Events, Alarms, and Performance Measurements for Avaya Media Server 7.5

Release 7.5
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Contents

Chapter 1: Events reference

The following table provides a reference for the events generated by Avaya Media Server (MS).

Table 1: List of Events

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
—	—	ERROR	—	** BaseThread Thread [<sessionId>] threw an unhandled exception. Traceback :n<sessionId>n.	—	—
5001	SC	INFO	—	SC controller initialized.	The session controller is initialized.	N/A
5004	SC	ERROR	—	SessionEngine event queue is full. Details: Session <sessionId>.	The session event queue is full.	Notify next level support.
5007	SC	WARNING	—	CStoreNamedHandler received a corrupt message.	A corrupt message was received.	Notify next level support.
5008	SC	WARNING	—	CStoreNamedHandler received an unknown event. Details: Session=<sessionId>.	An unknown event was received.	Notify next level support.
5009	SC	WARNING	—	ConfMPNamedHandler received a corrupt message.	A corrupt message was received.	Notify next level support.
5010	SC	WARNING	—	ConfMPNamedHandler received an unknown event. Details: Session <sessionId>.	An unknown event was received.	Notify next level support.
5011	SC	WARNING	—	IvrMPNamedHandler received a corrupt message.	A corrupt message was received.	Notify next level support.

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
5012	SC	WARNING	—	IvrMPNamedHandler received an unknown event. Details: Session <sessionId>.	An unknown event was received.	Notify next level support.
5017	SC	INFO	—	SEHKillConference terminated a conference. Details: Conference=<confid>.	The conference was killed.	N/A
5025	SC	ERROR	—	The platform is not licensed.	The license key is not configured.	Configure license key.
5025	SC	ERROR	—	Redundant license servers are not properly configured.	The license servers are not properly configured.	Configure license servers.
5026	SC	ERROR	—	Configured license key is invalid.	The license key is invalid.	Configure valid license key.
5028	SC	WARNING	—	License pool empty. Details: No license available for pool [<sessionId>] with (<confid>) total licenses and 0 available.	No licenses available for the pool.	—
5029	SC	INFO	—	Licenses available. Details: Licenses are now available for pool [<sessionId>] with (<confid>) total licenses and (<confid>) available.	Licenses are available for the pool.	—
5030	SC	WARNING	—	License pool threshold reached Details: License pool [<sessionId>] with (<confid>) total licenses has reached its alarm threshold.	License pool has reached its alarm threshold.	—
5031	SC	INFO	—	License pool threshold cleared Details: License pool	License pool has fallen below its	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
				[<sessionId>] with (<confid>) total licenses has fallen below its alarm threshold.	alarm threshold.	
5200	SC	ERROR	—	(<sessionId>) (<confid>) SCRIPT ERROR: A Request Structure is required for the DeleteConference request.	—	—
5200	SC	ERROR	—	(<sessionId>) (<confid>) SWERR: ConfMPAdapter ConnectConf: Unable to Details: setup shared context for <sessionId>/ <sessionId>", gslid, sess->getId().	—	—
5200	SC	ERROR	—	(<sessionId>) (<confid>) SWERR: ConfResponse is NULL in bsibb_ModifyPartyResponse.	—	—
5200	SC	ERROR	—	(<sessionId>) (<confid>) SWERR: ReleaseConference ResourceResp is NULL in bsibb_RemoveParty Response.	—	—
5200	SC	ERROR	—	(<gslid>) (<sessionId>) ConfSendFailure unable to send message to ConfMP.	—	—
5200	SC	ERROR	—	(<gslid>) (<sessionId>) SWERR: ReserveConference PartyResp is NULL Details: in	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
				handleAddPartyResponse.		
5200	SC	ERROR	—	(<gslid>) (<sessionId>) Unable to add the party to the conference Details: due to a reservation failure.	—	—
5200	SC	ERROR	—	bsibb_MMCSendFailure unable to send message to MMC.	—	—
5200	SC	ERROR	—	CStoreSendFailure unable to send message to CSTORE.	—	—
5200	SC	ERROR	—	SWERR: AckO, failed to send message.	—	—
5200	SC	ERROR	—	SWERR: bsibb_ReferO, failed to send the message.	—	—
5200	SC	ERROR	—	SWERR: bsibb_SessionInitiate, failed to send the message.	—	—
5200	SC	ERROR	—	SWERR: bsibb_WebPushO, failed to send the message.	—	—
5200	SC	ERROR	—	SWERR: bsibb_WebPushOResponse, MmcWebPushResponse is NULL.	—	—
5200	SC	ERROR	—	SWERR: ByeI MmcByeI is NULL.	—	—
5200	SC	ERROR	—	SWERR: ByeO, failed to send message.	—	—
5200	SC	ERROR	—	SWERR: CollectEvent IvrMPEvent is NULL.	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
5200	SC	ERROR	—	SWERR: CollectResponse IvrMPEvent is NULL.	—	—
5200	SC	ERROR	—	SWERR: ConfMPAdapter ConnectConf: Unable to Details: setup shared context for \<namespace>/ \<key>. (ctxt is null).	—	—
5200	SC	ERROR	—	SWERR: ConfMPAdapter ConnectConfRespon se: MmcAckI is NULL.	—	—
5200	SC	ERROR	—	SWERR: CStoreAdapter: Failed to send Ingest Request.	—	—
5200	SC	ERROR	—	SWERR: Error sending Adjust Request to IVRMP.	—	—
5200	SC	ERROR	—	SWERR: Error sending Collect Request to IVRMP.	—	—
5200	SC	ERROR	—	SWERR: Error sending Pause Request to IVRMP.	—	—
5200	SC	ERROR	—	SWERR: Error sending Play Request to the IvrMP.	—	—
5200	SC	ERROR	—	SWERR: Error sending Recognize Request to IVRMP.	—	—
5200	SC	ERROR	—	SWERR: Error sending Record Request to IVRMP.	—	—
5200	SC	ERROR	—	SWERR: Error sending Resume Request to IVRMP.	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
5200	SC	ERROR	—	SWERR: Error sending TTS Request to IVRMP.	—	—
5200	SC	ERROR	—	SWERR: Failed to send CStore Deliver request.	—	—
5200	SC	ERROR	—	SWERR: Failed to send CStore Modify request.	—	—
5200	SC	ERROR	—	SWERR: Failed to send CStore Query request.	—	—
5200	SC	ERROR	—	SWERR: Failed to send CStore Stat request.	—	—
5200	SC	ERROR	—	SWERR: handleAckIData, MmcAckI is NULL, EXITfail.	—	—
5200	SC	ERROR	—	SWERR: handleAdminResponseData, Response is invalid.	—	—
5200	SC	ERROR	—	SWERR: handleDeliverResponseData, Response is invalid.	—	—
5200	SC	ERROR	—	SWERR: handleIngestResponseData, Response is invalid.	—	—
5200	SC	ERROR	—	SWERR: handleInviteIData, MmcInviteI is NULL, EXITfail.	—	—
5200	SC	ERROR	—	SWERR: handleModifyResponseData, Response is invalid.	—	—
5200	SC	ERROR	—	SWERR: handleNotifyIData,	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
				MmcNotifyI is NULL, EXITfail.		
5200	SC	ERROR	—	SWERR: handleQueryResponseData, Response is invalid.	—	—
5200	SC	ERROR	—	SWERR: handleXmlQueryResponseData, CStoreServiceEvent is NULL.	—	—
5200	SC	ERROR	—	SWERR: handleXmlQueryResponseData, Response is invalid.	—	—
5200	SC	ERROR	—	SWERR: InfoO, Failed to send message.	—	—
5200	SC	ERROR	—	SWERR: InfoResponse, MmcInfoOResp is NULL.	—	—
5200	SC	ERROR	—	SWERR: InstantMessageI, MmcInstantMsgI is NULL, EXITfail.	—	—
5200	SC	ERROR	—	SWERR: InstantMsgO, Failed to send message.	—	—
5200	SC	ERROR	—	SWERR: InstantMsgOResponse, MmcInstantMsgResp is NULL.	—	—
5200	SC	ERROR	—	SWERR: InstantMsgRespSend, failed to send message.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter AdjustEvent, IvrMPEvent is NULL.	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
5200	SC	ERROR	—	SWERR: IvrMPAdapter AdjustResponse, IvrMPEvent is NULL.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter PauseEvent, IvrMPEvent is NULL.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter PauseResponse, IvrMPEvent is NULL.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter PlayAsyncResponse, IvrMPEvent is NULL.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter PlayEvent, IvrMPEvent is NULL.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter PlayResponse, IvrMPEvent is NULL.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter RecognizeEvent, IvrMPEvent is NULL.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter RecognizeResponse, IvrMPEvent is NULL.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter RecordAsyncRespos ne, IvrMPEvent is NULL.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter RecordEvent, IvrMPEvent is NULL.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
				RecordResponse: IvrMPEvent is NULL.		
5200	SC	ERROR	—	SWERR: IvrMPAdapter TTSEvent, IvrMPEvent is NULL.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter TTSResponse, IvrMPEvent is NULL.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter: Failed to send Play Request.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter: Failed to send Record Request.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter: ResumeEvent, IvrMPEvent NULL.	—	—
5200	SC	ERROR	—	SWERR: IvrMPAdapter: ResumeResponse, IvrMPEvent NULL.	—	—
5200	SC	ERROR	—	SWERR: MFConnect, failed to send status message.	—	—
5200	SC	ERROR	—	SWERR: MFConnect, Invalid response: <sessionId>, EXITfail.	—	—
5200	SC	ERROR	—	SWERR: NotifyO, Failed to send message.	—	—
5200	SC	ERROR	—	SWERR: SessionInitiate, Invalid response: <sessionId>, EXITfail.	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
5200	SC	ERROR	—	SWERR: SessionInitiateResponse, MmcStatusI is NULL, EXITfail.	—	—
5200	SC	ERROR	—	SWERR: SessionStatusChange, failed to send message.	—	—
5200	SC	ERROR	—	SWERR: SessionStatusChanged, MmcStatusI is NULL.	—	—
5200	SC	ERROR	—	SWERR: handleStatResponseData, Response is invalid.	—	—
5200	SC	INFO	—	(<sessionId>) (<confid>) SCRIPT ERROR: A Request Structure is required for the ModifyParty request.	—	—
5200	SC	INFO	—	(<sessionId>) (<confid>) SCRIPT ERROR: The "ConfId" parameter is required for the ModifyParty request.	—	—
5200	SC	INFO	—	(<sessionId>) (<confid>) SCRIPT ERROR: The "NRI" parameter is required for the ModifyParty request.	—	—
5200	SC	INFO	—	(<gslid>) (<sessionId>) SCRIPT ERROR: The "Key" parameter is Details: required for the CFConnect request if the "CreateConference" value is set to False.	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
5200	SC	INFO	—	(<gslid>) (<sessionId>) SCRIPT ERROR: The "SessionInitiatedData" parameter is Details: required for the CFConnect request.	—	—
5200	SC	INFO	—	Medialess sessions are currently not supported.	—	—
5200	SC	INFO	—	Play Request error: "SpeechRecognition" is True, but no speech grammar was found. Details: Either "StaticSpeechRecognitionGrammar" or "InlineGrammar" must be set when "SpeechRecognition" is True.	—	—
5200	SC	INFO	—	Play Request error: "TextToSpeech" is True, but the "TextToSpeak" parameter was not found.	—	—
5200	SC	INFO	—	SCRIPT ERROR: Invalid "Error Code" value: "<sessionId>".	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Content" parameter is required for the SessionNotify request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "ContentID" parameter is required for the CStore Deliver request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "ContentID"	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
				parameter is required for the CStore Modify request.		
5200	SC	INFO	—	SCRIPT ERROR: The "ContentID" parameter is required for the CStore Stat request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "ContentID" parameter is required for the CStore XMLQuery request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Data" parameter is required for the Info request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "From" parameter is required for the InstantMsg request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "From" parameter is required for the SessionInitiate request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "From" parameter is required for the SessionNotify request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Key" parameter is required for the CFConnect request if the "CreateConference" value is set to False.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Log" parameter is required for the Log request.	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
5200	SC	INFO	—	SCRIPT ERROR: The "Mailbox" parameter is required for the CStore Deliver request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Mailbox" parameter is required for the CStore Ingest request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Mailbox" parameter is required for the CStore Modify request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Mailbox" parameter is required for the CStore Query request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Mailbox" parameter is required for the CStore Stat request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Mailbox" parameter is required for the CStore XMLQuery request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "MailFromAddr" parameter is required for the CStore Deliver request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "MailSubject" parameter is required for the CStore Deliver request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "MailToAddr" parameter is required	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
				for the CStore Deliver request.		
5200	SC	INFO	—	SCRIPT ERROR: The "MailUserName" parameter is required for the CStore Deliver request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Method" parameter is required for the CStore Deliver request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "MRI" parameter is required for the Adjust request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "MRI" parameter is required for the Collect request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "MRI" parameter is required for the Pause request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "MRI" parameter is required for the Play request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "MRI" parameter is required for the Recognize request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "MRI" parameter is required for the Record request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "MRI" parameter is required for the Resume request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "MRI" parameter	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
				is required for the Stop request.		
5200	SC	INFO	—	SCRIPT ERROR: The "MRI" parameter is required for the TTS request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Msg" parameter is required for the InstantMsg request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Name" parameter is required for the DecrementGauge request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Name" parameter is required for the IncrementCounter request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Name" parameter is required for the IncrementGauge request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "NameSpace" parameter is required for the CStore Admin request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "NameSpace" parameter is required for the CStore Deliver request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "NameSpace" parameter is required for the CStore Ingest request.	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
5200	SC	INFO	—	SCRIPT ERROR: The "NameSpace" parameter is required for the CStore Modify request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "NameSpace" parameter is required for the CStore Query request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "NameSpace" parameter is required for the CStore Stat request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "NameSpace" parameter is required for the CStore XMLQuery request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "NotifyEvent" parameter is required for the SessionNotify request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "NRI" parameter is required for the Info_O request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "NRI" parameter is required for the InstantMsgRespSend request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "NRI" parameter is required for the SessionConfirm request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "NRI" parameter is required for the SessionRefer request.	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
5200	SC	INFO	—	SCRIPT ERROR: The "NRI" parameter is required for the SessionRelease request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "NRI" parameter is required for the SessionStatusChange request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Operation" <sessionId> is invalid for the CStore Admin request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "PreInst" parameter is required for the CStore Deliver request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "ReferredTo" parameter is required for the SessionRefer request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Request" structure is required for the CStore Admin request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Request" structure is required for the CStore Deliver request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Request" structure is required for the CStore Ingest request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Request" structure is required	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
				for the CStore Modify request.		
5200	SC	INFO	—	SCRIPT ERROR: The "Request" structure is required for the CStore XMLQuery request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "SessionInitiatedData" parameter is Details: required for the CFConnect request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "SessionInitiatedData" parameter is required for the CFConnect request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "SessionInitiatedData" parameter is required for the MFConnect request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "SMTPServer" parameter is required for the CStore Deliver request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "To" parameter is required for the InstantMsg request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Type" parameter is required for the InfoO request.	—	—
5200	SC	INFO	—	SCRIPT ERROR: The "Type" parameter is required for the Log request.	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
5200	SC	INFO	—	SCRIPT ERROR: The "URI" parameter is required for the WebPush request.	—	—
5200	SC	INFO	—	SWERR: Failed to send CStore Admin request.	—	—
5200	SC	INFO	—	SWERR: Failed to send CStore XmlQuery request.	—	—
5200	SC	WARNING	—	(<sessionId>) (<confid>) SCRIPT ERROR: A Request Structure is required for the DeleteConference request.	—	—
5200	SC	WARNING	—	(<sessionId>) (<confid>) Unable to delete the conference due to a bad status by the ConfMP [<etype>] [estat>].	—	—
5200	SC	WARNING	—	(<sessionId>) (<confid>) Unable to modify the party data due to a bad ConfMP response.	—	—
5200	SC	WARNING	—	(<sessionId>) (<confid>) Unable to remove the party from the conference due to a bad ConfMP response [<status>] [<etype>] [<etype>].	—	—
5200	SC	WARNING	—	(<sessionId>) (<confid>) Unable to reserve the resources necessary to create the conference.	—	—
5200	SC	WARNING	—	AdjustResponse status is not OK.	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
5200	SC	WARNING	—	CollectResponse status is not OK.	—	—
5200	SC	WARNING	—	CONFMP CreateConfResponse. error = <sessionId>: Unable to create conference.	—	—
5200	SC	WARNING	—	MFConnect: Unable to reserve the session asynchronously.	—	—
5200	SC	WARNING	—	MFConnect: Unable to reserve the session. The IvrMP returned a status of [<sessionId>] [<sessionId>].	—	—
5200	SC	WARNING	—	MMC Status for WebPush was not OK.	—	—
5200	SC	WARNING	—	MMC Status from ACK was not OK.	—	—
5200	SC	WARNING	—	MMC Status from INVITE was not OK.	—	—
5200	SC	WARNING	—	MMC Status on NotifyI was not OK.	—	—
5200	SC	WARNING	—	PauseResponse status is not OK.	—	—
5200	SC	WARNING	—	PlayResponse status is not OK.	—	—
5200	SC	WARNING	—	RecordResponse status is not OK.	—	—
5200	SC	WARNING	—	SCRIPT ERROR: The "NRI" parameter is required for the WebPush request.	—	—
5200	SC	WARNING	—	SCRIPT ERROR: The "To" parameter is required for the SessionNotify request.	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
5200	SC	WARNING	—	SessionInitiate: Unable to reserve the session asynchronously.		—
5200	SC	WARNING	—	SessionInitiate: Unable to reserve the session.	—	—
5200	SC	WARNING	—	SWERR: Error sending Adjust Request to IVRMP	—	—
5200	SC	WARNING	—	SWERR: Error sending Collect Request to IVRMP.	—	—
5200	SC	WARNING	—	SWERR: Error sending Recognize Request to IVRMP.	—	—
5200	SC	WARNING	—	SWERR: Error sending Resume Request to IVRMP.	—	—
5200	SC	WARNING	—	SWERR: Error sending Stop Request to IVRMP.	—	—
5200	SC	WARNING	—	The status for the STATUS message was not OK.	—	—
5200	SC	WARNING	—	TTSResponse status is not OK.	—	—
5200	SC	WARNING	—	Unable to add the party to the conference. The key <sessionId> is not valid.	—	—
5200	SC	WARNING	—	Unable to place the party into conference due to a Details: bad status on the Ack message from the MMC.	—	—
5500	SC	SWERR	—	SessionEngine index mapping table is full. Details: Session <sessionId>.	The SessionEngine mapping table is full.	Notify next level support.

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
5501	SC	SWERR	—	Attempt to clear event that has already been cleared. Details: Session <confid>, Event [<sessionId>] with trid <confid> (%p). Remaining entries = <confid>.	The event has already been cleared.	Notify next level support.
5503	SC	SWERR	—	MMC Dialogue session resource is missing. Session <sessionId>.	The session resource is missing.	Notify next level support.
5505	SC	SWERR	—	No session identifier for trid. Details: Session <confid>, TRID [<sessionId>], Eventn<sessionId>n.	No session identifier found.	Notify next level support.
5505	SC	SWERR	—	No session identifier for trid. Details: Session <confid>, TRID [<sessionId>]n.	No session identifier found.	Notify next level support.
5506	SC	SWERR	—	MCConnectionRoute TID size exceeds array limit.	TID size exceeds array limit.	Notify next level support.
5513	SC	SWERR	—	MCConnectionPoolEntry name has too many characters. Details: Name <confid>, limit <confid>.	Name has too many characters.	Notify next level support.
5516	SC	SWERR	—	Session Event Timeout Details: Status reception timeout <confid> expired for session <confid>. Terminating session.	The session event timed out.	Notify next level support.
5518	SC	SWERR	—	Session VarTable is not NULL in service setup. Details: File <sessionId>, line <confid>.	VarTable is not NULL.	Notify next level support.

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
5518	SC	SWERR	—	Session VarTable is NULL Details: File <sessionId>, line <confid>.	VarTable is NULL.	Notify next level support.
5519	SC	SWERR	—	Session Event Timeout Details: CStore response timeout expired for session <confid>. Terminating session.	Cstore response timed out.	Notify next level support.
5520	SC	SWERR	—	<<sessionId>> (<confid>) (MCSessionEventHandler) setTimeout SRS Access fault by thread [<sessionId>].	SRS access fault.	Notify next level support.
5520	SC	SWERR	—	<<sessionId>> (<confid>) (SEHResourceSet) SRS Access fault in <sessionId> at line <confid> by thread [<sessionId>].	SRS access fault.	Notify next level support.
6010	SIPMC	INFO	—	SIPMC initialized.	The SIPMC process is initialized.	N/A
6011	SIPMC	INFO	—	Controller <Registered | UnRegistered> Details: REFID:<refid> Domain:<domain> Version:<ver> Comp:<comp>.	The Session Controller registration status.	Check session controller (SC) status.
6012	SIPMC	WARNING	—	Session Aborted. Details: ENGID:<engine id> Reason:<reason> GSLID:<gslid>.	A session is aborted with given reason.	Check and correct the abort reason.
6013	SIPMC	WARNING	—	INVITE authentication. Details: <Reason>.	An outbound INVITE failed during authentication.	Check and correct the failed reason.

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
6014	SIPMC	WARNING	—	Untrusted Access. Details: <Actions taken>.	An incoming INVITE from untrusted domain is rejected or redirected.	Check and verify actions taken by SIPMC.
6015	SIPMC	WARNING	—	SIP Registration Failed. Details: <Reason>.	The SIP registration attempt has failed.	Check and correct the failed reason.
6016	SIPMC	INFO	—	Route State Change. Details: <Domain> <IP address>:<Port>:<Transport> State Changed to <RouteState>.	Route State changes as a result of server ping.	Informational.
6016	SIPMC	WARNING	—	Route State Change. Details: <Domain> <IP address>:<Port>:<Transport> State Changed to <RouteState>.	Route State changes to inactive as a result of server ping.	Check remote server status.
6017	SIPMC	ERROR	—	Verification of SIP TLS connection failed. Detail: The IP Address: <IP address> on the X509 Certificate does not match the remote server IP Address:<IP address>.		Verify remote IP address and certificate.
6018	SIPMC	ERROR	—	Unable to digitally authenticate remote certificate. Detail: <certificate detail>.	Unable to digitally authenticate remote certificate.	Verify if remote signing CA is included in the MAS trusted certificate authority.
6019	SIPMC	ERROR	—	TCP Connection Failed. Detail: Local IP:<IP address> and	The TCP connection	Verify connectivit

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
				Remote IP: <IP address> Reason:<reason>.	closed due to an error.	y to remote host.
6019	SIPMC	INFO	—	TCP Connection Closed. Detail: Local IP:<IP address> and Remote IP: <IP address> Reason:<reason>.	The TCP connection closed normally.	Verify connectivity to remote host.
6020	SIPMC	ERROR	—	TLS Handshake Failed. Detail: Local IP:<IP address> and Remote IP: <IP address> Reason:<reason>	The TLS handshake failed with given reason.	Verify TLS certificate and cipher configuration.
7001	IvrMP	ERROR	—	Invalid Engine State.	The request issued in wrong state.	Check related service functionality.
7004	IvrMP	ERROR	—	Invalid Resource State.	A URL resource is being updated and found to be in an invalid state.	Report incident.
7008	IvrMP	ERROR	—	Invalid Path.	A configured path is invalid or does not exist.	Verify the that the reported path is valid.
7009	IvrMP	ERROR	—	URL Resource Failure.	An URL resource could not be retrieved.	Check related service functionality and availability of the reported URL.
7010	IvrMP	ERROR	—	Invalid Extension.	An invalid file extension	Check related service

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
					was encountered.	functionality.
7011	IvrMP	ERROR	—	Invalid URL.	A provided URL was invalid.	Check related service functionality.
7012	IvrMP	ERROR	—	Path Too Long.	Path name was too long.	Check related configuration or service functionality.
7013	IvrMP	ERROR	—	Resource Locate Failure.	A resource could not be found.	Check related service functionality and locate to install the reported resource.
7014	IvrMP	ERROR	—	Resource Alloc Failure.	A required MRCP resource could not be allocated.	Verify MRCP pool configuration and availability of the reported resource.
7015	IvrMP	ERROR	—	Invalid Parameter.	An invalid template parameter was used.	Verify related service functionality for the reported parameter that was improperly formatted.
7016	IvrMP	ERROR	—	Codec Not Counted.	A CODEC being used is not being accounted.	Report incident.

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
7017	IvrMP	ERROR	—	Resource Length Exceeded.	Too many resources for SDP parsing.	Report incident.
7018	IvrMP	ERROR	—	Invalid Request Event.	An attempt was made to pause an engine that was in a state that does not allow a pause.	Check related service functionality.
7019	IvrMP	ERROR	—	Invalid Media Address.	A remote address is already in use or invalid.	Check related SDP for an invalid remote address or formatting.
7020	IvrMP	ERROR	—	MRCP Resource Request Error.	An MRCP resource request failed.	Check MRCP pool configuration and associated resource availability.
7021	IvrMP	ERROR	—	Collect Attempted for Unleased Engine.	A COLLECT request was issued for an engine that is released.	Check related service functionality.
7022	IvrMP	ERROR	—	Request Queue Full.	The request queue has exceeded its provisioned limit.	Verify configuration of MAX_QUEUED_REQUESTS is appropriate for the service being used.
7023	IvrMP	ERROR	—	Play Attempted for Unleased Engine.	A PLAY request was issued for a	Check related service

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
					released engine.	functionality.
7024	IvrMP	ERROR	—	Engine is in Wrong State for Request.	A request was issued for an engine that could not process the request from its current state.	Check related service functionality.
7026	IvrMP	ERROR	—	Play Request Error.	An error occurred parsing a PLAY request.	Check log details and related service functionality.
7031	IvrMP	ERROR	—	Text-To-Speech Not Allocated.	A text-to-speech request was issued for an engine that does not have a text-to-speech resource allocated.	Check related service functionality that is using text-to-speech without first allocating a text-to-speech resource.
7032	IvrMP	ERROR	—	Digit Detector Resource Allocation Failed.	A digit detection resource allocation failed.	Report incident.
7038	IvrMP	ERROR	—	Record Request Error.	Parsing of a RECORD request failed.	Check log detail and related service functionality.
7039	IvrMP	ERROR	—	Engine State Error.	An engine failed to transition from an intermediate state.	Report incident.

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
7040	IvrMP	ERROR	—	Invalid State Change.	An invalid engine state change was requested.	Report incident.
7042	IvrMP	ERROR	—	Invalid Remote Media.	An error occurred processing remote audio media SDP.	Check logs for improperly formated SDP from an attempted client connection.
7043	IvrMP	ERROR	—	Invalid Record State.	A RECORD request was issued to an engine in a state that cannot perform the request.	Check related service functionality.
7044	IvrMP	ERROR	—	MRCP Resource Failed.	A provisioned MRCP resource is not responding and is unavailable.	Use log detail to identify the failed MRCP resource and either repair the resource or remove it from any containing pool.
7045	IvrMP	ERROR	—	Unsupported Audio Sample Rate. Sampling rate of <rate> is unsupported. The resource was <resource name>.	A prompt resource is encoded with a sampling rate that is not supported by the platform.	The media file should be re-sampled to a rate of 8KHz before being used with the platform.

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
7100	IvrMP	WARNING	—	Engine Lease Error.	A request was received for an engine that is released.	Check related service functionality.
7101	IvrMP	WARNING	—	Invalid Adjust State.	An ADJUST request was issued for an engine in a state that cannot process an adjust.	There must be a prompt in progress for an ADJUST to succeed. Check related service functionality.
7102	IvrMP	WARNING	—	Invalid Transaction Identifier.	An invalid TID was received.	Report incident.
7103	IvrMP	WARNING	—	Engine Recovered.	An engine was recovered following a remote component failure.	Identify and report the component failure event.
7104	IvrMP	WARNING	—	AVI File Read Error.	An AVI file was unreadable.	Locate the resource that could not be opened and verify that the file is valid.
7105	IvrMP	WARNING	—	MRCP Resource Allocation Failure.	An MRCP resource request failed.	Check the MRCP pool configuration and related resource availability.
7200	IvrMP	INFO	—	Component Initialized.	The IvrMP process is initialized.	No action.

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
7201	IvrMP	INFO	—	Component Terminated.	The IvrMP process is terminated.	No action.
7202	IvrMP	INFO	—	Engine Sanity Timeout.	An engine has timed out because of inactivity.	Report incident.
7203	IvrMP	INFO	—	Engine Pool Size Increased.	An engine is allocated.	No action.
7204	IvrMP	INFO	—	MRCP Resource Recovered.	A failed MRCP resource is restored to active service.	No action.
8002	ConfMP	INFO	MINOR	ConfMP Initialization Details:ConfMP Initialized.	ConfMP initialized.	N/A
8003	ConfMP	INFO	MINOR	ConfMP Shutdown Details:ConfMP Shutting down.	ConfMP shutdown.	N/A
8004	ConfMP	INFO	MINOR	Conference shutdown Details:confid=<confid>.	Conference was shutdown due to MSLink loss.	Notify next level support.
8005	ConfMP	INFO	MINOR	Party shutdown Details:confid=<confid> partyid=<partyid>.	Party was shut down due to media server.	
8500	ConfMP	WARNING	MINOR	Unknown message Details: : <hostname> : <message type>.	—	—
8501	ConfMP	WARNING	MINOR	Connection Loss.	—	—
8750	ConfMP	ERROR	MAJOR	SWERR:Failed to start media timer.	—	—
9502	CStore	INFO	—	Registration Successful. Domain: <d> Client: <c> Client Version: <cv>	Successful client connection to CStore.	N/A

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
				Protocol: <p> Sid: <s> Tid: <t>.		
9506	CStore	INFO	—	CStore Initialized/ Shutdown.	CStore initialized or shutdown.	N/A
9510	CStore	INFO	—	Timeout waiting for response from peer. Waited <millisecs> ms tid: <t>.	CStore peer mirror messaging has timed out.	Check for network problems between CStore peers.
9702	CStore	WARNING	—	Auto Ingest Failed on file: <file>.	Auto Ingest failed.	N/A
9704	CStore	WARNING	—	Invalid filename format for Auto Ingest. Format should be: =namespace=mailbox=filename.ext.	Invalid filename format for Auto Ingest.	Use the correct format.
9706	CStore	WARNING	—	Get File by HTTP Failed. Unable to open URL: <url>.	Access of content to be ingested via HTTP has failed.	Check network or notify next level support.
9708	CStore	WARNING	—	Unable to read URL: <url> and save to <filename>.	Ingest of content via HTTP has failed.	Check network or notify next level support.
9802	CStore	ERROR	—	Registration Failed. Incompatible versions. Received: <version> Expected <version> Domain: <d> Client: <c> Client Version: <cv> Protocol: <p> Sid: <s> Tid: <t>.	Incompatible connection attempt to CStore.	Upgrade client software.
9902	CStore	ERROR	—	SWERR: Content delivery request failed to enqueue for <cntid>.	Email delivery of requested content failed.	Notify next level support.

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
14000	StreamSource	INFO	—	StreamSource Initialized.	—	—
14000	StreamSource	INFO	—	StreamSource Initialized and Dormant.	—	—
14001	StreamSource	INFO	—	StreamSource Shutting down.	—	—
14002	StreamSource	ERROR	—	The IvrMP connection has dropped for server <sessionId>.	—	—
14003	StreamSource	INFO	—	New IvrMP connection is made to <sessionId>.	—	—
14004	StreamSource	INFO	—	Changes to channel [<sessionId>] detected.	—	—
14005	StreamSource	ERROR	—	RSS URL Fetch/ Process Failed: <sessionId>.	—	—
14006	StreamSource	INFO	—	RSS Configuration Updated: URL:<sessionId>.	—	—
14007	StreamSource	ERROR	—	RSS XML document parsing failed. Check document format.	—	—
14007	StreamSource	ERROR	—	RSS XML document parsing failed. RSS document has no items.	—	—
14008	StreamSource	ERROR	—	RSS URL fetch failed. File is invalid: <sessionId>.	—	—
14009	StreamSource	WARNING	—	RSS channel parsing revealed no valid items.	—	—
14010	StreamSource	INFO	—	SHOUTCast Configuration Updated: Primary URL:<sessionId> Backup	—	—

Log ID	Component	Event Type	Severity	Log Text	Explanation	Action
				URL:<sessionId> Key:<sessionId>.		

Chapter 2: Alarms reference

The following table provides a reference for the alarms generated by Avaya Media Server (MS).

Table 2: List of Alarms

Alarm ID	Component	Description	Probable Cause	Corrective Action
300	SC	Internal component shutdown (SC).	MAS platform is shutdown.	Start MAS platform.
301	SC	Pool unavailable (SIPMC).	Invalid or missing node configuration for available SIPMC process.	Verify configuration of SIPMC within the cluster and that a SIPMC is running.
302	SC	Pool unavailable (ContentStore).	Invalid or missing node configuration for available ContentStore process.	Verify configuration of ContentStore within the cluster and that a ContentStore is running.
303	SC	Pool unavailable (ConferenceProcessor).	Invalid or missing node configuration for available ConferenceProcessor process.	Verify configuration of ConferenceProcessor within the cluster and verify that a ConferenceProcessor is running.
304	SC	Pool unavailable (IVRMP).	Invalid or missing node configuration for available IVRMP process.	Verify configuration of IVRMP within the cluster and that a IVRMP is running.
305	MAS Resource Manager	Platform locked.	The MAS platform has been locked and will not accept new calls.	Unlock the MAS platform.
306	SC	Primary CPLINK connection failed.	The secondary Shared Global Context connection is in use because the primary connection is down.	Verify network connectivity and status of the primary MAS platform.
307	SC	All CPLINK connections are down.	Both the primary and the secondary Shared Global Context connection is down.	Verify network connectivity and status of the primary and the

Alarm ID	Component	Description	Probable Cause	Corrective Action
				secondary MAS platforms.
310	MAS Resource Manager	Applications are locked.	One or more configured applications have been locked.	Unlock any locked applications.
311	SC	Multiple license servers are active.	Redundant license servers may have restarted or might not be properly configured.	This condition can occur when a redundant license server is restarted, or, when redundant license servers are improperly configured. When there is no configuration error, the warning will clear itself when any existing licenses on this node are refreshed. If there is a configuration error, then this warning will persist until the license server configuration on this node is corrected and MAS restarted.
312	SC	License threshold reached.	A license has reached or exceeded the provisioned license alarm threshold percentage.	Reconfigure the system with additional licenses and servers to avoid an out of license condition during periods of high demand.
313	SC	License exhausted.	A license resource is exhausted.	Reconfigure the system with additional licenses and servers to avoid out of license conditions during periods of high demand.
314	MAS Resource Manager	Platform pending locked.	The MAS platform has been pending locked and will not accept new calls.	Unlock the MAS platform.
315	MAS Resource Manager	Applications are pending locked.	One or more configured applications have been pending locked.	Unlock all pending locked applications.

Alarm ID	Component	Description	Probable Cause	Corrective Action
316	SC	Diameter not licensed.	Diameter is enabled but is not licensed.	Configure a Diameter license or disable Diameter in system configuration.
317	SC	Foreign server connected to cluster.	A foreign server not provisioned in the cluster connected to the cluster link connection of this server.	Verify the cluster configuration. If correct, identify the foreign server from the event log and verify its configuration.
318	MAS Resource Manager	MAS instance is not licensed.	Either no license key has been configured or the license key does not contain a valid instance license for MAS.	Configure a valid license key and restart the MAS platform.
319	SC	Backup server not synchronized.	This inactive server is not synchronized with its peer active server.	This alarm will clear once synchronization is achieved. During this time, some sessions are unprotected.
320	SIPMC	Internal Component Shutdown (SIPMC).	MAS platform is shutdown.	Start the MAS platform.
321	SIPMC	SIP Offline.	SIP misconfiguration or SIP IP/Port in use.	Verify SIP IP/Port configuration. Restart the MAS platform.
322	SIPMC	Session Controller connection lost.	The session controller is shutdown.	Verify that Session Controller (SC) is running.
323	SIPMC	All configured SIP routes are down.	All SIP routes defined are determined unavailable.	Verify route settings and network connectivity to the proxy.
324	SIPMC	At least one SIP domain unroutable.	At least one domain configured does not have SIP routes detected online.	Verify route settings and network connectivity to the proxy.
325	SIPMC	Missing SIP TLS configuration or certificate.	SIP TLS enabled without certificate provisioning or SIP TLS disabled under media security enforced policy.	Verify certificate provisioning, media security policy, and TLS transport configuration.

Alarm ID	Component	Description	Probable Cause	Corrective Action
330	IvrMP	Internal Component Shutdown (IvrMP).	MAS platform is shutdown.	Start MAS platform.
331	IvrMP	MRCP Resources locked.	All MRCP resources are locked.	Unlock or unprovision all locked MRCP resources or unprovision all associated resource types. A resource must have a defined type before it will raise an alarm.
332	IvrMP	MRCP Resource locked.	One or more MRCP resources are locked.	Unlock or un-provision all locked MRCP resources or un-provision all associated resource types (a resource must have a defined type before raising an alarm).
333	IvrMP	Internal Component Startup (IvrMP).	MAS IvrMP is initializing.	The alarm will clear when the IvrMP component completes initialization.
334	IvrMP	MRCP Resource Failed (IvrMP).	One or more MRCP resources have failed health checks.	The alarm will clear when all unlocked MRCP resources respond to regular health checks. The failing resources are identified in the application log. Restore proper functionality of these resources or deactivate or remove these resources from the pool.
340	ConfMP	Internal Component Shutdown (ConfMP).	The MAS platform is shutdown.	Start the MAS platform.
341	ConfMP	Hardware performance issue.	NIC driver problem or other hardware performance issue.	Check for problems with network driver and disk operations.

Alarm ID	Component	Description	Probable Cause	Corrective Action
342	ConfMP	ConfMP MSLINK inactive.	Command Link from SC is inactive.	Verify SC is operational.
350	ContentStore	Internal component shutdown (ContentStore).	MAS platform is shutdown.	Start MAS platform.
351	ContentStore	Storage volume is approaching capacity.	The disk containing the StorageRoot is at or near capacity.	Check disk space utilization on StorageRoot drive.
352	ContentStore	Mirror messaging connection unavailable.	Content Store is unable to connect to peer Content Stores.	Check that the servers designated in the cluster are able to connect to each other and are running.
353	ContentStore	Data synchronization in progress.	Indicates that a synchronization is in progress and that data may still be in the process of being copied with the peer Content Stores. Occurs upon system restart or connection re-establishment with peer Content Stores.	If the alarm does not clear after a while check the connections configured with peer Content Stores.
354	ContentStore	Data Source server unavailable.	The connection to the Data Source server cannot be established.	Verify that the correct IP adress of a running Data Source server is specified and that the address of the Data Source sever is reachable from this server.
360	StreamSource	Internal Component Shutdown (StreamSource).	The MAS platform is shutdown.	Start the MAS platform.
365	DB	Database Overload.	The platform database queue is too long. Occurrence of database overload.	Contact next level of support.
376	SRP	The system is shutting down.	The MAS service was intentionally stopped or could not start successfully.	Wait until the MAS service is completely stopped and then restart it.

Alarm ID	Component	Description	Probable Cause	Corrective Action
377	MAS Start/ Restart Manager	The system is down.	The Avaya MAS Service was stopped.	Start/restart the Avaya MAS Service.
378	MAS Start/ Restart Manager	A component has terminated abnormally.	Dependent upon the specific component that terminated.	Dependent upon the specific component that terminated.
379	SRP	A component could not be started.	The .exe file corresponding to the component could not be found in the MAS binaries folder or the process-creation system call failed.	Install the missing executable file into the MAS binaries folder or attempt to determine and resolve the system-call failure, and restart the MAS service.
380	SRP	A component has exited too many times.	The possible cause is specific to the component.	Determine the reason why the component is exiting and resolve the problem. Refer to alarm and trace logs for possible causes.
381	SRP	Disk space usage for a disk on the system has exceeded the configured HWM.	Too many files are being maintained on the system and some component or process is writing continuously to the file system.	Delete any unnecessary files and verify that no component or process is writing continuously to the file system.
382	SRP	CPU usage has exceeded the configured HWM.	Some components or processes are executing a tight loop without yielding the CPU, possibly because the CPU is deadlocked.	Determine which components or processes are using an excessive amount of CPU and kill those components or processes.
383	SRP	System integrity failure.	Refer to alarm and trace logs for possible causes.	Dependent upon the actual cause.
384	SRP	One or more network interface adapters have disappeared from the network configuration.	A network cable has come loose, unplugged, or faulty or the interface is explicitly disabled.	If the network cable is not explicitly disabled then check the cable and its connections at both ends.
385	SRP	The system monitor thread failed to start. Disk and CPU usage	The system is running with insufficient virtual memory.	Stop unnecessary processes or services and restart MAS service.

Alarm ID	Component	Description	Probable Cause	Corrective Action
		will not be monitored.		
386	SRP	WebLM connection failed.	WebLM server is down or unreachable.	Check status of configured WebLM server and verify network connectivity to configured WebLM.
387	SRP	Missing product license.	One or more configured products is not licensed on the WebLM server.	Configure required product licenses on the WebLM server.
388	SRP	Missing feature license.	One or more configured features is not licensed on the WebLM server.	If required, configure the feature licenses on the WebLM server, if not, set the configured maximum license count to 0 for unlicensed features.
389	SRP	Missing license instance.	One or more configured license instances could not be acquired.	Verify configured license counts are correct and that the configured amount is available on the WebLM server.
390	MAS License Server	Missing license key.	There are no licenses keys configured.	Configure a valid license key.
391	MAS License Server	Invalid license key.	The configured license key is not valid.	Configure a valid license key.
392	MAS License Server	License server shutdown.	License Server has been shutdown.	Start the License service.
393	SRP	License server passive.	License Server is in passive mode.	Check system configuration.
394	SRP	License threshold reached.	One or more license keys reached or exceeded license alarm threshold.	Reconfigure the system with additional licenses.
395	SRP	License exhausted.	One or more license resources exhausted.	Reconfigure the system with additional licenses.
396	SRP	License expiry.	One or more license keys will expire soon.	Check license expiration data, system date on the server and if necessary, order a new license.

Alarm ID	Component	Description	Probable Cause	Corrective Action
397	SRP	License expired.	One or more license keys expired.	Check license expiration data, system date on the server and if necessary, order a new license.
398	SRP	License server redundancy connection failure.	Standby license server cannot open ping connection to active license server.	Refer to license server trace log for failure reason. Check network connections and settings.
399	SRP	License grace period active.	Licenses are expired or WebLM server could not be contacted.	If licenses are expired, configure new licenses on the WebLM server. If not, verify connectivity to the WebLM server.
11120	Soap Server	SoapServer port bing failure.	SoapServer port is unavailable.	Close the application using the SoapServer port or configure the SoapServer to use another port.
14955	VidMP	VidMP overload.	VidMP has exceeded engineering limits.	Examine system engineering parameters.
19500	System Monitor	One or more services are down.	A critical system service was stopped or could not start successfully.	Put the system in the **Pending Lock** state, then when ready, Restart the MAS platform. Unlock MAS. Contact the next level of support if the problem persists.
19501	System Monitor	High Availability peer unavailable.	The configured high-availability peer is not responding.	Verify that the configured High Availability peer is powered on and that Media Server Status is **Started**. Verify that the two servers are on the same subnet and have network connectivity. Verify that the configured High Availability peer is paired with this server.

Alarm ID	Component	Description	Probable Cause	Corrective Action
19502	System Monitor	High Availability service address failure.	The configured High Availability service IP address could not be configured for this server.	The configured service IP address is, may be, in use by another server on the network. Verify that the service address is not being used and that the address is configurable on the connected LAN. Verify that the service address mask is configured and valid for the LAN.
19503	System Monitor	High Availability server shut down.	The media server service on the configured High Availability server is not running.	Start the media service on the configured High Availability server or disable the High Availability feature.
19504	System Monitor	High Availability configuration error.	The High Availability service configuration is incorrect.	Disable or re-configure the High Availability service. When enabled, two servers must be configured using the Server Designation screen. There must be one primary server and one backup server configuration.

Chapter 3: Performance measurements reference

CCXML field descriptions

Measurement Name	Description
CCXML Active calls.	Number of active calls.
Total number of CCXML sessions active.	Gauge indicating the total number of CCXML sessions active.
CCXML Session Start Failures.	Number of CCXML session starts that failed.
CCXML Session Start Requests.	Number of CCXML session start requests.
CCXML Active conferences.	Number of active conferences.
CCXML Session creation target not founds.	Number of <ccxml> requests failed due to file not found.
CCXML Session creation parsing failures.	Number of <createccxml> requests failed due to document parsing error.
CCXML Session creation requests.	Number of <createccxml> requests issued.
CCXML Session creation timeouts.	Number of <createccxml> requests failed due to timeout.
CCXML Conference failures.	Number of <createconference> request failed.
CCXML Conference requests.	Number of <createconference> requests issued.
CCXML Active dialogs.	Number of active dialogs.
CCXML Dialog failures.	Number of <dialogstart> requests failed.
CCXML Dialog requests.	Number of <dialogstart> requests issued.
CCXML Fetch target not founds.	Number of <fetch> requests failed due to file not found.

Measurement Name	Description
CCXML Fetch parsing failures.	Number of <fetch> requests failed due to document parsing error.
CCXML Fetch requests.	Number of <fetch> requests issued.
CCXML Fetch timeouts.	Number of <fetch> requests failed due to timeout.
CCXML Inbound call failures.	Number of inbound calls that were not connected after an <accept>.
CCXML Inbound call rejects.	Number of inbound calls rejected.
CCXML Inbound calls.	Number of inbound calls.
CCXML Join failures.	Number of <join> requests failed.
CCXML Join requests.	Number of <join> requests issued.
CCXML Outbound call failures.	Number of <createcall> requests that were not connected.
CCXML Outbound calls.	Number of <createcall> requests issued.

ConfMP field descriptions

Measurement Name	Description
CCXML Active calls.	Number of active calls.
Total number of CCXML sessions active.	Gauge indicating the total number of CCXML sessions active.
CCXML Session Start Failures.	Number of CCXML session starts that failed.
CCXML Session Start Requests.	Number of CCXML session start requests.
CCXML Active conferences.	Number of active conferences.
CCXML Session creation target not founds.	Number of <ccxml> requests failed due to file not found.
CCXML Session creation parsing failures.	Number of <createccxml> requests failed due to document parsing error.
CCXML Session creation requests.	Number of <createccxml> requests issued.
CCXML Session creation timeouts.	Number of <createccxml> requests failed due to timeout.

Measurement Name	Description
CCXML Conference failures.	Number of <createconference> request failed.
CCXML Conference requests.	Number of <createconference> requests issued.
CCXML Active dialogs.	Number of active dialogs.
CCXML Dialog failures.	Number of <dialogstart> requests failed.
CCXML Dialog requests.	Number of <dialogstart> requests issued.
CCXML Fetch target not founds.	Number of <fetch> requests failed due to file not found.
CCXML Fetch parsing failures.	Number of <fetch> requests failed due to document parsing error.
CCXML Fetch requests.	Number of <fetch> requests issued.
CCXML Fetch timeouts.	Number of <fetch> requests failed due to timeout.
CCXML Inbound call failures.	Number of inbound calls that were not connected after an <accept>.
CCXML Inbound call rejects.	Number of inbound calls rejected.
CCXML Inbound calls.	Number of inbound calls.
CCXML Join failures.	Number of <join> requests failed.
CCXML Join requests.	Number of <join> requests issued.
CCXML Outbound call failures.	Number of <createcall> requests that were not connected.
CCXML Outbound calls.	Number of <createcall> requests issued.
Conference Cmd Create.	Number of conference create commands.
Conference Cmd Create Premium.	Number of premium conference create commands.
Conference Cmd Create Standard.	Number of standard conference create commands.
Conference Cmd Delete.	Number of conference delete commands.
Conference Cmd Delete Error.	Number of erroneous conference delete commands.
Conference Cmd Ivr.	Number of conference Ivr commands.
Conference Cmd Modify.	Number of conference modify commands.
Conference Cmd Error Corrupted.	Number of corrupted commands.
Conference Cmd Error General.	Number of general command errors.

Measurement Name	Description
CmdJoin	—
Conference Cmd Session Add.	Number of session add commands.
Conference Cmd Session Ivr.	Number of session ivr commands.
Conference Cmd Session Modify.	Number of session modify commands.
Conference Cmd Session Remove.	Number of session remove commands.
Conference Cmd Session Remove Error.	Number of erroneous session remove commands.
Conference Cmd Register.	Number of register commands.
CmdRouteVideo	—
CmdUnjoin	—
Conference Cmd Error Unknown.	Number of unknown commands.
Conference VQMonCriticalEvents.	—
Conference VQMonSuppressedAlerts.	—
Conference VQMonWarningEvents.	—
MAS Conference Media Processor Database Callback Queue Length.	—
Conference Info Load Factor.	Server load factor as seen by Conferencing.
Conference Info Free Command Blocks.	Number of available onference command blocks.
Conference Info Free MPUs.	Number of available MPUs.
Conference Info Replacement Video Streams.	Number of replacement video streams.
Conference Info Pkt Transmits Scheduled.	Number of packet transmits scheduled.
Conference Info Pkt Transmits Completed.	Number of packet transmits completed.
Conference Info Pkt Transmits Delayed.	Number of packet transmits delayed.
Conference Real-Time Timing Interval Missing.	Number of times worker threads are not ready to run.
InfoNumTimesAlreadySignaled1	—
InfoNumTimesAlreadySignaled2	—
InfoNumTimesAlreadySignaled3	—
InfoNumTimesAlreadySignaled4	—
InfoNumTimesAlreadySignaled5+	—

Measurement Name	Description
Conference Info Pkt Arrived Early.	Number of times packets arrived early, indicating network packet loss.
Conference Info Pkt Arrived Late.	Number of times packets arrived late, indicating network reordering.
Conference Info VAD Locked Instances.	Number of times sessions have remained in VAD locked state.
Conference Mix 0	Number of conference mixing intervals with nothing to mix.
Conference Mix 1	Number of conference mixing intervals with one channel to mix.
Conference Mix 2	Number of conference mixing intervals with two channels to mix.
Conference Mix 3	Number of conference mixing intervals with three channels to mix.
Conference Mix GT 3	Number of conference mixing intervals with more than three channels to mix.
Conference Mix 4	Number of conference mixing intervals with four channels to mix.
Conference Mix GT 4	Number of conference mixing intervals with more than four channels to mix.
Conference Audio Blocks Free.	Number of audio blocks currently free.
Conference Audio Blocks in use.	Number of audio blocks currently in use.
Conferences	Number of conferences.
Conferences Premium.	Number of premium conferences.
Conferences Standard.	Number of standard conferences.
Conference Sessions.	Number of sessions in conference.
Conference Channels Confivr.	Number of Confivr channels in conference.
Conference Channels EVRC0.	Number of EVRC0 channels in conference.
Conference Channels G.711 aLaw.	Number of G.711 aLaw channels in conference.
Conference Channels G.711 uLaw.	Number of G.711 uLaw channels in conference.
Conference Channels G.722.	Number of G.722 channels in conference.
Conference Channels G.723.	Number of G.723 channels in conference.
Conference Channels G.726.	Number of G.726 channels in conference.
Conference Channels G.729.	Number of G.729 channels in conference.

Measurement Name	Description
Conference Channels GSMAMR.	Number of GSMAMR channels in conference.
Conference Channels H.263.	Number of H.263 channels in conference.
Conference Channels MS VC1.	Number of MS VC1 channels in conference.
Conference Channels XNNVC.	Number of XNNVC channels in conference.
Conference Secure Sessions.	Number of sessions using media security.
Conference Secure Audio Channels.	Number of audio channels using media security.
Conference Secure Video Channels.	Number of video channels using media security.
Conference Percent Cur RTCP buffers.	Percentage of RTCP buffers currently in use.
Conference Percent Max RTCP buffers.	Maximum Percentage of RTCP buffers used.
Conference Percent Cur Audio RTP buffers.	Percentage of audio RTP buffers currently in use.
Conference Percent Max Audio RTP buffers.	Maximum Percentage of audio RTP buffers used.
Conference Percent Cur Video RTP buffers.	Percentage of video RTP buffers currently in use.
Conference Percent Max Video RTP buffers.	Maximum Percentage of video RTP buffers used.
Conference Real-Time Current Timing Interval Delta.	Current number of intervals worker threads are behind.
Conference Real-Time Maximum Timing Interval Delta.	Maximum number of intervals any thread has ever been behind.

CStore field descriptions

Measurement Name	Description
Admin Audit Storage Requests.	Number of times this request is received at Content Store.
Admin Copy Content Requests.	Number of times this request is received at Content Store.

Measurement Name	Description
Admin Copy Content Group Requests.	Number of times this request is received at Content Store.
Admin Create Content Group Requests.	Number of times this request is received at Content Store.
Admin Create Namespace Requests.	Number of times this request is received at Content Store.
Admin Delete Content Group Requests.	Number of times this request is received at Content Store.
Admin Delete Namespace Requests.	Number of times this request is received at Content Store.
Admin Get Content Groups Requests.	Number of times this request is received at Content Store.
Admin Get Namespaces Requests.	Number of times this request is received at Content Store.
Admin Query Content Group Presence Requests.	Number of times this request is received at Content Store.
Admin Query Content Group Size Requests.	Number of times this request is received at Content Store.
Admin Query Namespace Presence Requests.	Number of times this request is received at Content Store.
Admin Query Namespace Size Requests.	Number of times this request is received at Content Store.
Admin Rename Content ID Requests.	Number of times this request is received at Content Store.
Admin Rename Content Group Requests.	Number of times this request is received at Content Store.
Admin Rename Namespace Requests.	Number of times this request is received at Content Store.
Auto Ingest Requests.	Number of times this request is received at Content Store.
Deliver Requests.	Number of times this request is received at Content Store.
Deliver Pending Request Queue.	Size of the queue which contains outstanding SMTP requests with the remote SMTP server.
Deliver Request Queue.	Size of the queue which receives requests to transcode audio files and then build and deliver e-mails via SMTP.

Measurement Name	Description
Ingest Requests.	Number of times this request is received at Content Store.
Mass Ingest Requests.	Number of times this request is received at Content Store.
Mirror Admin Rcvd.	Number of times this mirror request is received at Content Store.
Mirror Admin Sent.	Number of times this mirror request is sent from Content Store.
Mirror Admin Timeout.	Number of times this mirror request did not receive a response from peer and timed out.
Mirror Ingest Rcvd.	Number of times this mirror request is received at Content Store.
Mirror Ingest Sent.	Number of times this mirror request is sent from Content Store.
Mirror Ingest Timeout.	Number of times this mirror request did not receive a response from peer and timed out.
Mirror Modify Rcvd.	Number of times this mirror request is received at Content Store.
Mirror Modify Sent.	Number of times this mirror request is sent from Content Store.
Mirror Modify Timeout.	Number of times this mirror request did not receive a response from peer and timed out.
Mirror RTFT Reads Failed.	Number of RTFT file transfers failed on the mirror interface between Content Stores.
Mirror RTFT Reads Total.	Number of RTFT file transfers on the mirror interface between Content Stores.
Mirror Sync Done Rcvd.	Number of times this request is received at Content Store.
Mirror Sync Done Sent.	Number of times this mirror request is sent from Content Store.
Mirror Sync Done Timeout.	Number of times this mirror request did not receive a response from peer and timed out.
Mirror Sync Req Rcvd.	Number of times this mirror request is received at Content Store.

Measurement Name	Description
Mirror Sync Req Sent.	Number of times this mirror request is sent from Content Store.
Mirror Sync Req Timeout.	Number of times this mirror request did not receive a response from peer and timed out.
Mirror Sync Start Ok Rcvd.	Number of times this mirror request is received at Content Store.
Mirror Sync Start Ok Sent.	Number of times this mirror request is sent from Content Store.
Mirror Sync Start Ok Timeout.	Number of times this mirror request did not receive a response from peer and timed out.
Mirror Sync Start Rcvd.	Number of times this mirror request is received at Content Store.
Mirror Sync Start Refused Rcvd.	Number of times this mirror request is received at Content Store.
Mirror Sync Start Refused Sent.	Number of times this mirror request is sent from Content Store.
Mirror Sync Start Sent.	Number of times this mirror request is sent from Content Store.
Mirror Token Grant Rcvd.	Number of times this mirror request is received at Content Store.
Mirror Token Grant Sent.	Number of times this mirror request is sent from Content Store.
Mirror Token Req Rcvd.	Number of times this mirror request is received at Content Store.
Mirror Token Req Sent.	Number of times this mirror request is sent from Content Store.
Mirror Token Req Timeout.	Number of times this mirror request did not receive a response from peer and timed out.
Mirror XML Modify Rcvd.	Number of times this mirror request is received at Content Store.
Mirror XML Modify Sent.	Number of times this mirror request is sent from Content Store.
Mirror XML Modify Timeout.	Number of times this mirror request did not receive a response from peer and timed out.

Measurement Name	Description
Modify Requests.	Number of times this request is received at Content Store.
Notify Requests.	Number of times this request is received at Content Store.
Primary Request Queue.	Size of the queue which receives incoming requests.
Query Requests.	Number of times this request is received at Content Store.
Registration Requests.	Number of times this request is received at Content Store.
Report Requests.	Number of times this request is received at Content Store.
Stat Requests.	Number of times this request is received at Content Store.
Subscribe Requests.	Number of times this request is received at Content Store
Total Transactions.	Total number of requests of all type received at Content Store
XML Modify Requests.	Number of times this request is received at Content Store.
XML Query Requests.	Number of times this request is received at Content Store.
XML Search Requests.	Number of times this request is received at Content Store.

IvrMP field descriptions

Measurement Name	Description
IVR Buffer Current In-Use Buffer Percent.	The current percentage of allocated RTP buffers concurrently in use.
IVR Aged Buffers.	The number of RTP buffers that aged themselves into the buffer free pool.
IVR Buffer Maximum In-Use Percentage.	The maximum percentage of allocated RTP buffers concurrently in use.

Measurement Name	Description
IVR File Cache Size.	The size of the in-memory media file cache in kbyte.
IVR File Cache Maximum In-Use Percentage.	The current percentage of the media cache that is filled.
CodecAMR	—
CodecAMRRecv	—
CodecAMRSend	—
IVR Channels DIVX.	The number of times the codec is selected.
IVR Channels EVRC0.	The number of times the codec is selected.
IVR Receive Channels EVRC0.	The number of RTP sessions of the indicated type.
IVR Send Channels EVRC0.	The number of RTP sessions of the indicated type.
IVR Receive Channels G.711.	The number of RTP sessions of the indicated type.
IVR Send Channels G.711.	The number of RTP sessions of the indicated type.
IVR Channels G.721.	The number of times the codec is selected.
IVR Channels G.722.	The number of times the codec is selected.
IVR Receive Channels G.722.	The number of RTP sessions of the indicated type.
IVR Send Channels G.722.	The number of RTP sessions of the indicated type.
IVR Channels G.729.	The number of times the codec is selected.
IVR Receive Channels G.729.	The number of RTP sessions of the indicated type.
IVR Send Channels G.729.	The number of RTP sessions of the indicated type.
IVR Channels H.263.	The number of times the codec is selected.
IVR Channels H.264.	The number of times the codec is selected.
IVR Channels L16.	The number of times the codec is selected.
IVR Channels L8.	The number of times the codec is selected.
CodecMSRTA.	—
CodecMSRTA8KRecv.	—
CodecMSRTA8KSend.	—

Measurement Name	Description
IVR Channels G.711 aLaw.	The number of times the codec is selected.
IVR Channels G.711 uLaw.	The number of times the codec is selected.
IVR Total Receive Channels.	The number of active decoding channels.
IVR Total Send Channels.	The number of active encoding channels.
IVR Controller Connections.	The number of controller connections.
IVR Controller Connections Lost.	The number of controller connections to this IVR that have broken.
IVR Session Overload.	A reservation was rejected because of CPU overload detection.
IVR Sessions Released.	The number of sessions released.
IVR Sessions Reserved.	The number of sessions reserved.
IVR Sessions.	The number of active IVR sessions.
IVR Session Timeout.	The number of IVR sessions whose sanity timer expired and were released. This count is also reflected in the release count.
IVR Session Underflow.	The number of send channel read underflows (empty send cache when sending an audio packet).
IVR RTP Packets Received with Invalid SSRC.	The number of RTP packets received that have invalid RTP SSRC values.
IVR VQMonCriticalEvents.	—
IVR VQMonSuppressedAlerts.	—
IVR VQMonWarningEvents.	—
IVR Load Delta.	The current loading rate.
IVR Load Factor.	The engineering load computation for the IVR.
MRCP Channels Available.	The number of MRCP channels available for use.
MRCP Closed Channels.	The number of MRCP channels de-allocated.
MRCP Grammar Load Failures.	The number of MRCP recognition grammar load requests failed.
MRCP Grammar Load Requests.	The number of MRCP recognition grammar load requests attempted.
MRCP Grammar Load Success.	The number of MRCP recognition grammar load requests succeeded.

Measurement Name	Description
MRCP Incoming Events.	The number of incoming events (asynchronous event messages from server).
MRCP Incoming Messages.	The number of incoming messages from the configured MRCP servers
MRCP LVR Allocation Failures.	The number of LVR allocation requests that fail from the server.
MRCP LVR Allocations.	The number of LVR allocation requests.
MRCP LVR Allocation Success.	The number of LVR allocation requests that succeed.
MRCP LVR De-allocations.	The number of LVR deallocation attempts.
MRCP LVR De-allocation Completions.	The number of LVR deallocations completed.
MRCP LVR Setup Failures.	The number of LVR allocation requests that fail in the IVR.
MRCP Max Channel Hits.	The number of times MRCP channel allocations reached the maximum channels during an allocation attempt.
MRCP Stack Errors.	The number of MRCP stack errors.
MRCP Opened Channels.	The number of MRCP channels allocated.
MRCP Outgoing Messages.	The number of outgoing messages to the configured MRCP servers.
MRCP Recognition Errors.	The number of recognition errors occurring at speech server.
MRCP Grammar Compile Failures.	The number of recognition grammar compilation failures from speech server.
MRCP Grammar Load Failures.	The number of recognition grammar load failures from speech server.
MRCP Recognition Unsupported Language Errors.	The number of requests for an unsupported language used for recognition.
MRCP Recognition No Matches.	The number of recognition attempts that did not match speech to any active grammar.
MRCP Recognition Speech Timeouts.	The number of recognition requests without speech exceeding recognition timeout.
MRCP Aborted Recognitions.	The number of MRCP speech recognition requests aborted.
MRCP Recognition Failures.	The number of MRCP speech recognition requests failed.

Measurement Name	Description
MRCP Recognition Requests.	The number of MRCP speech recognition requests started.
MRCP Recognition Success.	The number of MRCP speech recognition requests succeeded.
MRCP Speech Too Early Timeouts.	The number of early speech timeouts.
MRCP Recognition Internal System Failures.	The number of MRCP speech recognizer system failures.
MRCP Recognition Timeouts.	Recognition requests with speech exceeding recognition timeout.
MRCP Too Much Speech Timeouts.	The number of too much speech timeouts.
MRCP Recognition Unknown Requests.	The number of unrecognized MRCP requests.
MRCP Recongition URI Failures.	The number of bad resource URIs used on recognition request to speech server.
MRCP RTSP Errors.	The number of erroneous events received from RTSP.
MRCP Channels Used.	The number of MRCP channels in use.
MRCP Speak Aborts.	The number of MRCP speak requests aborted.
MRCP Speak Failures.	The number of MRCP speak requests failed.
MRCP Speak Requests.	The number of MRCP speak requests attempted.
MRCP Speak Success.	The number of MRCP speak requests succeeded.
MRCP Speak Unknown Errors.	The number of unknown error occurrences on the speech server.
MRCP Speak Barge-In.	The number of speak request barge-ins requested before completion.
MRCP Speak Errors.	The number of speech server speak failures.
MRCP Speak Unsupported Language Errors.	The number of unsupported language requests on a speak request.
MRCP Speak Normal.	The number of normal speak request completions.
MRCP Speak Parse Failures.	The number of speak request parse errors from the MRCP speech server.

Measurement Name	Description
MRCP Speak System Failures.	The number of MRCP speech synthesizer system failures.
MRCP Speak URI Failures.	The number of bad resource URIs used on speech request to speech server.
MRCP TTS Allocation Failures.	The number of TTS allocation requests that fail from the server.
MRCP TTS Allocations.	The number of TTS allocation requests.
MRCP TTS Allocation Success.	The number of TTS allocation requests that succeed.
MRCP TTS De-allocations.	The number of TTS deallocation attempts.
MRCP TTS De-allocation Completions.	The number of TTS deallocations completed.
MRCP TTS Setup Failures.	The number of TTS allocation requests that fail in the IVR.
NWCache Access Objects.	Number of unique NWCache access objects.
NWCache Audits.	Number NWCache audit cycles.
NWCache Entry Objects.	Number of unique NWCache cache entries.
NWCache File Delete Fails.	Number NWCache files that failed deletion.
NWCache Opens.	Number of NWCache open operations.
NWCache Refreshes.	Number NWCache refresh operations.
NWCache Refresh Fails.	Number failed NWCache refresh operations.
NWCache Releases.	Number NWCache release operations.
IVR Media Pulse Average.	The average media pulse interval in milliseconds.
IVR Media Pulse Maximum.	The maximum media pulse interval in milliseconds.
IVR Adjust Requests.	The number of received requests of this type.
IVR Request Errors.	The number of invalid requests received.
IVR Event Requests.	The number of received requests of this type.
IVR Pause Requests.	The number of received requests of this type.

Measurement Name	Description
IVR Play Requests.	The number of received requests of this type.
IVR Record Requests.	The number of received requests of this type.
IVR Release Requests.	The number of received requests of this type.
IVR Reservation Requests.	The number of received requests of this type.
IVR Resource Requests.	The number of received requests of this type.
IVR Resume Requests.	The number of received requests of this type.
IVR Stop Requests.	The number of received requests of this type.
IVR Unknown Requests.	The number of unknown requests received.
IVR Audio Channel Overflow.	The number of receive channel overflows during audio RTP receive (full stream cache when handling an incoming audio packet).
IVR Corrupt RTP Packets Received.	The number of corrupt RTP packets received.
IVR RTP Overtime.	Only active when RTP timing is enabled. This counts the audio packet latency (packet send interval too long by 50%).
IVR RTP Sockets Open.	The number of RTP sockets currently open.
IVR RTP Undertime.	Only active when Rtp Timing is enabled. This counts the audio packet latency (packet send interval too short by 50%).
IVR Video Channel Overflow.	The number of write overflows during RTP video receive (full stream cache when handling an incoming video packet).
RTSP Error Received Line Too Large.	—
RTSP Error Receiving Message.	—
RTSP Error Request Serialization.	—
RTSP Error Response Serialization.	—
RTSP Error Sending Message.	—
RTSP Error Server Closed Connection.	—
RTSP Error Total.	—

Measurement Name	Description
RTSP Error Unable To Connect.	—
RTSP Error Unable To Set Blocking.	—
RTSP Requests Received.	—
RTSP Requests Transmitted.	—
RTSP Responses Received.	—
RTSP Responses Transmitted.	—
RTSP Sessions.	—
RTSP Sessions Closed.	—
RTSP Sessions Opened Fail.	—
RTSP Sessions Opened Success.	—
IVR Secure Sessions.	The number of IVR sessions using media security.
IVR Secure Audio Channels.	The number of IVR audio channels using media security.
IVR Secure Video Channels.	The number of IVR video channels using media security.

JNWCore field descriptions

Measurement Name	Description
JNWCore	Database Callback Queue Length.
JNWCore	Database Queries Executed.
JNWCore	Database Query Errors.
JNWCore	Database Query Queue Length.

MMC field descriptions

Measurement Name	Description
MAS SIP UserAgent Database Callback Queue Length.	—
MAS SIP UserAgent Database Queries Executed.	—
MAS SIP UserAgent Database Query Errors.	—
MAS SIP UserAgent Database Query Queue Length.	—
SIP Session Aborted Answer Guard Timer.	Number of call aborts due to answer guard timer.
SIP Session Aborted by Long Call Audit.	—
SIP Session Aborted Release Guard Timer.	—
SIP Transaction Aborted by Audit.	—
SIP Session Aborted by User Command.	—
SIP Session Aborted Parsing Failure.	—
SIP Session Aborted Controller Lost.	—
SIP Session Aborted State Violation.	—
SIP Session Aborted by Stack.	—
SIP Engine Allocation.	—
SIP Engine Deallocation.	—
SIP Inbound Call Aborted.	—
SIP Inbound Call Attempted.	—
SIP Inbound Call Cancelled.	—
SIP Inbound Call Connected.	—
SIP Inbound Call Failed.	—
SIP Inbound Call Incomplete.	—
SIP INVITE Sent.	Number of call aborts due to answer guard timer.
SIP Controller Connection Lost.	Number of call aborts due to long call audit.

Measurement Name	Description
SIP Non-INVITE Request Received.	Number of call aborts due to release guard timer.
SIP Non-INVITE Request Retransmission Received.	Number of transaction aborts due to audit.
SIP Non_INVITE Request Retransmission Sent.	Number of call aborts due to user management command.
SIP Non-INVITE Request Sent.	Number of call aborts due to parsing error.
SIP Outgoing Notify Attempted.	Number of call aborts due to controller connection lost.
SIP Outgoing Notify Failed.	Number of call aborts due to session event handling state violation.
SIP Outgoing Notify Successful.	Number of call aborts by stack.
SIP OCSP Requests Sent.	Number of engine allocation requests.
SIP OCSP Revocations Received.	Number of engine free requests.
SIP Outbound Call Aborted.	Number of incomplete inbound calls due to abort.
SIP Outbound Call Attempted.	Number of inbound call attempts.
SIP Outbound Call Cancelled.	Number of incomplete inbound calls due to user cancel.
SIP Outbound Call Connected.	Number of inbound calls successfully connected.
SIP Outbound Call Failed.	Number of incomplete inbound calls due to system failure.
SIP Outbound Call Incomplete.	Number of inbound calls that are incomplete.
SIP Inbound Call Redirected.	Number of incomplete inbound calls due to controller redirect.
SIP Inbound Call Rejected.	Number of incomplete inbound calls due to controller reject.
SIP Inbound Refer Attempted.	Number of inbound refer attempts.
SIP Inbound Refer Failed.	Number of inbound refers that failed to complete.
SIP Inbound Refer Successful.	Number of inbound refers that completed successfully.
SIP Inbound Refer User Abort.	Number of inbound refer requests aborted by user.

Measurement Name	Description
SIP Incoming TCP Connection Attempted.	Number of incoming TCP connection attempted.
SIP Incoming TCP Connection Failed.	Number of incoming TCP connection attempt failed.
SIP Incoming TCP Connection Successful.	Number of incoming TCP connection attempt successfully.
SIP Incoming TLS Connection Attempted.	Number of incoming TLS connection attempt.
SIP Incoming TLS Connection Handshake Failed.	Number of incoming TLS connection attempt failed at handshake.
SIP Incoming TLS Connection Successful.	Number of incoming TLS connection attempt successfully.
SIP Incoming TLS Connection TCP Failed.	Number of incoming TLS connection attempt failed at TCP.
SIP Incoming TLS Connection Verification Failed.	Number of incoming TLS connection attempt failed at verification.
SIP Incoming IM Received.	Number of incoming Instant Messages.
SIP Incoming IM Failed.	Number of failed incoming Instant Messages.
SIP Incoming IM Successful.	Number of successful incoming instant messages.
SIP Outgoing IM Sent.	Number of outgoing Instant Messages.
SIP Outgoing IM Failed.	Number of failed outgoing Instant Messages.
SIP Outgoing IM Successful.	Number of successful outgoing Instant Messages.
SIP INVITE Received.	Number of INVITE received.
SIP INVITE Retransmission Received.	Number of retransmitted INVITE received.
SIP INVITE Retransmission Sent.	Number of retransmitted INVITE sent.
SIP INVITE Sent.	Number of INVITE sent.
SIP Controller Connection Lost.	Number of times controller connections are lost.
SIP Non-INVITE Request Received.	Number of Non-INVITE request received.
SIP Non-INVITE Request Retransmission Received.	Number of retransmitted Non-INVITE request received.
SIP Non_INVITE Request Retransmission Sent.	Number of retransmitted Non-INVITE request sent.

Measurement Name	Description
SIP Non-INVITE Request Sent.	Number of Non-INVITE request sent.
SIP Outgoing Notify Attempted.	Number of outgoing notify requests.
SIP Outgoing Notify Failed.	Number of failed outgoing notify requests.
SIP Outgoing Notify Successful.	Number of successful outgoing notify requests.
SIP OCSP Requests Sent.	Number of times certificates checked for revocation using Online Certificate Status Protocol (OCSP).
SIP OCSP Revocations Received.	Number of times certificates checked using Online Certificate Status Protocol (OCSP) were determined to be revoked.
SIP Outbound Call Aborted.	Number of incomplete outbound calls due to abort.
SIP Outbound Call Attempted.	Number of outbound call attempts.
SIP Outbound Call Cancelled.	Number of incomplete outbound calls due to controller cancel.
SIP Outbound Call Connected.	Number of outbound calls successfully connected.
SIP Outbound Call Failed.	Number of incomplete outbound calls due to system failure.
SIP Outbound Call Incomplete.	Number of outbound call that are incomplete.
SIP Outbound Call Redirected.	Number of incomplete outbound calls due to failed redirect.
SIP Outbound Call Rejected.	Number of incomplete outbound calls due to remote reject.
SIP Outbound Call Retried.	Number of outbound call failover retry attempts.
SIP Outbound Refer Attempted.	Number of outbound refer attempts.
SIP Outbound Refer Failed.	Number of outbound refers that failed to complete.
SIP Outbound Refer Successful.	Number of outbound refers completed successfully.
SIP Outbound Refer User Abort.	Number of outbound refer requests aborted by user.
SIP Outgoing TCP Connection Attempted.	Number of outgoing TCP connection attempted.

Measurement Name	Description
SIP Outgoing TCP Connection Failed.	Number of outgoing TCP connection attempt failed.
SIP Outgoing TCP Connection Successful.	Number of outgoing TCP connection attempt successfully.
SIP Outgoing TLS Connection Attempted.	Number of outgoing TLS connection attempt.
SIP Outgoing TLS Connection Handshake Failed.	Number of outgoing TLS connection attempt failed at handshake.
SIP Outgoing TLS Connection Successful.	Number of outgoing TLS connection attempt successfully.
SIP Outgoing TLS Connection TCP Failed.	Number of outgoing TLS connection attempt failed at TCP.
SIP Outgoing TLS Connection Verification Failed.	Number of outgoing TLS connection attempt failed at verification.
SIP Response Received.	Number of SIP response received.
SIP Response Retransmission Received.	Number of retransmitted SIP response received.
SIP Response Retransmission Sent.	Number of retransmitted SIP response sent.
SIP Response Sent.	Number of SIP response sent.
SIP Outgoing WebPush Attempted.	Number of outgoing Web Push requests.
SIP Outgoing WebPush Failed.	Number of failed outgoing webpush requests.
SIP Outgoing WebPush Successful.	Number of successful outgoing webpush requests.
SIP Active Routes.	Number of active routes.
SIP Active Controllers.	Number of active controllers.
SIP Active Engines.	Number of active engines.
SIP Engines Allocation Attempt.	Number of engine allocation attempts in this period of time.
SIP Free Engines.	Number of free engines.
SIP Engine Threads.	Number of engine threads.
SIP Active Incoming TCP Connections.	Number of active incoming SIP TCP connections.
SIP Active Incoming TLS Connections.	Number of active incoming SIP TLS connections.

Measurement Name	Description
SIP Active Outgoing TCP Connections.	Number of active outgoing SIP TCP connections.
SIP Active Outgoing TLS Connections.	Number of active outgoing SIP TLS connections.
SIP CallLegTransactions.	Number of active SIP call leg transactions.
SIP Calls.	Number of active SIP calls.
SIP Transactions.	Number of active SIP call leg transaction list.
SIP Registrations.	Number of SIP registrations.
SIP General Memory Pool.	Number of used general memory block.
SIP Header Memory Pool.	Number of used header memory block.
SIP Message Memory Pool.	Number of used message memory block.
SIP Timer MemoryPool.	Number of used timer memory block.
SIP Notifications.	Number of SIP notifications.
SIP Notification List.	Number of SIP notification list.
SIP Subscriptions.	Number of SIP subscriptions.
SIP Transactions.	Number of active SIP transactions.
SIP Transmitters.	Number of active SIP transmitters.
SIP Transport Connections.	Number of active SIP transport connections.
SIP Stack Connection Hash.	Number of connection hash.
SIP Transport Out Of Resource Events.	Number of transport out of resource events.
SIP Stack Hash.	Number of SIP stack hash.
SIP Stack Queue Elements.	Number of queued elements.
SIP Stack Queue Events.	Number of queued events.
SIP Stack Read Buffers.	Number of read buffers.
SIP TLS Engines.	Number of SIP TLS engines.
SIP TLS Sessions.	Number of SIP TLS sessions.

Reporter field descriptions

Measurement Name	Description
MAS Reporting Agent Database Callback Queue Length.	—
MAS Reporting Agent Database Queries Executed.	—
MAS Reporting Agent Database Query Errors.	—
MAS Reporting Agent Database Query Queue Length.	—

SC field descriptions

Measurement Name	Description
MSML Active Conferences.	Current number of active MSML conferences.
MSML Conference Attempt.	Number of MSML conference attempted.
MSML Conference Failed.	Number of failed MSML conference attempted.
MSML Conference Success.	Number of successful MSML conference attempted.
MSML Active Request.	Current number of active MSML command requests.
MSML Request Attempt.	Number of MSML command request attempted.
MSML Request Failed.	Number of failed MSML command request attempted.
MSML Request Success.	Number of successful MSML command request attempted.
MSML Active Sessions.	Current number of active MSML sessions.
MSML Session Attempt.	Number of MSML session attempted.
MSML Session Failed.	Number of failed MSML session attempted.

Measurement Name	Description
MSML Session Success.	Number of successful MSML session attempted.
MAS Resource Manager Database Callback Queue Length.	—
MAS Resource Manager Database Queries Executed.	—
MAS Resource Manager Database Query Errors.	—
MAS Resource Manager Database Query Queue Length.	—
Active Sessions.	Current number of active controller sessions.
Event Queue Length.	The number of events in queue to be processed by the session engine.
Event Queue Maximum Length.	The maximum number of events queued to be processed by the session engine.
Connections.	The number of active connections from the controller process to controlled components.
Large Buffers.	The number of large memory buffers in use.
Small Buffers.	The number of small memory buffers in use.
Controller Events Processed.	The number of events processed by the session engine.

SNMP Agent field descriptions

Component	Measurement Name	Description
SNMPAgent	MAS SNMP SubAgent Database Callback Queue Length.	—
SNMPAgent	MAS SNMP SubAgent Database Queries Executed.	—
SNMPAgent	MAS SNMP SubAgent Database Query Errors.	—

Component	Measurement Name	Description
SNMPAgent	MAS SNMP SubAgent Database Query Queue Length.	—

SoapServer field descriptions

Measurement Name	Description
MAS Management SOAP Server Database Callback Queue Length.	—
MAS Management SOAP Server Database Queries Executed.	—
MAS Management SOAP Server Database Query Errors.	—
MAS Management SOAP Server Database Query Queue Length.	—

SRP field descriptions

Measurement Name	Description
Number of alarm Starts.	The number of times alarm was started in the current instance.
Number of ConfMP Starts.	The number of times ConfMP was started in the current instance.
Number of CStore Starts.	The number of times CStore was started in the current instance.
Number of IvrMP Starts.	The number of times IvrMP was started in the current instance.
Number of MMC Starts.	The number of times MMC was started in the current instance.
Disk C Usage in Percent.	The percentage of space on drive C currently in use.
CPU Usage in Percent.	The percentage of CPU currently being used by all processes.

Measurement Name	Description
Number of Reporter Starts.	The number of times Reporter was started in the current instance.
Number of sc Starts.	The number of times sc was started in the current instance.
Number of SoapServer Starts.	The number of times SoapServer was started in the current instance.
MAS Start/Restart Manager Database Callback Queue Length.	—
MAS Start/Restart Manager Database Queries Executed.	—
MAS Start/Restart Manager Database Query Errors.	—
MAS Start/Restart Manager Database Query Queue Length.	—
Number of StreamSource Starts.	The number of times StreamSource was started in the current instance.

StreamSource field descriptions

Measurement Name	Description
AllocatedAudioBuffers	—
StreamSource File Transcoded.	Number of media source files transcoded.
StreamSource Media Buffers Allocated.	Media Buffers Allocated.
StreamSource RSS Audits.	RSS Audits.
StreamSource RSS Bytes Rcvd.	RSS Bytes received.
StreamSource RSS Downloads.	RSS downloads.
StreamSource Shoutcast Bytes Rcvd.	Shoutcast Bytes received.
StreamSource Bytes Streamed.	Bytes streamed to IVR per second.
StreamSource Connections.	Active IVR Connections.
StreamSource ConfMP Streams.	ConfMP streams.
StreamSource Pending Connections.	Inactive IVR Pending Connections.
MAS Streaming Source Database Callback Queue Length.	—

Measurement Name	Description
MAS Streaming Source Database Queries Executed.	—
MAS Streaming Source Database Query Errors.	—
MAS Streaming Source Database Query Queue Length.	—

SysMon field descriptions

Measurement Name	Description
System Monitor Database Callback Queue Length.	—
System Monitor Database Queries Executed.	—
System Monitor Database Query Errors.	—
System Monitor Database Query Queue Length.	—

VidMP field descriptions

Measurement Name	Description
Active Speaker Notify commands.	Number of active speaker notify commands.
VidMP Number of conferences.	Number of conferences.
Create Relay Channel commands.	Number of channel create commands.
Create Relay Conf commands.	Number of conference create commands.
Destroy Relay Channel commands.	Number of destroy channel commands.
Destroy Relay Conf commands.	Number of destroy conference commands.
Detach relay conference commands.	Number of detach relay conference commands.

Measurement Name	Description
Join relay conference commands.	Number of join relay conference commands.
Modify Video commands.	Number of modify video commands.
VidMP API Request Queue Size.	Number of requests in queue.
Registration Request.	Number of Registration Requests.
Route Video commands.	Number of route video commands.
VidMP Number of sessions.	Number of sessions.
Trunk Active Speaker Notify commands.	Number of trunk active speaker notify commands.
VidMP Number of trunk sessions.	Number of trunk sessions.

VXMLI field descriptions

Measurement Name	Description
Average Answer Latency.	Average Answer Latency. Average time between the call connecting and requesting the first prompt to play.
Alternate Text Prompts.	Total number of times the interpreter had to default to speaking alternate text.
Attach Recognizer Requests Completed.	Total number of times a recognizer was attached successfully.
Attach Recognizer Request Failures.	Total number of times a attach recognizer request failed.
Attach Synthesizer Requests Completed.	Total number of times a synthesizer was attached successfully.
Attach Synthesizer Request Failures.	Total number of times a attach synthesizer request failed.
Blind Transfers.	Total number of blind transfer attempts.
Bridged Transfers.	Total number of bridge transfer attempts.
Calls	Total number of calls received by the VoiceXML interpreter.
Consultation Transfers.	Total number of consultation transfer attempts.

Measurement Name	Description
Detach Recognizer Requests Completed.	Total number of times a recognizer was detached successfully.
Detach Recognizer Request Failures.	Total number of times a detach recognizer request failed.
Detach Synthesizer Requests Completed.	Total number of times a synthesizer was detached successfully.
Detach Synthesizer Request Failures.	Total number of times a detach synthesizer request failed.
Dialogs	Total number of dialogs. There are two types of dialogs (forms and menus). Forms present information and gather input, menus offer choices of what to do next.
Disk Cache Hits.	Total number of disk cache hits.
Disk Cache Misses.	Total number of disk cache misses.
DTMF Inputs.	Total number of DTMF inputs.
Bad Choice Grammar Events.	Total number of error.grammar.choice events thrown.
Bad Fetch Application URI Events.	Total number of error.badfetch.applicationuri events thrown.
Bad Fetch Dialog Events.	Total number of error.badfetch.baddialog events thrown.
Bad Fetches.	Total number of error.badfetch events thrown.
Bad Fetch Http Error Events.	Total number of error.badfetch.http.# events thrown.
Bad Fetch URI Events.	Total number of error.badfetch.baduri events thrown.
Bad Grammar Events.	Total number of error.grammar events thrown.
Bad Inline Grammar Events.	Total number of error.grammar.inlined events thrown.
Connection Bad Destination Events.	Total number of error.connection.baddestination events thrown.
Connection No Authorization Events.	Total number of error.connection.noauthorization events thrown.

Measurement Name	Description
Connection No Route Events.	Total number of error.connection.noroute events thrown.
Connection No Resource Events.	Total number of error.connection.noresource events thrown.
Error No Authorization Events.	Total number of error.noauthorization events thrown.
Error Object Events.	Total number of error.object events thrown.
Error Recognition Events.	Total number of error.recognition events thrown.
Error Record Events.	Total number of error.record events thrown.
Error Transfer Events.	Total number of error.transfer events thrown.
Max Speech Timeout Events.	Total number of maxspeechtimeout events thrown.
No Input Events.	Total number of no-input events thrown.
No Match Events.	Total number of no-match events thrown.
No Resource Events.	Total number of error.noresource events thrown.
Semantic Error Events.	Total number of error.sematic events thrown. This event will be thrown when a runtime error is encountered in the Voice XML document.
No Event In Throw, Semantic Error Events.	Total number of error.semantic.no_event_in_throw events thrown.
ECMA Semantic Error Events.	Total number of error.semantic.ecmascript events thrown.
No Grammar Semantic Error Events.	Total number of error.semantic.nogrammars events thrown.
Unsupported Builtin Events.	Total number of error.unsupported.builtin events thrown.
Unsupported Format Events.	Total number of error.unsupported.format events thrown.
Unsupported Language Events.	Total number of error.unsupported.language events thrown.
Unsupported Object Events.	Total number of error.unsupported.objectname events thrown.

Measurement Name	Description
Unsupported Blind Transfer Events.	Total number of error.unsupported.transfer.blind events thrown.
Unsupported Bridge Transfer Events.	Total number of error.unsupported.transfer.bridge events thrown.
Unsupported URI Events.	Total number of error.unsupported.uri events thrown.
Failed Inputs.	Total number of failed inputs.
Failed Prompts.	Total number of times an attempt to speak to the caller failed.
Fetch Attempts.	Total number of attempts to fetch a Voice XML document.
Fetch Latency Interval 1.	Total number of page fetches that took less than one second to load.
Fetch Latency Interval 2.	Total number of page fetches that took at least one second to load and less than two seconds.
Fetch Latency Interval 3.	Total number of page fetches that took at least two seconds to load and less than three seconds.
Fetch Latency Interval 4.	Total number of page fetches that took at least three seconds to load and less than four seconds.
Fetch Latency Interval 5.	Total number of page fetches that took four seconds or greater to load the page.
HTTP Gets.	Total requests with method set to get or undefined, default is a get method.
Memory Cache Hits.	Total number of memory cache hits.
Memory Cache Misses.	Total number of memory cache misses.
HTTP Posts.	Total requests with method set to post.
Pre-Recorded Prompts.	Total number of prerecorded prompts spoken.
Prompts	Total number of times an attempt was made to speak to the caller.
Recordings	Total number of recordings requested.
Reprompts	Total number of time the caller had to be re-prompted.

Measurement Name	Description
Speech Inputs.	Total number of speech inputs.
Failed Transfers.	Total number of transfer failures.
Transfers	Total number of transfer attempts.
Text-To-Speech Prompts.	Total number of TTS prompts spoken.
User Cancel Requests.	The number of pre-defined cancel events thrown. This occurs when the user speaks < cancel > and the universal cancel grammar is active.
User Exit Requests.	The number of pre-defined exit events thrown. This occurs when the user speaks < exit > and the universal exit grammar is active.
User Help Requests.	The number of pre-defined help events thrown. This occurs when the user speaks < help > and the universal help grammar is active.
Speech Utterances.	Total number of speech utterances.
Speech Utterances Recognized.	Total number of recognized speech utterances.
Callee Busy Transfer Failures.	Total number of transfer failures due to the callee being busy.
Network Busy Transfer Failures.	Total number of transfer failures due to the network being busy.
No Answer Transfer Failures.	Total number of transfer failures due to the callee not answering within the time specified by the connecttimeout attribute.

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