Website failed to initialize the Attribute server. If this alarm occurs, you cannot perform property updates between the following Avaya IC components:</p> <ul style="list-style-type: none"> • Website administration pages and the ICM server • Website administration pages and the Website public pages

Recommended actions

If you see this alarm:

1. Verify that all Attribute servers are up and running.
2. Verify that a domain with at least one Attribute server is in the failover path for the domain of the Avaya IC user account that you configured in the Website.

For the account name, see the *IC_INSTALL_DIR/IC72/comp/Website/Web-Inf/web.xml* directory.

3. Back up the following logs:
 - Website.log
 - Attribute server logs
 - attrsrv.log

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Website.log
- Attribute server logs
- attrsrv.log
- All information gathered when you attempted to resolve the problem

Failed to initialize PDM

Alarm detail	Description
Alarm text	Failed to initialize PDM.
Alarm ID	WEBM00002
Trigger component	PDM
Reason	General Avaya IC issue
Issue	The Web Management Website failed to initialize the PDM. The Website cannot function.

Recommended actions

If you see this alarm:

1. Verify that the failover path for the domain of the Avaya IC user account for the Website including a domain with a Data server.

For the account name, see *IC_INSTALL_DIR/IC72/comp/Website/Web-Inf/web.xml*

2. Verify that the following directory includes the pdm.xml file:
IC_INSTALL_DIR/IC72/etc
3. Review the pdm*.log files for any obvious errors.
4. If the Avaya IC system includes an Oracle or DB2 database:
 - Verify that the database client is installed.
 - Verify that the database client can connect to the database.
5. If the Avaya IC system includes a Microsoft SQL Server database:
 - Verify that a DNS for each of the CCQ and IC Repository databases are created.
 - Verify that each DNS can connect to the appropriate database.
6. Back up the following logs:
 - pdm*.log
 - Website.log

If you see this alarm, verify that all Workflow servers are up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Website.log
- pdm*.log
- Data server logs
- All information gathered when you attempted to resolve the problem

Lost connection to attribute server

Alarm detail	Description
Alarm text	Lost connection to attribute server
Alarm ID	WEBM00010
Trigger component	Attribute server
Reason	General Avaya IC issue
Issue	The Web Management Website lost its connection to an Attribute server.

Recommended actions

If you see this alarm:

1. Verify that all Attribute servers are up and running.
2. Verify that a domain with at least one Attribute server is in the failover path for the domain of the Avaya IC user account that you configured in the Website.

For the account name, see the *IC_INSTALL_DIR/IC72/comp/Website/Web-Inf/web.xml* directory.

3. Back up the following logs:
 - Website.log
 - Attribute server logs
 - attrsrv.log

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Website.log
- Attribute server logs
- attrsrv.log
- All information gathered when you attempted to resolve the problem

PDM QE Error occurred on <device name> Check PDM-Fulcrum configuration

Alarm detail	Description
Alarm text	PDM QE Error occurred on <device name> Check PDM-Fulcrum configuration.
Alarm ID	WEBM00007
Trigger component	PDM
Reason	General Avaya IC issue
Issue	The Web Management Website encountered an error on the device specified in the alarm text. This alarm usually indicates a problem in the configuration for Web Self-Service.

Recommended actions

If you see this alarm, check the configuration of Web Self-Service. For information about how to configure Web Self-Service, see *IC Installation and Configuration*.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Website log
- pdm.xml
- pdm*.log
- All information gathered when you attempted to resolve the problem

Web Scheduled Callback server

The Alarm Monitor might display the following high alarms for the Web Scheduled Callback server:

- [Call center is busy. Call cannot be handled at this time](#) on page 618
- [Could not establish connection to the ICM server \(ICM_Server_name\)](#) on page 619

- [No agents available to handle the call](#) on page 620
- [Unable to start WSCallback Server \(Exception_description\)](#) on page 620
- [Waiting for active calls to be wrapped...](#) on page 621

Call center is busy. Call cannot be handled at this time

Alarm detail	Description
Alarm text	Call center is busy. Call cannot be handled at this time
Trigger component	Web Scheduled Callback server
Reason	General Avaya IC issue
Issue	The Avaya IC system has logged in agents who are available to handle Web Scheduled Callback contacts, but these agents cannot accept new contacts.

Recommended actions

No action is required. Informational message only.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- wscallback.log or the log defined in the configuration of the Web Scheduled Callback server
- jloader.log
- <ws_server_name>.log
- All information gathered when you attempted to resolve the problem

Could not establish connection to the ICM server (ICM_Server_name)

Alarm detail	Description
Alarm text	Could not establish connection to the ICM server (<i>ICM_Server_name</i>)
Trigger component	Web Scheduled Callback server
Reason	General Avaya IC issue
Issue	The Web Scheduled Callback server could not reach the ICM server specified in the alarm.

Recommended actions

If you see this alarm:

1. Verify the ICM server name in the configuration of the Web Scheduled Callback server.
2. Verify that the ICM server is up and running.
3. Restart the ICM server.
4. Check the network connections between the Web Scheduled Callback server and the ICM server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- wscallback.log or the log defined in the configuration of the Web Scheduled Callback server
- jloader.log
- <ws_server_name>.log
- ICM server logs
- All information gathered when you attempted to resolve the problem

No agents available to handle the call

Alarm detail	Description
Alarm text	No agents available to handle the call
Trigger component	Web Scheduled Callback server
Reason	General Avaya IC issue
Issue	The Avaya IC system does not have any agents logged in who are available to handle Web Scheduled Callback contacts.

Recommended actions

No action is required. Informational message only.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- wscallback.log or the log defined in the configuration of the Web Scheduled Callback server
- jloader.log
- <ws_server_name>.log
- All information gathered when you attempted to resolve the problem

Unable to start WSCallback Server (Exception_description)

Alarm detail	Description
Alarm text	Unable to start WSCallback Server (<i>Exception_description</i>)
Trigger component	Web Scheduled Callback server
Reason	General Avaya IC issue
Issue	The Web Scheduled Callback server could not start the VespBridge or log in to the toolkit.

Recommended actions

If you see this alarm:

1. Verify the configuration of the Web Scheduled Callback server.
2. Contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- wscallback.log or the log defined in the configuration of the Web Scheduled Callback server
- jloader.log
- <ws_server_name>.log
- All information gathered when you attempted to resolve the problem

Waiting for active calls to be wrapped...

Alarm detail	Description
Alarm text	Waiting for active calls to be wrapped...
Trigger component	Web Scheduled Callback server
Reason	General Avaya IC issue
Issue	The Web Scheduled Callback server cannot shut down because one or more agents still have active callback contacts.

Recommended actions

No action is required. Informational message only.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- wscallback.log or the log defined in the configuration of the Web Scheduled Callback server
- jloader.log

- <ws_server_name>.log
- All information gathered when you attempted to resolve the problem

Workflow server

The Alarm Monitor might display the following high alarms for the Workflow server:

- [!an unknown exception occurred](#) on page 622
- [Action <action> failed; <Error>](#) on page 623
- [BeforeExecute of Block: <BLOCK>: HeapValidate failed, Heap Already corrupted](#) on page 624
- [Block <BLOCK> corrupted heap , please restart the server](#) on page 625
- [Failed to load flow <description>](#) on page 626
- [Instances of catch all exceptions crossed beyond the threshold; exit the server](#) on page 627
- [QWorkFlow.BadAssign: <Error Description>](#) on page 628
- [Request <Method> delayed start for <TIME> seconds; check thread usage](#) on page 629
- [Semaphore <SEMAPHORE> is being marked Compromised](#) on page 630
- [Startsync flow took over 'startsyncwait' milliseconds](#) on page 631
- [JVM Exited](#) on page 632

!an unknown exception occurred

Alarm detail	Description
Alarm name	Workflow.CatchAll
Alarm text	!an unknown exception occurred
Alarm ID	WF-H-8
Trigger component	Workflow server

Alarm detail	Description
Reason	General Avaya IC issue
Issue	The Workflow server encountered an unknown or unhandled exception. This error can frequently indicate memory access violations. You must stop the Workflow server immediately to prevent further corruptions.

Recommended actions

If you see this alarm:

1. Stop the Workflow server.
2. Gather the Workflow server log.
3. Restart the Workflow server.
4. Review the Workflow server log to understand the area that caused the exception.
5. If necessary, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- If available, additional diagnostics information, such as core dump or Dr. Watson log
- All information gathered when you attempted to resolve the problem

Action <action> failed; <Error>

Alarm detail	Description
Alarm name	QWorkFlow.WebActFailed
Alarm text	Action <action> failed; <Error>
Alarm ID	WF-H-1
Trigger component	Workflow: Application block

Alarm detail	Description
Reason	General Avaya IC issue
Issue	The WebObject.ProcessResponse failed for an Application block in a workflow. Usually, this error occurs because of invalid search information such as criteria, table, browser, or form.

Recommended actions

If you see this alarm:

1. Analyze the error details in the Workflow log to identify the specific cause of the alarm.
2. After you determine the cause of the alarm, do one of the following:
 - Verify that the information supplied for the workflow block is correct and does not include typographical errors.
 - Correct any errors in the script for the workflow block. Rebuild the workflow and reload the workflow in all applicable Workflow servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- Copy of the workflow that raised the alarm
- All information gathered when you attempted to resolve the problem

BeforeExecute of Block: <BLOCK>: HeapValidate failed, Heap Already corrupted

Alarm detail	Description
Alarm name	QWorkFlow.Exception
Alarm text	BeforeExecute of Block: <BLOCK>: HeapValidate failed, Heap Already corrupted
Alarm ID	WF-H-3
Trigger component	Workflow

Alarm detail	Description
Reason	General Avaya IC issue
Issue	For systems with Workflow servers on Microsoft Windows only. The Workflow server generates this alarm only if the Enable Heap Validate option is configured. The alarm indicates that the server heap was corrupted while executing the block specified in the alarm.

Recommended actions

If you see this alarm:

1. Stop the Workflow server immediately.
2. Back up the log for the Workflow server. If desired, you can restart the Workflow server after you back up the log.
3. Analyze the Workflow server log for the cause of the corruption.
4. If necessary, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- Copy of the workflow that raised the alarm
- All information gathered when you attempted to resolve the problem

Block <BLOCK> corrupted heap , please restart the server

Alarm detail	Description
Alarm text	Block <BLOCK> corrupted heap , please restart the server
Alarm ID	WF-H-4
Trigger component	Workflow server

Alarm detail	Description
Reason	General Avaya IC issue
Issue	For systems with Workflow servers on Microsoft Windows only. The Workflow server generates this alarm only if the Enable Heap Validate option is configured. The alarm indicates that the server heap was corrupted while executing the block specified in the alarm.

Recommended actions

If you see this alarm:

1. Stop the Workflow server.
2. Back up the Workflow server logs.
3. Restart the Workflow server.
4. Contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- Copy of the workflow that raised the alarm
- All information gathered when you attempted to resolve the problem

Failed to load flow <description>

Alarm detail	Description
Alarm name	QWorkflow.FlowMissing
Alarm text	Failed to load flow <description>
Alarm ID	WF-H-6
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	The Workflow server cannot load the workflow specified in the alarm.

Recommended actions

If you see this alarm:

- Analyze the Workflow server log to learn the details of the error.
- Verify that the workflow name is correct.
- In Workflow Designer, verify that the workflow was pushed to the database and that the name of the IC data source for the workflow is correct.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- Copy of the workflow that raised the alarm
- All information gathered when you attempted to resolve the problem

Instances of catch all exceptions crossed beyond the threshold; exit the server

Alarm detail	Description
Alarm name	Workflow.CatchAll
Alarm text	Instances of catch all exceptions crossed beyond the threshold; exit the server
Alarm ID	WF-H-9
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	The Workflow server encountered an unknown exception, and the instances crossed beyond the threshold. The Workflow server must be restarted automatically.

Recommended actions

If you see this alarm:

1. Analyze the Workflow server log to find the cause of the exception.
2. If a workflow caused the error, correct the error and push the corrected workflow.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- A copy of the workflow that raised the alarm
- All information gathered when you attempted to resolve the problem

QWorkflow.BadAssign: <Error Description>

Alarm detail	Description
Alarm name	QWorkflow.BadAssign
Alarm text	<Error Description>
Alarm ID	WF-H-2
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	<p>The Workflow server was unable to assign to the server specified in the alarm, as described in the alarm text. This alarm can indicate that:</p> <ul style="list-style-type: none">● The Workflow server cannot find the implementation of the specific interface.● The parameter provided for the assign request is incorrect.

Recommended actions

If you see this alarm:

- Check the network connections between the Workflow server and the server specified in the alarm.
- Verify that the domain of the Workflow server correctly fails over to the domain of the server specified in the alarm.
- Review the logs to determine the cause of the alarm and do one of the following:
 - If a missing implementation of a specific interface caused the error, update the ORB servers and restart the Workflow servers in IC Manager.
 - If an incorrect parameter caused the error, correct that parameter.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- All information gathered when you attempted to resolve the problem

Request <Method> delayed start for <TIME> seconds; check thread usage

Alarm detail	Description
Alarm name	QWorkFlow.DelayedReq
Alarm text	Request <Method> delayed start for <TIME> seconds; check thread usage
Alarm ID	WF-H-5
Trigger component	Workflow
Reason	General Avaya IC issue
Issue	<p>This alarm is usually generated if the execution of workflows takes a considerable amount of time. This delay can indicate:</p> <ul style="list-style-type: none"> • Network issues • Problems with the design of a workflow • Problems with the Workflow server

Recommended actions

Note:

If this alarm does not occur frequently, you can view this alarm as a temporary issue. In such cases, you do not need to take any action. However, if the alarm reoccurs frequently, you must troubleshoot the alarm.

If you see this alarm:

1. Gather and review the Workflow server log to understand the flow execution time.
2. Check the status of the Workflow server to determine how many workflows are being executed.
3. Check the network connections between the Workflow server and other Avaya IC servers, and between the Workflow server and the database.

4. Monitor the status of the Workflow server for CPU, memory, and response time.
5. On the **Advanced** tab of the server in IC Manager, determine if the workflow backlog count increases.
6. If necessary, restart the Workflow server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- Copy of the workflow that raised the alarm
- All information gathered when you attempted to resolve the problem

Semaphore <SEMAPHORE> is being marked Compromised

Alarm detail	Description
Alarm name	QWorkFlow.SemaphoreComp
Alarm text	Semaphore <SEMAPHORE> is being marked Compromised
Alarm ID	WF-H-10
Trigger component	Workflow
Reason	General Avaya IC issue
Issue	<p>A thread exit has kept a synchronous resource locked. The thread compromised on this semaphore because the thread:</p> <ul style="list-style-type: none">• Does not want to exit and keep the synchronous resource accessed• Wants to verify that the thread manager can access and release the resource if required

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- Copy of the workflow that raised the alarm
- All information gathered when you attempted to resolve the problem

Startsync flow took over 'startsyncwait' milliseconds

Alarm detail	Description
Alarm name	QWorkflow.StartTooSlow
Alarm text	Startsync flow took over 'startsyncwait' milliseconds
Alarm ID	WF-H-7
Trigger component	Workflow
Reason	General Avaya IC issue
Issue	<p>The Workflow server encountered issues in executing synchronous startup flows. This alarm can indicate that:</p> <ul style="list-style-type: none">• The Workflow server cannot load the workflow.• The execution of the workflow took significant time.

Recommended actions

If you see this alarm:

1. Analyze the Workflow server log to learn the details of the error.
2. Verify that the workflow name is correct.
3. In Workflow Designer, verify that the workflow was pushed to the database and the name of the IC data source for the workflow is correct.
4. Check the network connections between the Workflow server and the database.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- Copy of the workflow that raised the alarm
- All information gathered when you attempted to resolve the problem

JVM Exited

Alarm detail	Description
Alarm name	Workflow.JVMExited
Alarm text	JVM Exited with Status [%d]. Server going down.
Alarm ID	WF-E-10
Trigger component	Workflow
Reason	General Avaya IC issue
Issue	JVM has exited.

Recommended actions

If you see this alarm:

1. Increase Java Log Level to maximum and review the Workflow server log to understand the details of the error.
2. Check the client java code for any issues/bugs.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs

All information gathered when you attempted to resolve the problem

Avaya IC low alarms

This section describes the low alarms that you can see in the Alarm Monitor, organized by Avaya IC component.

This section includes the following topics:

- [Avaya Agent Web Client](#) on page 633
- [ADU server](#) on page 635
- [Alarm server](#) on page 636
- [Directory server](#) on page 637
- [IC Email server and Polling server](#) on page 642
- [License server](#) on page 644
- [ORB server](#) on page 646
- [Telephony Queue Statistics server](#) on page 651
- [Telephony server: all switches](#) on page 653
- [Telephony server: Aspect switches](#) on page 664
- [Telephony server: Avaya switches](#) on page 666
- [VOX server](#) on page 669
- [Workflow server](#) on page 677

Avaya Agent Web Client

The Alarm Monitor might display the following low alarm for Avaya Agent Web Client:

- [Executor '{0}' Reached the time threshold limit executing the work item {1}](#) on page 634

Executor '{0}' Reached the time threshold limit executing the work item {1}

Alarm detail	Description
Alarm name	AAWC.Low
Alarm text	<p>Executor '{0}' Reached the time threshold limit executing the work item {1}. Queue time/Threshold = {2}/{3}, Execution time/Threshold = {4}/{5} milliseconds</p> <p>where:</p> <ul style="list-style-type: none">• {0} is a Web Client class that processes work items.• {1} is the work item that has taken a long time to handle.• {2} is the amount of time that the work item waited to be executed.• {3} is the allowed amount of time that the work item can be in queue before an alarm is raised.• {4} is the amount of time that the work item actually took to execute excluding queue time.• {5} is the allowed amount of time that the work item took to execute before the alarm was raised.
Alarm ID	AAWC00023
Trigger component	Avaya Agent Web Client
Reason	General
Issue	<p>This alarm can be generated for a variety of reasons, such as a work item was in a queue for a long time or took a long time to execute. Usually, this alarm occurs because the IBM Websphere Application server could not keep up with the load on Avaya Agent Web Client. Another common reason for this alarm is that the Avaya IC servers failed. After the failure, requests to those servers take longer than expected.</p> <p>This alarm will not be generated again for 60 minutes. You cannot change this interval.</p>

Recommended actions

If you see this alarm:

1. Verify that the Avaya IC servers are up and running.

2. Review the agent distribution in the Avaya IC system to determine whether you need to adjust the number of agents assigned to each IBM WAS for Avaya Agent Web Client in the Avaya IC system.
3. If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Avaya Agent Web Client logs
- All information gathered when you attempted to resolve the problem

ADU server

The Alarm Monitor might display the following low alarm for the ADU server:

- [ADU.Version: Not all ADU servers in this WAN have the same version number, consider upgrading](#) on page 635

ADU.Version: Not all ADU servers in this WAN have the same version number, consider upgrading

Alarm detail	Description
Alarm name	ADU.Version
Alarm text	Not all ADU servers in this WAN have the same version number, consider upgrading
Alarm ID	ADUS0025
Trigger component	ADU server
Reason	General
Issue	The ADU server has connected to a peer ADU server successfully and has discovered that the peer ADU server has a different version level.

Recommended actions

Note:

Avaya recommends that all ADU servers be at the same version level. For example, all ADU servers must be Avaya IC 7.2.

If you see this alarm:

- Ensure that all ADU servers are at the same version level.
- Upgrade as necessary.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- Site maintenance history
- All information gathered when you attempted to resolve the problem

Alarm server

The Alarm Monitor might display the following low alarm for the Alarm server:

- [Alarm.RepeatedAlarm: Alarm %s repeated %u times over %u minutes](#) on page 636

Alarm.RepeatedAlarm: Alarm %s repeated %u times over %u minutes

Alarm detail	Description
Alarm text	Alarm.RepeatedAlarm: Alarm %s repeated %u times over %u minutes where: <ul style="list-style-type: none">• %s is the alarm name.• %u is the number of alarms suppressed.• %u is the suppression period.
Alarm ID	ALRM0001

Alarm detail	Description
Trigger component	Alarm server
Reason	General
Issue	The Alarm server is configured to suppress repetition of certain alarms for a specified period of time. The server generates this alarm to indicate the number of alarms suppressed during the period. The severity of this alarm is configured for each alarm suppressed.

Recommended actions



Tip:

You can change the priority of this alarm when you configure the suppression of alarms.

If you see this alarm:

- If you want to continue to suppress alarms, no action is required.
- If you want to change the configuration for alarm suppression, see *Core Services Programmer Guide*.

Directory server

The Alarm Monitor might display the following low alarms for the Directory server:

- [%s.AreYouMyParent failed with major %lx, minor %lx, error %s](#) on page 637
- [Assign Failed to %s](#) on page 639

%s.AreYouMyParent failed with major %lx, minor %lx, error %s

Alarm detail	Description
Alarm name	CheckParent
Alarm text	%s.AreYouMyParent failed with major %lx, minor %lx, error %s
Alarm ID	DS-L-72
Trigger component	Directory server

Alarm detail	Description
Reason	General Avaya IC issue
Issue	<p>A child Directory server cannot download the ds.ffd file from the parent Directory server as part of its connection recovery process.</p> <p>A child Directory server can lose connectivity to the parent Directory server for several reasons, including network issues or the restarting of the parent Directory server. The child Directory server recovers the connection automatically. During the recovery, the child Directory server:</p> <ol style="list-style-type: none">1. Pings the parent Directory server.2. Downloads the ds.ffd file from the parent Directory server.3. Connects or assigns to the parent Directory server. <p>This alarm usually occurs if the child Directory server cannot download the ds.ffd file.</p>

Recommended actions

If you see this alarm:

- For the first alarm, do not take any action. The child Directory server will retry this action regularly. By default, the child Directory server makes the attempt every 5 seconds.
- If this alarm persists, check whether the parent Directory server is up and running and is responsive. If the parent Directory server:
 - Is responsive, review the error message in the alarm and the logs for more information.
 - Is not responsive, restart the parent Directory server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Alarm text
- Directory server logs for the child and parent Directory servers
- ds.ffd files from the machines that host the child and parent Directory servers
- All information gathered when you attempted to resolve the problem

Assign Failed to %s

Alarm detail	Description
Alarm name	CheckParent
Alarm text	Assign Failed to %s
Alarm ID	DS-L-74
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	<p>A child Directory server cannot connect or assign to the parent Directory server during the connection recovery process or start up. If this alarm occurs during start up, the child Directory server stays in read only mode and tries to recover automatically.</p> <p>If this alarm occurs while the child Directory server is running, the child Directory server probably lost connectivity to the parent Directory server. This loss of connectivity can occur when the parent Directory server restarts or during a short network disturbance. The child Directory server recovers its connection automatically. During the recovery, the child Directory server:</p> <ol style="list-style-type: none"> 1. Pings the parent Directory server. 2. Downloads the ds.ffd file from the parent Directory server. 3. Connects or assigns to the parent Directory server. <p>This alarm is raised if the child Directory server cannot connect or assign to the parent Directory server.</p>

Recommended actions

If you see this alarm:

- For the first alarm, do not take any action. The child Directory server will retry this action regularly. By default, the child Directory server makes the attempt every 5 seconds.
- If this alarm persists, check whether the parent Directory server is up and running and is responsive. If the parent Directory server:
 - Is responsive, review the error message in the alarm and the logs for more information.
 - Is not responsive, restart the parent Directory server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Alarm text
- Directory server logs for the child and parent Directory servers
- ds.ffd files from the machines that host the child and parent Directory servers
- All information gathered when you attempted to resolve the problem

EDU server

The Alarm Monitor might display the following low alarm for the EDU server:

- [VDU.Version: Not all VDU servers in this WAN have the same version number, consider upgrading](#) on page 640

VDU.Version: Not all VDU servers in this WAN have the same version number, consider upgrading

Alarm detail	Description
Alarm name	VDU.Version
Alarm text	Not all VDU servers in this WAN have the same version number, consider upgrading
Alarm ID	EDUS0025
Trigger component	EDU server
Reason	General
Issue	The EDU server connected to a peer EDU server successfully but discovered that the peer EDU server is at a different version level.

Recommended actions

Note:

Avaya recommends that all EDU servers be at the same version level. For example, all EDU servers must be Avaya IC 7.2.

If you see this alarm:

- Ensure that all EDU servers are at the same version level.
- Upgrade as necessary.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- Site maintenance history
- All information gathered when you attempted to resolve the problem

HTTPVOX server

The Alarm Monitor might display the following low alarms for the IC HTTPVOX server:

- [Pseudo-ANI Timeout](#) on page 641

Pseudo-ANI Timeout

Alarm Detail	Description
Alarm name	HttpVox GetNextPseudoANI
Alarm text	Pseudo-ANI Timeout
Trigger component	HttpVOX Server
Reason	General Avaya issue
Issue	This means the request to get the EDUID for a particular pseudo-ani reached after the pseudo-ani timeout.

Recommended actions

If you see this alarm:

- Increase the Pseudo-ANI time in the httpVOX server configurations.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- HttpVOX server logs
- All information gathered when you attempted to resolve the problem.

IC Email server and Polling server

The Alarm Monitor might display the following low alarms for the IC Email server and Polling server:

- [A message from <%s> to <%s> was not processed due to an internal error. See logs](#) on page 642
- [DCO has a problem in parsing ADL file](#) on page 643

A message from <%s> to <%s> was not processed due to an internal error. See logs

Alarm detail	Description
Alarm text	A message from <%s> to <%s> was not processed due to an internal error. See logs.
Alarm ID	ICEmail00081
Trigger component	IC Email server
Reason	General
Issue	The IC Email server cannot process email retrieved from the POP3 server. The IC Email server will try to retrieve and process this email again. This email can be retrieved during the next polling cycle, because IC Email server will not delete the email from the POP3 server.

Recommended actions

If you see this alarm:

1. Turn on the diagnostic logging for IC Email server.

2. Gather the following logs after you turn on diagnostic logging:

- icemail*.log*
- icmail*.log*
- mail*.log*

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- icemail*.log*
- icmail*.log*
- mail*.log*
- All information gathered when you attempted to resolve the problem

DCO has a problem in parsing ADL file

Alarm detail	Description
Alarm text	DCO has a problem in parsing ADL file.
Alarm ID	ICEmail00080
Trigger component	DCO
Reason	Database
Issue	The IC Email server failed to initialize the database connection.

Recommended actions

If you see this alarm:

1. Check the network connection to the database.
2. Verify that the Data servers are up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs (icemail*.log*)

- Data server logs
- All information gathered when you attempted to resolve the problem

License server

The Alarm Monitor might display the following low alarms for the License server:

- [Bad license detected](#) on page 644
- [No licenses available for user key < user license key>](#) on page 645
- [There are currently no working WebLM connections - future licensing requests will fail unless a WebLM server is brought back into service](#) on page 646

Bad license detected

Alarm detail	Description
Alarm name	LS.Init
Alarm text	Bad license detected
Alarm ID	LS-13
Trigger component	License server
Reason	General
Issue	The License server finds that the license file hosted on one or more WebLMs is an invalid Avaya IC license.

Recommended actions

If you see this alarm:

1. Verify whether the license hosted in the WebLMs at the specified URL is a valid Avaya IC license.
2. If necessary, obtain a new license or install an Avaya IC license.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- License server logs
- Information about the licenses in the system
- All information gathered when you attempted to resolve the problem

No licenses available for user key < user license key>

Alarm detail	Description
Alarm name	LS.Acquire
Alarm text	No licenses available for user key < user license key>
Alarm ID	LS-12
Trigger component	Avaya IC licensing
Reason	General Avaya IC issue
Issue	The license for the requested user key is not hosted on the WebLMs at the URLs configured in the License server.

Recommended actions

If you see this alarm:

1. Verify whether a WebLM configured in the License server hosts a license for the requested user key.
2. If necessary, obtain a new license or install a license that includes the specified user key.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- License server logs
- Information about the licenses in the system
- All information gathered when you attempted to resolve the problem

There are currently no working WebLM connections - future licensing requests will fail unless a WebLM server is brought back into service

Alarm detail	Description
Alarm name	LS.WebLMConnectionDown
Alarm text	There are currently no working WebLM connections - future licensing requests will fail unless a WebLM server is brought back into service
Alarm ID	LS-1
Trigger component	License server
Reason	Network
Issue	The License server cannot find a working WebLM provider.

Recommended actions

If you see this alarm:

- Check the network connections between the WebLMs and the License server.
- Verify that the WebLMs configured in the License server are up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- License server logs
- Information about the licenses in the system
- All information gathered when you attempted to resolve the problem

ORB server

The Alarm Monitor might display the following low alarms for the ORB server:

- [ORB.ServerExit: Exit code %ld: Exit requested:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 647

- [ORB.ServerExit: Exit code %ld: Exit without Restart requested:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 648
- [ORBServer.ClockCheckFail: Cannot compare system clock with server '%s': request failed.](#) on page 649
- [ORBServer.SystemShutdown: Servers shutting down \(including this ORB\):: %s \(%d.%d.%d.%d:%d %s\)](#) on page 650
- [ORBServer.SystemShutdown: Servers shutting down:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 651

ORB.ServerExit: Exit code %ld: Exit requested:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Exit requested:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none"> • %ld is exit code 18 or 22. • %s is the server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0028
Trigger component	ORB server
Reason	General
Issue	A server managed by the ORB server exited with an exit code which indicates that the server was requested to shut down. The ORB server will not restart this server automatically.

Recommended actions

No action is required. Informational message only.



Tip:

Avaya recommends that you do not shut down the servers if the system is in use.

ORB.ServerExit: Exit code %ld: Exit without Restart requested:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerExit
Alarm text	Exit code %ld: Exit without Restart requested:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none">• %ld is exit code 17.• %s is the server type.• %d.%d.%d.%d is the IP address.• %d is the port.• %s is the UUID of the server.
Alarm ID	ORBS0029
Trigger component	ORB server
Reason	General
Issue	A server managed by the ORB server exited. The exit code indicates that the server is not configured to restart automatically. The ORB server will not restart this server automatically.

Recommended actions

If you see this alarm:

1. Determine if the indicated server previously reported why this problem occurred.
2. If not, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Logs for the server specified in the alarm
- Alarm history
- All information gathered when you attempted to resolve the problem

ORBServer.ClockCheckFail: Cannot compare system clock with server '%s': request failed.

Alarm detail	Description
Alarm name	ORBServer.ClockCheckFail
Alarm text	Cannot compare system clock with server '%s': request failed where %s is the peer ORB server.
Alarm ID	ORBS0030
Trigger component	ORB server
Reason	Network
Issue	The ORB server cannot compare system time with another ORB server due to an error. This comparison ensures that all Avaya IC server machines have synchronized system times. Time disparities can cause many problems.

Recommended actions

If you see this alarm:

- Troubleshoot the peer ORB server.
- Troubleshoot the network connection between the ORB servers.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- vesp.imp files from all relevant ORB server machines
- All information gathered when you attempted to resolve the problem

ORBServer.SystemShutdown: Servers shutting down (including this ORB):: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORBServer.SystemShutdown
Alarm text	<p>Servers shutting down (including this ORB):: %s (%d.%d.%d.%d:%d %s)</p> <p>where:</p> <ul style="list-style-type: none">• %s is the server type.• %d.%d.%d.%d is the IP address.• %d is the port.• %s is the UUID of the server.
Alarm ID	ORBS0031
Trigger component	ORB server
Reason	General
Issue	The ORB server announced a VESP shutdown and shut down all controlled servers including itself.

Recommended actions

No action is required. Informational message only.

**Tip:**

Avaya recommends that you do not shut down the servers if the system is in use.

ORBServer.SystemShutdown: Servers shutting down:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORBServer.SystemShutdown
Alarm text	Servers shutting down:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none"> • %s is the ORB server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0032
Trigger component	ORB server
Reason	General
Issue	The ORB server announced a VESP shutdown, and shuts down all controlled servers except itself.

Recommended actions

No action is required. Informational message only.



Tip:

Avaya recommends that you do not shut down the servers if the system is in use.

Telephony Queue Statistics server

The Alarm Monitor might display the following low alarms for the Telephony Queue Statistics (TSQS) server:

- [TouchADU interval: N minute\(s\)](#) on page 652
- [touch_adu_interval has to be between 1 and 899. Using default of 60 minutes](#) on page 652

TouchADU interval: N minute(s)

Alarm detail	Description
Alarm text	TouchADU interval: <i>N</i> minute(s) where <i>N</i> is the number of minutes.
Alarm ID	N/A
Trigger component	TSQS server
Reason	General
Issue	<p>This alarm indicates that the 'spread_touch_adu' configuration parameter is set to "true" and the 'touch_adu_interval' configuration parameter is explicitly set. The value "N" is replaced with the value of the interval.</p> <p>When the 'spread_touch_adu' configuration parameter is set to "true" the 'touch_adu_interval' parameter can also be set to a value. You can manually set these configuration parameters in the Configuration tab of the TSQS server in IC Manager.</p>

Recommended actions

If you see this alarm:

- If the Avaya IC system requires a different 'touch_adu_interval' value, set the desired value.
- If the Avaya IC system does not require a different 'touch_adu_interval' value, no action is required.

touch_adu_interval has to be between 1 and 899. Using default of 60 minutes

Alarm detail	Description
Alarm text	touch_adu_interval has to be between 1 and 899. Using default of 60 minutes
Alarm ID	N/A
Trigger component	TSQS server

Alarm detail	Description
Reason	General
Issue	<p>This alarm indicates that a mis-configuration of the 'touch_adu_interval' configuration parameter was detected and reset to the default value.</p> <p>The value of this parameter must be between 1 and 899.</p>

Recommended actions

If you see this alarm:

- If the Avaya IC system requires a different 'touch_adu_interval' value, set a valid value.
- If the Avaya IC system does not require a different 'touch_adu_interval' value, no action is required.

Telephony server: all switches

The Alarm Monitor might display the following low alarms for the Telephony server (TS) for all supported switches:

- [DS request failed for: %s](#) on page 654
- [Assign to %.33s \[%s\] NOT successful. Re-try in %d seconds](#) on page 654
- [Error \[%s\] requesting queue ADU](#) on page 655
- [Hetero-switch: Received invalid request](#) on page 656
- [Hetero-switch: Failed to request info for ADU \[%s\]](#) on page 657
- [Hetero-switch: ADU request returned failure](#) on page 657
- [ADU.FindByKey failed for destination \[%s\]](#) on page 658
- [Hetero-switch support disabled: RESERVED_DN_TABLE not specified](#) on page 659
- [missing site entry](#) on page 660
- [missing site key entry](#) on page 661
- [missing pbx_type entry](#) on page 661
- [missing pbx_model entry](#) on page 662
- [missing pbx_protocol entry](#) on page 663

DS request failed for: %s

Alarm detail	Description
Alarm text	DS request failed for: %s
Alarm ID	TS00019
Trigger component	Directory server
Reason	General
Issue	The TS requested Multi-Site Heterogeneous Switch configuration from the Directory server, but data retrieval failed after type and key indicated.

Recommended actions

If you see this alarm:

1. Restart the Directory server.
2. Restart the Data server.
3. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- Data server logs
- TS logs
- All information gathered when you attempted to resolve the problem

Assign to %.33s [%s] NOT successful. Re-try in %d seconds

Alarm detail	Description
Alarm text	Assign to %.33s [%s] NOT successful. Re-try in %d seconds
Alarm ID	TS00022

Alarm detail	Description
Trigger component	TS
Reason	General
Issue	The Multi-Site Heterogeneous Switch cross-assignment failed between the local TS and the one indicated in the alarm text. Retry will take place.

Recommended actions

If you see this alarm:

- Check the integrity of the network.
- Verify that the TS is up and running.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Error [%s] requesting queue ADU

Alarm detail	Description
Alarm text	Error [%s] requesting queue ADU
Alarm ID	TS00032
Trigger component	TS
Reason	General
Issue	An attempt to create the queue ADU on behalf of the TSQS server failed with the specified reason.

Recommended actions

If you see this alarm:

1. Check the network status.

2. Check the memory availability for the TS, the ADU server, and the operating system.
3. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- ADU server logs
- All information gathered when you attempted to resolve the problem

Hetero-switch: Received invalid request

Alarm detail	Description
Alarm text	Hetero-switch: Received invalid request
Alarm ID	TS00034
Trigger component	TS
Reason	General
Issue	The STT presented invalid data to a callback involved in Multi-Site Heterogeneous Switch processing.

Recommended actions

If you see this alarm:

1. Check the memory availability for the TS and the operating system.
2. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Hetero-switch: Failed to request info for ADU [%s]

Alarm detail	Description
Alarm text	Hetero-switch: Failed to request info for ADU [%s]
Alarm ID	TS00035
Trigger component	TS
Reason	General
Issue	The TS failed to post a request for an ADU involved in the Multi-Site Heterogeneous Switch.

Recommended actions

If you see this alarm:

1. Check the memory availability for the TS, the ADU server, and the operating system.
2. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Hetero-switch: ADU request returned failure

Alarm detail	Description
Alarm text	Hetero-switch: ADU request returned failure
Alarm ID	TS00036
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	After an ADU.Find() call, the TS received an error from the ADU server that indicates a problem with the ADU server. Usually, this alarm indicates that the ADU server no longer exists in the system. For example, the ADU server might have timed out or shut down.

Recommended actions

If you see this alarm:

1. Restart the TS.
2. Restart the ADU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- ADU server logs
- All information gathered when you attempted to resolve the problem

ADU.FindByKey failed for destination [%s]

Alarm detail	Description
Alarm text	ADU.FindByKey failed for destination [%s]
Alarm ID	TS00037
Trigger component	TS
Reason	General
Issue	After an ADU.Find() call, the TS received an error from the ADU server that indicates a problem with the ADU server. Usually, this alarm indicates that the ADU server no longer exists in the system. For example, the ADU server might have timed out or shut down.

Recommended actions

If you see this alarm:

1. Restart the TS.
2. Restart the ADU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- ADU server logs
- All information gathered when you attempted to resolve the problem

Hetero-switch support disabled: RESERVED_DN_TABLE not specified

Alarm detail	Description
Alarm text	Hetero-switch support disabled: RESERVED_DN_TABLE not specified
Alarm ID	TS00043
Trigger component	TS
Reason	General
Issue	The Multi-Site Heterogeneous Switch configuration for the TS is incomplete.

Recommended actions

If you see this alarm:

1. In IC Manager, correct the Multi-Site Heterogeneous Switch configuration for the TS.
2. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

missing site entry

Alarm detail	Description
Alarm text	missing site entry
Alarm ID	TS00054
Trigger component	TS
Reason	General
Issue	The TS configuration does not include a site.

Recommended actions

If you see this alarm:

1. In IC Manager, check the TS configuration.
2. If necessary, create a site and configure the TS for that site.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

missing site key entry

Alarm detail	Description
Alarm text	missing site key entry
Alarm ID	TS00055
Trigger component	TS
Reason	General
Issue	The TS configuration is missing the site pkey.

Recommended actions

If you see this alarm:

1. In IC Manager, check the TS configuration.
2. If necessary, create a site and configure the TS for that site.

Avaya IC will generate the site pkey (site_key).

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

missing pbx_type entry

Alarm detail	Description
Alarm text	missing pbx_type entry
Alarm ID	TS00059
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	The TS configuration is incomplete. This alarm indicates that IC Manager cannot properly write data relative to the TS. The TS will attempt to assume a PBX type based on the executable, then the TS will start.

Recommended actions

If you see this alarm:

1. In IC Manager, check the TS configuration and select the PBX type from the list of available types.
2. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

missing pbx_model entry

Alarm detail	Description
Alarm text	missing pbx_model entry
Alarm ID	TS00060
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. This alarm indicates that IC Manager cannot properly write data relative to the TS. The TS will attempt to assume a PBX model based on the executable, then the TS will start.

Recommended actions

If you see this alarm:

1. In IC Manager, check the TS configuration and select the PBX type from the list of available types.
2. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

missing pbx_protocol entry

Alarm detail	Description
Alarm text	missing pbx_protocol entry
Alarm ID	TS00061
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. This alarm indicates that IC Manager cannot properly write data relative to the TS. The TS will attempt to assume a PBX protocol based on the executable, then the TS will start.

Recommended actions

If you see this alarm:

1. In IC Manager, check the TS configuration and select the PBX type from the list of available types.
2. Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Telephony server: Aspect switches

The Alarm Monitor might display the following low alarms for the Telephony server (TS) for all supported Aspect switches:

- [Failure on VDU.GetOneValue for %s, %s](#) on page 664
- [IDLE Reason Request \(515\) failed: \[%s\]\[%s\]](#) on page 665
- [CaspectRouteReq duplicate entry found - data does not match: old\[%s/%s\] new\[%s/%s\]](#) on page 666

Failure on VDU.GetOneValue for %s, %s

Alarm detail	Description
Alarm text	Failure on VDU.GetOneValue for %s, %s
Alarm ID	TS0009
Trigger component	EDU server
Reason	General
Issue	The Aspect TS cannot get data from the EDU and field indicated. The TS Aspect CCT is set for a "gv" operation that failed. Either the EDU or the field does not exist.

Recommended actions

If you see this alarm:

- Check the CCT.
- Analyze the EDU server logs to verify that the EDU ID is present in the system.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- TS logs
- All information gathered when you attempted to resolve the problem

IDLE Reason Request (515) failed: [%s][%s]

Alarm detail	Description
Alarm text	IDLE Reason Request (515) failed: [%s][%s]
Alarm ID	TS00153
Trigger component	TS
Reason	PBX
Issue	<p>An attempt to post information related to an agent in Auxwork failed. This alarm can occur because:</p> <ul style="list-style-type: none"> • The PBX version does not support message (512). • The PBX is not configured to support Auxwork (idle) reason.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Telephony server logs
- All information gathered when you attempted to resolve the problem

CaspectRouteReq duplicate entry found - data does not match: old[%s/%s] new[%s/%s]

Alarm detail	Description
Alarm text	CaspectRouteReq duplicate entry found - data does not match: old[%s/%s] new[%s/%s]
Alarm ID	TS00164
Trigger component	TS
Reason	General
Issue	A route request found in memory does not match data that arrived on a new route request. This alarm indicates that the voice qualification call flow causes calls to bounce between route points faster than the TS can clear data in memory associated with previous route requests.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- The workflow that caused the routing problem
- All information gathered when you attempted to resolve the problem

Telephony server: Avaya switches

The Alarm Monitor might display the following low alarms for the Telephony server (TS) for all supported Avaya switches:

- [UUI conversion error trapped: \[%ld\] \[%ld\]](#) on page 667
- [Asai_send returned zero for request \[0x%x\]](#) on page 667
- [Asai_send returned zero for request \[0x%x\]](#) on page 668

UUI conversion error trapped: [%ld] [%ld]

Alarm detail	Description
Alarm text	UUI conversion error trapped: [%ld] [%ld]
Alarm ID	TS00097
Trigger component	TS
Reason	General
Issue	The indicated ASAI length is less than the actual UUIINFO data length with UUIINFOs.

Recommended actions

If you see this alarm, restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Asai_send returned zero for request [0x%x]

Alarm detail	Description
Alarm text	Asai_send returned zero for request [0x%x]
Alarm ID	TS00098
Trigger component	TS
Reason	General
Issue	asai_send() did not block, but indicates that no data is available to read.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Asai_send returned zero for request [0x%x]

Alarm detail	Description
Alarm text	Asai_send returned zero for request [0x%x]
Alarm ID	TS00110
Trigger component	TS
Reason	General
Issue	The CVLAN client might have failed to send data to the PBX relative to the request indicated. This alarm can indicate a network problem between the TS and MAPD.

Recommended actions

If you see this alarm, restart the TS at the first opportunity.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

VOX server

The Alarm Monitor might display the following low alarms for the VOX server:

- [Deassign_Failed - failed to deassign from the TS: status <status num>, ev._major <error number>](#) on page 669
- [VruConnectDir - vru connection direction unknown, using default of "to_vru"](#) on page 670
- [VruUp - vru <ip address>:<port> is now visible \(<socket>,<ivr num>,<hello enable>,<number of channels>\)](#) on page 671
- [VruUpl - Vru <VRU Type>:<Unit Num> is now visible \(<ip address>, <port>\)](#) on page 671
- [LoseTS - TS session failed, will try to reassign to <extension> soon](#) on page 672
- [UnkBool - Badly formatted boolean configuration parameter. Parameter "<name>="<value>"](#) on page 673
- [Voxini - Invalid value for slow_retry_assign_interval parameter. This parameter has to be between 1 and 90](#) on page 674
- [Off - VRU <VRU Type>:<Unit Number> will be ignored](#) on page 674
- [NoChnList - Empty channel/line list for VRU <VRU Type>:<Unit Number>](#) on page 675
- [Abandon - TS.Disconnect before VOX.newcall, clearing state: Channel <channel num> \(<state>\)](#) on page 676

Deassign_Failed - failed to deassign from the TS: status <status num>, ev._major <error number>

Alarm detail	Description
Alarm text	Deassign_Failed - failed to deassign from the TS: status <status num>, ev._major <error number>
Alarm ID	VOX0009
Trigger component	Toolkit
Reason	General
Issue	The VOX server request to deassign from the TS failed.

Recommended actions

If you see this alarm, analyze the VOX server logs to determine if the extension has already been deassigned.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- TS logs
- All information gathered when you attempted to resolve the problem

VruConnectDir - vru connection direction unknown, using default of "to_vru"

Alarm detail	Description
Alarm text	VruConnectDir - vru connection direction unknown, using default of "to_vru"
Alarm ID	VOX0010
Trigger component	IC Manager
Reason	General
Issue	The description of the VRU does not have a valid direction for the IVR connection.

Recommended actions

If you see this alarm:

- If the IVR configuration is customized, check the configuration for the IVR connection parameter. Configure the direction as "to_vru" or "from_vru".
- If this IVR was configured in IC Manager, contact Avaya Technical Support.

Note:

This issue does not affect service if the configuration expects the VOX server to connect to the IVR. That configuration is the default.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

VruUp - vru <ip address>:<port> is now visible (<socket>,<ivr num>,<hello enable>,<number of channels>)

Alarm detail	Description
Alarm text	VruUp - vru <ip address>:<port> is now visible (<socket>,<ivr num>,<hello enable>,<number of channels>)
Alarm ID	VOX0017
Trigger component	VOX
Reason	Network
Issue	An IVR that was unreachable is now available.

Recommended actions

If you see this alarm, no action is required.

VruUpI - Vru <VRU Type>:<Unit Num> is now visible (<ip address>, <port>)

Alarm detail	Description
Alarm text	VruUpI - Vru <VRU Type>:<Unit Num> is now visible (<ip address>, <port>)
Alarm ID	VOX0027
Trigger component	Concentrator (Third_Party)

Alarm detail	Description
Reason	General
Issue	The IVR connected to the VOX server.

Recommended actions

If you see this alarm, no action is required.

LoseTS - TS session failed, will try to reassign to <extension> soon

Alarm detail	Description
Alarm text	LoseTS - TS session failed, will try to reassign to <extension> soon
Alarm ID	VOX0028
Trigger component	TS
Reason	General
Issue	The associated TS is no longer functional. The VOX server will try to reconnect to the TS.

Recommended actions

If you see this alarm:

- Check if there were any problems in the TS.
- Check the TCP/IP connection to the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- VOX server logs
- All information gathered when you attempted to resolve the problem

UnkBool - Badly formatted boolean configuration parameter. Parameter "<name>"="<value>"

Alarm detail	Description
Alarm text	UnkBool - Badly formatted boolean configuration parameter. Parameter "<name>"="<value>".
Alarm ID	VOX0029
Trigger component	TS
Reason	General
Issue	A parameter that was supposed to be a boolean cannot be recognized as a boolean.

Recommended actions

If you see this alarm, the boolean value kept its default value.

1. If the configuration was created in the **Advanced** tab in IC Manager, correct the configuration. The valid boolean values are :1 (true), 0 (false), True, False, true, false.
2. If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

Voxini - Invalid value for slow_retry_assign_interval parameter. This parameter has to be between 1 and 90

Alarm detail	Description
Alarm text	Voxini - Invalid value for slow_retry_assign_interval parameter. This parameter has to be between 1 and 90.
Alarm ID	VOX0035
Trigger component	VOX
Reason	General
Issue	The Slow Retry interval is wrong. This interval is the number of minutes to retry after many failures.

Recommended actions

If you see this alarm, check the configuration of the Slow Retry interval in IC Manager. This value has to be between 1 and 90. The default value is 45 (minutes). When this alarm is issued, the default value is used.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

Off - VRU <VRU Type>:<Unit Number> will be ignored

Alarm detail	Description
Alarm text	Off - VRU <VRU Type>:<Unit Number> will be ignored
Alarm ID	VOX0037
Trigger component	IC Manager

Alarm detail	Description
Reason	General
Issue	The IVR configuration is invalid.

Recommended actions

If you see this alarm, contact Avaya Technical Support.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

NoChnList - Empty channel/line list for VRU <VRU Type>:<Unit Number>

Alarm detail	Description
Alarm text	NoChnList - Empty channel/line list for VRU <VRU Type>:<Unit Number>
Alarm ID	VOX0038
Trigger component	VOX
Reason	General
Issue	The IVR is configured without any ports.

Recommended actions

If you see this alarm, check the IVR configuration in IC Manager. The IVR is not configured to have any lines, or the line configuration is invalid.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

Abandon - TS.Disconnect before VOX.newcall, clearing state: Channel <channel num> (<state>)

Alarm detail	Description
Alarm text	Abandon - TS.Disconnect before VOX.newcall, clearing state: Channel <channel num> (<state>)
Alarm ID	VOX0051
Trigger component	VOX
Reason	General
Issue	The call was disconnected before the VOX.newcall arrived.

Recommended actions

If you see this alarm, a call was disconnected before the VOX.newcall arrived. This alarm can occur infrequently without indicating a problem.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

Workflow server

The Alarm Monitor might display the following low alarms for the Workflow server:

- [Invalid JNI Environment](#) on page 677
- [Unknown exception](#) on page 678

Invalid JNI Environment

Alarm detail	Description
Alarm name	Workflow.JNIError
Alarm text	Invalid JNI Environment - Function might not work
Alarm ID	WF-E-11
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	JNI Environment is corrupted.

Recommended actions

If you see this alarm:

1. Increase Java Log Level to maximum and review the Workflow server log to understand the details of the error.
2. Restart Workflow server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- All information gathered when you attempted to resolve the problem

Unknown exception

Alarm detail	Description
Alarm name	Workflow.JavaServerException
Alarm text	Unknown exception - Function might not work.
Alarm ID	WF-E-12
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	Exception thrown while calling client Java code through JVM.

Recommended actions

If you see this alarm:

1. Increase Java Log Level to maximum and review the Workflow server log to understand the details of the error.
2. Restart Workflow server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- All information gathered when you attempted to resolve the problem

Avaya IC informational alarms

This section describes the informational alarms that you can see in the Alarm Monitor, organized by Avaya IC component.

This section includes the following topics:

- [Avaya Agent Web Client](#) on page 681
- [ADU server](#) on page 682
- [EDU server](#) on page 690
- [HTTPVOX server](#) on page 690
- [IC Email server and Polling server](#) on page 691
- [ICM Bridge](#) on page 694
- [License server](#) on page 694
- [ORB server](#) on page 695
- [Report server](#) on page 697
- [Resource Manager server](#) on page 700
- [Telephony server: all switches](#) on page 707
- [Telephony server: Aspect switches](#) on page 714
- [Telephony server: Avaya switches](#) on page 716
- [Telephony server: Ericsson switches](#) on page 718
- [Telephony Server: SIP](#) on page 720
- [Telephony Services Adapter server](#) on page 724
- [User Object Model \(UOM\) Alarm](#) on page 725
- [VOX server](#) on page 730
- [WebACD server](#) on page 733
- [Web Scheduled Callback server](#) on page 739
- [Workflow server](#) on page 740

Alarm server

The Alarm Monitor might display the following informational alarm for the Alarm server:

- [The modified SNMP Configuration will not take effect until Alarm server is restarted](#) on page 680

The modified SNMP Configuration will not take effect until Alarm server is restarted

Alarm detail	Description
Alarm name	Alarm.SNMP_INFO
Alarm text	The modified SNMP Configuration will not take effect until Alarm server is restarted
Trigger component	Alarm server
Reason	General
Issue	The Alarm server has detected a change in its SNMP configuration. However, the Alarm server has not been restarted, so the configuration changes have not yet taken effect.

Recommended actions

If you see this alarm, restart the Alarm server to ensure that the configuration changes take effect.

Information required by Avaya Technical Support

When you contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Alarm server logs
- All information gathered when you attempted to resolve the problem

Avaya Agent Web Client

The Alarm Monitor might display the following informational alarms for Avaya Agent Web Client:

- [AAWC.AppStarting: The application is starting](#) on page 681
- [AAWC.AppStarted: The application started successfully](#) on page 681
- [AAWC.AddressBookRefreshSuccessful: Refresh on Addressbook cache and filter was successful](#) on page 682

AAWC.AppStarting: The application is starting

Alarm detail	Description
Alarm name	AAWC.AppStarting
Alarm text	The application is starting.
Alarm ID	AAWC00001
Trigger component	Avaya Agent Web Client
Reason	General
Issue	Avaya Agent Web Client has started.

Recommended actions

No action is required. Informational message only.

AAWC.AppStarted: The application started successfully

Alarm detail	Description
Alarm name	AAWC.AppStarted
Alarm text	The application started successfully.
Alarm ID	AAWC00002
Trigger component	Avaya Agent Web Client

Alarm detail	Description
Reason	General
Issue	All Avaya Agent Web Client common components have started, for example, Address Book and basic services.

Recommended actions

No action is required. Informational message only.

AAWC.AddressBookRefreshSuccessful: Refresh on Addressbook cache and filter was successful

Alarm detail	Description
Alarm name	AAWC.AddressBookRefreshSuccessful
Alarm text	Refresh on Addressbook cache and filter was successful
Alarm ID	AAWC00005
Trigger component	IC Manager
Reason	General
Issue	The Avaya Agent Web Client Address Book was successfully refreshed by IC Manager.

Recommended actions

No action is required. Informational message only.

ADU server

The Alarm Monitor might display the following informational alarm for the ADU server:

- [ADU.Assign: Assigned to %s server](#) on page 683

ADU.Assign: Assigned to %s server

Alarm detail	Description
Alarm name	ADU.Assign
Alarm text	Assigned to %s server where %s indicates the DUSStore server type.
Alarm ID	ADUS0026
Trigger component	DUSStore server
Reason	Network
Issue	The ADU server has reconnected to the indicated server type (DUSStore) after the connection was lost or failed. The Avaya IC system cannot move ADUs into the database for long-term storage. ADUs might be lost.

Recommended actions

No action is required. Informational message only.

Directory server

The Alarm Monitor might display the following informational alarms for the Directory server:

- [Backup initiated by <username> into <filename>](#) on page 684
- [BackupInvalid: Backup filename is invalid \(or\) Backup filename is in use as current database](#) on page 684
- [BackupOK: Backup into <filename> complete](#) on page 685
- [CheckParent::Assigned successfully to parent : %s](#) on page 686
- [Directory Server: DB Initialization started...](#) on page 686
- [Directory Server: Directory Server succeeded in database initialization](#) on page 687
- [ParentFound:Going to Read Write mode](#) on page 687
- [Restore:Restore initiated by username from filename](#) on page 688
- [RestoreOK:Restore from filename complete](#) on page 689
- [Successfully downloaded directory](#) on page 689

Backup initiated by <username> into <filename>

Alarm detail	Description
Alarm text	Backup initiated by <username> into <filename>
Alarm ID	DS-I-10
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The Avaya IC user specified in the alarm initiated a backup of the ds.ffd file that was saved into the file specified in the alarm.

Recommended actions

No action is required. Informational message only.

BackupInvalid: Backup filename is invalid (or) Backup filename is in use as current database

Alarm detail	Description
Alarm name	BackupInvalid
Alarm text	Backup filename is invalid (or) Backup filename is in use as current database.
Alarm ID	DS-I-12
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	<p>The Directory server failed to complete the backup of the ds.ffd file because the backup file name:</p> <ul style="list-style-type: none">• Was not specified.• Contained characters other than alphanumeric.• Matched the name of the file used by the Directory server to write the ds.ffd file.

Recommended actions

If you see this alarm, correct the file name used for the backup and restart the backup of the ds.ffd file.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Directory server logs
- ds.ffd file
- All information gathered when you attempted to resolve the problem

BackupOK: Backup into <filename> complete

Alarm detail	Description
Alarm name	BackupOK
Alarm text	Backup into <filename> complete
Alarm ID	DS-I-13
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The Directory server has completed the backup of the ds.ffd file into the file name specified in the alarm.

Recommended actions

No action is required. Informational message only.

CheckParent::Assigned successfully to parent : %s

Alarm detail	Description
Alarm name	CheckParent
Alarm text	Assigned successfully to parent : %s
Alarm ID	DS-I-73
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	<p>A child Directory server has successfully connected to the parent Directory server either during its initialization process or its connection recovery process.</p> <p>During the recovery, the child Directory server:</p> <ol style="list-style-type: none">1. Pings the parent Directory server.2. Downloads the ds.ffd file from the parent Directory server.3. Connects or assigns to the parent Directory server.

Recommended actions

No action is required. Informational message only.

Directory Server: DB Initialization started...

Alarm detail	Description
Alarm name	Directory Server
Alarm text	DB Initialization started...
Alarm ID	DS-I-22
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The Directory server has started database initialization.

Recommended actions

No action is required. Informational message only.

Directory Server: Directory Server succeeded in database initialization

Alarm detail	Description
Alarm name	Directory Server
Alarm text	Directory Server succeeded in database initialization
Alarm ID	DS-I-23
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The Directory server succeeded in initializing the database.

Recommended actions

No action is required. Informational message only.

ParentFound:Going to Read Write mode

Alarm detail	Description
Alarm name	ParentFound
Alarm text	Going to Read Write mode
Alarm ID	DS-I-70
Trigger component	Directory server

Alarm detail	Description
Reason	General Avaya IC issue
Issue	<p>A child Directory server has downloaded the ds.ffd file from the parent Directory server and connected (or assigned) to the parent. The child Directory server enters Read/Write mode following this alarm.</p> <p>You usually see this alarm when:</p> <ul style="list-style-type: none"> • You restart a child Directory server. • You stop and restart a parent Directory server. • A short network disturbance causes a child Directory server to lose connectivity to the parent Directory server, and then the connectivity was restored.

Recommended actions

No action is required. Informational message only.

Restore:Restore initiated by username from filename

Alarm detail	Description
Alarm name	Restore
Alarm text	Restore initiated by <i>username</i> from <i>filename</i>
Alarm ID	DS-I-60
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The Avaya IC user specified in the alarm has started to restore the ds.ffd file from the file specified in the alarm.

Recommended actions

No action is required. Informational message only.

RestoreOK:Restore from filename complete

Alarm detail	Description
Alarm name	RestoreOK
Alarm text	Restore from <i>filename</i> complete
Alarm ID	DS-I-63
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	The Directory server has succeeded in restoring the ds.ffd file from the file specified in the alarm.

Recommended actions

No action is required. Informational message only.

Successfully downloaded directory

Alarm detail	Description
Alarm text	Successfully downloaded directory
Alarm ID	DS-I-67
Trigger component	Directory server
Reason	General Avaya IC issue
Issue	A child Directory server has downloaded the ds.ffd file successfully. Each child Directory server downloads the ds.ffd file when you update the server in IC Manager.

Recommended actions

No action is required. Informational message only.

EDU server

The Alarm Monitor might display the following informational alarm for the EDU server:

- [VDU.Assign: Assigned to %s server](#) on page 690

VDU.Assign: Assigned to %s server

Alarm detail	Description
Alarm name	VDU.Assign
Alarm text	Assigned to %s server where %s is the DUSStore server type.
Alarm ID	EDUS0026
Trigger component	DUSStore server
Reason	Network
Issue	The EDU server has reconnected to the DUSStore server type after the connection was lost or failed. The Avaya IC system cannot move EDUs into the database for long-term storage. EDUs might be lost.

Recommended actions

No action is required. Informational message only.

HTTPVOX server

The Alarm Monitor might display the following informational alarm for the HTTPVOX server:

- [Server Exit Requested, Tearing Down HttpVox Server!!!](#) on page 691

Server Exit Requested, Tearing Down HttpVox Server!!!

Alarm Detail	Description
Alarm name	HttpVoxServer.Exit
Alarm text	Server Exit Requested, Tearing Down HttpVox Server!!!
Trigger component	HttpVOX Server
Issue	Shows that server is shutting down gracefully

IC Email server and Polling server

The Alarm Monitor might display the following informational alarms for the IC Email server and Polling server:

- [A non active agent attempted to log in from address <%s> with name <%s>](#) on page 691
- [A non existing agent attempted to log in from address <%s> with name <%s>](#) on page 692
- [Invalid password for agent who attempted to log in from address %s with name <%s>](#) on page 693
- [No mail accounts are configured](#) on page 693

A non active agent attempted to log in from address <%s> with name <%s>

Alarm detail	Description
Alarm text	A non active agent attempted to log in from address <%s> with name <%s> where: <ul style="list-style-type: none"> • %s is the agent machine address. • %s is the agent login ID.
Alarm ID	ICEmail00082
Trigger component	IC Email server

Alarm detail	Description
Reason	General
Issue	Authentication failed for the agent who tried to connect to the IC Email server.

Recommended actions

If you see this alarm, check the configuration of the agent with the login ID specified in the alarm.

A non existing agent attempted to log in from address <%s> with name <%s>

Alarm detail	Description
Alarm text	A non existing agent attempted to log in from address <%s> with name <%s> where: <ul style="list-style-type: none"> • %s is the agent machine address. • %s is the agent login ID.
Alarm ID	ICEmail00083
Trigger component	IC Email server
Reason	General
Issue	The IC Email server cannot find an agent with a login ID that matches the login ID that tried to connect to the IC Email server.

Recommended actions

If you see this alarm, check the configuration of the agent at the machine address specified in the alarm.

Invalid password for agent who attempted to log in from address %s with name <%s>

Alarm detail	Description
Alarm text	Invalid password for agent who attempted to log in from address <%s> with name <%s> where: <ul style="list-style-type: none"> • %s is the agent machine address. • %s is the agent login ID.
Alarm ID	ICEmail00084
Trigger component	IC Email server
Reason	General
Issue	The IC Email server cannot authenticate the agent because the password is not correct.

Recommended actions

If you see this alarm, assist the agent with the login ID specified in the alarm with the correct password.

No mail accounts are configured

Alarm detail	Description
Alarm text	No mail accounts are configured
Alarm ID	ICEmail00085
Trigger component	EMail
Reason	General
Issue	The Avaya IC system does not include any email accounts that are configured for the IC Email server to receive emails.

Recommended actions

If you see this alarm, use IC Manager to configure one or more email accounts.

ICM Bridge

The Alarm Monitor might display the following informational alarm for the ICM Bridge:

- [ICM server started](#) on page 694

ICM server started

Alarm detail	Description
Alarm text	ICM server started
Alarm ID	ICMB00004
Trigger component	ICM server
Reason	General
Issue	The ICM Bridge has determined that the ICM server has started on a particular host.

Recommended actions

No action is required. Informational message only.

License server

The Alarm Monitor might display the following informational alarm for the License server:

- [LS.TimeoutWarning,<no of licenses> licenses will expire by <time>](#) on page 695

LS.TimeoutWarning,<no of licenses> licenses will expire by <time>

Alarm detail	Description
Alarm text	LS.TimeoutWarning,<no of licenses> licenses will expire by <time>
Alarm ID	LS-2
Trigger component	License server
Reason	Network
Issue	The License server determined that the specified number of acquired licenses will expire in the specified period of time.

Recommended actions

If you see this alarm, contact Avaya to obtain a new license file.

ORB server

The Alarm Monitor might display the following informational alarms for the ORB server:

- [ORB.ServerUp: Server has started in Unmanaged mode:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 696
- [ORB.ServerUp: Server has started:: %s \(%d.%d.%d.%d:%d %s\)](#) on page 697

ORB.ServerUp: Server has started in Unmanaged mode:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerUp
Alarm text	Server has started in Unmanaged mode:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none">• %s is the server type.• %d.%d.%d.%d is the IP address.• %d is the port.• %s is the UUID of the server.
Alarm ID	ORBS0033
Trigger component	ORB server
Reason	General
Issue	A server was started that the ORB server did not start. The ORB server considers this server unmanaged. The ORB server will not try to start this server in the future.

Recommended actions

If you see this alarm, investigate why a server process might be started by some means other than the ORB server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ORB server logs
- Logs for the server specified in the alarm
- Alarm history
- System process information

ORB.ServerUp: Server has started:: %s (%d.%d.%d.%d:%d %s)

Alarm detail	Description
Alarm name	ORB.ServerUp
Alarm text	Server has started:: %s (%d.%d.%d.%d:%d %s) where: <ul style="list-style-type: none"> • %s is the server type. • %d.%d.%d.%d is the IP address. • %d is the port. • %s is the UUID of the server.
Alarm ID	ORBS0034
Trigger component	ORB server
Reason	General
Issue	The ORB server successfully started a server.

Recommended actions

No action is required. Informational message only.

Report server

The Alarm Monitor might display the following informational alarms for the Report server:

- [Database Connection is up](#) on page 698
- [Reportserver Is In : 'Writing to File Mode'](#) on page 698
- [ReportServer : persistent mode is disabled](#) on page 699
- [<N> persisted edus loaded](#) on page 699

Database Connection is up

Alarm detail	Description
Alarm text	Database Connection is up
Alarm ID	RS-1
Trigger component	Report server
Reason	Database
Issue	This alarm reports when the database connection is up.

Recommended actions

No action is required. Informational message only.

Reportserver Is In : 'Writing to File Mode'

Alarm detail	Description
Alarm text	Reportserver Is In : 'Writing to File Mode'
Alarm ID	RS-3
Trigger component	Report server
Reason	Database
Issue	This alarm is reported when the database connection is down and the Report server is configured to save retired EDUs in files.

Recommended actions

No action is required. Informational message only.

ReportServer : persistent mode is disabled

Alarm detail	Description
Alarm text	ReportServer : persistent mode is disabled
Alarm ID	RS-8
Trigger component	Report server
Reason	General
Issue	The Report server will not create a file representation of incoming EDUs.

Recommended actions

If you see this alarm, the value of "persist" is set to "false". If the server fails, the system will lose DUs. Avaya recommends that you use persistent mode.

<N> persisted edus loaded

Alarm detail	Description
Alarm text	<N> persisted edus loaded where <N> is the number of persisted EDUs.
Alarm ID	RS-14
Trigger component	Report server
Reason	General
Issue	The Report server has loaded the specified number of EDUs from files saved in the persist directory but has not processed them.

Recommended actions

No action is required. Informational message only.

Resource Manager server

The Alarm Monitor might display the following informational alarms for the Resource Manager server:

- [ResourceManager.Info - Last defined Agent was removed from Service Class \[service_class_name\]](#) on page 700
- [ResourceManager.Info - Last logged in Agent was removed from Service Class \[service_class_name\]](#) on page 701
- [ResourceManager.Info - Deleting Service Class \[service_class_name\] with calls in queue](#) on page 702
- [ResourceManager.Info - No resources currently administered for resource request ID: \[request_id\] with Qualifiers: \[request_qualifiers\]](#) on page 703
- [ResourceManager.Info - The excluded agent is the only resources currently logged in for resource request ID: \[request_id\] with Qualifiers: \[request_qualifiers\]](#) on page 703
- [ResourceManager.Info - The excluded agent is the only resources currently administered for resource request ID: \[request_id\] with Qualifiers: \[request_qualifiers\]](#) on page 704

ResourceManager.Info - Last defined Agent was removed from Service Class [service_class_name]

Alarm detail	Description
Alarm name	ResourceManager.Info
Alarm text	Last defined Agent was removed from Service Class [service_class_name]
Alarm ID	RESO0022
Trigger component	Resource Manager server
Reason	General
Issue	<p>The Resource Manager server determined that the last defined agent in the specified service class was removed.</p> <p>This action has the following impact on all contacts already queued and new contacts that will be queued on this service class. Any requests qualified to this service class are sent to the Advocate exception workflow for the requalification.</p>

Recommended actions

If you see this alarm:

- If the removal of all agents from a service class was planned, no action is required.
- If the removal of all agents from a service class was unplanned, add one or more agents to the specific service class.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Resource Manager server logs
- All information gathered when you attempted to resolve the problem

ResourceManager.Info - Last logged in Agent was removed from Service Class [service_class_name]

Alarm detail	Description
Alarm name	ResourceManager.Info
Alarm text	Last logged in Agent was removed from Service Class [service_class_name]
Alarm ID	RESO0023
Trigger component	Resource Manager server
Reason	General
Issue	<p>The Resource Manager server determined that the last logged in agent for the specified service class was removed from the pool of agents configured to service contacts for a specific service class.</p> <p>If the channel type of the service class is voice or chat, the server sends all qualified contacts to the Advocate exception flow for requalification.</p> <p>If the channel type of the service class is email, all contacts are queued until the next qualified agent for the service class logs in.</p>

Recommended actions

If you see this alarm:

- If the business work processing rules allow the service class to be unstaffed temporarily, no action is required.
- If the business work processing rules require the service class to be staffed always, add one or more agents to the service class.

ResourceManager.Info - Deleting Service Class [service_class_name] with calls in queue

Alarm detail	Description
Alarm name	ResourceManager.Info
Alarm text	Deleting Service Class [service_class_name] with calls in queue
Alarm ID	RESO0024
Trigger component	Resource Manager server
Reason	General
Issue	<p>Resource Manager server received notification that the specified service class was removed from the system with contacts still in its queue.</p> <p>The Resource Manager server automatically creates a new dynamic service class in place of the deleted service class and requeues all the contacts from the deleted service class queue to a dynamically created service class queue. The dynamic service class is assigned a default service goal based on its channel type.</p>

Recommended actions

If you see this alarm:

- If you planned the removal of the service class, no action is required.
- If you did not plan the removal of the service class, do one of the following:
 - Recreate the service class with the original business goals.
 - Reconfigure the dynamic service class to use different service goals than the default.

ResourceManager.Info - No resources currently administered for resource request ID: [request_id] with Qualifiers: [request_qualifiers]

Alarm detail	Description
Alarm name	ResourceManager.Info
Alarm text	No resources currently administered for resource request ID: [request_id] with Qualifiers: [request_qualifiers]
Alarm ID	RESO0025
Trigger component	Resource Manager server
Reason	General
Issue	The Resource Manager server determined that there are no agents administered to service contacts with the specified capability set. The Resource Manager server sends all contacts with the specified qualifiers to the default exception flow for requalification.

Recommended actions

If you see this alarm, configure one or more agents with the specified capability set.

ResourceManager.Info - The excluded agent is the only resources currently logged in for resource request ID: [request_id] with Qualifiers: [request_qualifiers]

Alarm detail	Description
Alarm name	ResourceManager.Info
Alarm text	The excluded agent is the only resources currently logged in for resource request ID: [request_id] with Qualifiers: [request_qualifiers]
Alarm ID	RESO0026
Trigger component	Resource Manager server

Alarm detail	Description
Reason	General
Issue	<p>The Resource Manager server determined that there are no agents logged in to service contacts with the specified capability set except the excluded agent.</p> <p>Usually, this alarm occurs if an agent attempts to transfer a contact to a service class, and no other agent is logged in or administered to service contacts from the transfer service class. The transferring agent is always excluded from being assigned to the transfer requests that he or she initiated. The Resource Manager server sends specific transfer request to the system exception workflow for requalification.</p> <p>The Resource Manager server sends all requests with reported qualifiers to the default system exception workflow for requalification.</p>

Recommended actions

If you see this alarm, configure one or more agents with the specified capability set.

ResourceManager.Info - The excluded agent is the only resources currently administered for resource request ID: [request_id] with Qualifiers: [request_qualifiers]

Alarm detail	Description
Alarm name	ResourceManager.Info
Alarm text	The excluded agent is the only resources currently administered for resource request ID: [request_id] with Qualifiers: [request_qualifiers]
Alarm ID	RESO0027
Trigger component	Resource Manager server

Alarm detail	Description
Reason	General
Issue	<p>The Resource Manager server determined that there are no agents logged in to service contacts with the specified capability set except the excluded agent.</p> <p>Usually, this alarm occurs if an agent attempts to transfer a contact to a service class, and no other agent is logged in or administered to service contacts from the transfer service class. The transferring agent is always excluded from being assigned to the transfer requests that he or she initiated. The Resource Manager server sends specific transfer request to the system exception workflow for requalification.</p> <p>The Resource Manager server sends all requests with reported qualifiers to the default system exception workflow for requalification.</p>

Recommended actions

If you see this alarm, configure one or more agents with the specified capability set.

Telephony Queue Statistics server

The Alarm Monitor might display the following informational alarms for the Telephony Queue Statistics (TSQS) server:

- [GenericUpdate concluded.](#) on page 705
- [Removing queue N from tsqs database!](#) on page 706
- [TSQS starting - waiting 10 secs. for ADU creation by TS](#) on page 706

GenericUpdate concluded.

Alarm detail	Description
Alarm text	GenericUpdate concluded.
Alarm ID	N/A
Trigger component	TSQS server

Alarm detail	Description
Reason	General
Issue	This alarm indicates that the TSQS server has started normally.

Recommended actions

No action is required. Informational message only.

Removing queue N from tsqs database!

Alarm detail	Description
Alarm text	Removing queue <i>N</i> from tsqs database! where <i>N</i> is the queue ID.
Alarm ID	N/A
Trigger component	TSQS server
Reason	PBX
Issue	This alarm indicates that the indicated queue is being removed from the TSQS database.

Recommended actions

No action is required. Informational message only.

TSQS starting - waiting 10 secs. for ADU creation by TS

Alarm detail	Description
Alarm text	TSQS starting - waiting 10 secs. for ADU creation by TS
Alarm ID	N/A
Trigger component	TSQS server

Alarm detail	Description
Reason	General
Issue	<p>This alarm indicates that the TSQS server assigned to the TS and the TS lost the connection to the ADU server. The TS will try to reassign and recreate ADUs for its own queues.</p> <p>In this situation, the TSQS server has to wait for the TS. If the TSQS server does not wait, the TS would create an ADU for a queue, then terminate that ADU and attempt to create another ADU for the same queue.</p>

Recommended actions

No action is required. Informational message only.

Telephony server: all switches

The Alarm Monitor might display the following informational alarms for the Telephony server (TS) for all supported switches:

- [Possible ADU crash - ADU.Find initiated](#) on page 708
- [TS container create failed](#) on page 708
- [TS ADU containers turned \[%s\] during runtime](#) on page 709
- [TS EDU containers turned \[%s\] during runtime](#) on page 709
- [TS set for hetero-switch support](#) on page 710
- [DEFAULT_ROUTE_POINT not specified, will use specified DN](#) on page 710
- [HETERO_LIFETIME not specified, defaulting to 5 seconds](#) on page 711
- [No ANI in validation table](#) on page 712
- [Link is Up](#) on page 712
- [Established connection: \[%s\] - \[%s\]](#) on page 713
- [Discontinued connection: \[%s\] - \[%s\]](#) on page 713

Possible ADU crash - ADU.Find initiated

Alarm detail	Description
Alarm text	Possible ADU crash - ADU.Find initiated
Alarm ID	TS00002
Trigger component	ADU server
Reason	General
Issue	An attempt to update an ADU failed. The TS attempted to retrieve the ADU based on the login ID of the agent.

Recommended actions

No action is required. Informational message only.

TS container create failed

Alarm detail	Description
Alarm text	TS container create failed
Alarm ID	TS00007
Trigger component	TS Ericsson
Reason	General
Issue	The TS has a valid EDU ID, but cannot create a container in this EDU.

Recommended actions

If you see this alarm:

- Verify that all EDU servers are up and running.
- Verify that the failover path for the domain of the Telephony server includes a domain with an EDU server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs showing the period of time when the problem was reported
- EDU server logs showing the period of time when the problem was reported
- All information gathered when you attempted to resolve the problem

TS ADU containers turned [%s] during runtime

Alarm detail	Description
Alarm text	TS ADU containers turned [%s] during runtime
Alarm ID	TS00074
Trigger component	TS
Reason	General
Issue	The TS configuration for the ADU containers changed while the TS was up and running. For example, this configuration was changed from On to Off.

Recommended actions

No action is required. Informational message only.

TS EDU containers turned [%s] during runtime

Alarm detail	Description
Alarm text	TS EDU containers turned [%s] during runtime
Alarm ID	TS00075
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	The TS configuration for the EDU containers changed while the TS was up and running. For example, this configuration was changed from On to Off.

Recommended actions

No action is required. Informational message only.

TS set for hetero-switch support

Alarm detail	Description
Alarm text	TS set for hetero-switch support
Alarm ID	TS00076
Trigger component	TS
Reason	General
Issue	The TS is configured for Multi-Site Heterogeneous Switch.

Recommended actions

No action is required. Informational message only.

DEFAULT_ROUTE_POINT not specified, will use specified DN

Alarm detail	Description
Alarm text	DEFAULT_ROUTE_POINT not specified, will use specified DN
Alarm ID	TS00077
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	The configuration of Multi-Site Heterogeneous Switch for the Telephony server is incomplete.

Recommended actions

If you see this alarm, the default route point is missing from the **Configuration** Tab in IC Manager:

- Check the TS configuration in IC Manager.
- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

HETERO_LIFETIME not specified, defaulting to 5 seconds

Alarm detail	Description
Alarm text	HETERO_LIFETIME not specified, defaulting to 5 seconds
Alarm ID	TS00077
Trigger component	TS
Reason	General
Issue	The reserved DN timeouts for the Multi-Site Heterogeneous Switch configuration are assuming defaults.

Recommended actions

If you see this alarm, the default route point is missing from the **Configuration** Tab in IC Manager:

- Check the TS configuration.

- Restart the TS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

No ANI in validation table

Alarm detail	Description
Alarm text	No ANI in validation table
Alarm ID	TS00083
Trigger component	TS
Reason	General
Issue	The Multi-Site Heterogeneous Switch configuration in the Telephony server does not call for ANI validation.

Recommended actions

No action is required. Informational message only.

Link is Up

Alarm detail	Description
Alarm text	Link is Up
Alarm ID	TS00103
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	The CTI link is operational for requests, responses, and events.

Recommended actions

No action is required. Informational message only.

Established connection: [%s] - [%s]

Alarm detail	Description
Alarm text	Established connection: [%s] - [%s]
Alarm ID	TS00186
Trigger component	TS
Reason	General
Issue	The Multi-Site Heterogeneous Switch connection between the indicated TSs is active.

Recommended actions

No action is required. Informational message only.

Discontinued connection: [%s] - [%s]

Alarm detail	Description
Alarm text	Discontinued connection: [%s] - [%s]
Alarm ID	TS00187
Trigger component	TS

Alarm detail	Description
Reason	General
Issue	The Multi-Site Heterogeneous Switch connection between the indicated TSs is now inactive.

Recommended actions

No action is required. Informational message only.

Telephony server: Aspect switches

The Alarm Monitor might display the following informational alarms for the Telephony server (TS) for all supported Aspect switches:

- [Answering Machine Screening Delay\(%d\) out of range \(0 - 20\), defaulting to %d sec](#) on page 714
- [Invalid Answering Machine Screening Delay\(%d\), defaulting to %d sec](#) on page 715
- [AMR Mode \(%d\) out of range, defaulting to %d](#) on page 715
- [AMR Mode not specified, defaulting to %d](#) on page 716

Answering Machine Screening Delay(%d) out of range (0 - 20), defaulting to %d sec

Alarm detail	Description
Alarm text	Answering Machine Screening Delay(%d) out of range (0 - 20), defaulting to %d sec
Alarm ID	TS00122
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used a default value for the specified field.

Recommended actions

No action is required. Informational message only.

Invalid Answering Machine Screening Delay(%d), defaulting to %d sec

Alarm detail	Description
Alarm text	Invalid Answering Machine Screening Delay(%d), defaulting to %d sec
Alarm ID	TS00123
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used a default value for the specified field.

Recommended actions

No action is required. Informational message only.

AMR Mode (%d) out of range, defaulting to %d

Alarm detail	Description
Alarm text	AMR Mode (%d) out of range, defaulting to %d
Alarm ID	TS00126
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used a default value for the specified field.

Recommended actions

No action is required. Informational message only.

AMR Mode not specified, defaulting to %d

Alarm detail	Description
Alarm text	AMR Mode not specified, defaulting to %d
Alarm ID	TS00127
Trigger component	TS
Reason	General
Issue	The TS configuration is incomplete. The TS used a default value for the specified field.

Recommended actions

No action is required. Informational message only.

Telephony server: Avaya switches

The Alarm Monitor might display the following informational alarms for the Telephony server (TS) for all supported Avaya switches:

- [Failed to register for ECS heartbeats, TS will generate heartbeats](#) on page 717
- [Data received is greater than buffer size](#) on page 717
- [Agent events %s enabled](#) on page 718

Failed to register for ECS heartbeats, TS will generate heartbeats

Alarm detail	Description
Alarm text	Failed to register for ECS heartbeats, TS will generate heartbeats3
Alarm ID	TS00094
Trigger component	TS
Reason	General
Issue	During the handshake with the PBX, the TS generated heartbeats.

Recommended actions

No action is required. Informational message only.

Data received is greater than buffer size

Alarm detail	Description
Alarm text	Data received is greater than buffer size
Alarm ID	TS00096
Trigger component	TS
Reason	General
Issue	The TS encountered an error in ASAI protocol. The data received on the UUI field is greater than 256 bytes.

Recommended actions

If you see this alarm:

1. Restart the TS.
 - If the problem persists, contact Avaya Technical Support

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Agent events %s enabled

Alarm detail	Description
Alarm text	Agent events %s enabled
Alarm ID	TS00102
Trigger component	TS
Reason	General
Issue	This alarm indicates if agent events are "on" or "off".

Recommended actions

No action is required. Informational message only.

Telephony server: Ericsson switches

The Alarm Monitor might display the following informational alarms for the Telephony server (TS) for supported Ericsson switches:

- [TS.GenericUpdate required - could not compress properly: %s](#) on page 719
- [No entries for translation table - request rejected](#) on page 719

TS.GenericUpdate required - could not compress properly: %s

Alarm detail	Description
Alarm text	TS.GenericUpdate required - could not compress properly: %s
Alarm ID	TS00178
Trigger component	TS Ericsson
Reason	General
Issue	The TS cannot compress the EDU ID into 21-byte numeric elements. The EDU list might be outdated. The TS requires a list of EDU server UUIDs to properly compress the EDU ID into 21-byte numeric elements for PBX data/call association.

Recommended actions

If you see this alarm, perform a TS.GenericUpdate().

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- EDU server logs
- All information gathered when you attempted to resolve the problem

No entries for translation table - request rejected

Alarm detail	Description
Alarm text	No entries for translation table - request rejected
Alarm ID	TS00180
Trigger component	TS Ericsson

Alarm detail	Description
Reason	General
Issue	<p>The TS started properly, but TS.GenericUpdate() posted no data to the lower layer.</p> <p>This alarm is generated for one of the following reasons:</p> <ul style="list-style-type: none">• A configuration inconsistency occurred after TS startup and before TS.GenericUpdate(), when the Avaya IC system did not have any EDU servers.• An error in data retrieval prevented the EDU server list from being populated.

Recommended actions

If you see this alarm, the TS disregards the data or lack of data, and proceeds with the original data.

1. Retry TS.GenericUpdate().
2. If the problem persists, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- All information gathered when you attempted to resolve the problem

Telephony Server: SIP

The Alarm Monitor might display the following high alarms for the SIP Telephony Server:

- [SIP Register timer value too low, defaulting to 3600 seconds](#) on page 721
- [No SIP realm defined](#) on page 721
- [Device: %s Un-Registered](#) on page 722
- [Device: %s Registered. TCP Port\[%d\], UDP Port\[%d\], TLS Port\[%d\] OR Device: %s Registered. TCP Port\[%d\], UDP Port\[%d\]. No TLS Port used.](#) on page 723

SIP Register timer value too low, defaulting to 3600 seconds

Alarm detail	Description
Alarm text	SIP Register timer value too low, defaulting to 3600 seconds
Alarm ID	TSSIP6014
Trigger component	Telephony Server
Reason	SIP Register Timer was configured with a low value
Issue	SIP TS would not use the value entered, instead would use the default value of 3600 seconds.

Recommended actions

No action is required. Informational message only.

No SIP realm defined

Alarm detail	Description
Alarm text	No SIP realm defined
Alarm ID	TSSIP6015
Trigger component	Telephony Server
Reason	SIP Protection Domain is not configured in the SIP TS configurations
Issue	SIPTS would not start

Recommended actions

If you see this alarm:

1. Verify that the configuration SIP Protection Domain is defined in the SIP TS configurations.
2. Restart SIPTS.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS
- Execute the Scenario
- Provide the SIPTS logs
- All information gathered when you attempted to resolve the problem.

Device: %s Un-Registered

Alarm detail	Description
Alarm text	Device: %s Un-Registered
Alarm ID	TSSIP6016
Trigger component	Telephony Server
Reason	The device was un registered
Issue	TSA/WF would have been restarted or crashed. or the device registration would have expired.

Recommended actions

If you see this alarm:

1. Restart SIP TS and make sure the registration is successful.
2. Restart WF\TSA and make sure the registration is successful.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Set the logs level in SIP TS configurations
- Ccti trace level to debug
- Cpbx Trace Level to debug
- TsV5 Trace Level to debug
- SIP message log checked
- Restart the SIPTS
- Execute the Scenario
- Provide the SIPTS logs
- TSA server logs with usr1-4 logging
- WF server logs
- All information gathered when you attempted to resolve the problem

Device: %s Registered. TCP Port[%d], UDP Port[%d], TLS Port[%d]

OR

Device: %s Registered. TCP Port[%d], UDP Port[%d]. No TLS Port used.

Alarm detail	Description
Alarm text	Device: %s Registered. TCP Port[%d], UDP Port[%d], TLS Port[%d] OR Device: %s Registered. TCP Port[%d], UDP Port[%d]. No TLS Port used.
Alarm ID	TSSIP6017
Trigger component	Telephony Server
Reason	Based on the TLS configuration, you will see any of the above alarms.
Issue	N/A

Recommended actions

No action required. This is an informational alarm.

Telephony Services Adapter server

The Alarm Monitor might display the following informational alarms for the Telephony Services adapter server:

- [Assignment of buddy TSA is successful](#) on page 724
- [Assignment of device successful](#) on page 724

Assignment of buddy TSA is successful

Alarm detail	Description
Alarm name	TSA.BuddyAssign
Alarm text	Assignment of buddy TSA is successful. Buddy TSA UUID - %s.
Alarm ID	TSA00038
Trigger component	TSA server
Reason	General
Issue	TSA server is successfully assigned buddy TSA.

Recommended actions

No action is required. Informational message only.

Assignment of device successful

Alarm detail	Description
Alarm name	TSA.DeviceAssign
Alarm text	Assignment of device %s is successful. TS UUID - %s.

Alarm detail	Description
Alarm ID	TSA00039
Trigger component	TSA server
Reason	General
Issue	TSA server is successfully assigned device to TS.

Recommended actions

No action is required. Informational message only.

User Object Model (UOM) Alarm

AWC, SDK, and ASIS. uses User Object Model (UOM). The Alarm Monitor might display the following UOM high alarms:

- [The application is starting](#) on page 726
- [The application started successfully](#) on page 726
- [Refresh on Addressbook cache and filter was successful](#) on page 727
- [Refresh on Addressbook cache failed](#) on page 727
- [Refresh on Addressbook filter failed](#) on page 728
- [Agent.Desktop.WebClient.WorkingDirectory setting \[{0}\] for {1} is not accessible/writable. Chat/Email channels will be disabled. Defaulting to \[{2}\] for Data storage](#) on page 728
- [Could not save outgoing attachment for User {0} due to write permission on the system.](#) on page 729
- [Please check property Agent.Desktop.Webclient.WorkingDirectory. Could not create {0}. Please check permissions and disk space. Attachment for incoming message can not be stored.](#) on page 730

The application is starting

Alarm detail	Description
Alarm Name	AAWC.AppStarting
Alarm text	The application is starting
Alarm ID	AAWC00001
Trigger component	Avaya Agent Web Client
Reason	General
Issue	Avaya Agent Web Client has started

Recommended actions

No action is required. Informational message only.

The application started successfully

Alarm detail	Description
Alarm Name	AAWC.AppStarted
Alarm text	The application started successfully
Alarm ID	AAWC00002
Trigger component	Avaya Agent Web Client
Reason	General
Issue	All Avaya Agent Web Client common components have started, for example, Address Book, and basic services.

Recommended actions

No action is required. Informational message only.

Refresh on Addressbook cache and filter was successful

Alarm detail	Description
Alarm Name	AAWC.AddressBookRefreshSuccessful
Alarm text	Refresh on Addressbook cache and filter was successful
Alarm ID	AAWC00005
Trigger component	IC Manager
Reason	General
Issue	Refresh Address Book from IC Manager for cache and filter was successful.

Recommended actions

No action is required. Informational message only.

Refresh on Addressbook cache failed

Alarm detail	Description
Alarm Name	AAWC.AddressBookRefreshCacheFailed
Alarm text	Refresh on Addressbook cache failed
Alarm ID	AAWC00006
Trigger component	IC Manager
Reason	General
Issue	Attempt to refresh Address Book from IC Manager failed for Address book cache.

Recommended actions

No action is required. Informational message only.

Refresh on Addressbook filter failed

Alarm detail	Description
Alarm Name	AAWC.AddressBookRefreshFilterFailed
Alarm text	Refresh on Addressbook filter failed
Alarm ID	AAWC00007
Trigger component	IC Manager
Reason	General
Issue	Attempt to refresh Address Book from IC Manager failed for Address book filters

Recommended actions

No action is required. Informational message only.

Agent.Desktop.WebClient.WorkingDirectory setting [{0}] for {1} is not accessible/writable. Chat/Email channels will be disabled. Defaulting to [{2}] for Data storage

Alarm detail	Description
Alarm Name	AAWC.WorkingDirectoryNotSet
Alarm text	Agent.Desktop.WebClient.WorkingDirectory setting [{0}] for {1} is not accessible/writable. Chat/Email channels will be disabled. Defaulting to [{2}] for Data storage {0}: Working Directory set through IC Manager. {1}: Login Id of Agent {2}: Default working Directory to be used when Working Directory set through IC Manager is not accessible or writable i.e. working_dir.
Alarm ID	AAWC00008
Trigger component	Avaya Agent Web Client

Alarm detail	Description
Reason	General
Issue	The Working Directory set in IC Manager is not accessible or writable.

Recommended actions

Please check the Working Directory set through IC Manager is not accessible by Avaya Agent WebClient or not having write permissions.

Could not save outgoing attachment for User {0} due to write permission on the system.

Alarm detail	Description
Alarm Name	AAWC.SaveAttachmentFailed
Alarm text	Could not save outgoing attachment for User {0} due to write permission on the system. {0}: Login Id of agent
Alarm ID	AAWC00009
Trigger component	Avaya Agent Web Client
Reason	General
Issue	The Working Directory set in IC Manager where outgoing attachments are saved is not having write permissions.

Recommended actions

Please check Working Directory set through IC Manager is having write permission.

Please check property Agent.Desktop.Webclient.WorkingDirectory. Could not create {0}. Please check permissions and disk space. Attachment for incoming message can not be stored.

Alarm detail	Description
Alarm Name	AAWC.CreateAttachmentDirFailed
Alarm text	Please check property Agent.Desktop.Webclient.WorkingDirectory. Could not create {0}. Please check permissions and disk space. Attachment for incoming message can not be stored. {0}: Absolute path of directory Avaya Agent Web Client trying to create under working directory.
Alarm ID	AAWC00010
Trigger component	Avaya Agent Web Client
Reason	General
Issue	Avaya Agent Web Client is not able to create child incoming_attachment directory under working directory to store incoming attachments. Please check working directory have proper permissions.

Recommended actions

Check if the working directory that Avaya Agent Web Client uses has proper permissions.

VOX server

The Alarm Monitor might display the following informational alarms for the VOX server:

- [AssignOK - Assign succeeded for line <extension>](#) on page 731
- [AssignOK - Assign succeeded for line <extension> after <num failures> failures](#) on page 731
- [AgentKey - Found agent key for VOX server](#) on page 732
- [NoDeliver - Last call didn't reach VRU: Channel <channel num> \(<state>\)](#) on page 732

AssignOK - Assign succeeded for line <extension>

Alarm detail	Description
Alarm text	AssignOK - Assign succeeded for line <extension>
Alarm ID	VOX0013
Trigger component	VOX server
Reason	General
Issue	The VOX server succeeded in assigning to the extension.

Recommended actions

No action is required. Informational message only.

**Tip:**

You can turn off this alarm in IC Manager.

AssignOK - Assign succeeded for line <extension> after <num failures> failures

Alarm detail	Description
Alarm text	AssignOK - Assign succeeded for line <extension> after <num failures> failures
Alarm ID	VOX0014
Trigger component	VOX server
Reason	General
Issue	The VOX server succeeded in assigning to the extension after the specified number of failed attempts.

Recommended actions

If you see this alarm, you can analyze the VOX server logs and alarms for previous errors. This informational message indicates only that the system recovered from an error condition.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

AgentKey - Found agent key for VOX server

Alarm detail	Description
Alarm text	AgentKey - Found agent key for VOX server.
Alarm ID	VOX0040
Trigger component	VOX server
Reason	General
Issue	The VOX server found the agent key used to report contacts on the IVR ports.

Recommended actions

No action is required. Informational message only.

NoDeliver - Last call didn't reach VRU: Channel <channel num> (<state>)

Alarm detail	Description
Alarm text	NoDeliver - Last call didn't reach VRU: Channel <channel num> (<state>)
Alarm ID	VOX0047
Trigger component	VOX server
Reason	General
Issue	The VOX server received an incoming call without a newcall or a TS.Connect.

Recommended actions

If you see this alarm,

- A TS.IncomingCall was received without a VOX.newcall event or a TS.Connect on the channel.
- Check the VOX server logs for the order of events.
 - The TS.IncomingCall has an associated VOX.newcall.
 - If the VOX.newcall for the previous call has not been received, check why the script did not send the call.
 - If the call was disconnected or redirected before the script starts to run, this alarm does not indicate a problem.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- VOX server logs
- All information gathered when you attempted to resolve the problem

WebACD server

The Alarm Monitor might display the following informational alarms for the WebACD server:

- [WAA Assigned for channel %s](#) on page 734
- [Failed QueryURL, KBQuery not initialized](#) on page 734
- [Failed getEntryByXMLQuery, KBQuery not initialized](#) on page 735
- [Failed getMapFromNode, KBQuery not initialized](#) on page 736
- [Failed QueryFAQ, KBQuery not initialized](#) on page 737
- [The FAQ entry \[Title : %s\] \[Entry ID : %s\] exceeded the MaxDocSize limit \[%d\]. It will not be suggested as a response.](#) on page 737
- [Failed QueryFAQ, KBQuery not configured](#) on page 738

WAA Assigned for channel %s

Alarm detail	Description
Alarm text	WAA Assigned for channel %s
Alarm ID	WACD00001
Trigger component	Web Advocate Adapter (WAA) server
Reason	General
Issue	<p>The WAA server that is configured for email or chat has assigned into the WebACD server.</p> <p>For Avaya IC systems with Business Advocate, the WebACD server generates this informational alarm whenever the WAA server assigns into the WebACD server.</p> <p>This alarm indicates that:</p> <ul style="list-style-type: none">• The connection between the WAA server and the WebACD server is established.• The WebACD server can send requests to the WAA server for resource assignment.

Recommended actions

No action is required. Informational message only.

Failed QueryURL, KBQuery not initialized

Alarm detail	Description
Alarm text	Failed QueryURL, KBQuery not initialized
Alarm ID	WEBACD00007
Trigger component	Knowledge Base Query
Reason	General
Issue	<p>The WebACD server determined that the Knowledge Base Query is not initialized. The Knowledge Base Query functionality is used only in suggested responses.</p>

Recommended actions

If you see this alarm:

- If suggested responses are not configured for the Avaya IC system, no action is required.
- If suggested responses are configured for the Avaya IC system, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs
- All information gathered when you attempted to resolve the problem

Failed getEntryByXMLQuery, KBQuery not initialized

Alarm detail	Description
Alarm text	Failed getEntryByXMLQuery, KBQuery not initialized
Alarm ID	WEBACD00008
Trigger component	Knowledge Base Query
Reason	General
Issue	The WebACD server determined that the Knowledge Base Query is not initialized. The Knowledge Base Query functionality is used only in suggested responses.

Recommended actions

If you see this alarm:

- If suggested responses are not configured for the Avaya IC system, no action is required.
- If suggested responses are configured for the Avaya IC system, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs
- All information gathered when you attempted to resolve the problem

Failed getMapFromNode, KBQuery not initialized

Alarm detail	Description
Alarm text	Failed getMapFromNode, KBQuery not initialized
Alarm ID	WACD00009
Trigger component	Knowledge Base Query
Reason	General
Issue	The WebACD server determined that the Knowledge Base Query is not initialized. The Knowledge Base Query functionality is used only in suggested responses.

Recommended actions

If you see this alarm:

- If suggested responses are not configured for the Avaya IC system, no action is required.
- If suggested responses are configured for the Avaya IC system, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs
- All information gathered when you attempted to resolve the problem

Failed QueryFAQ, KBQuery not initialized

Alarm detail	Description
Alarm text	Failed QueryFAQ, KBQuery not initialized
Alarm ID	WEBACD00010
Trigger component	Knowledge Base Query
Reason	General
Issue	The WebACD server determined that the Knowledge Base Query is not initialized. The Knowledge Base Query functionality is used only in suggested responses.

Recommended actions

If you see this alarm:

- If suggested responses are not configured for the Avaya IC system, no action is required.
- If suggested responses are configured for the Avaya IC system, contact Avaya Technical Support.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- WebACD server logs
- All information gathered when you attempted to resolve the problem

The FAQ entry [Title : %s] [Entry ID : %s] exceeded the MaxDocSize limit [%d]. It will not be suggested as a response.

Alarm detail	Description
Alarm text	The FAQ entry [Title : %s] [Entry ID : %s] exceeded the MaxDocSize limit [%d]. It will not be suggested as a response.
Alarm ID	WACD00011

Alarm detail	Description
Trigger component	Knowledge Base Query
Reason	General
Issue	The WebACD server determined that the article fetched for suggested response is larger in size than the size passed in QueryFAQ call.

Recommended actions

If you see this alarm, do one of the following:

- Determine whether the size of the article with the ID specified in the alarm can be reduced.
- Change the response block in the Email Analysis workflow to specify a higher limit.



Tip:

Only articles that are larger in size will not be suggested as responses. Other articles found in the same call will still be suggested.

Failed QueryFAQ, KBQuery not configured

Alarm detail	Description
Alarm text	Failed QueryFAQ, KBQuery not configured
Alarm ID	WACD0020
Trigger component	Knowledge Base Query
Reason	General
Issue	The WebACD server determined that the Avaya IC system is not configured to run KBQuery.

Recommended actions

If you see this alarm:

- If you do not want to run KBQuery, remove the Suggested Responses block from the Email Analysis workflow.
- If you want to run KBQuery, configure the Avaya IC system for suggested responses and the Knowledge Base Query.

Web Scheduled Callback server

The Alarm Monitor might display the following informational alarms for the Web Scheduled Callback server:

- [Cleared queue...proceeding with shutdown...](#) on page 739
- [WSCallback Server is ready to make calls](#) on page 739

Cleared queue...proceeding with shutdown...

Alarm detail	Description
Alarm text	Cleared queue...proceeding with shutdown...
Trigger component	Web Scheduled Callback server
Reason	General Avaya IC issue
Issue	The callback queue is cleared, and the Web Scheduled Callback server successfully shut down.

Recommended actions

No action is required. Informational message only.

WSCallback Server is ready to make calls

Alarm detail	Description
Alarm text	WSCallback Server is ready to make calls
Trigger component	Web Scheduled Callback server
Reason	General Avaya IC issue
Issue	The Web Scheduled Callback server started successfully.

Recommended actions

No action is required. Informational message only.

Workflow server

The Alarm Monitor might display the following informational alarm for the Workflow server:

- [QWorkFlow.Loaded: Loaded flow <flowname>](#) on page 740
- [JVM created successfully](#) on page 740
- [JVM destroyed successfully](#) on page 741

QWorkFlow.Loaded: Loaded flow <flowname>

Alarm detail	Description
Alarm name	QWorkFlow.Loaded
Alarm text	Loaded flow <flowname>
Alarm ID	WF-L-1
Trigger component	Workflow server
Reason	General Avaya IC issue
Issue	The Workflow server has loaded the workflow specified in the alarm from the database.

Recommended actions

No action is required. Informational message only.

JVM created successfully

Alarm detail	Description
Alarm name	Workflow.JVMCreated
Alarm text	JVM created successfully.
Alarm ID	WF-E-13
Trigger component	Workflow server

Alarm detail	Description
Reason	General
Issue	JVM is loaded successfully by Workflow server.

Recommended actions

No action is required. Informational message only.

JVM destroyed successfully

Alarm detail	Description
Alarm name	Workflow.JVMDestroyed
Alarm text	JVM destroyed successfully.
Alarm ID	WF-E-14
Trigger component	Workflow server
Reason	General
Issue	JVM is unloaded successfully by Workflow server.

Recommended actions

No action is required. Informational message only.

Avaya IC for Siebel alarms

This section includes the following topics:

- [AICD alarms](#) on page 743
- [EAI server alarms](#) on page 747

Note:

The Alarm Monitor does not display alarms for the ASIS server.

AICD alarms

The Alarm Monitor may display the following emergency alarms for the Siebel Adaptive Interaction Center Driver (AICD):

- [AICD can not assign to ADU](#) on page 743
- [AICD can not assign to EDU](#) on page 744
- [AICD can not assign to the TS](#) on page 745
- [AICD required to allocate thread due to load](#) on page 746

AICD can not assign to ADU

Alarm detail	Description
Alarm name	AICD.ADUAssign
Alarm text	AICD can not assign to ADU
Alarm ID	AICD00001
Trigger component	ADU server
Reason	General
Issue	The AICD cannot assign to the ADU server.

Recommended actions

If you see this alarm:

1. Verify that the ADU server is up and running.
2. Verify that the AICD is in a domain that fails over to a domain with an ADU server.
3. Check for network issues. NAT or firewall devices may interfere with this connection.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- ADU server logs
- AICD logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

AICD can not assign to EDU

Alarm detail	Description
Alarm name	AICD.EDUAssign
Alarm text	AICD can not assign to EDU
Alarm ID	AICD00003
Trigger component	EDU server
Reason	General
Issue	The AICD cannot assign to an EDU server.

Recommended actions

If you see this alarm:

1. Verify that the EDU server is up and running.
2. Verify that the AICD is in a domain that fails over to a domain with an EDU server.
3. Check for network issues. NAT or firewall devices may interfere with this connection.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EDU server logs
- AICD logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

AICD can not assign to the TS

Alarm detail	Description
Alarm name	AICD.TSAssign
Alarm text	AICD can not assign to the TS
Alarm ID	AICD00002
Trigger component	TSV5 (All)
Reason	General
Issue	The AICD can not assign to the TS.

Recommended actions

If you see this alarm:

1. Verify that the TS is up and running.
2. Verify that the AICD is in a domain that fails over to a domain with a TS.
3. Check for network issues. NAT or firewall devices may interfere with this connection.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- AICD logs
- vesp.imp file

- All information gathered when you attempted to resolve the problem

AICD required to allocate thread due to load

Alarm detail	Description
Alarm name	STR_ALARM_THREAD_ALLOC
Alarm text	AICD required to allocate thread due to load
Alarm ID	AICD00004
Trigger component	AICD Server
Reason	This is an Info Alarm to tell that the threads will be created to process requests.
Issue	Threads to process request does not exists.

Recommended actions

If you see this alarm:

1. Verify that the TS is up and running.
2. Verify that the AICD is in a domain that fails over to a domain with a TS.
3. Check for network issues. NAT or firewall devices may interfere with this connection.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- TS logs
- AICD logs
- vesp.imp file
- All information gathered when you attempted to resolve the problem

EAI server alarms

The Alarm Monitor may display the following emergency alarms for the Siebel Enterprise Application Integration (EAI) server:

- [EAI.Login Server Login failed](#) on page 747
- [EAI Server HTTP Session going to sleep](#) on page 748
- [Email transfer object unable to connect to the server](#) on page 749
- [Init Email Exception caught. <open> error info](#) on page 750
- [Reconnect <open> error info](#) on page 750
- [Relnit" <open> error info](#) on page 751
- [Unable to create all of the HTTP Session objects. There may be performance issues.](#) on page 752
- [Unable to get HTTP object from queue](#) on page 753
- [Unable to retrieve file attachment](#) on page 754

EAI.Login Server Login failed

Alarm detail	Description
Alarm text	EAI.Login Server Login failed
Alarm ID	EAIS00001
Trigger component	Toolkit
Reason	General
Issue	The EAI server was not able to log in to the Avaya IC environment with the UUIDs given at startup. This alarm usually indicates a bad vesp.imp file on the machine that hosts the EAI server.

Recommended actions

If you see this alarm:

1. Make sure that the vesp.imp file is current.
2. Restart the server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EAI server log files
- vesp.imp file from all Avaya IC machines
- vespidl.pk file
- All information gathered when you attempted to resolve the problem

EAI Server HTTP Session going to sleep

Alarm detail	Description
Alarm text	EAI Server HTTP Session going to sleep.
Alarm ID	EAIS00006
Trigger component	Siebel EAI server
Reason	General
Issue	<p>An HTTP object within the EAI server could not communicate with Siebel and its recovery routine failed. The HTTP object removes itself from the work queue and is unavailable for more work. The HTTP object will wait a specified amount of time to try to reestablish its connection with Siebel.</p> <p>This alarm can indicate trouble within Siebel since the EAI server is no longer able to communicate with it.</p>

Recommended actions

This problem should be fixed when Siebel comes back online. The HTTP objects will reconnect to Siebel automatically as soon as they detect that connections are being accepted again. During this down time there may not be any data transfer to and from Siebel.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- All logs from Siebel
- EAI server log files

- All information gathered when you attempted to resolve the problem

Email transfer object unable to connect to the server

Alarm detail	Description
Alarm text	Email transfer object unable to connect to the server.
Alarm ID	EAIS00007
Trigger component	IC Email server
Reason	General
Issue	<p>The EAI server could not create the number of connections to the IC Email server as specified in the startup parameters. The EAI server could not create these connections because one of the following problems occurred:</p> <ul style="list-style-type: none">• The IC Email server reached its allowable limit of connections. The EAI server was able to create a few of the desired connections, but not all of them.• No connections were established. The name of the IC Email server in the startup information provided to the EAI server is probably incorrect.

Recommended actions

If you see this alarm:

1. Verify that the name of the IC Email server in the startup information provided to the EAI server is correct.
2. If the name of the IC Email server is correct, make sure that the IC Email server is connected and running correctly.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server log
- EAI server log
- All information gathered when you attempted to resolve the problem

Init Email Exception caught. <open> error info

Alarm detail	Description
Alarm name	EAI.EmailSrvInterface
Alarm text	Init Email Exception caught. <open> error info
Alarm ID	EAIS00009
Trigger component	QEmailEngine
Reason	General
Issue	The EAI server could not establish a connection to the IC Email server.

Recommended actions

The alarm usually contains useful information from the IC Email server. If not, consult the IC Email server logs for further information.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EAI server logs
- IC Email server logs
- Workflow logs
- All information gathered when you attempted to resolve the problem

Reconnect <open> error info

Alarm detail	Description
Alarm name	EAI.EmailSrvInterface
Alarm text	Reconnect <open> error info
Alarm ID	EAIS00004

Alarm detail	Description
Trigger component	QEmailEngine
Reason	General
Issue	The EAI server failed to reestablish a connection to the IC Email server.

Recommended actions

If you see this alarm, restart both the EAI server and the IC Email server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- IC Email server logs
- EAI server logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

Relnit" <open> error info

Alarm detail	Description
Alarm name	EAI.EmailSrvInterface
Alarm text	Relnit" <open> error info
Alarm ID	EAIS00005
Trigger component	IC Email server
Reason	General
Issue	The EAI server could not establish a connection to the IC Email server.

Recommended actions

The alarm should contain useful information from the IC Email server. If not, consult the IC Email server logs for further information.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EAI server logs
- IC Email server logs
- Workflow server logs
- All information gathered when you attempted to resolve the problem

Unable to create all of the HTTP Session objects. There may be performance issues.

Alarm detail	Description
Alarm text	Unable to create all of the HTTP Session objects. There may be performance issues.
Alarm ID	EAIS00008
Trigger component	Siebel EAI server
Reason	General
Issue	<p>The EAI server could not establish the number of connections to Siebel as specified in the startup parameters. The EAI server could not establish these connections because one of the following problems occurred:</p> <ul style="list-style-type: none">• The EAI server was able to establish a few of the desired connections, but not all of them - probably because Siebel has reached its limit of allowable HTTP sessions. This is usually not fatal, but will slow down the EAI server.• No connections were established. Siebel is probably down.

Recommended actions

If you see this alarm:

1. Restart the EAI server. These HTTP session objects will continue to monitor Siebel and try to connect if the EAI server is still running.
2. Check network connectivity between the EAI server and the Siebel server.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- All logs from the Siebel bin directory on the Siebel server
- EAI server logs
- All information gathered when you attempted to resolve the problem

Unable to get HTTP object from queue

Alarm detail	Description
Alarm text	Unable to get HTTP object from queue
Alarm ID	EAIS00002
Trigger component	Siebel EAI server
Reason	General
Issue	<p>The EAI server has no available objects to send data to Siebel. This alarm occurs when the EAI server has a high workload or there are connection problems with Siebel.</p> <p>Sometimes this problem is self correcting. When the load decreases, the server recovers.</p> <p>If there is a connection problem with Siebel, the EAI server will retrieve the HTTP objects when the connection is restored. This is only performed during maintenance routines for the EAI server.</p>

Recommended actions

If you see this alarm:

1. If all connections are down and all calls to the EAI server are failing, try restarting the EAI server. This forces all HTTP objects to be destroyed and recreated.

2. In extreme situations, the Siebel EAI processes may need to be restarted if it is not accepting any HTTP session.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- Workflow server logs
- EAI server logs
- Siebel EAI logs
- All information gathered when you attempted to resolve the problem

Unable to retrieve file attachment

Alarm detail	Description
Alarm name	EAI.attAttachment
Alarm text	Unable to retrieve file attachment
Alarm ID	EAIS00003
Trigger component	Siebel EAI server
Reason	General
Issue	The EAI server could not load a file attachment based on the filename given in the PutData operation call parameters. The most likely cause of this problem is an incorrect file path.

Recommended actions

If you see this alarm:

1. Check the EAI log files for an incorrect file path.
2. If the path to the file is a network path (\\machine\directory\file.txt), make sure there are sufficient privileges for the EAI server to access the directory. If possible, make the mapped drive have a drive letter.

Note:

On UNIX environments, permission issues may affect the loading of the file. In this case, make sure that the EAI server login has permission to read the file in question.

Information required by Avaya Technical Support

If you need to contact Avaya Technical Support about this alarm, provide the following information in addition to the alarm details:

- EAI server logs
- Siebel EAI logs
- All information gathered when you attempted to resolve the problem

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