

# Troubleshooting



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This appendix provides additional information not found in the command descriptions about error messages and possible abnormal output from the AUDIX Administration and Data Acquisition Package (ADAP) commands.

## **Establishing a Connection to the System**

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We recommend that you use a Terminal Emulator (such as 513) to debug your modem connection between the INTUITY AUDIX, DEFINITY AUDIX, or R1 AUDIX system and your personal computer.

## **Terminating the Connection to the System**

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If you find that the connection to the voice mail system (INTUITY AUDIX, DEFINITY AUDIX, or R1 AUDIX system) is not being dropped after the logout command has been issued, check the option switches on your modem. The logout command makes sure that the DTR (data terminal ready) lead on the modem cable is held low for 500 msec. This is long enough for most modems to drop the connection.

## **Retrieving Data During Peak Usage**

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Avoid collecting traffic and subscriber data when many users are logged in to the voice mail system. It is best to collect these files after prime time hours. For a given number of subscribers, collection may take more than twice as long when traffic is heavy as it does when traffic is light.

## Interactions Between Terminals On AUDIX Systems

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You should be aware of the fact that activity on the maintenance terminal can affect the behavior of data retrievals from the administration port. The operations that are most sensitive to these interactions are retrieval of error and alarm log data. For example, a person on the maintenance terminal can change the error log search specification that was just sent by ADAP using the **geterror** command. This will result in erroneous data being returned.

## Timeouts

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The voice mail system will drop terminal sessions after one hour of inactivity. If this occurs before you have finished, you must log in again.

## Data Acquisition Problems

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There are two types of error messages that you might see — fatal and nonfatal. As you would expect, fatal messages are displayed just before the command you are executing quits. After six nonfatal errors when connected to an AUDIX system, ADAP commands will quit. Examples of fatal and nonfatal errors follow:

- Fatal: If you don't specify a day or month after the **-f** flag, you will receive a fatal error.
- Nonfatal: If you specify an invalid extension while using the **gettraf** command, you will receive a nonfatal error.

One class of errors is associated with improper command syntax. These error messages are self explanatory.

A table describing driver errors is shown in [Appendix B](#).

Most protocol errors are recoverable; they indicate that the protocol is recovering from a noise hit on the line. If you see an error message that indicates a protocol error: log out, log in again, and repeat the command. If the same error occurs, get a printout of the error (if possible) and call your remote maintenance service center. For example, you may call the national trouble reporting number (1-800-242-2121).

## Alogin (Automated Login) Problems

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To use **algin**, make sure that your configuration complies with the guidelines described in [Chapter 2, "Installation"](#).

If the **algin** command does not make a successful connection, include the **-v** flag the next time you run the command. This option (the verbose flag) will display on the screen all input that **algin** is sending to the voice mail system, and all of the system's responses. The most common error is due to an invalid login name/password/system password being specified on the **algin** command line.

## Common Problems and Solutions

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Listed on the following pages are typical problems that you may encounter, along with their solutions.

### Connection Problems with Login Commands:

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**Problem** The software expects to receive a data set ready signal during the login process. If it does not, you will receive one of the following error messages:

```
(ALGIN)
open of port 0 failed, rc = 0x85.
Processing stopped.
```

```
(LOGIN)
FATAL ERROR: System error; login.c, 84, 133.
Processing stopped.
```

**Solution** This problem is most often seen with Hayes modems. Use the **-i** option to bypass the search for the DSR signal.

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**Problem** When you attempt to log into the voice mail system using an invalid argument or option with the login command (for example, an invalid delete or password), the command will fail.

**Solution** When you log into the voice mail system, use the **-v** option with the login command. Detailed transfer statistics of the login command status and the voice mail system connect responses will then be written to the screen. These statistics will help you determine the solution to this problem.

## Problems Encountered During Data Retrieval or Database Modification:

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**Problem** If you attempt either to retrieve the voice mail system data or to change a subscriber record, you may encounter the following error:

```
FATAL ERROR:  HARDWARE ERROR; Cannot
write auxiliary port 1.
Processing stopped.
```

If this happens, you have not logged into the voice mail system.

**Solution** Log into the voice mail system, using either **alogin** or **login**.

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**Problem** If you attempt to retrieve the DEFINITY AUDIX data, you may encounter the following error:

```
SENT TOO MANY NAKS
```

If you attempt to retrieve the AUDIX data, you may encounter the following error:

```
DATA ERROR:  PROTOCOL ERROR:
12 consecutive sinit retries.
Processing stopped.
```

You have either entered the wrong terminal type, entered wrong release value for the **-r** option or your connection to the voice mail system has been dropped because of a timeout.

**Solution** Log into the voice mail system, using either **alogin** or **login**.

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**Problem** While running the Sample Application programs, you may receive the following error message:

```
Too many files are open.
Do errorchk with error()
```

If you receive this error, the parameter FILES is not set correctly in your config.sys file.

**Solution** At the C> prompt, access your config.sys file and set FILES to 20 and BUFFERS to 15.

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**Problem** Some symptoms of insufficient memory or disk storage are as follows:

- Graphic output flashing on and off very quickly
- Error message from dBASE III PLUS indicating insufficient available memory to load dBASE III PLUS

**Solution** Use the MS-DOS **chkdsk** command to see the number of free bytes remaining on your PC. To run MS-DOS, dBASE III PLUS, and the graphics software, approximately 357,000 total bytes should be free for conventional program execution memory.

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**Problem** If your hardware setup includes an IBM monochrome display, you won't be able to use graphic output (this includes viewing on-line help information for the PC2AUDIX interface).

**Solution** With the graphics software, the only solution is to use another monitor. You can eliminate the problem with viewing the on-line help information by using a modified help file available by calling your remote maintenance service center. For example, you may call the Technical Service Organization at 1-800-242-2121.

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**Problem** If your MS-DOS version is older than version 3.1, the add, change, and delete subscriber capabilities will not work, and you will see the following error message:

```
Unknown program name
```

**Solution** Install MS-DOS 3.1 or a newer version on your PC.

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**Problem** When you retrieve data using a direct connection to the voice mail system, you may notice inaccuracies. For reliable data retrieval, the length of the RS-232 cable connected to the back of your PC should not exceed 50 feet.

**Solution** Examine the RS-232 cable connected to the back of your PC. If its length exceeds 50 feet, replace the cable with a shorter one.

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**Problem** If you are using version R1V3 or R1V2 of the AUDIX software and are running the PC2AUDIX interface to retrieve hourly, daily, or monthly system data, you may encounter the following error message:

```
FATAL ERROR: SYSTEM ERROR;  
ret_rem.c, 82,2 (tr_remda -d date)
```

If this happens, you have specified a software version other than R1V2 or R1V3 on the PC2AUDIX Setup Parameters menu before selecting Data Retrieval on the PC2AUDIX Root Menu. The R1 AUDIX list : machine form changed with version R1V4.

**Solution** Return to the PC2AUDIX Setup Parameters menu, and specify the correct software version.

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**Problem** If the ADAPROOT environment variable is set incorrectly, you may encounter the following error:

```
zopeno can't open: No such file or directory  
Can't open file
```

**Solution** If this happens, enter the SET command to display a list of environment variables and look for the "ADAPROOT=" line. If it is there, make sure that it references the same drive and directory that was used during installation. If not, or if the "ADAPROOT=" line is not in the list, enter the following command:

```
SET ADAPROOT=<drive>:\<directory>
```

where <drive> is the drive letter and <directory> is the directory path name that were used during installation. For further information, see Section 2.

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**A** Troubleshooting  
*Common Problems and Solutions*

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