



# Troubleshooting Avaya one-X<sup>®</sup> Portal

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# Chapter 1: Troubleshooting Introduction

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## Troubleshooting overview

This Troubleshooting document provides information designed to help you resolve issues on one-X Portal. This document contains solutions for the one-X Portal client, the Desktop Extensions, the Administration application, and general one-X Portal issues.

Troubleshooting also provides descriptions of the SNMP Traps (event notifications) generated by one-X Portal by component. These components include Licensing, Scheduler, Database Backup, Conferencing services, Telephony services, User services, Enterprise Directory Synchronization, Presence service, and Modular Messaging Synchronization to name a few.



# Chapter 2: Resolving Issues

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## Resolving General Issues

---

### Backing up and restoring the system

Avaya one-X Portal needs to be backed up regularly to preserve system data in the event of a system failure. Before you run these steps, logout and log back on to ensure there are no active administration sessions running while backing up the database.

Do not restore system data while the system is running.

### Backing up system data

1. Save your one-X Portal system configuration files to a safe place.

For example, files from the following locations:

- `/opt/IBM/WebSphere/AppServer/profiles/default/properties/1XPAdvancedRegistry.properties`
- `/opt/IBM/WebSphere/AppServer/lib/TSAPI.PRO`

 **Note:**

1XPAdvancedRegistry.properties file is only created if the custom registry is being used and when the Split Domain topography is implemented within Active Directory.

2. Perform full database backups on a regular schedule using the procedures provided in [Scheduling Database Backup](#) to create a large file with the name of the database and the time of the backup.

 **Note:**

Database backups should be done off hours because they take the database off line.

3. Save this file to a safe place. This is a full backup, so the most recently saved file contains all the saved data.
  4. Use this file to restore the database.
- 

## Restore to an existing database

Perform these steps from the Linux environment if the database survived the system failure. At this point, it is assumed that you are about to replace an existing database with the latest database backup on your machine.

---

1. Stop one-X Portal by logging on as root on to one-X Portal core server and execute the following command to stop the IBM WebSphere server:

```
/opt/IBM/WebSphere/AppServer/bin/stopServer.sh server1 -
username admin_service_user -password admin_service_password
```

The above command produces output as shown below.

```
ADMU0116I: Tool information is being logged in file /opt/IBM/
WebSphere/AppServer61/profiles/default/logs/server1/
stopServer.log
```

```
ADMU0128I: Starting tool with the default profile
```

```
ADMU3100I: Reading configuration for server: server1
```

```
ADMU3201I: Server stop request issued. Waiting for stop
status.
```

```
ADMU4000I: Server server1 stop completed.
```

2. Type `su - dbinst` to login to the `dbinst` account that was created when one-X Portal was installed, as `dbinst` is the default name for the account. If this account was renamed after the installation, login to the renamed account.
3. Copy your system configuration files (for example, `1XPAdvancedRegistry.properties` and `TSAPI.PRO`) to the appropriate directories on the computer where the database resides.
4. Copy the database backup file from the safe place to the directory on the machine where the existing backups reside.
5. From the command line prompt, go to `/opt/avaya/1xp`.
6. Type `./db2RestoreToExisting.sh` to display the usage requirements of the shell script.

Usage:

```
./db2RestoreToExisting.sh <old database> <from directory>
<from time>
```

For example, for a database with following directory locations:

```
<old database>: ACPDB
<from directory>: /home/dbinst/backups
,from time>: 20080801102735
```

The syntax appears as shown below:

```
./db2RestoreToExisting.sh ACPDB /home/backups/
20080801102735
```



**Note:**

You can derive the time (20080801102735) from the filename of the backup file that you want to restore.

The backups are normally written to the from directory.

7. Type `db2stop` and press Enter
8. Type `db2start` and press Enter
9. Type `exit` to exit from user dbinst.
10. Execute the following command to restart the IBM WebSphere server:  

```
/opt/IBM/WebSphere/AppServer/bin/startServer.sh server1
```

## Restore to a new database

At this point, it is assumed that you have a new database that needs to be restored. Perform these steps from the Linux environment if you have a new database that needs to be recreated.

1. Stop one-X Portal by logging on as root to one-X Portal core server and execute the following command to stop the IBM WebSphere server:  

```
/opt/IBM/WebSphere/AppServer/bin/stopServer.sh server1 -
username websphere_id -password websphere_password
```
2. Copy your system configuration files (for example, `1XPAdvancedRegistry.properties` and `TSAPI.PRO`) to the appropriate directories on the machine where the database resides.



**Note:**

The `1XPAdvancedRegistry.properties` file exists in the `/opt/IBM/WebSphere/AppServer/profiles/default/properties` directory.

`1XPAdvancedRegistry.properties` file is only created if the custom registry is being used and when the Split Domain topography is implemented within the Active Directory.

3. Copy the database backup file from the safe place to the directory on the computer where the existing database resides.

4. Type `su - dbinst` to log on to the `dbinst` account that was created when one-X Portal was installed, where `dbinst` is the default name for the account. If this account was renamed after the installation, log on to the renamed account. This opens the `/home/dbinst` directory.
5. Type `db2 uncatalog db acpdb` on the command prompt to remove the association between one-X Portal and the database. The above command produces output as shown below.

```
DB20000I The UNCATALOG DATABASE command completed
successfully.
```

```
DB21056W Directory changes may not be effective until the
directory cache is refreshed.
```

6. Type `db2stop` to stop the database. The above command produces output as shown below.
7. Type `db2start` to start the database without its former association to one-X Portal. The above command produces output as shown below.

```
SQL1064N DB2STOP processing was successful
```

```
SQL1063N DB2START processing was successful.
```

8. Type `mv ACPDB ACPDB_old` to rename the `ACPDB` directory.
9. Type `mkdir ACPDB` to create a new `ACPDB` directory for the new database.
10. Type `./makeDb2RestoreToNewScript.sh` to display the usage requirements of the shell script.

Usage:

```
./makeDb2RestoreToNewScript.sh <backupFile> >
<outputfile.sh>
```

For above example, type:

```
./makeDb2RestoreToNewScript.sh/home/dbinst/backups/ACPDB.
0.db2inst.NODE000.CATN0000.200070421010005.001 >
InsertData.sh
```

This creates a script file named `InsertData.sh` that inserts information from the database backup file into the existing database.

11. Type `chmod +x InsertData.sh` to make the script file executable.
12. Type `./InsertData.sh` to display the usage requirements for the shell script.

Usage:

```
./InsertData.sh <oldDB> <fromDir> <fromTime> <newDb> <newDir>
```

For the above example, type:

```
./InsertData.sh ACPDB /home/dbinst/backups/ 20070421010005
ACPDB/home/db2inst/ACPDB.
```

13. Type `exit` to exit from `dbinst`.
14. Execute the following command to restart the IBM WebSphere server:

```
./opt/IBM/WebSphere/AppServer/bin/startServer.sh server1
```

---

### Next steps

Verify the database was restored.

1. Type `db2 connect to ACPDB` to access the database.
2. If database access was successful, type `db2 terminate` to end the command-line processor session.

---

## Upgrading database schema

Database schema upgrade is required when upgrading one-X Portal from lower to higher version. This upgrade is required to accommodate additional data generated from the new features of the upgraded version.

### Important:

It is absolutely important to perform a database backup before you begin upgrading database schema.

The database schema in one-X Portal can change from version to version. To provide an upgrade path, database schema upgrades are run during the upgrade. If there is a need to restore an old database to a new version of the database schema, the database upgrade scripts have to be run explicitly. These upgrade scripts are installed in the one X Portal machine when an upgrade is performed; this database scripts are by default located at `/opt/avaya/1xp/upgrade`.

Follow these steps to do a manual upgrade:

- 
1. Log on as root
  2. Type `cd /opt/avaya/1xp/upgrade` to change the current database directory to the upgrade database directory (by default `/opt/avaya/1xp/upgrade`).
  3. Run the database upgrade script using `runDBUpgrade.sh` command.  
This command takes WebSphere administration user name, password, and the database user. Example: `./runDBUpgrade.sh websphere password db2inst1`
  4. Type `Exit` to log out.  
The database schema should be up to date now.



**Note:**

If the database already has the latest version, nothing will happen to the database, but if the schema is in an earlier version, the database schema will be upgraded to the latest version.

---

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## How to access the database server

### Proposed Solution

- 
1. From the command prompt on a Linux computer, type `su -l dbinst` (where `dbinst` is the name of the one-X Portal database server).
  2. Press **Enter**.
  3. Type `db2`
  4. Press **Enter**.
- 

---

## Need to improve system performance

When running a high loaded one-X Portal, system performance may suffer when talk events for the Meeting Exchange are turned on.

### Proposed Solution 1

You can turn off talk event processing at the MX adapter inside one-X Portal. The MX adapter reads a configuration value associated with the HOST IP entry which turns talk events processing on or off. Go to the **Monitor>Services** option and select the **Conferencing** option. In the **Host IP**, if no value is present, talk events processing is, by default, on. If the Host IP is 135.35.90.243, a value of "135.35.90.243,talk.events=0" turns talk events off. A value of "135.35.90.243,talk.events=1", or "135.35.90.243" turns talk events on. For the modification to take effect, you must cycle the server. Go to the **Monitor>Services** option, select the **Conferencing** option, and click **Suspend** followed by clicking **Resume**.

### Proposed Solution 2

You can turn talk events on/off or fine tuned them at the bridge by qualified Avaya Technical Support personnel. Turning them off turns them off for the entire bridge and all conferences

on that bridge and requires the bridge to be cycled, so you must contact Avaya Technical Support for assistance.

---

## Resolving one-X Portal Application Issues

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### Login issues

#### Cannot log in to one-X Portal

When a user attempts to log in to one-X Portal, one or more of the following issues occurs:

- Logon window does not open in the Web browser.
- Secondary window with one-X Portal does not open, even though the Logon window states that one-X Portal has successfully started.

#### Proposed Solution

1. Verify that you have configured all pop-up blockers to allow pop-ups for the one-X Portal.
2. Verify that you have properly configured your Web browser, as described in the one-X Portal online help, as follows:

Web browser	Configuration steps
Internet Explorer	<a href="#">Setting the security zone in Internet Explorer</a> <a href="#">Setting advanced browsing options in Internet Explorer</a> Citrix only: <a href="#">Configuring Internet Explorer for Citrix access</a>
Firefox	<a href="#">Setting JavaScript options in Firefox</a>
Safari	<a href="#">Configuring Safari</a>

---

#### Information for support

---

Provide your support contact with all information required by your corporate policy, including the following:

- The Web browser that you use to access one-X Portal
  - The Web page address that you used to access one-X Portal.
- 

## Not all options in the Welcome window are available

After a successful log in to one-X Portal, one or more of the following options under **Place and receive calls using** are greyed out in the Welcome window:

- **Desk phone**
- **Specify other**
- **This computer**

### Proposed Solution 1

---

If the **Desk phone** option is unavailable or if you get an error message after you select this option, consult your supervisor about problems with your telephone system.

---

### Proposed Solution 2

---

If the **Specify other** option is unavailable, consult your supervisor about whether you have permissions for remote telephone access.

---

### Proposed Solution 3

---

If the **This computer** option is unavailable, it may be because you are using Firefox. Firefox does not support the **This computer** (VoIP) option. If you are not using Firefox, consult your supervisor about whether you have permissions for remote telephone access.

---

### Information for support

---

Provide your support contact with all information required by your corporate policy, including the following:

- Your business telephone number or extension
  - The options that are unavailable in one-X Portal
  - If you want to select **This computer**, confirm that your computer has the prerequisites, including speakers and a microphone.
-

## Cannot set display number for emergency calls

After **This computer** is selected in the Welcome window, the user cannot set the display number for emergency calls to **Use Other**.

### Proposed Solution

 **Caution:**

If you cannot select **Use Other** and you are not at your office location, do not use one-X Portal to make emergency calls.

- 
1. If necessary, log out of one-X Portal and log back in again.
  2. In the Welcome window, click **Click To Change Emergency Call Handling**.
  3. In the Configure Emergency Call Handling window, check the **Enable Emergency Call Handling** option.
  4. If your computer is not in your office, select **Use Other** and add the telephone number for your location in the Specify Other Phone window.
  5. If you get an error, select **Use my extension** and contact your supervisor.

### Information for support

---

Provide your support contact with all information required by your corporate policy, including the following:

- All of the steps that you performed from the point when you logged in to the point when you encountered the problem
  - Your business telephone number or extension
  - Your current location
- 

## Web browser displays XML code instead of one-X Portal

After logging in to one-X Portal, the Web browser displays XML code instead of the one-X Portal.

## Proposed Solution

---

1. Close all open Web browser windows.
  2. Open your Web browser and log back in to one-X Portal.
- 

## Information for support

---

Provide your support contact with all information required by your corporate policy, including all steps that you performed from the time that you started to log in to the time when you saw the XML code in your Web browser.

---

## Authentication fails upon entering wrong group DN value

When you enter a wrong group DN value pertaining to administrator, audit, or a user, the authentication fails, and the one-X Portal application displays this error message: `The Group DN entered could not be verified on the specified server.`

## Proposed Solution

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Verify that the relevant groups are configured in the specified LDAP server.

---

## Information for support

---

Provide your support contact with all information required by your corporate policy, including the following:

- The group DN value you entered
  - Your business telephone number or extension
  - Your current location
- 

## Cannot view the call list and favorites

When you attempt to log in to one-X Portal, the system returns an error message, and you cannot access one-X Portal. Then the system restarts the telephony service. When you again attempt to log in, the system returns an error message, and you again cannot access the one-X portal.

After restarting the WebSphere, you are able to log in, but you cannot view the call list and favorites.

## Proposed Solution

---

Ask your administrator to restart the Linux system. Then you can view the call list and favorites.

---

## Information for support

---

Provide your support contact with all information required by your corporate policy, including the following:

- All of the steps that you performed from the point when you attempted to log in to the point when you encountered the draft
  - Your business telephone number or extension
  - Your current location
- 

---

## Issues with active communications

### Cannot make or answer calls with one-X Portal or my Avaya softphone

When an Avaya Softphone application is open at the same time as one-X Portal, one of those applications cannot receive or place calls through your business telephone number.

#### Proposed Solution

You can run one-X Portal on the same computer that you installed an Avaya softphone application, such Avaya IP Softphone or Avaya one-X Desktop Edition. However, you cannot run these applications at the same time. Avaya one-X Portal cannot share control of your business telephone with an Avaya softphone application.

---

1. Close your Avaya softphone application to make and receive calls with one-X Portal.
  2. If you still cannot make or receive calls, log out of one-X Portal and log back in again.
- 

#### Information for support

---

Provide your support contact with all information required by your corporate policy, including the following:

- Your business telephone number or extension
  - Your current telephone settings in one-X Portal
-

## Phone returns busy signal after a call is disconnected

When the user is in the login mode, the user receives 30 seconds of a busy signal after every disconnect operation on their phone window. The user cannot receive or make calls from this phone until the busy signal stops. This issue only occurs in the login mode.

### Proposed Solution

---

1. If necessary, log into the Avaya Site Administration (ASA) application.
  2. On page 10 of the System Features screen, set the **Station Tone Forward Disconnect** option to `silence`.
  3. Press `Enter` to save your work.
- 

### Information for support

---

Provide your support contact with all information required by your corporate policy, including the following:

- All of the steps that you performed from the point when you logged in to the point when you encountered the problem
  - Your business telephone number or extension
  - Your current location
- 

## one-X Portal client services are not available after restarting AE Services server

After restarting AE Services server, the telephone adaptor at one-X Admin portal shows the status as Connected, but you cannot make use of one-X Portal client telephony services and there can be issues like no call appearance at the one-X Portal client.

### Proposed Solution

---

Log out from one-X Portal client and login again.

---

### Information for support

---

Provide your support contact with all information required by your corporate policy, including the following:

- All of the steps that you performed
  - Your business telephone number or extension
  - Your current location
- 

---

## Issues with the Call Log portlet

### Cannot see call entries in the Call Log portlet

The Call Log portlet displays messages but not call entries.

#### Proposed Solution 1

Use this solution if the **Phone Settings** icon in the Summary area is unavailable.

- 
1. Log out of one-X Portal.
  2. Log back in to one-X Portal.
- 

#### Proposed Solution 2

Use this solution if the **Phone Settings** icon in the Summary is in color.

- 
1. Click the **System Status** icon in the bottom right of one-X Portal to open the System Status window and check the detailed status of your system.
  2. Review the system status. If the telephone service status is Impaired or Failed, review and follow the recommended action.
- 

#### Information for Avaya support

---

Provide your support contact with all information required by your corporate policy, including the following:

- Your business telephone number or extension
  - Your current telephone settings in one-X Portal
-

## Messages do not automatically start playing

When playing messages on a computer that uses RealPlayer, the message does not play automatically. You may also have the same issue using Quick Time.

### Proposed Solution 1

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Use the controls in the media player to play, stop, rewind, and fast-forward the message.

---

### Proposed Solution 2

---

For Quick Time, press **Space Bar** for the message to play.

---

## Cannot record or attach a voice message in the Compose Message window

### Proposed Solution 1

If you use the Firefox browser on a Windows computer or a Mac computer, you cannot record messages in one-X Portal. You must record the message in another application first.

- 
1. In Avaya Voice Player:
    - a. Record your message.
    - b. Save the file with a `.wav` extension.
  2. Select an entry in one of the following portlets:
    - Messages portlet
    - Contacts portlet
  3. Click **More Actions** and select **Create Message**.
  4. In the **Voice** area, do the following:
    - a. Click **Browse**.
    - b. Navigate to the correct folder and select the file that you recorded.
    - c. Click **Open**.
  5. Optional: You can also do the following:
    - Add more recipients.
    - Add one or more attachments.

- Give the message a high priority.
- Make the message private.
- Type a short text message to be included with the message.

6. Click **Send**.

---

### Information for Avaya support

---

Provide your support contact with all information required by your corporate policy, including the following:

- The type of Web browser you use for one-X Portal
  - The type of media player software that you use for one-X Portal
  - The name and location or a copy of the message that you want to attach
- 

## Messages do not play in one-X Portal on Citrix

This issue usually occurs after the user installs the `AvayaPhoneInterface.cab` and `Avaya1XPMsgRecorder.cab` applications during log in or from the message bar on the Web browser.

### Proposed Solution

Usually, only the Citrix administrator has the required permissions to perform the tasks to resolve this issue.

- 
1. Contact your supervisor or follow your corporate support policy to have your Citrix administrator resolve the problem.
  2. On the user computer, delete the `AvayaPhoneInterface.cab` and `Avaya1XPMsgRecorder.cab` files from the temporary internet files folder.
  3. On the ICA connection for the Citrix client:
    - Uncheck the **Sound Custom Default** option.
    - Check the **Enable Sound** option.
  4. On the Citrix server, enable legacy audio for your application.
-

## Bridge conferencing issues

### Conference bridge announces new participant after failed call attempt

After a moderator calls a person he or she wants to add to the bridge conference, and that call fails to connect, one-X Portal does not provide an error tone or an indication of the call failure. For example, the conference bridge announces that the caller has joined the conference, then announces that the call has dropped.

This issue occurs only if Meeting Exchange is set up for announcements. This issue can occur in one-X Portal and the Meeting Exchange Conference Console.

#### Proposed Solution

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Ignore all announcements that occur after a failed attempt to add a participant to a bridge conference.

---

### Host cannot change bridge conference or participant controls in one-X Portal

If a host uses a Meeting Exchange application to change a bridge conference or participant control, the host cannot make changes in one-X Portal to the same control. For example, a conference that was muted in a Meeting Exchange application cannot be unmuted in one-X Portal.

#### Proposed Solution

You can use a Meeting Exchange application to record the bridge conference, even if you control the conference and participants in one-X Portal.

---

After you start a bridge conference, do not use a Meeting Exchange application to control the conference.

---

#### Information for support

---

Provide your support contact with all information required by your corporate policy, including the following:

- All steps that you performed from the time that you started the bridge conference to the time when you started to have problems with the conference controls.
- Your bridge conference settings from one-X Portal
- The name of the Meeting Exchange application you wanted to use

---

## Resolving one-X Portal Extensions Issues

---

### Cannot connect to one-X Portal

When you attempt to open one-X Portal from the one-X Portal Extensions, the connection fails. For example, one-X Portal does not start when you select **Launch Portal Client** from the System Tray menu.

### Proposed Solution

The connection to one-X Portal is configured when the one-X Portal Extensions are installed. If you encounter problems with this connection, review and correct the connection settings. If you do not know the information required to complete these fields, consult your supervisor.

1. If necessary, double-click the one-X Portal Extensions icon on your desktop to launch the one-X Portal Extensions.
2. Right-click the one-X Portal Extensions icon in the System Tray to display the menu.
3. Select **Settings** from the menu.
4. On the **Advanced** tab, complete the following fields with the information provided by your supervisor:

Name	Description
<b>Scheme</b>	The internet protocol scheme at the beginning of the Web address that you use to access one-X Portal.
<b>Server</b>	The server that hosts one-X Portal. You must enter the IP address or the fully-qualified domain name of the server.
<b>Port</b>	The port that the one-X Portal Extensions uses to communicate with one-X Portal.

Name	Description
<b>Context Root</b>	The location of the one-X Portal software on the one-X Portal server.
<b>Window Title</b>	The title displayed in one-X Portal.

5. Click **OK**.
- 

## Information for support

---

Provide your support contact with the information in the fields on the **Advanced** tab.

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## Uninstalling the one-X Portal Extensions

### Prerequisites

You must close Microsoft Outlook before you uninstall the one-X Portal Extensions.

---

1. If necessary, exit from the one-X Portal Extensions.
  2. From the Windows **Start** menu, select **Start > Programs > Avaya one-X Portal Extensions > Avaya one-X Portal Extension Deinstallation** .
  3. Click **Yes** to answer **Are you sure you want to uninstall this product?**  
The uninstaller removes the one-X Portal Extensions from your computer.
- 

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## Resolving Administration Web Client Issues

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### Logging

one-X Portal provides the following types of Logging for system analysis and debugging purposes.

- General high level system logging
- Protocol level logging

- Aspect (component) level logging by user
- Non-Avaya or Internal logging

Logging provides the following types of log files:

- Trace Logs
- Error Logs
- System Logs
- Service Logs

 **Note:**

If you are an **Auditor**, you are denied access to this page. The system displays a WebSphere Administration rights message. Click **Back** to return to the previous page.

**Related topics:**

[Retrieving log files from Linux environment](#) on page 27

[Download log files](#) on page 28

[Configuring Logging](#) on page 29

[Logging field descriptions](#) on page 29

## Retrieving log files from Linux environment

Avaya one-X Portal provides a shell script (1xp\_grab\_logs.sh) that enables the administrator or technical support representative to retrieve log files to troubleshoot issues on one-X Portal. This topic describes how to run this shell script from a Linux machine.

 **Important:**

To run this script, you must be logged in as a user with permissions to create files and folders in the directory from which the script is run. You must also have permissions to read and list files in the temporary directory source files created by the script.

### Proposed Solution 1

- 
1. From the command prompt on a Linux machine, go to `/opt/avaya/1xp`.
  2. Enter `./1xp_grab_logs.sh`.
  3. Press **Enter**.
  4. The shell script performs the following steps:
    - a. Creates a temporary directory structure.  
logs  
`/logs/1xp`  
`/logs/1xp_config`

/logs/webIm

/logs/webIm/tomcat5

/logs/server1

/logs/logs

- b. Retrieves the system information.
  - c. Copies the logs into the temporary directory structure.
  - d. Generates a log file using the date and time in the log file name.
  - e. Tars and compresses the log files.
  - f. Performs cleanup procedures.
  - g. Displays a closing message.
5. The log file with all the logs is in the `/opt/avaya/1xp` directory with the specified file name.
  6. Transfer the log file to Avaya Technical Support for analysis.

---

## Proposed Solution 2

---

Go to **System > Logging > All log files**.

The log files are zipped and saved in the file system on the computer using the one-X Portal Administration application.

---

## Download log files

### Prerequisites

To download log files on one-X Portal you must also be logged in to the WebSphere Administration page.

- 
1. Select the System tab.
  2. From the left pane, select **Logging**.
  3. On the Logging Configuration page, in the **Download Log Files** field, click the **All Log Files** link.
  4. At the **File Download** dialog, the message **Do you want to open or save this file?**
    - a. Name: (log file name)
    - b. Type: WinZip File
    - c. From (IP address of the Administration application).

5. Click **Open** to open the log files on your machine.
  6. Click **Save** to save the log filesto your machine.
  7. Click **Cancel** to close the dialog.
- 

## Configuring Logging

To configure Logging on one-X Portal you must also be logged in to the WebSphere Administration page.

1. Select the System tab.
  2. From the left pane, select **Logging**.
  3. On the Logging Configuration page, enter the appropriate information and click **Save** to configure the server.  
For more information on the fields, see [Logging field descriptions](#) on page 29.
  4. Click **Reset** to display the settings from the start of this session.
- 

## Logging field descriptions

The **Logging** configuration page displays the following fields.

Name	Description
<b>General Logging</b>	one-X Portal logging that provides high level system information. Generally, the logs are written to SystemOut.log, and also to trace.log if any of the Protocol, Aspect, and/or Other Loggers is enabled.
<b>Level</b>	The level of <b>General Logging</b> logging to run. Selections are <b>All</b> , <b>Fatal</b> , <b>Error</b> , or <b>Warning</b> .
<b>Protocol Logging</b>	Low level logging used to debug issues with the protocols used by one-X Portal. It generates messages for debugging protocol exchanges. For example, SMTP or SIP. The logs are written only to trace.log.
<b>Protocol</b>	The protocol for which you want to run logging. Select the desired protocol from the drop down list.
<b>Level</b>	The level of logging to run for protocol logging levels. Selections are Summary or Traffic (detailed).

Name	Description
<b>List of Current Protocol Loggers</b>	<p>The Protocol Level logger.</p> <ul style="list-style-type: none"> <li>• <b>api</b>: Debugs general client issues. The client API uses this protocol in one-X Portal.</li> <li>• <b>bcapi</b>: Debugs conferencing issues. Conferencing services use this protocol to connect to Meeting Exchange.</li> <li>• <b>cmapi</b>: Debugs Telephony issues. For example, Other Phone log in problems and EC500 issues.</li> <li>• <b>cmcontact</b>: Reports the communication between the Telephony Adapter and the Contact Services.</li> <li>• <b>cmstore</b>: Reports database information. Telephony services use this protocol to report information that is stored in the database.</li> <li>• <b>contlogtrim</b>: Used by the service that trims Contact Logs.</li> <li>• <b>crypt</b>: Used by Encryption/Decryption methods</li> <li>• <b>vwclient</b>: Used to view traffic between client and service layers. The protocol used by framework client.</li> <li>• <b>fwintercept</b>: Used by Service Framework during method intercept.</li> <li>• <b>fwservice</b>: Used by Service Framework</li> <li>• <b>imap</b>: Used to connect to Modular Messaging. Use this protocol to debug messaging problems.</li> <li>• <b>jtapi</b>: Used to connect to Avaya Aura™ Communication Manager. Telephony services use this as one of the protocols to connect to Communication Manager. Use this to resolve Telephony issues.</li> <li>• <b>lps</b>: Debugs Presence issues. Presence service uses this protocol to connect to the Avaya Aura™ Presence Services.</li> <li>• <b>snmp</b>: Used by Alarm service to issue SNMP notifications.</li> <li>• <b>spectel</b>: Debugs Conferencing issues. Conferencing services use this as one of the protocols to connect to Meeting Exchange.</li> <li>• <b>weblm</b>: Debugs licensing issues. The one-X Portal uses this protocol to connect to the licensing services</li> </ul>
<b>Aspect Logging</b>	<p>Low level logging used to debug issues with the one-X Portal components. It generates messages for debugging subsystem activity. For example Telephony or Conferencing. This can be enabled for specific Users in the system. The logs are written only to trace.log.</p>

Name	Description
<b>Aspect</b>	The Aspect for which you want to run logging. Select the desired protocol from the drop down list.
<b>Level</b>	The level of logging to run for aspect logging levels. Selections are <b>Summary</b> , <b>Detail</b> , <b>Off</b> .
<b>User ID</b>	The identifier of the user for whom you want to debug a component issue. For example, you can debug a Telephony issue for a selected user. To turn logging on, the user must be specified.
<b>List of Current Aspect Loggers</b>	<p>The aspect loggers that are available for use to debug issues with protocols.</p> <ul style="list-style-type: none"> <li>• <b>admincli</b>: Logs the admin CLI client activities. The command line client logs to a file (by default acp_admin_cli.log) in WebSphere profile's logs directory.</li> <li>• <b>api</b>: Logs all the activity in the layer of code that the clients interact with. This is the Client API aspect that can be used to debug client issues.</li> <li>• <b>bulk</b>: Logs bulk operations information such as bulk import/export of users</li> <li>• <b>client</b>: Supports Portal Clients and all clients integrated with one-X Portal. It is an end client aspect that can be used to debug client issues.</li> <li>• <b>cmtelephony</b>: Logs Communication Manager Telephony activity for a specified user. If no user is specified, this will log information about the service. If a user is specified, this will log information about the user's interaction with the telephony adapter.</li> <li>• <b>contactlog</b>: Used by the Service that writes Contact Logs.</li> <li>• <b>dirstores</b>: Logs the Directory Service activities. It reports information about the interactions with the LDAP providers, such as Directory Synchronization tasks, and user group membership lookup.</li> <li>• <b>framework</b>: Logs Service Framework activities around ServiceMBean and ServiceRegistry.</li> <li>• <b>fwadmin</b>: Logs Service Framework application Server Management Operations (administration).</li> <li>• <b>fwasync</b>: Logs Service Framework asynchronous method invocation.</li> <li>• <b>fwproxy</b>: Logs Service Framework proxy interface operations.</li> <li>• <b>ldapclient</b>: Specific for the LDAP client used to connect to the LDAP server. It logs low-level LDAP information, such as queries to LDAP server and responses.</li> <li>• <b>licensing</b>: Logs License Server activity.</li> </ul>

Name	Description
	<ul style="list-style-type: none"> <li>• <b>mmclient</b>: Logs activities (request/response) to/from Modular Messaging (voice messaging) service over client channel.</li> <li>• <b>mmlldap</b>: Logs activities related to Modular Messaging directory synchronization.</li> <li>• <b>mmservice</b>: Logs activities on Modular Messaging (voice messaging) service.</li> <li>• <b>mmsystem</b>: Logs activities (request/response) to/from Modular Messaging (voice messaging) service over system channel.</li> <li>• <b>mxclient</b>: Logs activities (request/response) to/from Meeting Exchange (bridge conferencing) service over client channel.</li> <li>• <b>mxservice</b>: Logs activities on Meeting Exchange (bridge conferencing) service.</li> <li>• <b>mxsystem</b>: Logs activities (request/response) to/from Meeting Exchange (bridge conferencing) service over system channel.</li> <li>• <b>prsnclient</b>: Logs activities (request/responses) to/from Presence service over client channel.</li> <li>• <b>prsnservice</b>: Logs activities related to Presence service.</li> <li>• <b>prsnssystem</b>: Logs activities (request/response) to/from Presence service over system channel.</li> <li>• <b>statistics</b>: Logs runtime statistics collected by statistics service. At summary level, statistics are logged when every collection interval is up (every 15 minutes by default). At detail level, statistics are logged as they are collected.</li> <li>• <b>user</b>: Logs User Service activities.</li> </ul>
<b>Other Loggers</b>	Low level logging used to debug issues with non-Avaya and internal components. it generates internal log messages that may be useful during development. The logs are written only to trace.log. This information is normally provided by Services that support the product.
Logger	The name or identifier of the logger for which to run logging. Example, org.springframework
	The level of logging to run for non-Avaya or internal loggers. Selections are Fatal, Severe, Warning, Audit, Info, Config, Detail, Fine, Finer, Finest, All
List of Current Other Loggers	The other loggers, non-Avaya or internal, that are available for use to debug issues with components like WebSphere or the Spring framework.

Name	Description
<b>Trace Log File Settings</b>	Trace level logging.
File Name	The name of the trace log file. Example, \${SERVER_LOG_ROOT}/trace.log
Maximum number of historical files	The maximum number of trace log files to keep before deleting the oldest file.
Rollover File Size (MB)	The maximum size of the trace log file, in megabytes, before the file is rolled over to another historical file.
<b>Error Log File Settings</b>	Error level logging.
File Name	The name of the error log file. Example, \${SERVER_LOG_ROOT}/SystemErr.log
Maximum number of historical files	The maximum number of error log files to keep before deleting the oldest file.
Rollover File Size (MB)	The maximum size of the error log file, in megabytes, before the file is rolled over to another historical file.
<b>System Log File Settings</b>	System level logging.
File Name	The name of the system log file. Example, \${SERVER_LOG_ROOT}/SystemOut.log
Maximum number of historical files	The maximum number of system log files to keep before deleting the oldest file.
Rollover File Size (MB)	The maximum size of the system log file, in megabytes, before the file is rolled over to another historical file.
<b>Service Log File Settings</b>	Service level logging.
File Name	The name of the service log file. Example, \${SERVER_LOG_ROOT}/activity.log
Rollover File Size (MB)	The maximum size of the service log file, in megabytes, before the file is rolled over to another historical file.
<b>Save</b>	Saves the current settings on the page.
<b>Reset</b>	On Modify/Update pages, restores the form values back to the last successful save. On Add/Create pages, restores the form back to the default or blank values.

---

## Calling party name incorrect

Some of the name instances on one-X Portal display different names for the same user. You can initiate a call from the Communications portlet, but name resolution is defined in Modular Messaging.

### Proposed Solution

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To maintain the continuity of user names across one-X Portal, the user name defined in Modular Messaging, Communication Manager, and Active Directory on one-X Portal must be the same on all three services. The name must contain the same order of the first and last name with spaces or punctuation, if any.

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## AE Services server is not visible to one-X Portal

When opening a connection to an AE Services server or testing a connection to an AE Services server, one-X Portal generates an error that the AE Services server is not visible error.

### Proposed Solution

Make sure the IP address of the AE Services server is in the TSAPI.PRO file in the opt/IBM/WebSphere/AppServer/lib directory. If the IP address is not in this file, one-X Portal cannot "see" the AE Services server. The JTAPI library uses the TSAPI.PRO file to find the AE Services servers it can communicate with. Sometimes when a new AE Services server AES is administered on the system, the update to the TSAPI.PRO should enable the JTAPI client to see the server. If that fails, the JTAPI client is unable to connect to the AE Services server. The TSAPI.PRO file is read by the JTAPI library when the Telephony adapter starts up. If the telephony adapter is already running, you will need to restart it to allow the JTAPI library to load the new TSAPI.PRO file, and view the new AE Services server.

# Chapter 3: Alarms

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## Alarms overview

Avaya one-X Portal generates alarms (SNMP traps) to notify users of system events. Alarms are grouped by categories. Each alarm category identifies the system component that generates the alarm.

Alarms are written to log files that are located in the following locations:

- /opt/IBM/WebSphere/AppServer/profiles/default/logs/server1/SystemOut.log
- /opt/IBM/WebSphere/AppServer/profiles/default/logs/server1/trace.log
- /opt/IBM/WebSphere/AppServer/profiles/default/logs/acp\_alarm.log

The last location (acp\_Alarm.log) contains only the alarms.

---

## Core Services Alarms

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### CoreServicesMIB.CS\_WD\_PROCESS\_UP

<b>Event name</b>	CoreServicesMIB.CS_WD_PROCESS_UP
<b>Event text</b>	Process is up
<b>Event level</b>	XXX
<b>Trigger component</b>	Core Services startup

#### Problem description

Notification that the process for Core Services is up and running. This is a Core Services alarm that is used by one-X Portal.

## Proposed Solution

No corrective action is required.

---

## Licensing Alarms

---

### av1xTrap QLICE00001

**Alarm name** av1xTrap QLICE00001

**Alarm text** Entering license normal mode: license requirements are met.

**Alarm level** INFO - General information

**Trigger component** Licensing server

#### Problem description

Normal mode means the product license requirements for one-X Portal have been met.

## Proposed Solution

No corrective action is required.

---

### av1xTrap QLICE00002

**Alarm name** av1xTrap QLICE00002

**Alarm text** Entering license error mode: license requirements are not met.

**Alarm level** ERROR - impacts system operation

**Trigger component** Licensing server

#### Problem description

Error mode indicates the product license requirements for one-X Portal have not been met.

## Proposed Solution

In the one-X Portal Administration application, click the **System** tab and select the **License Server** option. Verify that a WebLM server is configured, the connection is up, and there are a sufficient number of license units available for one-X Portal. You must have one license unit for each provisioned and an enabled Portal User on one-X Portal.

---

### av1xTrap QLICE00003

<b>Alarm name</b>	av1xTrap QLICE00003
<b>Alarm text</b>	Entering license restricted mode: license requirements are not met; restricting activity.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Licensing server

#### Problem description

Restricted mode means that product license requirements for one-X Portal have not been met for 30 days or more. In restricted mode, some operations are prohibited.

## Proposed Solution

In the one-X Portal Administration application, click the **System** tab and select the **License Server** option. Verify that a WebLM server is configured, the connection is up, and there are a sufficient number of license units available for one-X Portal. You must have one license unit for each provisioned and an enabled Portal User on one-X Portal.

---

## Scheduler Alarms

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### av1xTrap QSCHE00001

<b>Alarm name</b>	av1xTrap QSCHE00001
<b>Alarm text</b>	Scheduler task failed.
<b>Alarm level</b>	ERROR - impacts system operation

**Trigger component** Scheduler

**Problem description**

A scheduled task failed during execution.

**Proposed Solution**

See the system log files for task specific details.

---

**av1xTrap QSCHE00002**

**Alarm name** av1xTrap QSCHE00002  
**Alarm text** Cannot find WAS scheduler JNDI name.  
**Alarm level** ERROR - may impact system operation  
**Trigger component** Scheduler

**Problem description**

The Scheduler cannot find the name of the Scheduler JNDI name on the Web Application Server.

**Proposed Solution**

The Scheduler JNDI configuration was incorrectly configured. This only occurs when the JNDI configuration is modified in the WebSphere Administration Console. Return the JNDI configuration to its original settings.

---

**av1xTrap QSCHE00003**

**Alarm name** av1xTrap QSCHE00003  
**Alarm text** WAS scheduler not available.  
**Alarm level** ERROR - may impact system operation

**Trigger component** Scheduler

**Problem description**

Notification that the Web Application Server Scheduler application is not available to the Scheduler.

**Proposed Solution**

The WebSphere Scheduler is not functioning. See the SystemErr.log file for details.

## Common Alarms

### av1xTrap QCOMM00001

<b>Alarm name</b>	av1xTrap QCOMM00001
<b>Alarm text</b>	Service start.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Common components

**Problem description**

The requested service was started.

**Proposed Solution**

No corrective action is required.

### av1xTrap QCOMM00002

<b>Alarm name</b>	av1xTrap QCOMM00002
<b>Alarm text</b>	Service shutdown.
<b>Alarm level</b>	INFO - General information

**Trigger component**

Common components

**Problem description**

The requested service was shut down.

**Proposed Solution**

No corrective action is required.

---

**av1xTrap QCOMM00003**

**Alarm name**

av1xTrap QCOMM00003

**Alarm text**

Provider connected.

**Alarm level**

INFO - General information

**Trigger component**

Common components

**Problem description**

The administrator successfully connected the service provider to one-X Portal.

**Proposed Solution**

No corrective action is required.

---

**av1xTrap QCOMM00004**

**Alarm name**

av1xTrap QCOMM00004

**Alarm text**

Provider created.

**Alarm level**

INFO - General information

**Trigger component**

Common components

**Problem description**

The administrator successfully added the service provider to one-X Portal.

## Proposed Solution

No corrective action is required.

---

## av1xTrap QCOMM00005

<b>Alarm name</b>	av1xTrap QCOMM00005
<b>Alarm text</b>	Provider disconnected.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Common components

### Problem description

The service provider was disconnected from one-X Portal.

## Proposed Solution

No corrective action is required.

---

## av1xTrap QCOMM00006

<b>Alarm name</b>	av1xTrap QCOMM00006
<b>Alarm text</b>	Provider load.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Common components

### Problem description

The provider server configuration load for the service provider on one-X Portal is in progress.

## Proposed Solution

No corrective action is required.

---

## av1xTrap QCOMM00007

<b>Alarm name</b>	av1xTrap QCOMM00007
<b>Alarm text</b>	Provider resume.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Common components

### Problem description

The running of the service provider on one-X Portal has resumed. This alarm is initiated by the **Monitors** feature on the Administration application.

### Proposed Solution

No corrective action is required.

---

## av1xTrap QCOMM00008

<b>Alarm name</b>	av1xTrap QCOMM00008
<b>Alarm text</b>	Provider suspend.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Common components

### Problem description

The running of the service provider on one-X Portal was suspended. This alarm is initiated by the **Monitors** feature on the Administration application

### Proposed Solution

No corrective action is required.

---

## av1xTrap QCOMM00009

<b>Alarm name</b>	av1xTrap QCOMM00009
-------------------	---------------------

<b>Alarm text</b>	Provider shutdown.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Common components

**Problem description**

The administrator successfully shut down the service provider on one-X Portal.

**Proposed Solution**

No corrective action is required.

**av1xTrap QCOMM00010**

<b>Alarm name</b>	av1xTrap QCOMM00010
<b>Alarm text</b>	Interface started.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Common components

**Problem description**

The administrator has successfully started the interface to the service provider on one-X Portal.

**Proposed Solution**

No corrective action is required.

**av1xTrap QCOMM00011**

<b>Alarm name</b>	av1xTrap QCOMM00011
<b>Alarm text</b>	Interface shutdown.
<b>Alarm level</b>	INFO - General information

**Trigger component**

Common components

**Problem description**

Notification that the administrator successfully shut down the interface to the service provider on one-X Portal.

**Proposed Solution**

No corrective action is required.

---

## Conferencing Alarms

---

### av1xTrap QCONF00001

<b>Alarm name</b>	av1xTrap QCONF00001
<b>Alarm text</b>	Obtained Work Manager for Conferencing.
<b>Alarm level</b>	INFO - General Information
<b>Trigger component</b>	Conferencing Service

**Problem description**

Notification that the Conferencing Service successfully acquired the Work Manager.

**Proposed Solution**

No corrective action is required.

---

### av1xTrap QCONF00002

<b>Alarm name</b>	av1xTrap QCONF00002
<b>Alarm text</b>	Cleanup resources for user: {0}.
<b>Alarm level</b>	INFO - General Information

**Trigger component** Conferencing Service

**Problem description**

Notification that the Conferencing service cleanup resources on one-X Portal are available to the specified user ID.

**Proposed Solution**

No corrective action is required.

**av1xTrap QCONF00003**

**Alarm name** av1xTrap QCONF00003  
**Alarm text** Start resource: {0}.  
**Alarm level** INFO - General Information  
**Trigger component** Conferencing Service

**Problem description**

Notification that the Conferencing services resources on one-X Portal were successfully started for the specified user.

**Proposed Solution**

No corrective action is required.

**av1xTrap QCONF00004**

**Alarm name** av1xTrap QCONF00004  
**Alarm text** Stop resource: {0}.  
**Alarm level** INFO - General Information  
**Trigger component** Conferencing Service

**Problem description**

Notification that the Conferencing service resources on one-X Portal were successfully stopped for the specified user.

## Proposed Solution

No corrective action is required.

---

### av1xTrap QCONF00005

**Alarm name** av1xTrap QCONF00005

**Alarm text** No resource located for userid {0} - cannot associate participant {1}.

**Alarm level** WARNING - may impact system operation

**Trigger component** Conferencing Service

#### Problem description

The participant in the bridge conference is translated into the indicated user id, but the user id is not currently associated with the MX (Meeting Exchange) adapter on one-X Portal.

## Proposed Solution

Using the one-X Portal Administration application, associate the user with the Conferencing server.

---

### av1xTrap QCONF00006

**Alarm name** av1xTrap QCONF00006

**Alarm text** Exception on user identity assessment via User Service for {0} criteria: {1} - no association to participant is possible.

**Alarm level** ERROR - impacts system operation

**Trigger component** Conferencing Service

#### Problem description

An incoming participant to a bridge conference with a one-X Portal user using the specified criteria. No data will be available to this user if the user is logged in to one-X Portal.

The {0} in this message is the data used to retrieve the user identity and the {1} indicates how {0} was interpreted (ANI, PIN, moderator code).

## Proposed Solution

Check the criteria and make the appropriate changes. If the problem persists, contact Avaya Technical Support.

---

### av1xTrap QCONF00007

**Alarm name** av1xTrap QCONF00007

**Alarm text** Exception on user identity assessment via Contact Service - no association to participant is possible.

**Alarm level** ERROR - impacts system operation

**Trigger component** Conferencing Service

#### Problem description

Notification that the Conferencing service resource cannot be assigned to the specified user in the one-X Portal Contact Service.

## Proposed Solution

Determine if the connection to the Contact Service is disconnected and if it can be brought back online.

---

### av1xTrap QCONF00008

**Alarm name** av1xTrap QCONF00008

**Alarm text** Conference data conversion failed for [{0}]-possible bridge disconnection.

**Alarm level** ERROR - impacts system operation

**Trigger component** Conferencing Service

#### Problem description

Notification that data conversion for a bridge connection failed on [{0}], where [{0}] is the bridge that was disconnected, the Conferencing service, possibly because the bridge was disconnected on one-X Portal.

## Proposed Solution

Determine if the bridge connection is disconnected and if it can be brought back online.

---

### av1xTrap QCONF00009

<b>Alarm name</b>	av1xTrap QCONF00009
<b>Alarm text</b>	Invalid configuration <Conference server name> - review configuration and retry.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Conferencing Service

#### Problem description

One or more of the configuration settings on the specified Conferencing server contain invalid values.

## Proposed Solution

Check the settings, make the necessary changes, and retry the server.

---

### av1xTrap QCONF00010

<b>Alarm name</b>	av1xTrap QCONF00010
<b>Alarm text</b>	Participant data conversion failed <Conference server name> - possible bridge disconnection.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Conferencing Service

#### Problem description

Data conversion for a bridge conference failed on the specified Conferencing service, possibly because the bridge conference was disconnected on one-X Portal.

## Proposed Solution

Determine why the bridge was disconnected and make sure it can connect. Repeat the original operation.

---

### av1xTrap QCONF00011

<b>Alarm name</b>	av1xTrap QCONF00011
<b>Alarm text</b>	Bridge connection failed <Conference server name> - review configuration and retry.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Conferencing Service

#### Problem description

The bridge connection failed on the specified Conferencing service because one or more of the configuration settings on the Conferencing server contain invalid values.

## Proposed Solution

Check the settings, make the necessary changes, and retry the server.

---

### av1xTrap QCONF00012

<b>Alarm name</b>	av1xTrap QCONF00012
<b>Alarm text</b>	Participant failed to add to conference <conference id> - no data to participant <user id> is possible - gather logs for problem analysis.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Conferencing Service

#### Problem description

A user was identified, but this user could not be associated with the specified conference. Some possible reasons are lack of memory, bridge disconnection, and either the conference or the participant terminated before this operation could be completed.

## Proposed Solution

Check the log files for the conference to analyze the problem.

---

### av1xTrap QCONF00013

<b>Alarm name</b>	av1xTrap QCONF00013
<b>Alarm text</b>	Data conversion failed due to exception from Bridge <Conference server name> - possible bridge disconnection.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Conferencing Service

#### Problem description

An exception was received from the conference bridge causing a data conversion failure. This failure may have disconnected the bridge.

## Proposed Solution

Determine why the bridge disconnected and resolve this issue. If the bridge did not disconnect, inspect the log files to find out the reason for this failure.

---

### av1xTrap QCONF00014

<b>Alarm name</b>	av1xTrap QCONF00014
<b>Alarm text</b>	Resume of services failed <Conference server name> - review logs for reason and retry.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Conferencing Service

#### Problem description

An attempt to resume bridge conferencing services failed.

## Proposed Solution

Review the log files for the cause and retry to resume services.

---

### av1xTrap QCONF00015

**Alarm name** av1xTrap QCONF00015

**Alarm text** Suspend of services failed <Conference server name>  
- review logs for reason and retry.

**Alarm level** ERROR - impacts system operation

**Trigger component** Conferencing Service

#### Problem description

An attempt to suspend bridge conferencing services failed.

## Proposed Solution

Review the log files for the cause and retry to suspend services.

---

### av1xTrap QCONF00016

**Alarm name** av1xTrap QCONF00016

**Alarm text** Resource creation failed : userid x resourceid  
<resource id> mismatch.

**Alarm level** WARNING - may impact system operation

**Trigger component** Conferencing Service

#### Problem description

An attempt to create a conferencing resource failed. Possible reasons are lack of memory or the resource data is either corrupted or missing.

## Proposed Solution

Verify the availability of sufficient system memory. Verify the user configuration on the one-X Portal Administration application.

---

## av1xTrap QCONF00017

<b>Alarm name</b>	av1xTrap QCONF00017
<b>Alarm text</b>	ContactLog subscription failed.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Conferencing Service

### Problem description

The subscription of the Conferencing service to the ContactLog service failed.

### Proposed Solution

Inspect log files to determine the reason for this failure. Correct the problem and retry the operation.

---

## av1xTrap QCONF00018

<b>Alarm name</b>	av1xTrap QCONF00018
<b>Alarm text</b>	ContactLog posting failed.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Conferencing server

### Problem description

Conferencing services was unable to post to the ContactLog service.

### Proposed Solution

Inspect log files to determine the reason for this failure. Correct the problem and retry the operation.

---

## av1xTrap QCONF00019

<b>Alarm name</b>	av1xTrap QCONF00019
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**Alarm text**                    Contact Logging connection not possible; failure establishing channel (auto-retry in progress).

**Alarm level**                WARNING - may impact system operation

**Trigger component** Conferencing Service

**Problem description**

The Conferencing service connection to the ContactLog service is unavailable because there was a failure establishing the channel. The system continues to try to make the connection via auto-retry.

**Proposed Solution**

Inspect log files to determine the reason for this failure. Correct the problem and retry the operation.

**av1xTrap QCONF00020**

**Alarm name**                av1xTrap QCONF00020

**Alarm text**                Failed to obtain Work Manager (will proceed with ordinary threads)- gather logs, review WAS configuration and restart the service.

**Alarm level**                WARNING - may impact system operation

**Trigger component** Conferencing Service

**Problem description**

The Conferencing service could not acquire the Work Manager.

**Proposed Solution**

In the log files, check the WAS configuration and restart the service.

**av1xTrap QCONF00021**

**Alarm name**                av1xTrap QCONF00021

**Alarm text** Failed to start Work Item via Work Manager - gather logs, review WAS configuration and restart the service.

**Alarm level** WARNING - may impact system operation

**Trigger component** Conferencing Service

**Problem description**

The Conferencing service could not start the Work Item in the Work Manager.

**Proposed Solution**

In the log files, check the WAS configuration and restart the service.

---

## Voice Messaging Alarms

---

### av1xTrap QVMSG00002

**Alarm name** av1xTrap QVMSG00002

**Alarm text** Failure establishing connection with message store during client connection expansion - suspend/resume voice message provider server.

**Alarm level** ERROR - impacts system operation

**Trigger component** Voice Messaging server

**Problem description**

The Voice Messaging server failed to connect with the message store during a client connection expansion.

**Proposed Solution**

Stop and restart the Voice Messaging server.

---

## av1xTrap QVMSG00003

<b>Alarm name</b>	av1xTrap QVMSG00003
<b>Alarm text</b>	Message work directory <work directory name>.
<b>Alarm level</b>	INFO - General Information
<b>Trigger component</b>	Voice Messaging server

### Problem description

The name of the configured directory in which message parts will be temporarily stored for playback, display, etc.

### Proposed Solution

No corrective action is required.

---

## av1xTrap QVMSG00004

<b>Alarm name</b>	av1xTrap QVMSG00004
<b>Alarm text</b>	Creating message work directory at {0}.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Voice Messaging server

### Problem description

The actual location of the Voice Messaging service {0} created the work directory.

### Proposed Solution

No corrective action is required.

---

## av1xTrap QVMSG00005

<b>Alarm name</b>	av1xTrap QVMSG00005
-------------------	---------------------

**Alarm text** Loading configuration for voice message provider:  
{0} on {1}.

**Alarm level** INFO - General information

**Trigger component** Voice Messaging server

**Problem description**

The indicated configuration {0} is associated with the indicated provider {1}.

## Proposed Solution

No corrective action is required.

---

## av1xTrap QVMSG00006

**Alarm name** av1xTrap QVMSG00006

**Alarm text** Removing storage for temporary message parts.

**Alarm level** INFO - General information

**Trigger component** Voice Messaging server

**Problem description**

The Voice Messaging service is removing the temporary message part storage area.

## Proposed Solution

No corrective action is required.

---

## av1xTrap QVMSG00007

**Alarm name** av1xTrap QVMSG00007

**Alarm text** Successfully acquired Communication Messaging Work  
Manager.

**Alarm level** INFO - General information

**Trigger component** Voice Messaging server

### **Problem description**

The Voice Messaging server has successfully acquired the Work Manager application.

## **Proposed Solution**

No corrective action is required.

## **av1xTrap QVMSG00008**

**Alarm name** av1xTrap QVMSG00008

**Alarm text** Failure on ContactService data retrieval:{0}  
criteria:{1}.

**Alarm level** ERROR - impacts system operation

**Trigger component** Voice Messaging server

### **Problem description**

An attempt to retrieve the indicated data {0} from the Contact Service using the indicated criteria {1} failed.

## **Proposed Solution**

Assess if the indicated criteria {1} is viable from the Contact Service perspective and correct if necessary.

## **av1xTrap QVMSG00010**

**Alarm name** av1xTrap QVMSG00010

**Alarm text** Access not possible - check file/directory rights.

**Alarm level** ERROR - impacts system operation

**Trigger component** Voice Messaging server

### **Problem description**

An attempt to access the server failed because of lack of permissions.

## Proposed Solution

Get the required permissions from the System Administrator and try again.

---

### av1xTrap QVMSG00009

**Alarm name** av1xTrap QVMSG00009  
**Alarm text** INVALID SERVICE CONFIGURATION: no providers defined.  
**Alarm level** ERROR - impacts system operation  
**Trigger component** Voice Messaging server

#### Problem description

When configuring the Voice Messaging server for one-X Portal, there were no providers defined for the server.

## Proposed Solution

Using the one-X Portal Administration application, define providers for the Voice Messaging server.

---

### av1xTrap QVMSG00011

**Alarm name** av1xTrap QVMSG00011  
**Alarm text** Access to {0} was not possible - check file/directory rights.  
**Alarm level** ERROR - impacts system operation  
**Trigger component** Voice Messaging server

#### Problem description

The Voice Messaging server denied access to the specified file or directory.

## Proposed Solution

Give the Voice Messaging server permissions to access the specified file or directory.

---

## av1xTrap QVMSG00012

<b>Alarm name</b>	av1xTrap QVMSG00012
<b>Alarm text</b>	Message encoding/decoding error during [{0}] (message is mal-formed or removed while in transit).
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Voice Messaging server

### Problem description

There was an encoding or decoding error on the message while it was in transit and the message became distorted or lost.

### Proposed Solution

Check the log files to find the cause of this problem. Correct the problem and retry the operation.

---

## av1xTrap QVMSG00013

<b>Alarm name</b>	av1xTrap QVMSG00013
<b>Alarm text</b>	Unexpected exception on method:{0} for resourceid {1}.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Voice Messaging server

### Problem description

An attempt to perform the indicated operation (method) failed for the indicated resource.

### Proposed Solution

Check the logs files to find the cause of this problem. Correct the problem and retry the operation.

---

## av1xTrap QVMSG00014

<b>Alarm name</b>	av1xTrap QVMSG00014
<b>Alarm text</b>	Exceeded number of client connections to voice message provider: <provider name> - increase client connections. try again.
<b>Alarm level</b>	WARNING - may impact system operation
<b>Trigger component</b>	Voice Messaging server

### Problem description

The total number of client connections to the indicated Voice Messaging server is not sufficient to satisfy the total number of requests from the one-X Portal clients.

### Proposed Solution

In the Administration Web Client, select the **Services** tab. Then select the **Voice Messaging** option. Open the record for your Voice Messaging server and increase the number of client connections on the server.

---

## av1xTrap QVMSG00015

<b>Alarm name</b>	av1xTrap QVMSG00015
<b>Alarm text</b>	Failure on client connection release - gather logs and report problem.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Voice Messaging server

### Problem description

The system failed to successfully release a client connection to the Voice Messaging server.

### Proposed Solution

Collect the system log files that pertain to this issue and call Avaya Technical Support for assistance.

---

## av1xTrap QVMSG00016

<b>Alarm name</b>	av1xTrap QVMSG00016
<b>Alarm text</b>	Failure on client connection start - check: userid/ password for voice message provider and restart provider.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Voice Messaging server

### Problem description

The credentials to access the Voice Messaging service are incorrect.

### Proposed Solution

On the Administration Web Client, correct and reset the credentials for the Voice Messaging service.

---

## av1xTrap QVMSG00017

<b>Alarm name</b>	av1xTrap QVMSG00017
<b>Alarm text</b>	Unknown voice mail provider: (connection not possible via IMAP) - check: address/hostname, IMAP port enablement, firewalls.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Voice Messaging server

### Problem description

The system does not recognize the Voice Messaging server and this makes the IMAP connection not possible.

### Proposed Solution

Check the IP address and the host name parameters of the Voice Messaging server. Also check to make sure the IMAP port is enabled and that there are no issues with the firewall.

---

## av1xTrap QVMSG00018

<b>Alarm name</b>	av1xTrap QVMSG00018
<b>Alarm text</b>	Invalid provider configuration. incomplete or invalid IMAP configuration.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Voice Messaging server

### Problem description

The IMAP configuration for the Voice Messaging server is invalid, it is either incomplete or incorrect.

### Proposed Solution

Check the IMAP configuration for the Voice Messaging server and make sure all of the parameters are provided and correct.

---

## av1xTrap QVMSG00019

<b>Alarm name</b>	av1xTrap QVMSG00019
<b>Alarm text</b>	Timeout waiting for client connection; server might be too busy or insufficient client connections - increase client connections. try again.
<b>Alarm level</b>	WARNING - may impact system operation
<b>Trigger component</b>	Voice Messaging server

### Problem description

The Voice Messaging service timed out while attempting to satisfy a request from a one-X Portal client. The timeout is likely due to insufficient client connections, but it may also be related to network delays or the Voice Messaging service being too busy.

### Proposed Solution

The Voice Messaging service might not have enough client connections configured. Increase the number of client connections to the server and try again.

---

## av1xTrap QVMSG00020

<b>Alarm name</b>	av1xTrap QVMSG00020
<b>Alarm text</b>	Failed to obtain Work Manager (will proceed with ordinary threads) - gather logs, review WAS configuration, and restart service.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Voice Messaging server

### Problem description

The Voice Messaging server did not acquire the Work Manager.

### Proposed Solution

In the log files, check the WAS configuration and restart the service.

---

## av1xTrap QVMSG00021

<b>Alarm name</b>	av1xTrap QVMSG00021
<b>Alarm text</b>	Contact Logging connection not possible; failure establishing channel (auto-retry in progress).
<b>Alarm level</b>	WARNING - may impact system operation
<b>Trigger component</b>	Voice Messaging server

### Problem description

The connection to the ContactLog service is not available because there was a failure establishing the channel. The system continues to try to make the connection via auto-retry.

### Proposed Solution

Wait for the system to connect via auto-retry.

---

## av1xTrap QVMSG00022

<b>Alarm name</b>	av1xTrap QVMSG00022
<b>Alarm text</b>	ContactLog posting failed for user.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Voice Messaging server

### Problem description

The Voice Messaging server could not post the user to the ContactLog.

### Proposed Solution

Check the log files to find the cause of the failure. Correct the problem and retry the operation.

---

## av1xTrap QVMSG00023

<b>Alarm name</b>	av1xTrap QVMSG00023
<b>Alarm text</b>	Unexpected exception from voice message provider - gather logs and report problem.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Voice Messaging server

### Problem description

Avaya one-X Portal returned an unexpected exception from the Voice Message server.

### Proposed Solution

Collect the system log files that pertain to this issue and call Avaya Technical Support for assistance.

---

## Contact Logging Alarms

---

### av1xTrap QCLOG00001

<b>Alarm name</b>	av1xTrap QCLOG00001
<b>Alarm text</b>	ContactLogger channel started.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Contact Logger Service

#### **Problem description**

The Contact Logger service channel started up.

#### **Proposed Solution**

No corrective action is required.

---

### av1xTrap QCLOG00002

<b>Alarm name</b>	av1xTrap QCLOG00002
<b>Alarm text</b>	ContactLogger channel stopped.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Contact Logger Service

#### **Problem description**

The Contact Logger service channel stopped running.

#### **Proposed Solution**

No corrective action is required.

---

## av1xTrap QCLOG00003

**Alarm name** av1xTrap QCLOG00003  
**Alarm text** Successfully obtained reference to CoreWorkManager.  
**Alarm level** INFO - General information  
**Trigger component** Contact Logger Service

### Problem description

The Contact Logger service successfully acquired a reference to the Work Manager.

### Proposed Solution

No corrective action is required.

---

## av1xTrap QCLOG00004

**Alarm name** av1xTrap QCLOG00004  
**Alarm text** Database failure during Contact Log insert.  
**Alarm level** ERROR - impacts system operation  
**Trigger component** Contact Logger Service

### Problem description

The database failed or communication to the database failed while the service was attempting to insert a record.

### Proposed Solution

Determine if the database is running if access is possible.

---

## av1xTrap QCLOG00005

**Alarm name** av1xTrap QCLOG00005

<b>Alarm text</b>	Database failure during Contact Log deletion.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Contact Logger Service

### Problem description

The database failed or communication to the database failed while the Contact Logger service was attempting to remove a record.

## Proposed Solution

Retrieve the log files to find the cause of the failure. If needed, contact the database administrator and/or Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

## av1xTrap QCLOG00006

<b>Alarm name</b>	av1xTrap QCLOG00006
<b>Alarm text</b>	Database failure during Contact Log update.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Contact Logger Service

### Problem description

The database failed or communication to the database failed while the Contact Logger service was attempting to update a record.

## Proposed Solution

Retrieve the log files to find the cause of the failure. If needed, contact the database administrator and/or Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

## av1xTrap QCLOG00007

<b>Alarm name</b>	av1xTrap QCLOG00007
<b>Alarm text</b>	Database failure during Contact Log retrieval.

**Alarm level** ERROR - impacts system operation

**Trigger component** Contact Logger Service

**Problem description**

The database failed or communication to the database failed while the Contact Logger service was attempting to retrieve a record.

**Proposed Solution**

Retrieve the log files to find the cause of the failure. If needed, contact the database administrator and/or Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

**av1xTrap QCLOG00008**

**Alarm name** av1xTrap QCLOG00008

**Alarm text** Failed to obtain WorkManager using ordinary threads.

**Alarm level** INFO - General information

**Trigger component** Contact Logger Service

**Problem description**

The Contact Logger service did not acquire a reference to Work Manager using ordinary threads.

**Proposed Solution**

No corrective action is required.

---

**av1xTrap QCLOG00009**

**Alarm name** av1xTrap QCLOG00009

**Alarm text** Failure obtaining ContactLogger DB trim transaction size.

**Alarm level** WARNING - may impact system operation

**Trigger component** Contact Logger Service

### **Problem description**

The Contact Logger service failed while attempting to obtain the Contact Logger database trim transaction size.

## **Proposed Solution**

Retrieve the log files to find the cause of the failure. If needed, contact the database administrator and/or Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

## **av1xTrap QCLOG00010**

**Alarm name** av1xTrap QCLOG00010

**Alarm text** Failure obtaining ContactLogger DB trim pause value.

**Alarm level** INFO - General information

**Trigger component** Contact Logger Service

### **Problem description**

The Contact Logger service failed while getting the Contact Logger database trim pause values.

## **Proposed Solution**

No corrective action is required.

---

## **av1xTrap QCLOG00011**

**Alarm name** av1xTrap QCLOG00011

**Alarm text** Failure writing ContactLogger DB trim transaction size.

**Alarm level** WARNING - may impact system operation

**Trigger component** Contact Logger Service

**Problem description**

The Contact Logger service failed while attempting to write the Contact Logger trim transaction size to the database.

**Proposed Solution**

Retrieve the log files to find the cause of the failure. If needed, contact the database administrator and/or Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

**av1xTrap QCLOG00012**

**Alarm name** av1xTrap QCLOG00012  
**Alarm text** Failure writing ContactLogger DB trim pause value.  
**Alarm level** WARNING - may impact system operation  
**Trigger component** Contact Logger Service

**Problem description**

The Contact Logger service failed while attempting to write the Contact Logger trim pause value to the database.

**Proposed Solution**

Retrieve the log files to find the cause of the failure. If needed, contact the database administrator and/or Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

**av1xTrap QCLOG00013**

**Alarm name** av1xTrap QCLOG00013  
**Alarm text** Failure acquiring Admin Interface to System Service.  
**Alarm level** WARNING - may impact system operation

**Trigger component** Contact Logger Service

**Problem description**

The Contact Logger service failed to communicate with System Service.

**Proposed Solution**

The Contact Logger service will operate using the default values for data which are coming from System Service. Restart one-X Portal when possible.

**av1xTrap DCLOG01001**

<b>Alarm name</b>	av1xTrap DCLOG01001
<b>Alarm text</b>	Contact Logger DB cleanup started.
<b>Alarm level</b>	INFO - general information
<b>Trigger component</b>	Contact Logger Service

**Problem description**

The Contact Log Cleanup function has started to run.

**Proposed Solution**

No corrective action is required.

**av1xTrap DCLOG01002**

<b>Alarm name</b>	av1xTrap DCLOG01002
<b>Alarm text</b>	Contact Logger DB cleanup done.
<b>Alarm level</b>	INFO - general information
<b>Trigger component</b>	Contact Logger Service

**Problem description**

The Contact Log Cleanup function has completed its tasks.

## Proposed Solution

No corrective action is required.

---

### av1xTrap DCLOG01901

<b>Alarm name</b>	av1xTrap DCLOG01901
<b>Alarm text</b>	Contact Logger DB cleanup failed.
<b>Alarm level</b>	WARNING - may impact system operation
<b>Trigger component</b>	Contact Logger Service

#### Problem description

The Contact Log Cleanup function failed to successfully complete its tasks.

## Proposed Solution

Retrieve the log files to find the cause of the failure. If needed, contact the database administrator and/or Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

## Modular Messaging Alarms

---

### av1xTrap QMMLD00001

<b>Alarm name</b>	av1xTrap QMMLD00001
<b>Alarm text</b>	Resolution failed on ContactService data retrieval.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Modular Messaging Synchronization

#### Problem description

An attempt to locate a Contact Info via Contact service using the indicated data criteria failed during data retrieval.

## Proposed Solution

Assess if the indicated data and criteria should have been resolved and adjust the user data so the next synchronization will be successful.

---

### av1xTrap QMMLD00002

<b>Alarm name</b>	av1xTrap QMMLD00002
<b>Alarm text</b>	Resolution failed on UserService data retrieval.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Modular Messaging Synchronization

#### Problem description

An attempt to locate a Contact Info via User service using the indicated data criteria failed during data retrieval.

## Proposed Solution

Assess if the indicated data and criteria should have been resolved and adjust the user data so the next synchronization will be successful.

---

### av1xTrap QMMLD00003

<b>Alarm name</b>	av1xTrap QMMLD00003
<b>Alarm text</b>	Exception on Contact Service for{0} criteria:{1}.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Modular Messaging Synchronization

#### Problem description

The Modular Messaging synchronization process failed when accessing Contact Service using the indicated data and criteria.

## Proposed Solution

Assess if the indicated data and criteria should have been resolved and adjust the user data so the next synchronization will be successful.

---

### av1xTrap QMMLD00004

<b>Alarm name</b>	av1xTrap QMMLD00004
<b>Alarm text</b>	Access to MM LDAP store failed with exception.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Modular Messaging Synchronization

#### Problem description

The synchronization process to the selected Modular Messaging server failed.

## Proposed Solution

Check the log files for the cause of the failure. Correct the problem and retry the operation.

---

### av1xTrap QMMLD00005

<b>Alarm name</b>	av1xTrap QMMLD00005
<b>Alarm text</b>	Update to ContactService with MM LDAP email handle failed for {0} resolution {1}.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Modular Messaging Synchronization

#### Problem description

The synchronization process failed to update the Contact service with the indicated Modular Messaging email handle.

## Proposed Solution

Check the log files for the cause of the failure. Correct the problem and retry the operation.

---

## av1xTrap QMMLD00006

<b>Alarm name</b>	av1xTrap QMMLD00006
<b>Alarm text</b>	Failure during System Interface load for {0} - service is probably not running (check and retry).
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Modular Messaging Synchronization

### Problem description

The synchronization process failed during the indicated interface load. Typically, this occurs because the indicated service is not running.

### Proposed Solution

Check the service and start it if it is not running. Retry the system interface load.

---

## av1xTrap DMMLD01001

<b>Alarm name</b>	av1xTrap DMMLD01001
<b>Alarm text</b>	MM LDAP loader - Scheduler task: started
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Modular Messaging Synchronization

### Problem description

The scheduler task started on the Modular Messaging LDAP loader.

### Proposed Solution

No corrective action is required.

---

## av1xTrap DMMLD01002

<b>Alarm name</b>	av1xTrap DMMLD01002
-------------------	---------------------

**Alarm text** MM LDAP loader - Scheduler task: ended : result={0}{1}.

**Alarm level** INFO - General information

**Trigger component** Modular Messaging Synchronization

**Problem description**

The scheduler task ended on the Modular Messaging LDAP loader with these results.

**Proposed Solution**

No corrective action is required.

---

**av1xTrap DMMLD01003**

**Alarm name** av1xTrap DMMLD01003

**Alarm text** MM LDAP loader - server {0}:started.

**Alarm level** INFO - General information

**Trigger component** Modular Messaging Synchronization

**Problem description**

The Modular Messaging synchronization process to the indicated server has started.

**Proposed Solution**

No corrective action is required.

---

**av1xTrap DMMLD01004**

**Alarm name** av1xTrap DMMLD01004

**Alarm text** MM LDAP loader - server {0}: ended: processed {1} records.

**Alarm level** INFO - General information

**Trigger component** Modular Messaging Synchronization

### **Problem description**

The Modular Messaging synchronization process terminated with the indicated results.

## **Proposed Solution**

No corrective action is required.

---

## **av1xTrap DMMLD08001**

**Alarm name** av1xTrap DMMLD08001

**Alarm text** Resolution failed on ContactService retrieval:{0}  
criteria:{1}.

**Alarm level** WARNING - may impact system operation

**Trigger component** Modular Messaging Synchronization

### **Problem description**

The Modular Messaging synchronization failed to retrieve data from the Contact Service using the indicated data and criteria.

## **Proposed Solution**

Verify the data in Contact Service and/or Active Directory is correct. Adjust the data to ensure future synchronization processes will be successful.

---

## **av1xTrap DMMLD08002**

**Alarm name** av1xTrap DMMLD08002

**Alarm text** Resolution failed on UserService data retrieval:{0}  
criteria:{1}.

**Alarm level** WARNING - may impact system operation

**Trigger component** Modular Messaging Synchronization

**Problem description**

The Modular Messaging synchronization failed to retrieve data from the User Service using the indicated data and criteria.

**Proposed Solution**

Verify the data in User Service and/or Active Directory is correct. Adjust the data to ensure future synchronization processes will be successful.

---

**av1xTrap DMMLD08003**

**Alarm name** av1xTrap DMMLD08003

**Alarm text** Exception on Contact Service for {0} criteria: {1}.

**Alarm level** ERROR - impacts system operation

**Trigger component** Modular Messaging Synchronization

**Problem description**

An unexpected error is returned when accessing the Contact Service using the indicated criteria.

**Proposed Solution**

Verify the data in Contact Service and/or Active Directory is correct. Adjust the data to ensure future synchronization processes will be successful.

---

**Telephony Alarms**

---

**av1xTrap QTELE00001**

**Alarm name** av1xTrap QTELE00001

**Alarm text** Invalid value for property on provider.

<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Telephony Server

**Problem description**

The administrator entered an invalid value when configuring Communication Manager for the Telephony server.

**Proposed Solution**

In the Administration application, go to the **Server** administration page and click **Test** to validate the information and get additional information about the expected values. Update the provider values accordingly.

---

**av1xTrap QTELE00002**

<b>Alarm name</b>	av1xTrap QTELE00002
<b>Alarm text</b>	Unable to start provider.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Telephony Server

**Problem description**

The administrator cannot start the Telephony server.

**Proposed Solution**

In the Administration application, go to the **Server** administration page and click **Test** to for more diagnostic information. Restart the application and if the problem persists, contact Avaya Technical Support.

---

**av1xTrap QTELE00003**

<b>Alarm name</b>	av1xTrap QTELE00003
<b>Alarm text</b>	Detected problems trying to notify user.
<b>Alarm level</b>	ERROR - impacts system operation

**Trigger component**      Telephony Server

**Problem description**

The Telephony server detected problems when it tried to send a notification to the user.

**Proposed Solution**

Contact Avaya Technical Support

---

**av1xTrap QTELE00004**

**Alarm name**                      av1xTrap QTELE00004

**Alarm text**                        Invalid configuration of the provider.

**Alarm level**                        ERROR - impacts system operation

**Trigger component**              Telephony Server

**Problem description**

The Telephony server is not configured properly for one-X Portal.

**Proposed Solution**

In the Administration application, go to the **Server** administration page and click **Test** to validate the information and get additional information about the expected values.

---

**av1xTrap QTELE00005**

**Alarm name**                      av1xTrap QTELE00005

**Alarm text**                        Unable to find Contact Service system channel.

**Alarm level**                        ERROR - impacts system operation

**Trigger component**              Telephony Server

**Problem description**

The Telephony server cannot locate the Contact Service system channel on one-X Portal.

## Proposed Solution

Contact Avaya Support

---

## Service Framework Alarms

---

### av1xTrap QSVFW00001

<b>Alarm name</b>	av1xTrap QSVFW00001
<b>Alarm text</b>	Starting service.
<b>Alarm level</b>	INFO - General Information
<b>Trigger component</b>	Service Framework

#### Problem description

Avaya one-X Portal is starting the selected service.

## Proposed Solution

No corrective action is required.

---

### av1xTrap QSVFW00002

<b>Alarm name</b>	av1xTrap QSVFW00002
<b>Alarm text</b>	Shutting down service.
<b>Alarm level</b>	INFO - General Information
<b>Trigger component</b>	Service Framework

#### Problem description

Avaya one-X Portal is stopping the selected service.

## Proposed Solution

No corrective action is required.

---

### av1xTrap QSVFW00003

<b>Alarm name</b>	av1xTrap QSVFW00003
<b>Alarm text</b>	Install adapter complete.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Service Framework

#### Problem description

Avaya one-X Portal successfully installed the selected adapter.

## Proposed Solution

No corrective action is required.

---

### av1xTrap QSVFW00004

<b>Alarm name</b>	av1xTrap QSVFW00004
<b>Alarm text</b>	Completely started adapter.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Service Framework

#### Problem description

Avaya one-X Portal successfully started the selected adapter.

## Proposed Solution

No corrective action is required.

---

## av1xTrap QSVFW00005

<b>Alarm name</b>	av1xTrap QSVFW00005
<b>Alarm text</b>	Updating adapter record version identifier for bug fix.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Service Framework

### Problem description

Avaya one-X Portal is updating the record version of the selected adapter to fix a defect.

### Proposed Solution

No corrective action is required.

---

## av1xTrap QSVFW00006

<b>Alarm name</b>	av1xTrap QSVFW00006
<b>Alarm text</b>	New adapter-related records being written to the database.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Service Framework

### Problem description

Avaya one-X Portal is writing new records for the selected adapter to the database.

### Proposed Solution

No corrective action is required.

---

## av1xTrap QSVFW00007

<b>Alarm name</b>	av1xTrap QSVFW00007
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**Alarm text** Core WAR shutting down with adapters still running.  
**Alarm level** ERROR - impacts system operation  
**Trigger component** Service Framework

**Problem description**

Avaya one-X Portal is shutting down the Core WAR while some adapters are still running. This can happen if a user tries to use the WebSphere Administration Console to stop Core WAR. Under normal conditions, this should never happen.

**Proposed Solution**

Restart the entire one-X Portal application server because restarting the Core WAR with other adapters running is not supported.

---

**av1xTrap QSVFW00008**

**Alarm name** av1xTrap QSVFW00008  
**Alarm text** Database down.  
**Alarm level** INFO - General Information  
**Trigger component** Service Framework

**Problem description**

The Avaya one-X Portal database is not currently running.

**Proposed Solution**

If you require access to the one-X Portal database, contact the local database administrator.

---

**av1xTrap QSVFW00009**

**Alarm name** av1xTrap QSVFW00009  
**Alarm text** Database up.  
**Alarm level** INFO - General Information

**Trigger component** Service Framework

**Problem description**

The Avaya one-X Portal database is up and running.

**Proposed Solution**

No corrective action is required.

**av1xTrap DSVFW00049**

**Alarm name** av1xTrap DSVFW00049  
**Alarm text** Service Down (threadpool is filled up).  
**Alarm level** ERROR - impacts system operation  
**Trigger component** Service Framework

**Problem description**

The specified Avaya one-X Portal service is not running because the thread pool has reached its capacity.

**Proposed Solution**

Retrieve the log files to find the cause of the failure. If needed, contact the database administrator and/or Avaya Technical Support for assistance. Correct the problem and retry the operation.

**av1xTrap DSVFW00050**

**Alarm name** av1xTrap QSVFW00050  
**Alarm text** Service Up.  
**Alarm level** INFO - General information  
**Trigger component** Service Framework

**Problem description**

The specified Avaya one-X Portal service is up and running.

## Proposed Solution

No corrective action is required.

---

## User Alarms

---

### av1xTrap QUSER00010

<b>Alarm name</b>	av1xTrap QUSER00010
<b>Alarm text</b>	Cannot register with Directory Service for synchronization.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	User Service

#### Problem description

The User service is unable to access a critical component This may cause some operations to fail or produce incorrect results.

## Proposed Solution

Check the log files for errors that contributed to the problem. Call Avaya Technical Support.

---

### av1xTrap QUSER00001

<b>Alarm name</b>	av1xTrap QUSER00001
<b>Alarm text</b>	User Service incremental synchronization results: 87 users checked, <#> users modified, <#> users moved, <#> users marked for deletion, <#> users deleted, <#> database errors.
<b>Alarm level</b>	INFO - General information

**Trigger component** User Service

### Problem description

A summary of the changes made to the provisioned users during an Enterprise Directory synchronization including:

- Users checked - number of users found in the Enterprise Directory.
- Users modified - number of user records that were updated.
- User moved - number of users whose group assignment was changed.
- User marked for deletion - number of users who have been identified as being removed but whose record is not yet deleted.
- Users deleted - number of user records, previously marked for deletion, which were deleted.
- Database errors - number of errors encountered during database reads or updates.

### Proposed Solution

No corrective action is required.

---

## av1xTrap QUSER00002

<b>Alarm name</b>	av1xTrap QUSER00002
<b>Alarm text</b>	Invalid property metadata.
<b>Alarm level</b>	WARNING - may impact system operation
<b>Trigger component</b>	User Service

### Problem description

An invalid property description record was found in the database.

### Proposed Solution

Property description records are created at installation time and should always be valid. If this error occurs after installing one-X Portal, contact Avaya Technical Support. If this error occurs later, the record may have been tampered with or corrupted and it must be restored.

---

## av1xTrap QUSER00003

<b>Alarm name</b>	av1xTrap QUSER00003
<b>Alarm text</b>	Cannot schedule work.
<b>Alarm level</b>	WARNING - may impact system operation
<b>Trigger component</b>	User Service

### Problem description

An important task could not be executed because of an error scheduling the task with the Work Manager.

### Proposed Solution

Check the log files for errors that contributed to this problem.

---

## av1xTrap QUSER00004

<b>Alarm name</b>	av1xTrap QUSER00004
<b>Alarm text</b>	Unhandled Exception in work task.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	User Service

### Problem description

There was an unexpected error in a work task.

### Proposed Solution

Contact Avaya Technical Support

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## av1xTrap QUSER00005

<b>Alarm name</b>	av1xTrap QUSER00005
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**Alarm text**                Cannot obtain criteria for group synchronization; no group assignments will be made.

**Alarm level**              ERROR - impacts system operation

**Trigger component**    User Service

**Problem description**

The User Service encountered an unexpected error from the database.

## Proposed Solution

Check the log files for errors that contributed to the problem.

---

## av1xTrap QUSER00006

**Alarm name**                av1xTrap QUSER00006

**Alarm text**                 Cannot update user during synchronization.

**Alarm level**                ERROR - impacts system operation

**Trigger component**    User Service

**Problem description**

The User service encountered an unexpected error reading or updating the database.

## Proposed Solution

Check the log files for errors that contributed to the problem.

---

## av1xTrap QUSER00007

**Alarm name**                av1xTrap QUSER00007

**Alarm text**                 Cannot obtain users marked for deletion.

**Alarm level**                INFO - General information

**Trigger component**      User Service

**Problem description**

The selected user record was marked for deletion in the User Service synchronization. The administrator cannot access a user record that is marked for deletion.

**Proposed Solution**

No corrective action is required.

---

**av1xTrap QUSER00008**

**Alarm name**                      av1xTrap QUSER00008  
**Alarm text**                        Cannot create work manager.  
**Alarm level**                        ERROR - impacts system operation  
**Trigger component**                User Service

**Problem description**

The User service cannot create the Work Manager for executing asynchronous work tasks.

**Proposed Solution**

Check the log files for errors that contributed to the problem. Call Avaya Technical Support.

---

**av1xTrap QUSER00009**

**Alarm name**                      av1xTrap QUSER00009  
**Alarm text**                        Cannot obtain channel to System Service.  
**Alarm level**                        XXX  
**Trigger component**                User Service

**Problem description**

The User service is unable to access a critical component This may cause some operations to fail or produce incorrect results.

## Proposed Solution

Check the log files for errors that contributed to the problem. Call Avaya Technical Support.

---

### av1xTrap DUSER00106

<b>Alarm name</b>	av1xTrap DUSER00106
<b>Alarm text</b>	The maximum number of failed login attempts has occurred for user.
<b>Alarm level</b>	ERROR - impacts system access
<b>Trigger component</b>	User Service

#### Problem description

A user failed to enter the correct login information after the allowed number of attempts.

## Proposed Solution

Get the correct login id and password for the user and try again.

---

### av1xTrap DUSER00107

<b>Alarm name</b>	av1xTrap DUSER00107
<b>Alarm text</b>	A login attempt by user {x} has failed.
<b>Alarm level</b>	ERROR - impacts system access
<b>Trigger component</b>	User Service

#### Problem description

The specified user failed to successfully login to the system.

## Proposed Solution

Validate the user's login id and password and try again.

---

## Statistics Alarms

---

### av1xTrap DSTAT00001

<b>Alarm name</b>	av1xTrap DSTAT00001
<b>Alarm text</b>	Statistic Service Started.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Statistics Service

#### **Problem description**

The Statistics Service started successfully on one-X Portal.

### **Proposed Solution**

No corrective action is required.

---

### av1xTrap DSTAT00002

<b>Alarm name</b>	av1xTrap DSTAT00002
<b>Alarm text</b>	Statistic Service Stopped.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Statistics Service

#### **Problem description**

The Statistics Service stopped successfully on one-X Portal.

### **Proposed Solution**

No corrective action is required.

---

## av1xTrap DSTAT00003

<b>Alarm name</b>	av1xTrap DSTAT00003
<b>Alarm text</b>	Scheduler task to trim performance statistics completed successfully. {0}Records deleted.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Statistics Service

### Problem description

The Scheduler successfully deleted the reported {0} number of performance statistics records from the one-X Portal database. All records older than the configured retention time are trimmed.

### Proposed Solution

No corrective action is required.

---

## av1xTrap DSTAT00004

<b>Alarm name</b>	av1xTrap DSTAT00004
<b>Alarm text</b>	Scheduler task to trim Feature usage statistics completed successfully. {0}Records deleted.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Statistics Service

### Problem description

The Scheduler successfully deleted the reported number {0} of feature usage statistics records from the one-X Portal database. All records older than the configured retention time are trimmed.

### Proposed Solution

No corrective action is required.

---

## av1xTrap DSTAT00005

<b>Alarm name</b>	av1xTrap DSTAT00005
<b>Alarm text</b>	Scheduler task to trim Performance statistics records failed.
<b>Alarm level</b>	WARNING - may impact system operation
<b>Trigger component</b>	Statistics Service

### Problem description

The Scheduler was unable to delete performance statistics records from the one-X Portal database.

### Proposed Solution

Check the log files to find the reason for the failure. Performance statistics records can also be directly deleted from the database if the table gets too big and trim cannot be performed using the **Scheduler**.

---

## av1xTrap DSTAT00006

<b>Alarm name</b>	av1xTrap DSTAT00006
<b>Alarm text</b>	Scheduler task to trim Feature usage statistics records failed.
<b>Alarm level</b>	WARNING - may impact system operation
<b>Trigger component</b>	Statistics Service

### Problem description

The Scheduler was unable to delete feature usage statistics from the one-X Portal database.

### Proposed Solution

Check the log files to find the reason for the failure. Feature usage statistics records can also be directly deleted from the database if the table gets too big and trim cannot be performed using the **Scheduler**.

---

## av1xTrap DSTAT00007

<b>Alarm name</b>	av1xTrap DSTAT00007
<b>Alarm text</b>	Cannot access Statistics system configuration. Using defaults.
<b>Alarm level</b>	WARNING - may impact system operation
<b>Trigger component</b>	Statistics Service

### Problem description

The Statistics Service could not obtain system configuration from the one-X Portal database. It is using default values for the service configuration.

### Proposed Solution

Check to make sure the database is available.

---

## Active Directory Alarms

---

### av1xTrap QDIRS00001

<b>Alarm name</b>	av1xTrap QDIRS00001
<b>Alarm text</b>	Could not establish connection to the LDAP server.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Active Directory Server

### Problem description

The Active Directory server could not establish a connection to the LDAP server.

### Proposed Solution

Retrieve the log files to find the cause of the failure. If needed contact Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

## av1xTrap QDIRS00002

<b>Alarm name</b>	av1xTrap QDIRS00002
<b>Alarm text</b>	Error during communication with the LDAP server.
<b>Alarm level</b>	WARNING - may impact system operation
<b>Trigger component</b>	Active Directory Server

### Problem description

The Active Directory server received an error while it was communicating with the LDAP server.

### Proposed Solution

Retrieve the log files to find the cause of the error.

---

## av1xTrap QDIRS00003

<b>Alarm name</b>	av1xTrap QDIRS00003
<b>Alarm text</b>	User Identity Server not available or disabled.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Active Directory Server

### Problem description

The User Identity server is either unavailable to the Active Directory server or it is not running.

### Proposed Solution

Retrieve the log files to find the cause of the problem. If needed contact Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

## av1xTrap QDIRS00004

<b>Alarm name</b>	av1xTrap QDIRS00004
-------------------	---------------------

**Alarm text** No Enterprise User Store Server available or disabled.

**Alarm level** ERROR - impacts system operation

**Trigger component** Active Directory Server

### Problem description

The Enterprise User Store server is either unavailable to the Active Directory server or it is not running.

## Proposed Solution

Retrieve the log files to find the cause of the problem. If needed contact Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

## av1xTrap QDIRS00005

**Alarm name** av1xTrap QDIRS00005

**Alarm text** Server is not known to the system or misconfigured.

**Alarm level** ERROR - impacts system operation

**Trigger component** Active Directory Server

### Problem description

The server that the Active Directory server is attempting to contact is either not installed on the system or it is not configured properly on the system.

## Proposed Solution

Retrieve the log files to find the cause of the problem. If needed contact Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

## av1xTrap QDIRS00006

**Alarm name** av1xTrap QDIRS00006

**Alarm text** Server is in the disabled state.

**Alarm level** ERROR - impacts system operation

**Trigger component** Active Directory Server

**Problem description**

The server that the Active Directory server is attempting to contact is disabled on the system.

**Proposed Solution**

Retrieve the log files to find the cause of the problem. If needed contact Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

**av1xTrap QDIRS00007**

**Alarm name** av1xTrap QDIRS00007

**Alarm text** Security Domain Primary Server not available or disabled.

**Alarm level** ERROR - impacts system operation

**Trigger component** Active Directory Server

**Problem description**

The Security Domain Primary server that the Active Directory server is attempting to contact is either not available to the Active Directory server or it is disabled on the system.

**Proposed Solution**

Retrieve the log files to find the cause of the problem. If needed contact Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

**av1xTrap QDIRS00008**

**Alarm name** av1xTrap QDIRS00008

**Alarm text** Directory Synchronization Task failed.

**Alarm level** ERROR - impacts system operation

**Trigger component**      Active Directory Server

### **Problem description**

The Enterprise Directory Synchronization between the Active Directory server and the one-X Portal database failed to complete.

## **Proposed Solution**

Retrieve the log files to find the cause of the failure. If needed contact Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

## **av1xTrap DDIRS00322**

**Alarm name**              av1xTrap DDIRS00322  
**Alarm text**                Directory Synchronization Task succeeded.  
**Alarm level**                INFO - General information  
**Trigger component**      Active Directory Server

### **Problem description**

The Enterprise Directory Synchronization between the Active Directory server and the one-X Portal database was successfully completed.

## **Proposed Solution**

No corrective action is required.

---

## **Contact Service Alarms**

---

## **av1xTrap DCONS00405**

**Alarm name**              av1xTrap DCON00405  
**Alarm text**                Startup failed. Could not schedule new Work.

**Alarm level** ERROR - impacts system operation

**Trigger component** Contact Service

**Problem description**

The Contact Service failed to start because it could not schedule new work.

**Proposed Solution**

Retrieve the log files to find the cause of the failure. If needed contact Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

**av1xTrap DCONS00401**

**Alarm name** av1xTrap DCON00401

**Alarm text** Startup failed. Could not connect to User Service.

**Alarm level** ERROR - impacts system operation

**Trigger component** Contact Service

**Problem description**

The Contact Service failed to start because it could not connect to the User Service.

**Proposed Solution**

Retrieve the log files to find the cause of the failure. If needed contact Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

**av1xTrap DCONS00402**

**Alarm name** av1xTrap DCON00402

**Alarm text** Startup failed. Could not connect to Directory Service.

**Alarm level** ERROR - impacts system operation

**Trigger component** Contact Service

### **Problem description**

The Contact Service failed to start because it could not connect to the Directory Service.

## **Proposed Solution**

Retrieve the log files to find the cause of the failure. If needed contact Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

## **av1xTrap DCONS00403**

**Alarm name** av1xTrap DCON00403

**Alarm text** Startup failed. Could not register at Directory Service.

**Alarm level** ERROR - impacts system operation

**Trigger component** Contact Service

### **Problem description**

The Contact Service failed to start because it could not register at the Directory Service.

## **Proposed Solution**

Retrieve the log files to find the cause of the failure. If needed contact Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

## **av1xTrap DCONS00404**

**Alarm name** av1xTrap DCON00404

**Alarm text** Startup failed. Could not create WorkManager.

**Alarm level** ERROR - impacts system operation

**Trigger component** Contact Service

### **Problem description**

The Contact Service failed to start because it could not create a Work Manager.

## Proposed Solution

Retrieve the log files to find the cause of the failure. If needed contact Avaya Technical Support for assistance. Correct the problem and retry the operation.

---

### av1xTrap DCONS00406

<b>Alarm name</b>	av1xTrap DCON00406
<b>Alarm text</b>	Update VoicemailHandles successful.
<b>Alarm level</b>	INFO - General Information
<b>Trigger component</b>	Contact Service

#### Problem description

The Contact Service successfully updated the specified voice mail server names.

## Proposed Solution

No corrective action is required.

---

### av1xTrap DCONS00407

<b>Alarm name</b>	av1xTrap DCON00407
<b>Alarm text</b>	Update VoicemailHandles failed.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Contact Service

#### Problem description

The Contact Service failed to update the specified voice mail server names.

## Proposed Solution

Inspect log files to determine the reason for this failure. Correct the problem and retry the operation.

---

## Database Backup Alarms

---

### av1xTrap DDBBU00001

<b>Alarm name</b>	av1xTrap DDBBU00001
<b>Alarm text</b>	Database backup about to start.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Database Backup

#### Problem description

The Database Backup task is starting. The database is unavailable until the backup is completed.

#### Proposed Solution

No corrective action is required.

---

### av1xTrap DDBBU00002

<b>Alarm name</b>	av1xTrap DDBBU00002
<b>Alarm text</b>	Database backup completed successfully.
<b>Alarm level</b>	INFO - General information
<b>Trigger component</b>	Database Backup

#### Problem description

The Database Backup task has successfully completed. The database is now unavailable again.

#### Proposed Solution

No corrective action is required.

---

## av1xTrap DDBBU00003

<b>Alarm name</b>	av1xTrap DDBBU00003
<b>Alarm text</b>	Database backup failure message including return code and error text.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Database Backup

### Problem description

The Database Backup task failed. This message includes the return code and error information about the failure.

### Proposed Solution

Use the return code and error information to determine the cause of the failure. Contact the database administrator or Avaya Technical Support if necessary.

---

## av1xTrap DDBBU00004

<b>Alarm name</b>	av1xTrap DDBBU00004
<b>Alarm text</b>	Database backup failed.
<b>Alarm level</b>	ERROR - impacts system operation
<b>Trigger component</b>	Database Backup

### Problem description

The Database Backup task failed.

### Proposed Solution

Notify the database administrator.

# Chapter 4: one-X Portal Security

---

## Password security

You have an important responsibility to help keep your system secure. You do not administer your password using one-X Portal Administration. You must administer the password using the mechanism provided by the enterprise directory. Observe the following rules to ensure the security of the system:

- When you are required to change your password, choose a password that is easy for you to remember but would be impossible for anyone to guess.
- Follow the password rules, such as the length of the password and the number and type of characters in the password.
- Ask your supervisor if you need help to create your password.
- Never write down your password.
- Never share your password with anyone.
- Contact your administrator immediately if you suspect any security problems, such as a computer virus, unusually slow response times, or other abnormal behavior of the system.

---

## Additional security information

Additional security information and documentation about all Avaya products, including one-X Portal and the Avaya components that integrate with one-X Portal are available at the [Avaya Security Advisories Website](#). For example, you can find information about the following:

- Avaya Product Security Vulnerability Response Policy
- Avaya Security Vulnerability Classification
- Security advisories for Avaya products
- Software patches for security issues
- Reporting a security vulnerability
- Automatic e-mail notifications of security advisories

You can also find additional information about security practices at the National Security Agency [Security Configuration Guides Website](#).



# Notices

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"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

### **Avaya fraud intervention**

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site: <http://www.avaya.com/support/>

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### **Downloading documents**

For the most current versions of documentation, see the Avaya Support Web site: <http://www.avaya.com/support>

### **Contact Avaya Support**

Avaya Inc. provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>



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